



# **Carolinan College**

## **of Health Sciences**

# **Emergency Response Plan**

### **TO ACTIVATE THIS PLAN**

- 1. Notify a member of the President's Council**
- 2. Announce: "Emergency Plan Activation, Level [2/1]"**
- 3. Describe the situation, location and specific assistance needed**

**Carolinan College of Health Sciences  
2110 Water Ridge Pkwy  
Charlotte NC 28217  
704-355-5043**

***APPROVED WORKING DOCUMENT***  
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## **INTRODUCTION**

Carolinas College of Health Sciences Emergency Response Plan describes the structure and philosophy of the college's plan as well as the principles and procedures for all teammates and students to follow in effectively responding to an emergency or unusual situation within the college or within the community. Because it is impossible to predict the exact nature or scope of an emergency, the plan is intended to be used as a guide that can be adapted to various situations. Although it is specific in assigning responsibilities and authorities, it is flexible in allowing designated individuals to mobilize and manage personnel, supplies, equipment, and space in a logical, organized, and scalable manner.

An emergency is defined as an unexpected or sudden event that significantly disrupts the environment of care; disrupts the college's ability to provide care; or results in a sudden, significantly changed, or increased demand for patient care services. Emergency events are classified as natural (e.g., tornado, winter storm); technological (e.g., utility failure, transportation accident); or human (e.g., terrorism, infant abduction).

This plan will be reviewed and updated, as necessary, if applicable regulations are revised, the plan failed during an emergency, facility operations have changed in a way that affects the plan, the roster of emergency personnel has changed, or if the emergency equipment listed has been altered; but at least annually, by the college's Safety Committee.

Carolinas College of Health Sciences Emergency Response Plan applies to all persons working, enrolled at, or visiting the college. This plan will provide general response information that may be useful for a broad range of situations.

## **EMERGENCY MANAGEMENT**

### **Incident Command System**

Following guidelines established by the National Incident Management System (NIMS), the college has established an Emergency Response Team to coordinate appropriate actions in all college emergencies. This team includes, but is not limited to, the members of the president's council and other key administrators within the college and Atrium Health. Depending on the nature of the incident, the Emergency Response Team may be activated, or it may escalate to the Incident Command System (ICS) and the roles identifies in the table below.

The Emergency Response Team is a small group responsible for directing emergency actions, campus closings, notification to the college community, etc. in crisis situations. This team will conduct emergency meetings (some meetings may be conducted by telephone) to determine the course of action and will meet regularly until the emergency has passed. Team members or alternates are always on call.

### **Incident Management Roles**

The Emergency Response Team is charged with executing the Emergency Response Plan and with all resource allocations, communications, and decisions necessary in response to the

incident or event. The table below identifies the key members of this team and their roles in the Incident Command System.

<b>Emergency Response Team</b>		
<b><i>Primary</i></b>	<b><i>Alternate</i></b>	<b><i>Level of Responsibility</i></b>
Dean, Administration and Finance *Serves as Incident Commander (IC)	President	Directs all events/incidents involving students or the student experience. <b>Initial Contact for activation of the Emergency Response Plan</b>
Dean, Student Affairs *Serves as Deputy Incident Commander	Provost	Coordinates facility needs and operations. Coordinates safety protocols. <b>Back-up contact for activation of the Emergency Response Plan</b>
Strategic Marketing Manager *Serves as CCM&O Officer	President	Coordinates external relations and communications and interactions with legal counsel. <b>Back-up contact for activation of the Emergency Response Plan</b>
Provost *Serves as Liaison Officer	Chair, Safety Committee	Coordinates interactions with external resources (i.e. fire, police, health dept., Atrium Health Security, etc.). <b>Back-up contact for activation of the Emergency Response Plan</b>
Chair, Safety Committee *Serves as Safety Officer	Safety Committee Member	Coordinates documentation of incidents and responses and compliance with all Atrium Health post-event reporting.
<b>Potential Additional Members as Needed</b>		
Director, Teaching, Learning and Technology		Coordinates access to technology and interaction with Atrium Health IS
Provost and Program Chairs		Some situations may require other institutional leadership team members be included in the Emergency Response Team
Essential Staff		Some situations may require additional staff presence to manage the event.

Some additional, broad responsibilities of the Emergency Response Team include:

1. Allocation and distribution of resources required to accomplish the purpose of this plan.
2. Requisition of needed resources, both human and fiscal – especially those required in the 24 to 96-hour range to complete stabilization and commencement of service.
3. Delegation of necessary authorities for incident stabilization and protection of life and property.
4. Identification of critical business functions that must quickly be restored and maintained.
5. Determination of long-term (greater than 30 days) effects the incident may have on the College and how these can be managed.
6. Monitoring the recovery process to ensure the recovery is proceeding according to plan and to provide guidance/assistance as needed.

Some teammates may be designated as essential by their supervisor and or by the Emergency Response Team and directed to work during a crisis incident or event. An essential employee is required to perform duties as directed by the Emergency Response Team before, during, and after a crisis incident or event. These duties may not be consistent with normal responsibilities.

#### Contact Information

All relevant contact information for all faculty and staff is located on the College's data drive. Members of the Emergency Response Team should keep current "hard" copies of this data with them at all times.

Atrium Health Security maintains a list of Emergency Response Team Members and alternates and a hierarchy of contact. Any incident or event involving a college student, faculty, staff, visitor or physical facility will be directed first to the president of the college and, if necessary, to the appropriate member of the Emergency Response Team.

#### **Scope**

This Emergency Management Plan is predicated on a realistic approach to the problems likely to be encountered during an emergency. Hence, the following assumptions are made and should be used as general guidelines in such an event:

1. An emergency may occur at any time of the day or night, weekend, or holiday, with little or no warning.
2. The succession of events in an emergency is not predictable; therefore, published operational plans, such as this plan, should serve only as a guide and a checklist, and may require modifications to meet the requirements of the emergency.
3. An emergency may be declared if information indicates that such conditions are developing or probable.
4. Emergencies may be community wide. Therefore, it is necessary for the College to prepare for and carry out disaster response and short-term recovery operations in conjunction with local resources.

To assure proper utilization and coordination of resources, the Emergency Response Team will coordinate services and resources necessary to support College operations. **All College resources will be coordinated and controlled by the Emergency Response Team during the incident or emergency.**

## **Communication**

Clear and consistent communication is essential during an emergency. As decisions are made by the Emergency Response Team, appropriate communications must be developed and distributed immediately to all key audiences: students, faculty, staff, families, visitors, and the public. An Emergency Decision Flow Chart (see Emergency Decision Flow Chart – Supplement A) has been developed to aid in quick decision-making and communication of an emergency.

College distribution channels include telephone, web site ([www.CarolinasCollege.edu](http://www.CarolinasCollege.edu)), and e-mail. Emergency notification is also communicated via the Emergency Notification System which can be activated by any member of the president's council.

An emergency response notification protocol is available to key leaders to assist in making all necessary notifications in the event of the need to change the status of the College (i.e. delayed opening, closed, etc.). This protocol includes information on the auto attendant, the emergency response hotline, the emergency notification system, and updating the website. It is a secure document not attached to this plan, but available to the emergency response team and other key leaders.

Although every situation is different and requires its own set of treatments or sensitivities, the basic response system is quite simple. If you become aware of or are involved in an emergency, keep these five factors in mind:

- Speed of awareness and response
- Privacy
- Consistency of response from individual to individual
- Media awareness and maintenance
- Follow-up response

If we do not attend to these elements appropriately, then a situation that may have already been traumatic, upsetting, or stressful can be painfully magnified.

## **Communication Matrix**

	Level 2 (Minor Impact)	Level 1 (Major Impact)
E-mail notification	Key parties notified by e-mail within 2 hours following event	Key parties notified immediately, and all college personnel and students notified within the first hour with periodic updates following
Voicemail notification	Key parties notified as needed	Notification to Leadership Team

		immediately; Activate the Emergency Notification System to all teammates and students as soon as possible; periodic updates to follow
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## ACTIVATION LEVELS

Specific Carolinas College of Health Sciences triggers are outlined in the steps below and include scenarios such as external and/or reputation damage issues, disruption of teaching resources or capabilities, an event severe enough for external reporting or that could result in a penalty, and/or severe injury.

Some specific types of incidents or events are listed on the following pages within defined categories. Each incident/event category includes an overview of the emergency and broad procedures for response. Detailed procedures for specific incidents can be found in the appendix. The initial response actions are designated for those members of the College community who respond first or discover the incident/event. The management response is the second level of response and includes the leader responsible for the area affected or the immediate leader in charge. The ongoing/follow-up response is to ensure the incident/event is handled appropriately and no issues are left unresolved.

There are two categories of emergency incidents:

**Level 2 – Minor Impact:** Level 2 is defined as a local event with limited impact, which does not affect the overall functional capability of the College. Planning and response is carried out at a limited local level (e.g. by the involved party). The Emergency Response Plan would be activated as necessary.

**Priority 1 – Major Impact:** Level 1 is defined as a very serious event that has the potential to impair or halt the operations of the College. All College departments are impacted as well as Atrium Health departments/facilities. This event requires the assistance of outside resources. The Emergency Response Plan is fully activated.

For specific response protocols by type of emergency, see the appendix (page 12) for individual emergency operation plans. The following are general response protocols based on the three types of incidents or events.

### LEVEL 2 – MINOR IMPACT

A Priority 3 Minor incident is any occurrence within a localized department of the College requiring supervisory action. It is an atypical occurrence at the College that is specific in nature but contained in a confined area with limited impact. This incident does not affect the overall functional capability of the College. The Emergency Response Plan is typically not activated.

### Types of Incidents

- Minor weather concerns such as heavy rains, thunderstorms, hail
- Incidents that cause minor injuries not requiring significant medical attention
- Minor disturbances to the operation of the college (i.e. telephone/computer outage, etc.)
- Minor thefts and/or break-ins
- Developing controversy or potentially disruptive events (i.e. sit-ins, protests, etc.)
- Disruptive issues such as violent behavior

## **Response Protocol**

### Initial Responder

1. Gather as much information as possible regarding the incident or event
  - a. What happened?
  - b. When did it happen?
  - c. Where did it happen?
  - d. Why did it happen? (What went wrong?)
  - e. Who was affected? Who was involved?
  - f. Who was responsible?
  - g. Who has been notified of the problem?
  - h. How was this notification handled?
  - i. What is the estimate of damage or loss?
2. Report findings to the appropriate leadership team representative as soon as possible

### Incident Commander

1. Collect information from initial responder
2. Decide on the best course of action based on the incident/event
3. Notify all necessary offices and people (i.e. Security, etc.)
4. Utilize service recovery tools as necessary
5. Complete all necessary forms and forward to the appropriate office/people (i.e. Corporate Safety, Safety Chair, etc.)
6. Contact the chair of the Emergency Response Team as necessary for consultation

### Ongoing/Follow-up Response

1. Appropriate manager or other responsible party (i.e. Safety Chair) follow-up as needed to ensure all actions have been attended to
2. Determine protocols for communication
  - a. When, where and by whom will public statements be made, if necessary
  - b. Inclement weather notification as defined in the Communication section of this plan
3. Notification of incident/event and response actions to president's council members

## **LEVEL 1 – Major Impact**

A Priority 1 Disaster incident is any occurrence that seriously impairs or halts the operation of the College and often can involve more than the campus community. It is any event with significant damage to or loss of physical and/or human resources. Included is any incident involving a regional/local emergency and significant external factors and responders. This

incident severely impacts the functional ability of the College. The Emergency Response Plan is fully activated.

### **Types of Incidents**

- Severe weather concerns such as a tornado
- Isolated or significant fire
- Hostage situation
- Incidents that cause multiple injuries or death (including suicide)
- Wide area and prolonged utility failure
- Major disruptive issues such as hate crimes and terrorism
- Severe weather concerns such as severe thunderstorms tornados, or ice storms
- Medical event or traumatic injury resulting in an ambulance call and/or hospitalization\*\*
- Significant disturbances to the operation of the college (i.e. prolonged telephone/computer outage, etc.)
- Communicable disease
- Suspicious packages/envelopes
- Bomb threats
- Firearms and other weapons
- Evacuation of building due to hazardous material/chemicals
- Sexual Assault/Rape

### **Response Protocol**

#### Initial Responder

1. Determine the nature and severity of the incident/event (if unable to determine severity or nature of the incident, do not engage, contact appropriate manager immediately)
  - a. For inclement weather, Carolinas HealthCare System will issue a Code Green alert with instructions on the specific weather situation and potential responses.
    - i. See Inclement Weather Response Protocols - Supplement C
  - b. Secure the scene (e.g. make sure bystanders are clear; assist victims as necessary, etc.)
2. Initial steps should be taken to plan for the safety of all involved
  - a. In the event of an unresponsive person and/or the need to utilize the AED, the following steps may be taken:
    - i. Attempt to get the person to respond. If no response, initiate the steps of CPR.
    - ii. Have one person call 911 and request an ambulance to 1200 Blythe Boulevard, Room \_\_\_\_/Location\_\_\_\_\_.
    - iii. Have another person get the AED, tell the front desk attendant the location of the emergency and that 911 has been called.
    - iv. After calling 911, call Atrium Health Security at 704-355-3333 and wait outside to direct security and the emergency responders
3. Call security/police, fire department, or ambulance as necessary
4. Manage the incident/event location by clearing the building, removing spectators, closing off the area, etc.
  - a. Identify safe temporary locations as waiting areas for those affected

5. Notify the Chair of the Emergency Response Team or the Manager in Charge as soon as possible and report findings
6. Gather as much information as possible regarding the incident or event
  - a. What happened?
  - b. When did it happen?
  - c. Where did it happen?
  - d. Why did it happen? (What went wrong?)
  - e. Who was affected? Who was involved?
  - f. Was anyone injured or killed? (provide specifics)
  - g. Who was responsible?
  - h. Who has been notified of the problem?
  - i. How was this notification handled?
  - j. Has a similar situation ever occurred in the past?
  - k. What is the estimate of damage or loss?

#### Incident Commander

1. Collect information from initial responder
2. Convene the Emergency Response Team to make all further decisions/response actions
  - a. Implement ICS management functions as appropriate (following roles identified on page 4).
  - b. Where can the ERT meet? Alternative locations? Frequency of meetings?
  - c. Do classes need to be suspended or cancelled? For how long?
  - d. What are the needs for internal and external communication and operational recovery?
  - e. What community agencies should be involved?
  - f. Who and how will information be communicated with Atrium Health leadership and local/civil authorities?
  - g. Identify and implement the short-term steps necessary to respond to and/or resolve the situation
  - h. Do any special security considerations exist?
  - i. Who is available to assist? Who needs to be called in to support (i.e. Marketing/CCM&O, etc?)
  - j. Consult appropriate ancillary materials
3. Decide on the best course of action based on the incident/event
  - a. Who needs to be contacted?
  - b. Is the building usable? Is Medical Education Usable? Alternative locations?
  - c. What is the state of the hospital? Of the community?
  - d. What are the peripheral issues that need to be addressed and the strategies to address them?
  - e. Who is involved in the incident/event? How many affected?
  - f. Coordinate interactions with emergency response agencies
  - g. Where can emergency response agencies be staged?
  - h. What actions/responses have already occurred?
  - i. What are the scenarios for recovery?
  - j. Who will travel to and represent the institution as necessary (i.e. off-campus emergencies, funerals, etc.)?

- k. How will we maintain students and staff in the building for long periods of time (i.e. food and water, etc.)?
4. Maintain a written log of all decisions, actions, communications, and responses
5. Determine protocols for communication and operations
  - a. How do we and who is responsible to notify students? Faculty/staff? Public? Families?
  - b. How do we utilize website, phones, e-mail, media?
  - c. When, where and by whom will public statements be made?
  - d. Should communications be vetted through legal counsel?
  - e. Is a campus gathering appropriate?
6. Implement contingency planning for continued operation
  - a. How do we access files/information?
  - b. What is the level of damage? What is salvageable?
  - c. What is the short-term plan for continuing operations? Long-term plan?
7. Notify all necessary offices and people (i.e. Security, Marketing/Public Relations, Medical Education, etc.)
8. Utilize service recovery tools as necessary
9. Provide support services for those impacted
10. Necessary forms are completed and forwarded to the appropriate office/people (i.e. Corporate Safety, Safety Chair, etc.)

#### Ongoing/Follow-up Response

1. Chair of the Emergency Response Team or other responsible party (i.e. president's council members) follow-up as needed to ensure all actions have been attended to
  - a. What needs to be done to return to "normal" campus operations?
2. Develop ongoing internal and external communication protocols as necessary
3. Within 48 hours of resolution, evaluate actions of the Emergency Response Team and the protocols implemented and update the Emergency Response Plan as necessary

### **ANCILLARY AND SUPPORTING MATERIALS**

#### **Carolinas College of Health Sciences Policies**

Policies are available on the College's data drive and Information Portal.

#### **Carolinas College of Health Sciences Safety Manual**

This manual is available on the College's data drive.

#### **Carolinas College of Health Sciences Personnel Phone Listing**

This manual is available on the College's data drive. All managers are encouraged to maintain a current list off-site in their homes or another location for ease of access during an emergency.

#### **Atrium Health Policies and Procedures**

This manual is available on the Atrium Health intranet.

### **ANCILLARY SUPPORT UNITS**

### **Atrium Health Security**

Corporate Security is essential in maintaining and controlling access to the College. Atrium Health Security has been provided a copy of this emergency response plan and briefed on the protocols and procedures. Key contact information has also been provided as well as a hierarchy for communication.

### **Atrium Health Physical Security**

Physical Security is responsible for all access control needs of the College. The following are the reader codes for key access points for the College:

Exterior Entrances:

- Front (752-2-02)
- Student Lounge (753-3-01)
- Faculty Lounge (752-8-02)
- Loading Dock (753-1-02)

Lobby:

- Suite 1100 (753-5-02)
- Suite 1800 (752-3-01)
- Left Hallway (752-4-01)
- Right Hallway (753-6-01)

Rooms:

- 1112-1<sup>st</sup> (753-5-01)
- 1112-2<sup>nd</sup> (753-4-02)
- 1200 (753-4-01)
- 1204 (753-2-02)
- 1600-1<sup>st</sup> (752-5-02)
- 1600-2<sup>nd</sup> (752-6-02)
- 1812-1<sup>st</sup> (752-5-01)
- 1812-2<sup>nd</sup> (752-6-01)
- 1813 (752-4-02)
- 2021 (752-1-01)
- 2140 (752-1-02)
- 2146 (752-2-01)

### **Atrium Health Corporate Communication, Marketing & Outreach (CCM&O)**

Atrium Health CCM&O may be included in all planning and response as dictated by the level and nature of the emergency.

### **Atrium Health Medical Education & Research**

With the College reporting through Medical Education, there may be times in an emergency where it is important to combine efforts in addressing a response. A copy of this emergency response plan is on file with Medical Education and key personnel have been briefed on the protocols and procedures.

### **Facilities Management**

Foundry is the company that manages the College building and is an integral part of any emergency involving damage or access to the physical building. Lincoln Harris is the facility manager for the building and student housing and may provide oversight coordination of all facilities needs. The specific emergency plans may specify one, both, or “facilities management” more generally.

### **TRAINING AND PRACTICE**

Members of the College’s Leadership Team are provided an annual briefing of the contents and potential responses included in this plan in consideration of a variety of incident scenarios. The Safety Committee annually reviews the incident response guidelines, taking into consideration any updates to the plan that have developed due to policy changes or changes resulting from implementation debriefings.

## Appendix: Emergency Plans

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## ABDUCTION

Step #	Activity	Responsible Party
1	Dial 911	Whoever becomes aware of the abduction
2	Inform Atrium Health Security (704-355-3333)	Whoever becomes aware of the abduction
3	Contact Dean of Administration and Finance (IC)	Whoever becomes aware of the abduction
4	Assist authorities at scene	Atrium Health Security
5	Assist in crowd control at scene	Atrium Health Security
6	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance
7	Notify Atrium Health Public Relations	Strategic Marketing Manager
8	Emergency Response Team meets	Dean of Administration and Finance
9	Establish command center (as needed)	Dean of Administration and Finance
10	Notify EAP / Chaplain	Provost
11	Notify relatives	President (working with Atrium Health Public Relations & EAP)
12	Designate media spokesperson & coordinate news media/internal communications	Strategic Marketing Manager
13	Provide counseling	EAP/Chaplain
14	Assist relatives while on campus	Chair, Safety Committee

## ACTIVE SHOOTER

Step #	Activity	Responsible Party
1	Move to Immediate Safety or Shelter in Place	Individuals on Scene
2	Secure Immediate Location	Individuals on Scene
3	Dial 911	Individuals on Scene
4	Follow police directives	Individuals on Scene
5	Inform Atrium Health Security (704-355-3333)	Individuals on Scene
6	Contact Dean of Administration and Finance (IC)	Individuals on Scene or Atrium Health Security
7	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance
8	Confirm 911 call	Atrium Health Security
9	Attend to Scene	Atrium Health Security and CMPD
10	Assess scene and aid victims/injured, if safe to do so	Atrium Health Security and CMPD
11	Upon confirmation of situation from Atrium Health Security, announce campus lock-down (Emergency Notification System)	Dean of Student Affairs
12	Coordinate organization of ERT	Dean of Student Affairs
13	Contact Facilities Management	Provost
14	Establish Emergency Operations Center	Dean of Student Affairs
15	Secure Immediate area, secure buildings and rooms in immediate area	Atrium Health Security and CMPD
16	Assist in crowd control at scene. Assist Law Enforcement Agencies on Scene	Atrium Health Security
17	Terminate utilities, if authorized and directed by CMPD	Facilities Management
18	Act as Liaison between Emergency Response Team and Atrium Health Security/CMPD on site	Provost
19	Contact Public Relations	Strategic Marketing Manager
20	Contact Charlotte Mecklenburg Police Department Spokesperson	CCM&O
21	Organize Media coverage, off site	CCM&O
	<i>Continued next page</i>	

## ACTIVE SHOOTER continued

Step #	Activity	Responsible Party
22	Notify IC and Emergency Response Team of all clear, w/ CMPD approval	Atrium Health Security
23	Notify Campus of All Clear	Dean of Student Affairs
24	Maintain site security until incident and investigation is complete	Atrium Health Security and CMPD
25	Notify EAP/Chaplain	Provost
26	Notify Relatives	President (working with Atrium Health Public Relations & EAP)
27	Prepare all campus statement notification	Strategic Marketing Manager and CCM&O
28	Meet with College staff for a debriefing/info sharing	Strategic Marketing Manager
29	Meet with other staff/faculty as needed	Provost
30	Counsel students, victims, college community	EAP or Chaplain
31	Assist relatives while on campus	Chair, Safety Committee
32	If in Atrium Health Housing, relocate students during investigation If in Rankin, relocate necessary classes and offices during investigation If on Atrium Health property, locate and determine alternative arrangements as necessary	Provost
33	Establish web site dedicated to incident	Strategic Marketing Manager (with Atrium Health Marketing)
34	Restore area(s)	Facilities Management and Atrium Health Security
35	Coordinate appropriate vigil/reflection event/community gathering	Chaplain
36	If deaths, see plan for “death”	

## ASSAULT

**\*NOTE: ENSURE SAFETY OF THE VICTIM AND DO NOT TOUCH ANYTHING AT SCENE**

Step #	Activity	Responsible Party
1	<b>Do Not Move Victim!</b>	Whoever finds victim
2	Check for breathing and bleeding	Whoever finds victim
3	Assist if qualified to do so	Whoever finds victim
4	Dial 911	Whoever finds victim
5	Inform Atrium Health Security (704-355-3333)	Whoever finds victim
6	Contact Dean of Administration and Finance (IC)	Whoever finds victim or Atrium Health Security
	<b>*CMPD WILL DETERMINE SEVERITY FOR PROGRESS THROUGH STEPS 7-12.</b>	
7	Assist authorities at scene	Atrium Health Security
8	Assist in crowd control at scene	Atrium Health Security
9	IC contacts Emergency Response Team (ERT)	Dean, Administration and Finance
10	Notify EAP/Chaplain	Provost
11	Notify CCM&O	Strategic Marketing Manager
12	Notify Relatives	President (working with Atrium Health Public Relations & EAP)
13	Provide counseling	EAP or Chaplain
14	Assist relatives while on campus	Chair, Safety Committee
15	Investigation/Code of Student Conduct follow-up	Dean of Student Affairs

**\*Note: In the case of sexual assault see page 53**

## BOMB THREAT

**\*CEASE ALL RADIO AND CELLULAR TELEPHONE TRAFFIC NEAR THREATENED AREA.**

		Responsible Party	
Step #	Activity	Atrium Health Housing	Campus
1	Obtain information (see page 9)	Person receiving the call	Person receiving the call
2	Inform Atrium Health Security	Person receiving the call	Person receiving the call
3	Notify Dean of Administration and Finance (IC)	Atrium Health Security/Person Receiving Call	Atrium Health Security/Person Receiving Call
4	Dial 911	Atrium Health Security/Person Receiving Call	Atrium Health Security/Person Receiving Call
5	Remain available for questions	Person receiving the call	Person receiving the call
<b>Proceed as directed by CMPD who will determine severity of situation</b>			
6	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance	Dean of Administration and Finance
7	Notify Lincoln Harris	Provost	Provost
8	Evaluate/search building	CMPD, Atrium Health Security	CMPD, Atrium Health Security
9	Evacuate building	CMPD, Atrium Health Security	CMPD, Atrium Health Security
10	Secure building from re-entry	CMPD, Atrium Health Security	CMPD, Atrium Health Security
11	Relocate occupants to safe area	Lincoln Harris	Atrium Health Security
12	Account for occupants	Dean of Student Affairs	Dean of Student Affairs
13	Notify CCM&O	Strategic Marketing Manager	Strategic Marketing Manager
<b><i>If nothing found</i></b>			
14	Obtain all-clear from CMPD	Provost	Provost
15	Coordinate news media and campus communications	Strategic Marketing Manager and CCM&O	Strategic Marketing Manager and CCM&O
<b><i>If suspicious item found</i></b>			
17	Establish safety perimeter	CMPD, Atrium Health Security	CMPD, Atrium Health Security
18	Proceed as directed by CMPD	Dean of Student Affairs	Dean of Student Affairs
19	Terminate electrical power (with authorization from Police Department)	Facilities Management	Facilities Management
	- Continue next page -		

## BOMB THREAT Continued

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
20	Terminate gas service (with authorization from Police Department)	Facilities Management	Facilities Management
21	Remove suspicious item	CMPD	CMPD
22	Coordinate news media	Strategic Marketing Manager and CCM&O	Strategic Marketing Manager and CCM&O
	<b><i>If Bomb detonates in building</i></b>		
23	Proceed with steps for building collapse/explosion (see page 19)	IC or Emergency Response Team	IC or Emergency Response Team
24	Coordinate news media	Strategic Marketing Manager and CCM&O	Strategic Marketing Manager and CCM&O
25	Secure building from pilfering	CMPD, Atrium Health Security	CMPD, Atrium Health Security
26	Provide alternate facilities	Lincoln Harris	Lincoln Harris
	<b><i>Proceed with steps for building closure</i></b>		
27	Coordinate clean-up/reconstruction	Lincoln Harris	Facilities Management

## BUILDING COLLAPSE

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Dial 911	Occupants	Occupants
2	Inform Atrium Health Security	Occupants	Occupants
3	Tend to the seriously injured	Occupants	Occupants
4	Notify Dean of Administration and Finance (IC)	Atrium Health Security/Occupants	Atrium Health Security/Occupants
5	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance	Dean of Administration and Finance
6	Notify Lincoln Harris	Provost	Provost
7	Account for occupants	Lincoln Harris	Dean of Student Affairs
8	Relocate occupants to safe area	Lincoln Harris	Dean of Student Affairs
9	Secure building from re-entry	Atrium Health Security	Atrium Health Security
10	Assist fire fighting personnel	Atrium Health Security	Atrium Health Security
11	Contact utility company/terminate electrical power	Facilities Management	Facilities Management
12	Contact utility company/terminate gas service	Facilities Management	Facilities Management
13	Coordinate news media & internal communications	Strategic Marketing Manager and CCM&O	Strategic Marketing Manager and CCM&O
14	Secure building from pilfering	Atrium Health Security	Atrium Health Security
15	Provide alternate facilities	Lincoln Harris	Lincoln Harris
16	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
17	Coordinate clean-up/reconstruction	Lincoln Harris	Facilities Management

## BUILDING OCCUPATION/ASSEMBLY/RIOT

		Responsible Party	
Step #	Activity	Atrium Health Housing	Campus
1	Notify Dean of Administration and Finance (IC)	Anyone	Anyone
2	Contact Atrium Health Security	Anyone	Anyone
3	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance	Dean of Administration and Finance
4	Evacuate building of non-participants	Atrium Health Security	Atrium Health Security
5	Direct non-participants to safe area	Atrium Health Security	Atrium Health Security
6	Dial 911	Atrium Health Security (or IC)	Atrium Health Security (or IC)
7	Secure buildings	Atrium Health Security	Atrium Health Security
8	Assist law enforcement personnel	Atrium Health Security	Atrium Health Security
9	Assist fire fighting personnel	Atrium Health Security/Lincoln Harris	Atrium Health Security/Lincoln Harris
10	Terminate utilities	Facilities Management	Facilities Management
11	Coordinate news media and internal communications	Strategic Marketing Manager and CCM&O	Strategic Marketing Manager and CCM&O
12	Respond to calls from family/parents	Dean of Student Affairs	Dean of Student Affairs
14	Provide alternative facilities as needed	Dean of Student Affairs	Provost
15	Secure area(s) from pilfering/looting	CMPD/Atrium Health Security	Atrium Health Security
16	Coordinate clean-up	Lincoln Harris	Facilities Management

## COMMUNICATION FAILURE

Step #	Activity	Responsible Party
1	Notify Academic Support of outage	Anyone
	Notify Director of Teaching, Learning and Technology	Anyone
2	Evaluate communication failure and develop timeline for repairs. Gather EOC personnel if needed.	Director of Teaching, Learning and Technology/Provost
3	Inform College users of the outage and repair timelines via appropriate method. If intranet service is functioning, post information on College home page.	Director of Teaching, Learning and Technology
4	Repair communication failure. Contact outside vendors for parts and service if required. Arrange for alternative/temporary services if necessary.	Director of Teaching, Learning and Technology/Atrium Health IT
5	Notify users of completed repairs. Post signs as needed/appropriate.	Director of Teaching, Learning and Technology

## CRIME IN PROGRESS

Step #	Activity	Responsible Party
1	<b>Do Not Attempt to Apprehend or Interfere Except for Self Protection</b>	
2	Obtain as much information as possible; height, weight, sex, age, clothing, vehicle, direction of travel, name (if known)	Witnesses
3	Dial 911	Witnesses
4	Inform Atrium Health Security	Witnesses
5	Wait at the scene to provide information to Atrium Health Security and CMPD	Witnesses
6	Notify Dean of Administration and Finance (IC)	Atrium Health Security (or Witnesses)
	Upon confirmation of situation from Atrium Health Security, announce campus lock-down (Emergency Notification System)	Dean of Administration and Finance
7	Collect relevant data from witnesses and provide to appropriate authorities	Atrium Health Security/CMPD
8	If deemed applicable, intercede to dissuade continuation of crime in progress	Atrium Health Security/CMPD
9	Assist local authorities in securing the crime scene	Atrium Health Security/CMPD
10	Proceed as applicable, depending on crime committed	Atrium Health Security/CMPD
11	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance
12	Coordinate news media and internal communications	Strategic Marketing Manager and CCM&O

## DEATH ON CAMPUS (homicide/suicide)

### ***DO NOT TOUCH OR MOVE ANYTHING AT THE SCENE***

<b>Step #</b>	<b>Activity</b>	<b>Responsible Party</b>
1	Dial 9-911	Whoever finds the person
2	Inform Atrium Health Security	Whoever finds the person
3	Notify Dean of Administration and Finance (IC)	Atrium Health Security (or whoever finds the person)
4	IC contacts Emergency Response Team (ERT)	Dean of Administration and Finance
5	Contact CCM&O	Strategic Marketing Manager
6	Secure area from entry	Atrium Health Security
7	Assist in crowd control at scene	Atrium Health Security
8	Assist authorities at scene	Atrium Health Security
9	Notify EAP / Chaplain	Provost
10	Notify relatives	Dean of Student Affairs (working with CCM&O & EAP)
11	Appropriate messages to faculty, staff, and students	Strategic Marketing Manager (working with CCM&O & EAP)
12	Designate media spokesperson & coordinate news media/internal communications	Strategic Marketing Manager
13	Designate a contact for family/parent phone calls	Dean of Student Affairs
14	Communication w/ Campus Community via email	Strategic Marketing Manager
15	Provide counseling	EAP/Chaplain
16	Press management: possibly during time of body removal to avoid media images. Direct media to web sites for updated information.	Strategic Marketing Manager /CCM&O
17	Coordinate body removal: low traffic time if possible	Atrium Health Security/CMPD
18	Arrange for meals for ERT and others (as needed)	Provost
	- <i>Continue next page</i> -	

## DEATH OF STUDENT, FACULTY OR STAFF Continued

Step #	Activity	Responsible Party
19	Decisions about student financial issues	Dean of Administration and Finance
20	Disable and redirect email and voice mail	Provost
21	Assist relatives while on campus <ul style="list-style-type: none"><li>• Designate a family liaison.</li><li>• Offer services at no cost to family (excluding transportation) at hotel, meals as appropriate, parking and shuttle services.</li></ul>	Dean of Student Affairs
22	Coordinate religious memorial services	Chaplain
23	Coordinate campus notice re: funeral/wake	Strategic Marketing Manager /Chaplain
24	Coordinate belongings removal from Atrium Health Housing (as appropriate)	Dean of Student Affairs/Lincoln Harris

## EARTHQUAKE

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Seek shelter within buildings	Anyone	Anyone
2	Evacuate buildings after tremor	Anyone	Anyone
3	Account for occupants	Lincoln Harris	Dean of Student Affairs
4	Call 9-911 if needed	Anyone	Anyone
5	Relocate occupants to safe area	Atrium Health Security	Atrium Health Security
6	Secure buildings from re-entry	Atrium Health Security (or IC)	Atrium Health Security (or IC)
7	Assist fire-fighting personnel	Atrium Health Security	Atrium Health Security
8	Terminate electrical power	CMPD/Lincoln Harris	CMPD/Facilities Management
9	Terminate gas service	CMPD/Lincoln Harris	CMPD/Facilities Management
10	Coordinate news media & internal communications	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
11	Secure buildings from pilfering	Atrium Health Security	Atrium Health Security
12	Provide alternate facilities	Lincoln Harris	Dean of Student Affairs
14	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
15	Coordinate clean-up/reconstruction	Lincoln Harris	Lincoln Harris

## EVACUATION & BUILDING CLOSURE

Step #	Activity	Responsible Party
1	Assess the building accessibility and status	Facilities Management
2	Secure the building/restrict access until deemed safe.	Atrium Health Security
3	Contact Building Manager & notify building residents	Dean of Administration and Finance
4	Notify media as necessary	Strategic Marketing Manager /CCM&O
5	Notify Students and teammates	Dean of Student Affairs
6	Prepare media statement and method for communication -Determine source for communication	Strategic Marketing Manager /CCM&O
7	Report number of offices, occupants, classrooms and critical functions affected by closure	Dean of Student Affairs
8	Identify available spaces on campus or in the community	Provost
9	Identify resources needed for relocation, for example: - desks - computers - phone etc - Mutual aid agreements prepared with local schools and community buildings.	Provost
10	Relocate meetings, functions, etc.	Provost
11	Determine level of damage for coordination of removal of materials	Facilities Management
12	Determine re-admittance	Facilities Management

## EXPLOSION

		Responsible Party	
Step #	Activity	Atrium Health Housing	Campus
1	Sound Fire Alarm	Anyone	Anyone
2	Call 9-911	Anyone	Anyone
3	Notify Atrium Health Security	Anyone	Anyone
4	Notify Lincoln Harris	Dean of Administration and Finance	Campus Safety
5	Account for occupants	Lincoln Harris	Dean of Student Affairs
6	Relocate occupants to safe area	Atrium Health Security	Atrium Health Security
7	Secure building from re-entry	Atrium Health Security	Atrium Health Security
8	Assist fire fighting personnel	Atrium Health Security	Atrium Health Security
9	Terminate electrical power	Lincoln Harris	Facilities Management
10	Terminate gas service	Lincoln Harris	Facilities Management
11	Coordinate news media & internal communications	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
12	Secure building from pilfering	Atrium Health Security	Atrium Health Security
13	Provide alternate facilities	Lincoln Harris	Provost
14	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
15	Coordinate clean-up/reconstruction	Lincoln Harris	Facilities Management

## FIRE

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Close the door to the room	Whoever discovers fire	Whoever discovers fire
2	Sound Fire Alarm	Building Occupants	Building Occupants
3	Call 9-911	Building Occupants	Building Occupants
4	Notify Atrium Health Security	Building Occupants	Building Occupants
5	Use extinguisher if safe to do so	Building Occupants	Building Occupants
6	Notify Dean of Administration and Finance (IC)	Atrium Health Security	Atrium Health Security
7	Evacuate building	Atrium Health Security	Atrium Health Security
8	Terminate gas service and electrical power	Lincoln Harris	Facilities Management
9	Assist fire fighting personnel	Atrium Health Security	Atrium Health Security
10	Account for occupants	Lincoln Harris	Dean of Student Affairs
11	Relocate occupants to safe area	Atrium Health Security	Atrium Health Security
12	Secure building from re-entry	Atrium Health Security	Atrium Health Security
13	Determine notification of family/parents/emergency contacts	Lincoln Harris	Dean of Student Affairs
14	Coordinate news media & internal communication	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
15	Secure building from pilfering	Atrium Health Security	Atrium Health Security
16	Provide alternate facilities and supplies	Lincoln Harris	Provost
17	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
18	Coordinate clean-up/reconstruction	Lincoln Harris	Facilities Management

## FLOOD / RUPTURED INTERNAL WATER LINES

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Notify Atrium Health Security	Building Occupants	Building Occupants
2	Notify Dean of Administration and Finance (IC)	Building Occupants	Building Occupants
3	Contact utility company/terminate electrical power	Lincoln Harris	Facilities Management
4	Contact utility company/terminate gas service	Lincoln Harris	Facilities Management
5	Contact utility companies/terminate utilities	Lincoln Harris	Facilities Management
6	Evacuate building/area	Atrium Health Security	Atrium Health Security
7	Account for occupants	Lincoln Harris	Dean of Student Affairs
8	Move occupants to safe area	Lincoln Harris	Atrium Health Security
9	Secure building from re-entry	Atrium Health Security	Atrium Health Security
10	Coordinate news media & internal communication	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
11	Secure building from pilfering	Atrium Health Security	Atrium Health Security
12	Provide alternate facilities	Lincoln Harris	Provost
13	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
14	Coordinate clean-up	Lincoln Harris	Facilities Management

## GAS LEAK

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Notify Atrium Health Security	Anyone in the area	Anyone in the area
2	Evacuate Building/Area	Anyone in the area	Anyone in the area
3	Call 9-911	Anyone	Anyone
4	Account for occupants	Lincoln Harris	Dean of Student Affairs
5	Relocate occupants upwind	Atrium Health Security	Atrium Health Security
6	Secure building from re-entry	Atrium Health Security	Atrium Health Security
7	Terminate gas service	Lincoln Harris	Facilities Management
8	Terminate electrical power	Lincoln Harris	Facilities Management
9	Assist fire fighting personnel	Atrium Health Security	Atrium Health Security
10	Coordinate news media & internal communication	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
11	Secure building from pilfering	Atrium Health Security	Atrium Health Security
12	Provide alternate facilities	Lincoln Harris	Provost
13	Coordinate clean-up	Lincoln Harris	Facilities Management

## HAZARDOUS MATERIAL SPILL OR LEAK

Step #	Activity	Responsible Party	
		Atrium Health Housing	Campus
1	Call 9-911	Building Occupants	Building Occupants
2	Sound fire alarm while leaving	Building Occupants	Building Occupants
3	Evacuate building/area	Anyone	Anyone
4	Notify Atrium Health Security	Building Occupants	Building Occupants
5	Contain spill if safe to do so	Anyone	Anyone
6	Account for occupants	Lincoln Harris	Dean of Student Affairs
7	Relocate occupants to another building	Lincoln Harris	Lincoln Harris
8	Secure building from re-entry	Atrium Health Security	Atrium Health Security
9	Terminate gas service, if needed	Lincoln Harris	Facilities Management
10	Terminate electrical power, if needed	Lincoln Harris	Facilities Management
11	Assist fire fighting personnel	Lincoln Harris	Atrium Health Security
12	Coordinate news media	Strategic Marketing Manager /CCM&O	Strategic Marketing Manager /CCM&O
13	Provide alternate facilities	Lincoln Harris	Provost
14	Notify Atrium Health for insurance claim	Lincoln Harris	Lincoln Harris
15	Coordinate clean-up	Lincoln Harris	Facilities Management

## INJURY (SERIOUS)/MEDICAL EMERGENCY

Step #	Activity	Responsible Party
1	Check the area for dangerous conditions	Whoever finds the victim
2	Check the status of the patient <i>Are they breathing, conscious, bleeding?</i>	Whoever finds the victim
3	Render first aid if qualified	Whoever finds the victim
4	Dial 9-911	Whoever finds the victim, or someone sent to call
5	Inform Atrium Health Security	Whoever finds the victim, or someone sent to call
6	Contact: Dean of Administration and Finance (IC)	Whoever finds the victim, or someone sent to call
7	Turn over patient care to Emergency Medical Services	All
8	Collect accident information	Atrium Health Security
9	Provide information to campus safety	Whoever finds the victim
10	Notify Atrium Health for insurance claim	Dean of Administration and Finance

## LAB ACCIDENT (CORROSIVE OR CHEMICAL SPILL)

Step #	Activity	Responsible Party
	<b>ON A PERSON</b>	
1	Flush with water at eyewash station	Faculty
2	Contact Dean of Administration and Finance (IC)	Faculty
3	Refer to MSDS sheet (notebook in lab)	
4	Determine Severity	Faculty
	• Minor	No further treatment necessary
	• Moderate (transport to physician)	Family or call 9-911
	• Severe ( <b>Call 9-911</b> )	Faculty/Student
5	If an inhalation hazard is involved, move to fresh air	Faculty
6	Render First Aid (as qualified)	Faculty
7	Notify Atrium Health Security	Dean of Administration and Finance
8	Cleanup of area	Lincoln Harris
9	Proper disposal of contaminated material	Lincoln Harris
10	Notify Atrium Health for insurance claim	Dean of Administration and Finance
	<b>ONTO A WORK SURFACE/FLOOR</b>	
1	Containment	Faculty
2	Proper disposal of contaminated material	Faculty/Lincoln Harris

## OFF-CAMPUS COURSE CRISIS

Step #	Activity	Responsible Party
1	Obtain a clear description of what has happened	Faculty/Student (if faculty is unable)
2	Take all steps necessary to ensure that no further element of risk remains	Faculty/Student (if faculty is unable)
3	Contact Dean of Student Affairs	Faculty/Student (if faculty is unable)
4	Notify Program Chair and Provost	Dean of Student Affairs
5	Notify CCM&O & President	Provost
6	Contact healthcare provider if one is required	Faculty/Student (if faculty is unable)
7	For international trips, notify the U.S. Embassy or Consulate in the event of a crisis involving life-threatening situations, political issues, or criminal activity	Faculty/Provost
8	Refrain from making statements to the media	Faculty/Students
9	Coordinate news media & internal communications	Strategic Marketing Manager /CCM&O

## RAPE

### ***ALLOW THE VICTIM TO DETERMINE INTERVENTION STEPS TO THE FULLEST EXTENT POSSIBLE***

Step #	Activity	Responsible Party
1	Comfort and calm the Victim	Whoever finds the victim
2	If there are immediate/critical medical needs call 9-911 for ambulance	Whoever finds the victim
3	Call 9-911 for Police if needed	Whoever finds the victim
4	Notify Atrium Health Security	Whoever finds the victim
	Notify Dean of Student Affairs	Atrium Health Security
5	Inform victim of emergency resources available	Dean of Student Affairs
6	Inform victim of campus resources available (EAP, Chaplain, etc.)	Dean of Student Affairs
7	Notify Police if charges are to be filed	Atrium Health Security
8	Notify emergency contact(s)	Dean of Student Affairs
9	Outreach to impacted students/colleagues	Dean of Student Affairs
	<i>Continue next page</i>	
10	If community safety threat exists, issue community warning	Atrium Health Security/CMPD
11	Assist families if traveling to campus -- hospital info, campus contact	Dean of Student Affairs
12	Coordinate news media & internal communications	Strategic Marketing Manager /CCM&O

## SHELTER-IN-PLACE

		Responsible Party	
Step #	Activity	Atrium Health Housing	Campus
1	Remain in present location	All occupants	All occupants
2	Call 9-911 (if possible)	Anyone	Anyone
2	Shut and lock doors, close blinds	All occupants	All occupants
3	Place furniture in front of the door	All occupants	All occupants
4	Stay in place until all clear	All occupants	All occupants

## SUICIDE ATTEMPT

***DO NOT TOUCH OR MOVE ANYTHING AT THE SCENE***

Step #	Activity	Responsible Party
	<b><u>In progress:</u></b>	
1	Dial 9-911	Whoever finds the individual
2	Inform Atrium Health Security	Whoever finds the individual
3	Key-into room /office if needed	Dean of Administration and Finance/Atrium Health Security
4	Contact Dean of Student Services	Dean of Administration and Finance
5	Secure area from reentry	Atrium Health Security
6	Assist in crowd control at scene	Atrium Health Security
7	Assist authorities at scene	Atrium Health Security
8	Notify counseling/chaplain re: immediate counseling needs	Dean of Student Affairs
9	Meet w/ directly affected individuals re: basic info, counseling, process from here	Dean of Student Affairs/EAP/Chaplain
10	Threats without action – Provide information about resources	Dean of Student Affairs/EAP

## UTILITY INTERRUPTION

Step #	Activity	Responsible Party
1	Inform Dean of Administration and Finance (IC)	Whoever is aware of the situation
2	Contact Lincoln Harris	Dean of Administration and Finance
3	Evacuate areas as instructed	Dean of Administration and Finance
4	Provide alternate facilities	Provost