



HAYWOOD COMMUNITY COLLEGE

EMERGENCY RESPONSE PLAN



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Introduction

The purpose of the Emergency Response Plan (ERP) is to provide Haywood Community College (HCC) employees and students a reference for use in the event of an incident resulting in an emergency situation. The plan is designed to provide procedures and assign responsibilities necessary to effectively respond to an emergency on the main campus as well as off-site facilities. Since it is impossible to predict the exact circumstances surrounding an emergency situation, these procedures do not cover every emergency that might develop and it may not always be feasible to follow every procedure. Each situation will be unique. Preparation, drills, and training are crucial to ensure safety and security during an emergency.

Campus Events

When the College plans to host an event/activity that calls for many more visitors to be on campus than normal, it is the responsibility of the employee(s) over the event/activity to notify the Coordinator of Campus Development Services & Events well in advance of the event/activity. The Campus Development Department will take the necessary steps to prepare for a potential emergency incident that could involve more people than normally on the college campus.

Off Campus Events

College employees are responsible for off-campus student events and activities (field trips, student competitions, etc.) and are responsible for following the guidelines in the College Emergency Response Plan. The specific type of incidents that may be encountered will be unique to the class/field trip and as such, every situation cannot be addressed by the ERP. The College employee submitting the travel authorization request will assume the responsibility for HCC in an off campus incident, if an emergency situation occurs.

Public Relations

The Public Information Officer (PIO) shall be the only official spokesperson to respond to the media in the event of an emergency. The Campus Development Department will determine a safe location for the media and any and all assistance will be provided to aid in affective communications. Faculty and staff should refrain from speaking with the press to prevent speculation and incorrect information being shared.

Drills and Training

All drills should be taken serious and Training is a vital component of the preparedness and safety for Haywood Community College. Employees, faculty, staff and students will be oriented to the appropriate emergency response and will participate in drills and training annually. Local emergency responding agencies will be included in drills and training exercises as deemed necessary. While you are participating in a drill you should react as if it is a real life situation. Example: Lock-down drill – You should Lock door, close blinds, turn off lights, silence phones, and barricade doors.

Emergency Notification System (ENS)

Haywood Community College's Emergency Notification System (ENS) includes the use of text messaging, voice mail and e-mail to send an official College wide emergency directive to employees and students. Voice mail can be sent to a cell phone and/or a land line phone.

Individuals must sign up for this service and can do so by logging in at login.haywood.edu there is an Emergency Notifications Link under Essential Tools. It is the responsibility of the individual to keep contact information updated and edits can be made when needed.

Haywood Community College has an Emergency Notification Exterior Speaker System to notify individuals that are on the main campus grounds of an emergency situation. This consist of different sirens and tones as well as voice commands.

Responsibilities Preparing for an Emergency Situation

Employee: Read HCC Emergency Response Plan, Be familiar with the campus and campus buildings you work in and frequent often, participating in campus training sessions and drills, signing up for the college's emergency notification system, and ask questions.

Student: Read HCC Emergency Response Plan, Be familiar with the campus and campus buildings you have classes in and frequent often, participating in campus trainings and drills, signing up for the college's emergency notification system, and ask questions.

Responsibilities During an Emergency Incident

Employee Response Responsibilities

As college employees, faculty and staff are responsible for following directives given by members of the Campus Incident Command Team. Following the procedures outlined in this ERP.

During an emergency, HCC employees are the natural first responders and are encouraged to assist students as needed during an emergency. If HCC has prior knowledge of a student with specific support needs, his/her instructors will be informed through a documented Safety Plan which should be followed as written. Any questions or concerns regarding a student's Safety Plan should be communicated with the Director of Student Wellness.

If you feel you will need external support during an emergency, or during campus emergency drills, due to an area of disability or impairment, it is your responsibility to make Haywood Community College is aware of your needs. Please contact the Director of Human Resources to develop a Safety Plan.

- Understanding and using the procedures of the ERP to deal with incidences and emergency situations.
- Reporting emergency incidences and/or suspicious activity and/or individuals Campus Security.

College employees and students are urged to be aware of what is happening in their campus surroundings. Employees should talk to students about the importance of reporting observations of suspicious behavior, language/threats and/or actual incidents that appear threatening and dangerous. Every individual is responsible for reporting an incident or suspicion of an incident to campus security as quickly as possible so that appropriate action can be taken to isolate and respond to the incident.

Faculty Response Responsibilities

- Maintaining student attendance rolls and helping to account for students during sheltering and/or evacuation

Student Response Responsibilities

- Reporting incidents and suspicious activities and/or individuals to the most immediate College authority figure
- Following directives of HCC Employees and external emergency responders during an incident and the emergency response
- Being accounted for during sheltering and/or evacuation
- Following directives about staying on or leaving campus during an incident
- Refraining from use of cell phone when directed (ex: use of cell phone can detonate an explosive device and alert aggressor to your location)
- Wearing HCC identification badge.

Emergency Protocols:

S.E.L.F. Active Shooter Response which stands for Survey, Evacuate, Lock-down, Fight-back.

Survey:

Survey means being aware of your surroundings. Where you are and what is available if you need to make yourself safe and assist others to safety. Being aware and alert can mean the difference between life and death. It doesn't require extreme circumstances to Survey. And by always being aware of your surroundings the SELF Protocol will be easier to follow.

Active Shooter Evacuation:

Evacuation when possible is your first choice. If you can leave the area of danger do it. When evacuating remember these steps.

- Evacuate the area of danger and run as far as possible.
- If there is someone who needs assistance help them evacuate being aware that helping may place you or others in greater danger.
- As soon as you are safe call or text 911 and alert authorities.
- If you encounter law enforcement when evacuating immediately raise your hands over your head with your fingers spread apart and yell we are coming out.
- If evacuating through a door is not an option a first floor window can be an alternative choice.
- If above the first floor locking down and securing in place is the best option.

Remember that these same steps can be used to evacuate any location that you feel unsafe. You may be in the café, library, or tutoring lab so always be alert survey your surroundings and consider your options for evacuating.

Lock-down:

If evacuating is not an option your second choice is to Lock-Down. Also known as securing in place. If you cannot leave from the danger make your space inaccessible to the danger. When locking down remember these steps.

- Locking down requires a space that can be locked or secured. If you are not in such a place move quickly to a place where you can lock or secure the doors. If available use the door lock and remember all doors can be secured even if they do not have a lock. Use belts to tie two doors together. Tie the door hinges together. Or use a belt or electrical cable tie it around the door handle while pulling the other end tight as you stand to the side.
- In addition to a lock barricading an entrance can make a room even more secure and deter an aggressor. Stack desk, chair, or other objects to block the door or make it difficult for an aggressor to enter the space.
- After securing the space move to an area out of sight, turn off the lights, close any blinds, silence all cell phones, and plan your next actions in case the aggressor enters the room.
- Though being quiet is important it is still necessary to contact 911. Do this in a low voice or with a text.

Remember that these same steps can be used in locking down any room. You may be in the café, library, or tutoring lab so always be alert survey your surroundings and consider your options for securing in place.

Fight-back:

The last and least desirable option is to Fight-Back. However if the aggressor enters your space fighting back may be your only choice. When fighting back remember these steps.

- Only confront the aggressor if you are in immediate danger and have no other option.
- Distracting, disarming, and sub doing the aggressor may be your only choice.
- Every room has items you can use to distract the aggressor backpacks, books, water bottles, coffee cups, or similar sized items can all be thrown at the aggressor.
- If the weapon is separated from the aggressor put a large item over the weapon such as a trash can or backpack. Keeping the weapon will cause you to be seen by law enforcement as the aggressor.
- If it becomes necessary it is important that you resist forcefully and however possible.

Remember that these same steps can be used for fighting back in any room. You may be in the café, library, or tutoring lab so always be alert survey your surroundings and consider your options for actively protecting yourself.

Seek Shelter Protocol:

A severe weather related incident that poses or has the potential to pose risk to students, faculty, and staff. Example Tornado or Severe High Winds. Proceed to the nearest classroom, office, or other confined space. Remain in shelter until notified by emergency responders that it is safe to leave. It requires closing doors and windows but not locking or otherwise securing them so that emergency responders can easily gain access to provide assistance. Account for all students and employees.

Seek Shelter Guidelines

- If outdoors, proceed to the nearest classroom, office, or confined space.
- If indoors, stay in the classroom, office, or other confined space or if in the hallway, proceed to nearest classroom, office, or other confined space. Do not proceed to an auditorium, entry way, or other area with a wide roof span.
- Close windows and doors. Close blinds if possible
- Move away from windows and doors. It is preferable to sit against an interior wall for protection. Be still and quiet.
- Account for students, employees and staff
- **Do not leave the shelter until notified to do so by emergency responders.** Leaving a shelter area too soon may result greater harm.

Evacuation Protocol:

An incident requiring evacuation of some or all campus buildings / campus occupants to avoid an immediate or potential threat to students, faculty, and staff. Example: Building Fire or Hazardous Material Spill.

Evacuation from Campus, Proceed to Primary Evacuation Site, or Alternate Evacuation Site.

Evacuation from Campus: Proceed off campus following directives of Campus Incident Command Team Members. Primary purpose is to get individuals out of buildings and off of campus.

Proceed to Primary Evacuation Site: Proceed **on foot** to the NC National Armory Parking Lot and remain there until accounted for and to receive further instructions. Primary purpose is to get individuals out of buildings for such things as fire/bomb threats.

Proceed to Alternate Evacuation Site: Evacuate the building but instead of proceeding on foot to the NC National Armory Parking Lot, proceed **on foot** to Mill Pond area and remain there until accounted for and to receive further directives. Primary purpose is to get individuals out of buildings and away from the center of campus.

Evacuation Locations

Main Campus Primary Evacuation Site: NC National Armory Parking Lot

Main Campus Alternate Evacuation Site: Mill Pond area

Regional High Technology Center Evacuation Site: RHTC Parking lot closest to the Regional Business Advancement Center Building 5000.

Regional Business Advancement Center 5000 Evacuation Site: Regional High Technology Center Building 3000 Parking lot closest to the Regional Business Advancement Center Building 5000.

West Waynesville Center Evacuation Site: Exit building from the closest exit and move on foot to the church parking lot at the rear of the building. This parking lot will serve as the staging area.

Evacuation Guidelines

- Remain silent in order to hear important directions
- Do not use cell phone (it might detonate a bomb, alert aggressor to your location)
- Immediately leave the building and report to the designated evacuation site
- Be accounted for at the evacuation site
- Do not attempt to leave campus by vehicle unless so directed
- Do not block emergency vehicle access areas
- Return to building only when authorized to do so

Bomb Threat Information:

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the Bomb Threat Checklist.

If a bomb threat is received by phone:

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

If a bomb threat is received by handwritten note:

- Call Campus Security / SRO
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call Campus Security / SRO
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected Delivery

Fire Procedures:

If you discover a fire or smoke or if you hear a fire alarm:

- Evacuate the Building – Get Out – Don't Use Elevators, use the stairs.
- Close (Don't Lock) doors to contain fire
- Alert others – Activate the fire alarm (If not already activated)

CALL 911

- Location of fire
- Description of fire

Call Security 734-5410 and or SRO 593-8477 to assist w/response

Campus Services Response:

An incident with minimal or no risk to individuals and/or property and does or does not require external emergency responders. Example: Medical Emergency, Power outage, water line break, snow alert, unsubstantiated report of incident, minor injury, minor traffic incident, etc.

Off Campus Personnel:

This plan was prepared with the main campus in mind; however, the emergency procedures are basic and generally can be used at any facility. The exception will be that you are to call 911 first in an emergency situation then contact School Resource Officer at 828.593.8477 or Campus Security 828.734.5410 once situation is under control.

If you work at one of the off campus sites, the following suggestions will help keep you safer:

- Can you access a telephone during an emergency?
- Do you know the Address of your location?
- Do you know where the exits are located?
- Do you know where the fire extinguishers are located?
- Practice emergency evacuation procedures at the site.
- You can call 911 from any cell phone without charge. That means if you have a personal cell phone it would be safer to carry with you.
- Park in well-lit areas.
- Walk to your vehicle with others when possible.
- Have your keys ready before you reach your vehicle or building.
- Always keep your vehicle locked and valuables at home or out of site.
- Always keep work areas locked when not in use.
- While driving keep your doors locked.
- Always be aware of your surroundings.
- Always keep your keys with you. Never loan them out. Don't put your name and address on your key ring.

Emergency Contacts: (We encourage you to program into your cell phone)

The report of an incident or suspicion of an incident that needs immediate response should be made to the On Duty Security Officer who will assess the situation.

Security Officer	828-734-5410
School Resource Officer	828-593-8477
Campus Safety Officer	828-564-5113

NOTE: **Call 911 for emergencies that require immediate response from emergency agencies.**

Documenting an Incident

Once the initial report of an incident has been made and the emergency response implemented, it is important that the persons most closely involved in the incident complete a formal written report of the incident. The incident report will be submitted of the incident to the Security Officer. If warranted, the Security Officer will forward the report to the College President. The School Resource Officers/Security/ Campus Safety Services Officer will provide the Incident Report Form and assist as needed. The Campus Safety Services Officer will review the reported incidents and investigate any needed follow-up. Any corrective actions will be reported to the Director of Campus Development.

If you feel you will need external support during an emergency, or during campus emergency drills, due to an area of disability or impairment, it is your responsibility to make Haywood Community College is aware of your needs. Please contact the Director of Student Wellness to develop a Safety Plan.