

Rowan-
Cabarrus
COMMUNITY COLLEGE



Emergency Response Guide



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Introduction

The Emergency Response Guide (ERG) is an effort by the Department of Campus Health, Safety, and Security to increase the college’s resiliency and improve its ability to respond to and recover from an incident. The purpose of the ERG is to protect Rowan-Cabarrus Community College’s students, faculty, staff, and visitors from serious injury, property loss, and/or loss of life in the event of an actual or potential emergency.

An emergency may include, but is not limited to, fire, tornado, hurricane, active assailant, bomb threat, severe weather, hazardous chemical spill. In an emergency, this ERG describes the initial responsibilities and actions to be taken by all faculty and staff to protect all building occupants and/or visitors until the appropriate college or emergency responders take over.

This Emergency Response Guide is divided into two parts:

Emergency Response Guide (ERG) Organization	
Base Plan The base ERG contains general emergency action procedures that apply to every building on campus. All faculty and staff should become familiar with these procedures.	Building Appendix Each building will have an appendix to this plan that contains building-specific information for occupants within the building, such as evacuation maps, locations of evacuation assembly areas and shelter locations, and unique building hazards. The appendix is drafted by the Emergency Management Committee made up of various department representatives from the college community.

The development of the ERG is an integral part of the college's campus health, safety, and security mission. The ERG will be used as the basis for coordinated building, departmental, and divisional preparedness, response, evacuation, secure-in-place, or shelter-in-place actions. A well-developed ERG reduces the impact of incidents on all college functions and stakeholders.

Reporting Emergencies

For emergencies, dial 911 from your cell phone or campus phone when you need Police, Fire, or Emergency Medical Services. Remain calm – your actions influence others.

- The dispatcher will ask questions; you should answer them to the best of your ability.
 - o Normally, the dispatcher communicates in real-time with responding emergency service units.
- Ensure you:
 - o Tell the dispatcher your location and provide the exact address or building, if possible.
 - o The nature of the emergency (describe clearly and accurately).
 - o Provide your full name and the telephone number from which you are calling in case you are disconnected.
 - o Remain calm and do not hang up as additional information may be needed. If possible, have someone else or yourself meet emergency personnel outside of the building.

Emergency Notification System

The Rowan-Cabarrus Emergency Notification System communicates in multiple ways with students, faculty, staff, visitors, and other members of our campus community in the event of an emergency or dangerous situation.

The college informs the campus community using four different types of notifications:

- Emergency Warning - Alerts campus to a confirmed significant emergency or dangerous situation involving an immediate threat to health or safety on campus.
- Crime Alert - Notifies the campus community of any Clery Act crime as soon as the information is available so people can protect themselves and/or their property from similar crimes.
- Adverse Conditions - circumstances that do not represent an immediate threat to health or safety. However, action may enable people to protect themselves and/or their property (adverse weather, utility outage, etc.).
- Informational - Informs campus when a situation is not an emergency or does not pose an immediate threat to the campus community but is of significant interest to campus.

How To Receive Rowan-Cabarrus Notifications

Rowan-Cabarrus faculty, staff, and students can easily set up alert notifications by following these steps:

- Simply navigate to Self-Service
- Go to the “User Profile” section.
- Double check to ensure your email address and phone number are listed and up to date.

Rowan-Cabarrus Emergency Notification System

Regroup Mass Notification© and Honeywell Notifier® are the two ecosystems that form the Rowan-Cabarrus Emergency Notification System.

An important reminder: The Rowan-Cabarrus Regroup system is just one of the methods the College will use to communicate emergency information. Emergency details and schedule changes will be posted on the College’s website at <https://rccc.edu/>. Alerts and information may also be sent (based on alert type) utilizing the following:

- College email accounts
- Social media accounts
- Phone, email, & text

Honeywell Notifier Mass Communication System

- Notifier is a mass communication system integrated into the building with internal and external public address speakers, digital signage, and interior and exterior amber strobes.
- There are various pre-programmed messages, and alert tones will sound when activated.
 - o Active Shooter
 - o Building Evacuation
 - o Building Lockdown
 - o Fire Alarm Activation
 - o Tornado Warning
 - o Emergency ALL-CLEAR

Local television, radio stations, and county emergency alerting should also be relied on in severe weather situations.

Evacuation Procedures

A building may need to be evacuated due to a fire or another unforeseen emergency, such as a chemical spill, structural damage, or violence. In these situations, the fire alarm system or Honeywell Notifier Mass Communication System may be used to initiate a building evacuation; verbal commands from staff, faculty, police, or other emergency response personnel may also be used.

All buildings must have continuously unobstructed exit paths to allow timely evacuation and immediate access for emergency response personnel. An exit path consists of:

- Corridors, stairways, and/or aisles leading to an exit door,
- An actual exit door, and
- The path or way outside the exit door that leads away from the building.

Before an emergency requiring evacuation, faculty and staff should locate the nearest exit from their work location and determine the route they will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your route is blocked or unsafe.

Once outside, know where your building/department's designated assembly area is located. If you are unsure, talk with your supervisor or your Campus Safety Coordinator prior to an incident occurring.

Supervisors, faculty, and staff are responsible for ensuring that employees and students are familiar with evacuation alerts, evacuation routes, exterior designated Assembly Areas, and other evacuation procedures.

In the event of an evacuation, all building occupants must respond to emergency alarms and notifications.

- Immediately stop what you are doing and remain calm.
- If you are in a lab, secure any hazardous materials/equipment before leaving.
- If time, conditions, and safety permit, take important personal items with you (i.e. car keys, purse, medication, glasses, etc.). Leave everything else. Instruct students to do the same.
- Check doors for heat before opening, and if the door is hot, **DO NOT** open it.
- Walk directly to the nearest exit, assisting students and visitors with evacuation procedures. Move quickly; however, do not run, push, or crowd.
- Assist persons with disabilities (see “Disabilities and Special Needs Procedures” section for more details). Occupants who are unable to evacuate should contact 911.
- Use the stairs for evacuation; do not use elevators. Use handrails in stairwells and stay to the right.
- Keep noise to a minimum so you can hear emergency instructions. Follow instructions from emergency personnel.

- Once outside, move quickly away from the building and to your Assembly Area unless otherwise instructed.
- Report missing persons to campus safety personnel.
- Watch for falling glass and other debris.
- Keep roadways and walkways clear for emergency vehicles and personnel.
- DO NOT return to the building until instructed to do so by emergency personnel.

Shelter-In-Place Procedures

Shelter-in-place events are usually weather-related emergencies. When it is necessary to shelter-in-place, you will be safest by moving inside to a building space that protects you from the danger. DO NOT lock doors behind you as others may also need to shelter-in-place.

An appropriate shelter area capable of providing protection from severe weather should have the following characteristics:

- Located in an interior room of hardened structure (e.g. conference room, classroom, hallway, bathroom, or office). Seek shelter in a hardened structure if you are in a modular, prefabricated, or temporary structure.
- Be free of windows and other glass structures.
- Be at the lowest level possible in the building.

How Do I Shelter-In-Place?

- REMAIN CALM!
- Immediately seek shelter inside the closest sturdy building. Do not wait until you physically see a tornado or severe weather event to react.
- Resist the temptation to go outside and check the conditions or situation yourself.
- Avoid large free-standing expanses such as auditoriums and gymnasiums.
- DO NOT use elevators.
- If warranted, consider crouching near the floor and seeking additional shelter under a sturdy desk or table, or cover your head with your hands.
- Await further instruction from Rowan-Cabarrus Emergency Notification System and emergency personnel.
- DO NOT leave until an “All Clear” is received.

Remember, always use common sense. There are exceptions to all guidance and prescribed directions.

Secure Hold Procedures

A Secure Hold is a safety response used at Rowan-Cabarrus when there is a potential threat outside the campus but no immediate danger inside the building. This helps ensure the safety of students, faculty, and staff by minimizing exposure to outside threats while maintaining normal operations as much as possible.

Actions during a Secure Hold

Lock all exterior doors:

- All building entrances and exterior doors should be immediately locked. Security personnel should ensure that no one is allowed to enter or exit the buildings until further notice.

Bring individuals indoors:

- If there are any students, faculty, or staff outside, they should be directed to enter the building immediately. All outdoor activities should cease, and people should be brought indoors as soon as possible.

Secure classrooms and common areas:

- Faculty and staff should lock classroom doors and close blinds, if applicable, to reduce visibility from outside. Inside the classrooms or offices, normal activities can continue, but staff should stay alert and monitor communications for updates.

Limit movement and activities:

- All non-essential movement should cease. Classes and meetings should proceed as usual, but everyone should remain in place, avoiding hallways or open spaces unless necessary.

Monitor communications:

Stay connected to the Rowan-Cabarrus Emergency Notification System via phone, email, text, or PA system for updates, or in case of further instructions or changes to the situation, stay prepared to follow guidance promptly.

Stay inside:

- Faculty, staff, and students should stay in the building until it is declared safe to exit. Do not attempt to leave the campus unless directed by emergency responders or campus security.

When Is a Secure Hold Used?

A Secure Hold is typically called when there is an external threat, such as:

- A nearby police activity (e.g., a subject fleeing police or a neighborhood situation).
- A suspicious incident in the surrounding area (e.g., nearby crime or disturbance).
- Hazardous conditions outside (e.g., severe weather or chemical spills) that do not pose an immediate risk within the building but warrant movement restriction higher than a SHELTER IN PLACE.

It is NOT a lockdown or **RUN, HIDE, FIGHT** situation, as there is no immediate threat inside the building. A Secure Hold allows the college to continue operations while keeping individuals safe from external dangers.

Ending of a Secure Hold

- A Secure Hold will remain in effect until the Director of Campus Health, Safety, and Security or designee provides confirmation that the external threat has been resolved or that it is safe to resume normal activities.
- Once the threat has been cleared, a *Secure Hold Lifted* message will be sent out via the Rowan-Cabarrus Emergency Notification System, and individuals may proceed with normal routines.

Disabilities and Special Needs Procedures

The following are general guidelines for evacuation procedures for persons with disabilities. Faculty, staff, students, and visitors who may need additional assistance should develop their own evacuation plans and identify their primary and secondary evacuation routes from each building they use. They should:

- Be familiar with evacuation options.
- Seek evacuation assistants who are willing to assist in case of an emergency.
- Inform your instructor or supervisor that you would need assistance in an emergency. Discuss in advance on how they can best assist you.
- Familiarize your support team with your schedule, how best to assist you, and how to operate any necessary equipment.

Evacuation Options

During an evacuation, building occupants generally have two evacuation options:

1. Horizontal Evacuation: using building exits to the outside ground level.
2. Stairway Evacuation: using steps to move people from top or bottom floors to a floor that allows an individual to exit the building.

Individuals that are unable to use the two above options have the following options:

3. Stay in Place: unless danger is imminent, remain in a room with an exterior window, a telephone, and a solid or fire-resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. Emergency services will immediately relay this location to on-site emergency personnel. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

The Stay in Place approach may be more appropriate for sprinkler protected buildings or buildings where an "area of refuge" is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds.

4. Area of Refuge: with an evacuation assistant, go to an area of refuge away from obvious danger. The evacuation assistant will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Possible areas of refuge include fire-rated corridors or vestibules adjacent to exit stairs. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with the other building occupants using the stairway.

Disability Guidelines

Prior planning and practicing of emergency evacuation routes are important in assuring a safe evacuation.

Wheelchair User:

Persons using wheelchairs should stay in place or move to an area of refuge with a self-identified evacuation assistant when the alarm sounds. The self-identified evacuation assistant should then proceed to the evacuation assembly point outside the building and tell the arriving emergency personnel of and the wheelchair users last known location. If alone, they should call 9-1-1 with their location and the area of refuge they are headed to.

If the stair landing is chosen as the area of refuge, please note that many campus buildings have relatively small stair landings, and wheelchair users are advised to wait until the heavy traffic has passed before entering the stairway.

Trained emergency personnel should conduct stairway evacuation of wheelchair users. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair downstairs is never safe.

Non-Wheelchair User – Other Physical Need:

Persons with mobility impairments who can walk independently may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with a mobility impairment may choose to stay in place until the emergency personnel arrive and determine if evacuation is necessary. In this case, the person with a mobility impairment should call 911 to alert them to their location and request further information to ascertain the necessity of evacuation.

Deaf or Hard of Hearing:

Some buildings on campus have fire alarms with strobe lights; however, some older buildings have only an audible alarm. Identify a method (such as short explicit written notes) that will alert you to evacuate and then share this method with your instructors, coworkers, and/ or interpreters.

Vision Loss:

Most people with low vision will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are blind or have low vision may need assistance in evacuating. The assistant should offer their elbow to the individual with low vision and guide them through the evacuation route. During the evacuation, the assistant should communicate as necessary to ensure safe evacuation.

Functional Needs:

Those with functional needs under usual circumstances can function on their own or with support systems. However, during an emergency, their level of independence may be challenged. All standard building egress systems require the ability to process and understand information to safely evacuate. Plan to ask for assistance if you may need help from a friend or coworker in the buildings you frequent. Review and practice emergency evacuation procedures and understand how notifications will occur.

Assisting Individuals with Disabilities

- Ask how you can help before giving assistance.
- Respect that the person with the disability has authority on how to be evacuated.
- Offer help but let the person explain what help is needed.
- Carrying a person is not advisable except in the most extreme of circumstances.
- Once outside, direct the person to the Assembly Area designated for that building.

Wheelchair User:

ASK the person in a wheelchair before providing help. Assist the individual in moving to a safe Stay In Place or Area of Refuge location and then inform emergency responders of their location. Stairway evacuation of wheelchair users should be conducted by trained professionals.

Only in situations of extreme danger should anyone attempt to evacuate wheelchair users. Moving a wheelchair downstairs is never safe.

Non-Wheelchair User – Other Physical Need:

A person using crutches, a cane, or a walker can go downstairs but may ask for your help. Encourage them to use the stair rail and walk behind the person to act as a buffer from others who may push forward from behind.

Deaf or Hard of Hearing:

Get the attention of a person with a hearing impairment by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful but be prepared to write a brief statement if the person does not seem to understand. Offer visual instructions to advise of safest route or direction by pointing toward exits or evacuation maps.

Vision Loss:

People with visual limitations are most familiar with their immediate surroundings and the routes they use often. Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms.

- Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Give other verbal instructions or information (i.e. elevators cannot be used).

Functional Needs:

Offer your elbow if physical assistance is needed to guide someone through an evacuation route. Listen and try to understand what the individual is saying and expressing. Speak in a calm and simple manner. During the evacuation, continue communicating as necessary to ensure safe evacuation. If someone is unable to evacuate, proceed to the evacuation assembly point outside the building and tell the arriving emergency personnel of the individual's location and situation.

Additional Information

We recognize the aforementioned information is only a starting point for assisting those with disabilities during an evacuation. Students with questions or concerns are encouraged to have a conversation with [Office of Accessibility](#). Faculty and staff with questions or concerns are encouraged to have a conversation with the [Human Resources](#).

Portable Fire Extinguisher Use

Portable fire extinguishers are in buildings across campus. Portable extinguishers are intended as a first line of defense to cope with fires of limited size. Faculty and staff are encouraged to know where fire extinguishers are located within the primary areas/buildings they frequent.

If you are confident, you can control the fire with a portable fire extinguisher and have been properly trained in the use of portable fire extinguishers, attempt to extinguish the fire ONLY if it is safe to do so. Otherwise, evacuate the area, close doors to help contain the fire/smoke, pull the fire alarm, and evacuate the building.

How to Use a Fire Extinguisher

Use the **“P-A-S-S”** method below to learn more about how to use a fire extinguisher.

- **Pull** the safety pin from the handle.
- **Aim** the nozzle, cone, or horn at the base of the fire.
- **Squeeze** the trigger handle.
- **Sweep** from side to side and beware of re-flash.

Fire extinguisher training is provided by contacting the Department of Campus Health, Safety, and Security.

Medical or Rescue Duties

Medical emergencies will occur on campus, and members of the Rowan-Cabarrus community must understand how to respond to protect human health and safety. Medical emergencies can sometimes result from traffic accidents, slips or falls, preexisting health conditions, workplace accidents, etc.

Unless trained, do not attempt to render first aid before assistance arrives. Protect yourself from blood or body fluid exposures. Call 911 and follow directions from the dispatcher.

To prepare for a potential medical emergency, consider the following:

- Receive CPR and First Aid Training.
- Know the locations of Automatic External Defibrillators (AED)* and receive AED Training.
- Maintain an adequate supply of prescription medication(s) with you, if necessary.
- Update your emergency contact information in WebAdvisor – if someone must be contacted in an emergency.
- Notify your supervisor and/or co-workers of health conditions—if you are comfortable doing so—as it may be necessary for your safety in the event of an emergency.
- Know or maintain contact information for your primary care physician and the location of hospitals near your work and home.

* An AED is a device that is designed to analyze a heart rhythm and advise trained or “lay” personnel when to push a button on the unit to deliver a potentially lifesaving shock (defibrillation) to the victim of a sudden cardiac arrest.

Accountability Following Evacuation

Each building at Rowan-Cabarrus Community College has one marked assembly point. A department accountability contact should be assigned to the evacuation point to ensure that all departmental employees are safe and accounted for. Each department is encouraged to create a roster of those who work in the building. That roster should be maintained by a person assigned for accountability, and this list should be readily available during an evacuation.

The instructor is the accountability contact for students or visitors attending instructional classes. Immediately following an evacuation, attempt to identify missing persons and relay the names and suspected location to campus safety personnel.

Returning to Normal

There are various resources at the College for both employees and students in case an emergency occurs in our community. These resources can help you return to normalcy after an emergency.

Coping with Emotions:

You may be surprised at how you and others feel after a disaster. It can stir up a variety of unanticipated feelings, and they are as important to address as bodily injuries, damaged homes, and possessions. Some basic steps you can take to meet emotional needs are:

- Try to return to as many of your normal routines as possible.
- Get rest and drink plenty of water.
- Limit your exposure to the sights and sounds of disaster, especially on television, the radio, and other media outlets.
- Focus on the positive.
- Recognize your own feelings.
- Reach out and accept help from others.
- Do something you enjoy.
- Seek comfort and support. Stay connected with your family or other supporters.
- Realize that recovery can take time.

The College offers free resources to help manage stress and re-center yourself, such as:

- For Employees: [Employee Assistance Program](#)
- For Students: [Student Wellness Center](#)

Response to Specific Hazards

Potential hazards that may impact Rowan-Cabarrus Community College have been identified with specific response actions individuals should take for each.

- Active Assailant/Armed Intruder
- Bomb Threat
- Bomb Threat Report Form
- Civil Disturbance
- Earthquake
- Fire / Explosion
- Hazardous Materials Release
- Hurricane
- Infrastructure/Utility Failure
- Medical Emergency
- Suspicious Object/Person
- Suspicious Odor
- Tornado and Severe Weather
- Winter Weather

Active Assailant/Armed Intruder

An active assailant/armed intruder is an individual(s) actively engaged in killing or attempting to use deadly physical force on other people in a confined and/or populated area.

Active assailant/armed intruder situations are unpredictable and dynamic and evolve quickly. Given these incidents are often over within minutes before law enforcement arrives, it is essential to be prepared mentally and physically to do whatever is necessary to protect yourself. Your actions during that time could be the difference between life and death.

RUN, HIDE, FIGHT

NOTE: The following does not necessarily represent sequential actions to be taken. Existing circumstances may yield one of these actions as the only viable option for an individual to protect themselves.

- **RUN** – self-evacuate, distancing yourself from the threat as quickly and safely as possible.
- **HIDE** – If you can't safely evacuate or are unsure of the location of the threat, hide in an area out of the threat's view, block entry to your hiding place, and, if possible, lock doors and silence mobile devices. Remain calm & quiet.

- **FIGHT**– If no other safe options exist, and the assailant/intruder confronts you, disrupt and/or disarm the assailant/intruder using all available resources (acting aggressively, yelling, throwing items, improvising weapons).

What You Should Do:

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly.
- Keep your hands visible, and follow instructions given by any police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.
- Call 911 as soon as you can safely do so. Do not assume that someone else has already called. You may have important information for first responders.

If Your Best Option is to “Hide” in a Building:

- Secure inside a classroom/office (ideally behind a locked door with limited glass exposure).
- Close blinds and turn off the lights.
- Keep occupants low to the ground until the situation has ended.
- Keep all occupants indoors and wait for the “All Clear” from local law enforcement or Rowan-Cabarrus before resuming normal activity.

What You Should Expect:

- Responding police officers are trained to proceed immediately to the area where the shots were last heard; their purpose is to stop the threat as quickly as possible.
- The first officers to arrive will not stop to aid injured victims. Rescue teams composed of additional officers will follow the first team into secured areas and remove injured persons.
- The first officers on the scene will likely be from the local community. Depending on the situation, they may be joined by officers from different agencies and dressed in different uniforms. Some officers may even be wearing civilian clothes with an external bulletproof vest. Some officers may be wearing and/or armed with special tactical equipment. Do as the officers tell you, and do not be afraid of them.

Use Good Judgement:

- The circumstances and environment at specific locations vary, so exercising independent judgment and discretion in the interest of safety for you and those around you remains an understood and necessary option.
- There are possible risks associated with whatever decision you make during these situations.

- Personal safety should be the first consideration of building occupants when taking actions to assist others during an active assailant situation. Furthermore, building occupants are not required (and during extremely volatile situations, not encouraged) to assist those seeking refuge in their building/office/classroom with gaining access.
- If you choose to allow someone into your building/office/classroom, have them:
 - leave anything they are carrying outside.
 - lift their shirt, coat, and/or jacket until the waistline is visible and rotate 360 degrees to see if they are concealing a weapon.

Bomb Threat

A bomb threat may come to the receiver's attention in various ways. It is important to compile as much information as possible. Please DO NOT attempt to notify or evacuate an entire building, as this decision will be made by the Police. While many bomb threats are false and are primarily intended to elicit a response from the building occupants, all bomb threats are assumed to be real and considered a threat.

In the case of a written threat, the document must be handled by as few people as possible, as this is evidence that should be turned over to local law enforcement. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions are provided with that assumption.

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.

Try to keep the caller talking to learn more information.

3. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
4. If your phone has a display, copy the number and/or letters on the window display.
5. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
6. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

Bomb Threat Checklist

INSTRUCTIONS: Be Calm, Courteous, and Listen. Do Not Interrupt the Caller. Try to keep the caller on the phone as long as possible. Do not use the phone with which you answered the caller again after the call. Remain available to be interviewed by police.

Time Received: _____ **Time Caller Hung Up:** _____ **Date:** _____

Phone Number from Caller I.D.: _____

Caller's Identity: ☐ Male ☐ Female | ☐ Adult ☐ Juvenile | Est. Age: ____ | Accent: _

If possible, keep the caller talking. Ask the following questions:

Where is the bomb located? (building, floor, room, etc.)	When will it go off?	What does it look like?
What kind of bomb is it?	What will make it explode?	Did you place the bomb?
Why?	What is your name?	Are you a Rowan-Cabarrus student or employee?
Exact Words of Threat:		

Caller's Voice:

☐ Angry ☐ Calm ☐ Clearing throat ☐ Coughing ☐ Cracking voice ☐ Crying ☐ Deep ☐ Deep breathing
☐ Disguised ☐ Distinct ☐ Excited ☐ Laughter ☐ Lisp ☐ Loud ☐ Nasal ☐ Normal ☐ Rapid ☐ Raspy
☐ Slow ☐ Slurred ☐ Soft ☐ Stutter

Background Sounds:

☐ Animal noises ☐ House noises ☐ Kitchen noises ☐ Street noises ☐ PA system ☐ Conversation
☐ Music ☐ Motor ☐ Clear ☐ Static ☐ Office machinery ☐ Machinery ☐ Local ☐ Long Distance

Threat Language:

☐ Incoherent ☐ Message read ☐ Taped message ☐ Irrational ☐ Profane ☐ Well-spoken ☐ Normal

Further Instructions:

Use another phone to call 911. On a separate sheet of paper, write any further remarks/comments. For example: Did the caller appear familiar with the building (by his/her description of the bomb location)? Is the voice familiar? If so, who does it sound like? If you saw, or think you might have seen the bomber, provide a physical description. Attach this information to this checklist.

Civil Disturbance

A civil disturbance can include riots, demonstrations, threatening groups, or individuals that have become unlawful and dangerous.

What to do?

- Contact the police. Dial 911 or utilize an emergency callbox.
- Provide the address, location, and any details available to the dispatcher.
- Do not provoke or become part of the disturbance.
- Secure your work area, log off computers and secure sensitive files, if safe to do so.
- Remain inside and away from doors and windows.

If you are confronted by angry, belligerent, or violent individuals, use the follow steps when communicating with them:

- Remain calm.
- Be courteous and confident.
- Allow the opportunity for the person to express their feelings and concerns.
- Listen respectfully and objectively.
- Alert the police immediately if a threat exists.
- Notify your supervisor and your department chair as soon as possible.

DO NOT:

- Corner or crowd the hostile individual.
- Attempt to touch the individual.
- Blame anyone.
- Dismiss the hostile individual.

Earthquake

The probability of significant, damaging earthquake events affecting our region surrounding Rowan or Cabarrus County is considered unlikely. However, likely, future earthquakes resulting in light to moderate perceived shaking and damages ranging from none to very light may affect the Region to some degree. The 2011 East Coast earthquake reminded North Carolinians that earthquakes in other states can cause problems in our state.

Most injuries occur when people inside buildings try to move to a different location in the building or try to leave. The area near the exterior walls of a building is the most dangerous place to be. Windows, facades, and architectural details are often the first parts of the building to collapse. To stay away from this danger zone, stay inside if you are inside and outside if you are outside. Injuries can be avoided if you drop to the ground before the earthquake drops you.

If you are indoors:

- Stay inside until the shaking stops.
- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there is not a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Be aware aftershocks, power outages, or fire alarms activating.
- Do not use the elevators.
- Do not re-enter until notified by emergency personnel.

If you are outdoors, stay there. Move away from buildings, overhangs, streetlights, trees, and power lines to a clear area such as a large open public area or field. Stay there until the shaking stops.

If you are in a moving vehicle, stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Fire / Explosion

A fire may include visible flames, smoke, or strong odors of burning. An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. The appropriate emergency action is for persons to evacuate the building quickly and safely and dial 911.

When a fire alarm is activated, all individuals must begin exiting the building and proceed to the designated Assembly Area. The building shall be completely evacuated, even if there does not appear to be signs of fire or smoke. It is unlawful not to vacate a building during a fire alarm.

- If you observe smoke or fire, activate the fire alarm using a manual pull station.
- If you are in a lab, secure any hazardous materials or equipment before you leave.
- EVACUATE the building at the nearest exit.
- When evacuating, use the closest stairs. If you encounter heavy smoke in a stairwell, go back and try another stairwell.
- DO NOT use elevators.
- Notify emergency personnel of persons with disabilities who are unable to evacuate.
- As you exit, move to a designated assembly area that is a safe distance away.
- Do not re-enter until notified by emergency personnel.

If you are trapped in a room, follow these recommendations:

- Retreat and close as many doors as possible between you and the fire.
- Seal cracks around the door to prevent smoke from entering. CALL 911 to report your location.
- Be prepared to signal from a window, but DO NOT break the glass unless necessary, as outside smoke may be drawn in.
- Open the window a few inches for fresh air and hang brightly colored clothing or an object out the window to alert the Fire Department to your location. If you have a flashlight or the flashlight on your phone, use it to signal at night.

Hazardous Materials Release

A hazardous materials incident may be a spill or release of chemicals, radioactive materials, or biological materials inside a building or to the environment. Minor hazardous materials spills may be managed locally by personnel who are trained and familiar with the materials. Rowan-Cabarrus Campus Health, Safety, and Security, the College Chemical Hygiene Officer, and the Environmental Health and Safety Institute (EHSI) through Blue Ridge Community College are available to provide guidance and support for minor hazardous materials incidents.

A major hazardous materials incident constitutes an emergency that endangers life safety or the environment and requires assistance from emergency response agencies such as the fire department or regional hazardous materials response team.

General Procedures

- Do NOT attempt to clean the spill.
- Inform others in the area and evacuate to a safe location.
- Call 911 and follow the instructions of emergency personnel.
- Attend to anyone contaminated (including yourself) by utilizing emergency safety showers or eye washes.
- Notify emergency personnel if you have been exposed or have information about its release.

Detailed Hazardous Material Information

Chemical, Commercial Cleaning Products, and Solvent Spills

Any spill that could POTENTIALLY cause injury to a person or property must be reported to Campus Health, Safety, and Security. If an immediate hazard exists or medical assistance is required, CALL 911. For small spills or that pose no immediate danger to life or property:

- Confine the spill.
- Evacuate and secure the immediate area; only allow authorized personnel to access the contaminated area.
- Notify the area supervisor.

Mercury:

Mercury is a silver-colored, odorless, non-flammable metal that is in liquid form under normal atmospheric conditions. Mercury can be dangerous to human health if it comes into contact with your skin or if vapors are inhaled. Potential sources of mercury can include fluorescent light bulbs, thermometers, and older lab equipment. If there is a spill in your area, close off the area and contact Campus Health, Safety, and Security. Local Fire Departments will respond to the spill and have the proper equipment and procedures in place to deal with mercury spills.

Indoor Air Quality/Black Water Events/Mold:

There can be many causes of poor indoor air quality, including mold, dust, volatile organic compounds (VOCs), etc. Generally, an indoor air quality concern is not considered an emergency, and you can submit a [Request for Indoor Air Quality Investigation](#) if you are experiencing air quality issues. If you are specifically concerned about mold growth in your area, submit a [Request for Mold Investigation](#).

If flooding has occurred, close off the affected areas including the area directly below, if on an upper floor, and report flooding to Facilities Services. For a “black water event” or flooding resulting from sewage overflow, follow the same procedure and ensure to decontaminate any clothing or body parts that have come in contact with the flood water. Contact Campus Health, Safety, and Security for decontamination concerns.

Hurricane

To get ready for a hurricane:

- Build an [emergency kit](#).
- Make a [family communications plan](#).
- Know the routes you need to leave (evacuation routes). Locate your local emergency shelters.
- Monitor the news and Rowan-Cabarrus for any updates or instructions.
- Put fuel in all vehicles and withdraw some cash from the bank. Gas stations and ATMs may be closed after a hurricane.
- If authorities ask you to leave, do so quickly.
- If you leave (evacuate), be alert to flooded or washed-out roads. Just a few inches of water can float a car.
- Monitor the news, Rowan-Cabarrus Regroup for any updates or instructions.

Infrastructure/Utility Failure

If you discover an infrastructure or utility failure, Contact Facilities Operations and Maintenance using the online work order request system. Providing the following:

- Building name
- Floor
- Room number
- Nature of problem
- Person to contact and phone number.

If there is a possible danger to building occupants:

- Remain calm, turn off sensitive equipment, and secure any hazardous materials/equipment.
- Exit the building and call 911 and Campus Safety. Assist others if necessary.

Note about power outages: Campus-wide power outages are extremely rare. They are usually limited to a building or two and last less than five minutes. Preparation is most important in rare occasions when a blackout lasts more than a couple of hours.

Medical Emergency

- Do not move a seriously injured person unless they are in a life-threatening situation.
- In case of a serious injury or illness, immediately call 911. Give as much information as possible regarding:
 - Nature of the illness or injury
 - Victim's location
 - Whether the victim is conscious, breathing, or bleeding.
 - Victim's injuries
 - Chemicals or radioactive materials involved.
 - Send someone to the building entrance to meet the ambulance.
 - Only trained personnel should provide first aid or CPR.
 - Locate the nearest Automated External Defibrillator (AED)
 - For injuries that do not require urgent attention that occurred while working
 - Notify your supervisor and visit the [approved medical clinic](#) for workers' compensation injuries.

Mental Health Emergencies

If you are concerned about a member of the Rowan-Cabarrus community, several resources are available to assist. Please contact the emergency links below or 988 or 911 for 24-hour assistance.

- Students: [Student Wellness](#).
- Employees: [Employee Assistance Program](#).

Suspicious Object/Person

If You Find or Open a Suspicious Package, Letter, Box, or Object:

- Do not handle the package. Move away and call 911.
- If you have opened a suspicious package or letter, leave the package or envelope in place and move away slowly. Leave the room slowly; notifying others to leave the room also, closing doors behind you as you go.
- Do not operate any power switches.
- Do not activate the fire alarm.
- Do not allow re-entry into the area/location where the package is located.
- Follow the instructions you will receive from Police or other emergency personnel.
- Move to a safe area if asked to evacuate. Take personal belongings if time and safety permit.

Signs of a Suspicious Person Include but are not limited to:

- A person who does not belong, gaining, or trying to gain access to a restricted area.
- A person forcibly entering a locked vehicle or door.
- A person who photographs, videotapes, sketches, or asks detailed questions about infrastructure.
- A person acting in an unusual manner or seems out of the ordinary.

Suspicious Person Response

- Dial 911 and provide the following information:
 - Area where the suspicious person is.
 - What is the suspicious person doing?
 - Description of the suspicious person.
- Do not let anyone into a locked room or building without proper authority.
- Do not engage in a confrontation with the person.
- Do not block the person's exit.

Suspicious Odor

When reporting an unusual or abnormal odor, be prepared to provide the following information:

- Description of odor (e.g. natural gas odor).
- Time(s) of detection.
- Abnormal conditions, activities, or materials at the time of detection (e.g. construction activities).

If the source associated with the odor is potentially hazardous to persons in the area (e.g. natural gas), dial 911.

For other common or unknown odors, follow the specific procedures listed below:

Natural gas smells - Immediately leave the area and dial 911.

Rotten egg or sewer smells—These odors typically occur when a drain trap dries out. If the odor is moderate, run water down nearby sinks and check to see if the odor dissipates. If the odor is strong or persists after refilling drain traps, the employee should contact Facilities Operations and Maintenance to report the odor.

Exhaust or diesel smells—These odors typically enter a building through air intakes when motor vehicles or construction equipment are left idling nearby. They are normally dependent on the direction of the wind and typically last for a short duration. If this type of odor persists, the employee should contact Campus Health, Safety, and Security to report it.

If the employee has additional concerns or questions about these or any other unknown odors, contact Campus Health, Safety, and Security to report the odor.

Tornado and Severe Weather

Weather emergencies can pose serious threats to college employees and students. Severe weather includes high winds, thunderstorms, lightning storms, hail, floods, tornadoes, hurricanes, extreme heat or cold, and other weather systems that have the potential to create safety hazards or cause property damage.

Definitions

- Watch – A “watch” is used when the risk of a hazardous weather event has increased significantly, but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead time so that those who need to set their plan in motion can do so.
- Warning - A “warning” is issued when a hazardous weather event is occurring, is imminent, or has a very high probability of occurring. A warning is used for conditions posing a threat to life or property. If you are in the affected area, you should seek safe shelter immediately.
- Advisory – Highlights special weather conditions that are less serious than a warning. They are for events that may cause significant inconvenience, and if caution is not exercised, it could lead to situations that may threaten life and/or property.
- Severe Thunderstorm – A thunderstorm that produces a tornado, winds of a least 58 mph, and/or hail at least one-inch in diameter.
- Tornado Watch – A tornado watch is issued when severe thunderstorms and tornadoes are possible in and near the watch area. When a tornado watch is issued, stay tuned to local radio, TV, or NOAA weather radio for further information and possible warnings.
Consider shelter options and be prepared to take cover if necessary.

- **Tornado Warning** – A tornado warning is issued when a tornado has been sighted or indicated by weather radar. When a tornado warning is issued, seek safe shelter immediately.

During a tornado warning:

- Remain calm and avoid panic.
- Shelter-in-place to an area of safety, reference the Emergency Plan to find a BARA area.
- Rooms and corridors in the innermost part of a building.
 - Avoid windows, corridors with windows or large freestanding expanses.
- There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.
- DO NOT use elevators during a tornado warning.
- Persons with mobility concerns should go to an area of safety at the time of a tornado watch. DO NOT wait for a tornado warning.
- Close all doors, including main corridors, making sure they latch.
- Crouch near the floor or under heavy, well-supported objects and cover your head.
- If outside, lie down in a low-lying ditch and cover your head.
- Be alert for fire.
 - In the event of a fire, the fire plan should be utilized.

Winter Weather

While the danger from winter weather varies across North Carolina, severe winter weather may impact our campus. Winter storms can range from ice, moderate snow over a few hours, or a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet, and freezing rain.

Definitions

- **Winter Storm Outlook** – Winter storm conditions are possible in the next three to five days.
- **Winter Weather Advisory** – Issued for winter precipitation that is not expected to produce significant risks to life and/or property, but that could still impact travel or other activities.
- **Winter Storm Watch** – Winter storm conditions are possible within the next 36 to 48 hours. People in a watch area should review their winter storm plans and stay informed about weather conditions.
- **Winter Storm Warning** – Issued when winter precipitation that could lead to a threat to life or property is expected. A warning is the most serious of the winter weather messages and indicates that action should be taken immediately to get ready for the storm.

Should a winter storm impact the Rowan-Cabarrus community in a manner that necessitates closing the campus and/or cancelling classes, Rowan-Cabarrus will utilize the appropriate communication methods (Regroup, website updates, and local news outlets) to keep you informed. Remain aware and

monitor local radio and television stations, the Internet, and social media for winter weather and storm information updates for your local jurisdiction in which you reside in.

Winter storms create a higher risk of car accidents, hypothermia, frostbite, carbon monoxide poisoning, and heart attacks from overexertion. Winter storms and blizzards can bring extreme cold, freezing rain, snow, ice, and high winds.

Cold Weather Safety Information:

- Dress for the season:
 - Wear loose, lightweight, warm clothes in layers. Trapped air insulates.
 - Remove layers, as necessary, to avoid perspiration and subsequent chill.
 - Outer garments should be tightly woven, water repellent and hooded.
 - Wear a hat. Half your body heat loss can be from the head.
 - Cover your mouth to protect your lungs from extreme cold.
 - Mittens, snug at the wrist, are better than gloves.
 - Wear appropriate footwear for conditions.
 - Try to stay dry.
- When walking on campus:
 - Watch for ice on sidewalks, in parking lots and when crossing roads.
 - Do not walk in the roadways. Always utilize our sidewalks.
 - Wear footwear appropriate for conditions.
- When driving:
 - Minimize travel based on weather advisories.
 - If travel is necessary, keep cold-weather supplies in your vehicle.
- For information on car safety and how to make an emergency kit for your car, go online to <https://www.ready.gov/car>.
 - Drive appropriately for weather conditions.