

2013

EMERGENCY OPERATIONS RESPONSE PLAN

**FAYETTEVILLE TECHNICAL
COMMUNITY COLLEGE**

2201 HULL ROAD, FAYETTEVILLE, NC 28303
EMERGENCY PHONE: (910) 678-8433



PUBLIC SAFETY AND SECURITY

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INTRODUCTORY MATERIAL

Policy Statement: The authority to declare a campus state of emergency and activate the Crisis Management Team rests with the College President. All students, staff, faculty and visitors of Fayetteville Technical Community College are expected to comply with the provisions of this plan. Familiarization with the contents is essential to the orderly administration of the institution during emergencies. College staff and faculty have a duty and responsibility to guide students and visitors through the proper response to emergencies including evacuations.

Dr. Larry Keen
President
Fayetteville Technical Community College

FOREWARD

This document was prepared by the Fayetteville Technical Community College Public Safety and Security Department. The purpose was to ensure the college is in line with the Emergency Operations and Response Plans of Cumberland County and the State of North Carolina as well as make the college compliant with the National Incident Management System (NIMS).

The Emergency Operations Response Plan is to be utilized in conjunction with established Fayetteville Technical Community College procedures and the Continuity of Operations Plan. This document may be modified as necessary to effectively manage emergency operations. Users of this publication are encouraged to recommend changes, which will improve the clarity and utility of this plan. Changes and comments should be forwarded to:

Joseph Bailer
Director of Public Safety and Security
Fayetteville Technical Community College
2201 Hull Road, Fayetteville, NC 28303

bailerj@faytechcc.edu
910-678-8585

I. Objectives

The administration and staff of Fayetteville Technical Community College are committed to providing a safe learning and working environment on our campuses. We have made a conscious effort to prepare for emergencies and believe that the community served should be confident that the college is prepared to address adverse situations.

This Emergency Operations Response Plan has been established to cope with major incidents that may endanger the safety and well-being of our students, staff, faculty and visitors. The procedures contained herein are intended only as a guide for our college and cannot address every conceivable situation. However, it does provide the basic administrative guidelines necessary to identify and insure continuous leadership to cope with most campus emergencies throughout their duration.

II. Overview

A disaster is any event that adversely affects normal operations of the College. Disasters can affect operations in widely varying ways. The Vice President for Administrative Service will be notified in the event of an emergency that impacts college operations. He will notify the President of the situation and make appropriate recommendations. The President will decide actions to be implemented. The Executive Council and others may be required to establish an Emergency Operations Center.

All sites that are owned or have facilities owned by Fayetteville Technical Community College are represented in the Continuity of Operations Plan process. These sites are listed in Table 1.

Anyone conducting FTCC business at any site not owned by the College must follow the emergency response plan of the owner/host.

Campus	Address
Main Campus	2201 Hull Road, Fayetteville, NC 28303
Spring Lake Campus	171 Lake Tree Blvd, Spring Lake, NC
Horticulture Education Campus	670 Northeastern Blvd, Fayetteville, NC 28301

Table 1: List of Sites Supported by Fayetteville Technical Community College

III. Facilities and Security Services Emergency Operations Response Plan

The initial responders to disasters are referred to as Emergency Operations Response Team. The Emergency Operations Response Team for Fayetteville Technical Community College is directed by the Vice President of Administrative Services or his designee. This Emergency Operations Response Plan is intended to provide guidelines for handling emergency situations on all Fayetteville Technical Community College Campuses.

All emergencies must be reported to the Public Safety and Security Department emergency number, **910-678-8433**.

Security Telephone Numbers	
Campus	Telephone Number
Main Campus	910-678-8433 Cell: 910-624-5959
Spring Lake Campus	910-678-1012 Cell: 910-303-1208
Horticulture Education Campus	910-678-0065

Table 2: Security Telephone Numbers for FTCC Campuses

EXECUTIVE SUMMARY

Plan Summary

The Fayetteville Technical Community College (FTCC) Emergency Operations Response Plan (EORP) establishes a comprehensive framework of policy and guidance for the College in disaster preparedness, response, recovery and mitigation operations. The plan details capabilities, authorities, and responsibilities. It establishes the framework for mutual understanding among Federal, State, County, Municipal, and other public and private non-profit organizations.

The Fay Tech EORP describes a system necessary to preserve the health, safety, and welfare of the Fay Tech community affected during various emergencies. The EORP establishes responsibilities of FTCC personnel in emergency preparedness and describes the role of emergency responders to crises on FTCC Campuses.

The plan begins with an operational approach consistent with the Cumberland County and State of North Carolina Emergency Operations Plans and the commonly accepted Integrated Emergency Management System (IEMS) and Incident Command System (ICS). ICS is a standardized system used to organize emergency response, and it is the basis for the National Incident Response System (NIMS). Under this system, the types of assistance are grouped by functions and then organized by section to ensure that coordination and communication is maintained throughout a crisis. These support functions are assigned lead and support agencies whose job is to establish, maintain, and carry out plans developed for accomplishing assigned tasks.

Authority

North Carolina General Statute 166A establishes the authority and responsibilities of the Governor, State agencies, and local government for emergency management in North Carolina. The Cumberland County Department of Emergency Services is responsible to the Cumberland County Commissioners for public safety matters. The Cumberland County Emergency Services Director (ESD) heads the Cumberland County Department of Emergency Services (DES) and reports directly to the Chairman of the Commissioners of Cumberland County.

Prior to an emergency, FTCC is responsible for coordinating many of the activities that ensure the College is prepared to respond to and recover from the many hazards it faces. Responsibilities include maintenance of plans; coordinating infrastructure improvement; coordinating with local and state governmental agencies, conducting exercises and training; applying for State and Federal grants; and many other activities that contribute to improved all-hazards preparedness and homeland security. During an emergency, the College is responsible for coordinating with emergency responders at a temporary Command Center and turning Incident Command over to the appropriate State, County or Local authority.

REVISIONS

In order to maintain an acceptable level of multi-hazard preparedness, it is necessary to review and update this plan on a regular basis. The Public Safety and Security Department of Fayetteville Technical Community College will be responsible for incorporating all changes to the plan. Such revisions will be prepared based upon an annual review process or, as the result of periodic drills, tests and/or functional exercise evaluations.

A form, entitled "Record of Revisions" (Figure 1), is provided in this section to facilitate appropriate plan changes. As revisions are incorporated into this plan the 1) Plan revision, 2) current revision number, and 3) date will be entered into the "Record of Revisions."

Original Draft: July 2013

First Revision:

Second Revision:

Third Revision:

RECORD OF CHANGES

Date of Change	Revision Number	Date Posted	Initials

REVISIONS

Revision #	Description and Section(s) Affected	Date Posted	Initials

IV. Operations

A. Preparedness

1.0 PURPOSE

This plan establishes a mechanism to pre-determine actions to be taken by FTCC to reduce the effects on people, property, and the environment during an event that requires activation of the college Emergency Response Team and establish capabilities to respond effectively to the actual occurrence of a disaster.

2.0 SITUATION AND ASSUMPTIONS

2.1 Situation – This section describes FTCC in general terms and identifies the hazards that face it.

The following general characteristics of FTCC are discussed in Section 2.2:

- Federal and State planning jurisdictions
- Neighboring counties
- Population
- Major arteries
- Pipelines and storage facilities
- Aviation assets
- Electric grid infrastructure
- Communication grid infrastructure

The following hazards are discussed briefly in Section 2.2.1:

- Nuclear threat/attack
- Nuclear threat (fixed facility)
- Hazardous materials
- Transportation accidents
- Flooding and dam failures
- Hurricanes and tropical storms
- Tornados
- Earthquakes
- Winter storms
- Civil disorders
- Terrorism

2.2 General Description

Fayetteville Technical Community College (FTCC) is a two-year institution of higher education located in Cumberland County, in and around the city of Fayetteville, North Carolina. FTCC operates three campus locations as well as providing classes at various other leased or rental sites within the county serving over 40,000 degree and non-degree seeking students. A student population varying in age (14-75) is served by the college.

The campuses are geographically located in various parts of Cumberland County. This geographical dispersal presents unique vulnerabilities and hazards: Increased enrollment growth due to the faltering economy has increased the demographic of students to include many displaced and discouraged workers. This factor increases the risk of students with potential mental health problems. Additionally, FTCC is classified as a high veteran enrollment institution with a growing number of returning veterans with Post Traumatic Stress Disorder (PTSD).

The region encompassing Cumberland County is at risk for severe weather events including tornados, hurricanes, earthquakes, and flooding requiring potential evacuation orders.

Cumberland County is located in the southeast section of North Carolina. It is bound on the east by Sampson County, on the south by Bladen and Robeson Counties, on the west by Hoke County and on the north by Harnett County. Fort Bragg Military Reservation and Fort Bragg Air Field are adjacent to Cumberland County.

LOCATIONS OF FTCC CAMPUSES

<u>Main Campus</u> 2201 Hull Road Fayetteville, NC 28303 910-678-8400	<u>Spring Lake Campus</u> 171 Lake Tree Boulevard Spring Lake, NC 28390 910-678-1000
<u>Horticulture Education Center</u> 670 Northeastern Boulevard Fayetteville, NC 28301 910-678-0065	

Major Motor Vehicle Traffic Arteries:

- I-95
- US 13
- US 301
- US-401
- NC-24
- NC-53
- NC-87
- NC-210
- NC-59

Railroads:

- Aberdeen & Rockfish Railway
- Amtrak
- Cape Fear
- CSX Transportation, Inc. (Seaboard Railway)

General Aviation Commercial Airport(s):

- FAY, located on 400 Airport Road, Fayetteville, NC 28306

2.2.1 Hazards

FTCC is exposed to many hazards which have the potential to disrupt local communities, cause damage, and create casualties, and impact communications and electrical networks. It is important to understand that one type of hazard (e.g., transportation accident) can also present another hazard (e.g., transportation accident involving a truck carrying chemicals). Potential hazards (e.g., natural, manmade, technological, and national security), as identified in the hazards analysis for Cumberland County, are discussed in the following subsections.

2.2.2 Nuclear Threat/Attack

Though the threat for nuclear attack against the United States by enemy forces is low, no jurisdiction can be considered safe from the effects of an attack. In the event of an attack, Cumberland County may be a likely target due to its geographical location within the state with the proximity to Fort Bragg and Fort Bragg Air Field.

2.2.3 Fixed/Licensed Nuclear Facilities

There are currently no fixed and licensed nuclear facilities within Cumberland County.

2.2.4 Hazardous Materials

Hazardous materials are those substances, which, because of their characteristics, may pose a danger to the environment or the inhabitants of that environment when inappropriately introduced in sufficient quantity. They may be in the physical form of a useable product or as unusable waste. These substances include chemicals and other allied products, both of organic and inorganic nature. Organic products are used primarily in the manufacture of textiles, petroleum products, and pesticides. Inorganic products are used primarily in the manufacturing of paints, dyes, metal plating, electrical components, and fertilizers. To a lesser extent, some materials are used in the manufacturing of manmade products, such as pharmaceuticals and other specialty items.

Petroleum products are found in the form of liquid fuels and lubricants. The majority of the concerns for petroleum products result from the bulk storage and extensive transportation of materials. From the processors, these products (e.g., natural gas and oil) are moved by pipeline to bulk storage facilities (tank farms) for distribution by vehicle to area wholesale distributors and retailers.

Hazardous waste is generated as a by-product during the use of hazardous substances, usually resulting in diluted mixtures or concentrations. The storage and disposal of hazardous waste is a growing problem.

Hazardous materials incidents are the indirect result of advanced technology and increased personal use, combined with an ever-growing demand to develop and manufacture products. Such incidents frequently occur as a result of transportation and/or facility related events, posing an inherent risk to human life, property, and the environment.

2.2.5 Transportation Accidents

The potential exists for a major transportation accident to occur within Cumberland County. Major mass casualty incidents may result from the transportation of passengers via commercial aircraft, railway, or highway carriers.

2.2.6 Flooding and Dam Failures

Flooding is best described as the inundation of normally dry land or property resulting from an act of nature or from the failure of manmade structures.

Initial effects from flooding are inundation and swift currents (flash floods) carrying debris that cause structural damage to homes, buildings, roadways, bridges, farmland, and public utilities. Flooding may occur during any season, but is most frequent from early spring through late fall.

The primary cause of flooding in Cumberland County is heavy precipitation, usually associated with major storm systems. Urban flooding situation result from the inability of existing storm sewers to compensate for excessive run-off from natural watersheds. However, downstream flooding/flash flooding may develop as the result of the failure of hydraulic structures (dam failure), geophysical occurrences, or the concurrent crest from major tributaries. During the winter season, significant run-off from abnormal snow melt conditions may pose relative threat to the county.

2.2.7 Hurricanes/Tropical Storms

Strong tropical storms may result in hurricanes, which form in the warm tropical atmosphere of the ocean. Hurricane winds begin at speeds of 74 miles per hour. Most of the death and destruction associated with hurricanes is caused by wind, rain, and storm surge. Direct effects from hurricanes primarily affect the coastal counties of North Carolina. However, significant secondary effects from hurricanes (e.g., severe thunderstorms, tornadoes, and heavy rains) have the potential for causing death and destruction within Cumberland County.

The peak period for hurricane danger is June through November. August, September, and October are the months when the greatest number of hurricanes affecting North Carolina has occurred.

2.2.8 Tornadoes

Tornadoes are severe storms of short duration formed by strong winds rotating at very high speeds that descend to the ground in the familiar funnel shape from severe thunderstorm clouds. The vortex of the tornado can be from several hundred yards in diameter to as much as a mile or more, and can produce destructive winds in excess of 300 miles per hour. Tornadoes can occur at any time of the year and at any hour of the day. Tornadoes are most common in North Carolina late March through June.

Avoidance of tornadoes is virtually impossible and all of Cumberland County is vulnerable to their occurrence. While tornadoes are not a common occurrence in Cumberland County, the county has experienced tornadoes in the past. With the rapid increases in both population and development within the country, any tornado of significant proportion would pose a maximum threat to both lives and property.

2.2.9 Earthquakes

Surviving an earthquake and reducing its health impact requires preparation, planning, and practice. Far in advance, you can gather emergency supplies, identify and reduce possible hazards in your home, and practice what to do during and after an earthquake. Learning what actions to take can help you and your family to remain safe and healthy in the event of an earthquake.

If an earthquake occurs, you may need to evacuate a damaged area afterward. By planning and practicing for evacuation, you will be better prepared to respond appropriately and efficiently to signs of danger or to directions by civil authorities.

2.2.10 Winter Storms

Because severe winter storms include frigid temperatures, heavy snow, ice, and gusting winds in all combinations, the severity is usually determined by duration, temperature extremes, and accumulation of precipitation. The primary threat is the ability of such storms to completely immobilize large areas, disrupt services, and cause injury or death. In Cumberland County, snow and/or sleet occur once or twice annually, on average. In North Carolina, snowfall ranges from one inch to about 24 inches across the state.

2.2.11 Civil Disorders

FTCC may be subject to various civil disorders due to terrorist actions, riots, protests/demonstrations, labor disputes, and/or illegal assembly.

2.2.12 Large-Scale Gatherings

Large-scale gatherings at events (special events and festivals, concerts, and holidays) can necessitate extended emergency operations.

2.2.13 Terrorism

Terrorism remains a threat to national security. There are a number of potential and soft targets in Cumberland County. These are described in general terms in Section 2.2 for response purposes, FTCC will likely treat any terrorist event according to the hazard presented. Terrorist incidents are likely to involve chemical, biological, radiological, nuclear, or explosives (CBRNE) threats. From a responder perspective, responding to these events involves limiting loss of life and property and protecting the environment. Preservation of a crime scene is also important, as is the coordination with appropriate Local, County, State and Federal partners.

Assumptions

This general plan makes the following assumptions:

- It is necessary for FTCC to plan for and be prepared to carry out disaster response and short-term recovery operations, utilizing local resources.
- Implementation of this plan may reduce or prevent the loss of lives and damage to property.
- Officials of the College are aware of the possible occurrence of an emergency or major disaster and their responsibilities in the execution of this plan.
- It is likely that outside assistance would be available in most major disaster situations affecting the College.
- The command, control and coordinating mechanisms described in this plan are implemented when:
 - The Emergency Operations Center (EOC) is activated during or in advance of an event; or
 - A county State of Emergency is declared.

3.0 CONCEPT OF OPERATION

This Section describes general and specific operational concepts that are employed by FTCC. It also describes the phases of emergency management and how they relate to emergency operations.

3.1 General:

- As required by General Statute 166A-2, it is the responsibility of county government to prevent, prepare for, respond to and recover from natural or man-made disasters or hostile military or paramilitary actions which occur within the country. Fayetteville Technical Community College has the responsibility of initial response and mitigation of emergencies on FTCC campuses until additional municipal and/or county emergency responders arrive.
- FTCC will coordinate with municipal and county Emergency Management Directors and request needs. Cumberland County's EOP states that, if necessary, state assistance will be requested by the county.
- The Fay Tech EOC as well as the County/Municipal EOCs will be staffed and operated as the situation dictates.
- If the emergency warrants, elected officials may declare a State of Emergency to exist within the jurisdiction (or a part thereof) and begin implementing emergency procedures.
- The senior elected official or the designee of the jurisdiction will order evacuation and ensure coordination of shelter activation as necessary.
- The State of Emergency shall be terminated by the authority who proclaimed it.

3.2 Phases of Comprehensive Emergency Management.

3.2.1 Mitigation

Mitigation activities are those designed to either prevent the occurrence of an emergency or minimize the potentially adverse effects thereof. Some mitigation activities for FTCC include risk assessments in college facilities as well as regular inspections of fire extinguishers and emergency telephones.

3.2.2 Preparedness

Preparedness activities, programs, and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training, and exercising are among the activities conducted under this phase.

3.2.3 Response

Response activities and programs are designed to address the immediate effects of the onset of an emergency or disaster, help to reduce casualties and damage, and to speed recovery. Response activities include direction and control, warning, evacuation, mass care, and other similar operations.

3.2.4 Recovery

Recovery activities involve restoring systems to normal. Short-term recovery actions are taken to assess damage and return to vital life support systems to minimum operating standards; long-term recovery actions may continue for many years.

3.3 Emergency Operations

Most incidents occur locally. The initial response to the majority of domestic incidents is typically handled by local “911” dispatch centers, emergency responders within a single jurisdiction, and direct supporters of emergency responders. Most responses need go no further. In other instances, incidents that begin with a single response discipline within a single jurisdiction may rapidly expand to multidiscipline, multi-jurisdictional incidents requiring significant additional resources and operational support.

FTCC Emergency Operations uses the Incident Command System and follows the command and control concepts discussed in the National Incident Management System.

Incident Command principles are employed at all operational levels, including:

- Single Agent Incident Command
- Unified Command
- Area Command

While NIMS provides a degree of latitude to coordination efforts that take place in EOCs, FTCC duplicated the incident command structure to facilitate the coordination for multiple incident scenes. Should it become necessary to activate, the EOC will serve as the primary coordination point for an area command for large-scale emergencies within the county.

For each incident scene, the ICS will be instituted in order to facilitate communication, command and control. A single incident commander is

sufficient for emergencies that do not cross-jurisdictional boundaries or require significant interagency or inter-jurisdictional coordination. Typically, the incident command is the first senior officer on scene.

In incidents requiring more extensive coordination, a unified command structure is established. Unified command allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability. Typically, the incident commander in a unified command structure is appointed from senior officers within the jurisdiction that is the site of the incident, or in cases of interagency coordination, is the first senior officer on scene.

3.4 EOC Activation Levels

The FTCC EOC provides a central location of authority and information and allows for face-to-face coordination among personnel who must make emergency decisions. The EOC is activated when a hazard has or could present conditions of such a magnitude that it will require a large commitment of resources from numerous sources over an extended period. The scope of the EOC and this plan shall establish the communication and bridge between operations personnel and policy makers. The following levels will serve as guidelines for such activation:

- **Level I Activation (Monitoring Activation)** – This level may be implemented whenever the College receives notice of an incident that may escalate to threaten the safety of the public. During this activation, the FTCC Public Safety and Security Department will disseminate information to the Vice President of Administrative Services who will inform the President to coordinate activities. FTCC personnel may partially staff the EOC to monitor conditions.
- **Level II Activation (Event Specific Activation)** – This level may be implemented by the College President or his designee. This activation is in response to a hazard-specific event that requires response from Fire/Rescue, Law Enforcement, and Emergency Medical Services and EMS rescue teams.
- **Level III (Limited EOC Activation)** – This level may be implemented for a major event. For the purposes of notification, Limited EOC Activation involves an active notification of EOC personnel.

- **Level IV (Full Activation)** – This level builds upon the Limited EOC Activation level and includes all representatives of the Executive Council.

Emergency Phases Shall Include:

- **Pre-Impact Response Phase** is the monitoring and preparedness phase before the emergency strikes. This phase may begin up to 72 hours before an incident and continue until the emergency occurs. This phase includes hazard monitoring/tracking, incident notification, EOC activation at the appropriate level, public information and warning, evacuation, and communications and coordination activities.
- **Impact Response Phase** begins once the emergency occurs and may continue for several weeks. This phase includes communications, public information, hazard abatement, search and rescue (SAR), emergency medical services (EMS) delivery, temporary shelter, impact/needs assessment, security, re-entry, traffic control, debris clearance, resource distribution, and volunteer management.
- **Short Term Recovery Phase** begins immediately after the emergency impact and continues for approximately six months. The Short Term Recovery Phase includes the implementation of both individual assistance programs, through the Disaster Application Centers (DACs) and American Red Cross (ARC) Services Centers, and public assistance programs through the damage survey teams and appropriate documentation. Other short-term activities include on-going human service delivery, debris removal, contractor licensing, permits, and inspections. The Short Term Recovery phase does not normally require 24-hour operations but may require 12 to 16 hour days.
- **Long Term Recovery Phase** begins within a week of the emergency impact and may continue for years. Long-term recovery activities include on-going human service delivery; rebuilding the economy, infrastructure, and homes; and implementation of hazards mitigation projects and funds recovery.

4.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

During a disaster that requires EOC activation, numerous representatives of the College must take on a large number of responsibilities. For this reason, command and control, coordination, and decision-making must be defined at the outset. Specific responsibilities are outlined below in Section 4.2.

When on-scene command posts (CPs) are established, the ICS will be implemented. When the EOC is operational, it operates under the Incident Command Structure that facilitates coordination with incident commanders in the field, as well as State and Federal agencies providing assistance. The organizational structure described below in Section 4.1 is a synopsis of these plans.

4.1 Organization

Organization of FTCC differs from the organization of the EOC. While normal lines of authority within the College or within a service area of the College do not change, it is necessary to organize responsibility in a way that maximizes operational expediency, decision-making, and information sharing. This is necessary due to the short-term tasks required of emergency response.

When an emergency exists at the College, lines of control related to emergency operations are organized along task-oriented, or functional, branches rather than the normal departmental structure used to accomplish long-term goals or to support everyday services.

The organizational structure utilized at FTCC during emergencies originates from three sources:

- The National Incident Management System (NIMS)¹
- The State of North Carolina Emergency Operations Plan
- Accepted Incident Command System Structure

The organizational structure is configured this way to maximize compatibility with Municipal, County and State assets, as well as incident commanders in the field. The Support format is compatible with State and Federal organizational structures, but these functions are placed in the context of ICS.

¹ National Incident Management System, *Department of Homeland Security, March 1, 2004*

IV. Mitigation

A. Security

1.0 Evacuation Plan Overview

This evacuation plan has been established to cope with crises and emergencies that may endanger health, safety, property or the ability of the college to function. The plan defines the procedures to follow when evacuation of one or more buildings or an entire campus is necessary.

2.0 Evacuation Procedures

2.1 Alarm Activation

- a. Anyone observing smoke or fire in a building should activate the fire alarm.
- b. When an alarm sounds all occupants are required by law to evacuate the building. Alarms may be activated manually at pull stations or automatically through sensors. Orders to evacuate may also be given verbally for emergencies such as bomb threats or gas leaks in to order to ensure a safe egress.
- c. The following guidelines should be followed for evacuations:
 - i. Occupants should move quickly and quietly away from the building and emergency vehicle access areas.
 - ii. Staff and faculty members have the duty and responsibility for directing students and visitors away from the building.
 - iii. Take the shortest route to an exit except when it is blocked by fire, debris or other hazards.
 - iv. DO NOT use elevators when evacuating.
 - v. If the building is consumed by smoke, evacuees should get as close to the floor as possible and crawl to the nearest exit.
 - vi. All personal belongings should be taken if time permits.

- vii. All doors should be closed upon exiting the room/building.
- viii. DO NOT use cellular telephones during evacuation.
- xi. DO NOT go to vehicles.
- x. If possible, faculty should take their attendance roster in order to account for students.
- xi. DO NOT reenter an evacuated building for any reason until cleared to do so by proper authorities.

2.2 Evacuation of People with Disabilities

- a. Evacuating a disabled or injured person alone should be a last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.
- b. Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Emergency conditions such as fire, smoke, loss of electricity must be considered in evacuation decisions. If people with mobility impairments cannot exit, they should be moved to a safer area, e.g., most enclosed stairwells.
- c. Attempt a rescue evacuation only when the disabled person is in immediate danger and cannot wait for professional assistance.
- d. In some multistory buildings the disabled person may be moved to the "Area of Rescue" located in the stairwells to await rescue by emergency personnel. The area of rescue has an intercom system for communication with emergency personnel. For buildings that do not have an "Area of Rescue" the disabled must be moved to the nearest stairwell to await rescue.
- e. Notify police or fire personnel immediately about any people waiting to be rescued.
- f. Two physically capable occupants should be invited to volunteer to assist the disabled to evacuate. If a volunteer is not available, designate two people to assist who are willing to accept the responsibility. Ask the disabled person how he or she can best be assisted or moved, and whether they require any special considerations or items that need to come with the person.

- g. DO NOT use elevators, unless authorized to do so by fire department personnel. Elevators could fail during a fire or other disaster.
- h. If disabled people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using a carry technique. Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the rescuers. Certain lifts may need to be modified depending on the person's disability. Remember that two-person rescues are preferable.
- i. DO NOT evacuate disabled people in their wheelchairs. This is standard practice to ensure the safety of disabled people and volunteers. Wheelchairs will be evacuated later if possible.

2.3 Evacuating Persons with Blindness or Visual Impairment

- a. Give verbal instructions to advise about the safest exit route, direction and distance using words such as "right, left, forward, backwards and turn around." Allow the blind individual to use their cane as you talk them through evacuation. Provide other verbal instructions or information such as "elevators cannot be used."
- b. 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.
- c. Give other verbal instructions or information (e.g., elevators cannot be used).

2.4 Evacuating Persons with Hearing Disabilities

- a. 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.
- b. Offer visual instructions to advise the safest route or direction by pointing toward exits or evacuation maps.

2.5 Shelter in Place

- a. Shelter in place directives will be given for hazards outside a building.

- b. Stay where you are within a building until further directed.

3.0 Emergency Lockdown

3.1 Purpose

The purpose of emergency lockdown is protection from an armed intruder or hostage situation on campus. Emergency lockdown is necessary in situations where there is reason to believe that exiting a sheltered area will expose individuals to greater danger than remaining in place.

3.2 Authority to Initiate Lock Down

All faculty and staff have the authority to initiate an emergency lockdown. Such situations where an emergency lockdown may be warranted include:

- a. observing an armed intruder,
- b. hearing a gunshot, or
- c. any situation where exposure to outside conditions may endanger staff, faculty, students and/or visitors.

3.3 Method of Announcing Lockdown

FTCC Security will activate the Emergency Notification System to announce the lockdown.

- a. A lockdown should be initiated when an armed intruder is observed. Call FTCC Security at **910-678-8433** to report the situation.
- b. Your observations may be the only criterion for determining that a lockdown should be implemented.
- c. Staff and faculty members should announce the lockdown to others in their area and direct building occupants into a room which can be locked or out of the building if you are a safe distance from the threat.

3.4 Steps to Follow in Lockdown

- a. DO NOT expect to hear an audible alarm and DO NOT activate the fire alarm system. There have been cases where active shooters have activated fire alarms to lure victims outside.
- b. FTCC Security Officers and Fayetteville Police Officers have other duties to perform during a lockdown and may not be available to assist in announcing the lockdown or providing directions.

3.5 Lockdown Codes

Utilize the following lockdown codes and announcements to inform staff of the appropriate response. Use discretion as to how much information you include in each announcement.

FTCC Security will activate the Emergency Notification System to announce the lockdown code status.

CODE RED: “Students and staff, we are in a code red lockdown. Lockdown immediately.”

This means there is an immediate threat to the school. This is a complete classroom and school lockdown.

- Move all students, staff, and identified visitors into the nearest securable room.
- Lock all interior doors of occupied spaces.
- Turn off all lights.
- Move students away from windows and doors.
- Have students crouch down and remain quiet. Students who are physically unable to crouch down may use a low chair.
- Students who use wheelchairs should remain in their wheelchairs. If a student is out of the wheelchair at the time of lockdown, efforts should be made to assist the student back into the wheelchair unless doing so jeopardizes their safety.
- Moveable furniture can be used as a buffer between students and doors/windows.

CODE YELLOW: “Students and staff, we are in a code yellow lockdown. Lockdown immediately.”

This is a “Community Lockdown” in which the danger is located in the community.

All outside activities should cease and students/ staff should move inside.

All exterior doors are locked and movement from building to building is prohibited.

CODE GREEN: “Students and staff, we are now in code green. You may resume normal activities.”

The lockdown is over and normal school activities are resumed.

A mandatory staff meeting will be held at the close of the school day after a Code Red incident to perform an After Action Review (AAR).

A staff meeting after a Code Yellow incident will be at the President’s discretion.

3.6 Armed Intruder or Shooting Situations

FTCC Security will activate the Emergency Notification System to announce the emergency situation and lockdown status.

Remember the following:

1. **Gunfire may sound artificial.** Assume that any popping sound is gunfire.
2. **Figure out your course of action immediately.** In the initial moments, decide what is occurring and which option listed below will provide the greatest degree of security.
 - **Get out:** If there is **considerable distance** between you and the gunfire, quickly move away from the sound of the gunfire and find a secure place to hide or at least a place that will provide protection from gunfire or explosions such as a brick wall, trees, or buildings.
 - **Call out:** When you reach a safe location, call the FTCC Public Safety and Security emergency number, **910-678-8433**. DO NOT assume that someone else has reported the emergency. The information that you are able to provide law enforcement officers may be critical, e.g. number of shooters, physical description, number and type(s) of weapons, and location of the shooter.
 - **Hide out:** If the shooter is in close proximity to your location, use the **lockdown** procedures and hide within the room.

- **Keep out:** Barricade doors with any heavy objects available.
 - **Spread out:** If there are two or more persons in the same place when an active shooting begins, you should spread out in the room to avoid offering the shooter an easy target.
 - **Take out:** If discovered or confronted by an active shooter, an attempt to overpower the shooter may be your only option.
- a. Instruct room occupants to spread out to points inside the room where they cannot be seen from outside the room. Hide behind or under desks, chairs or other objects in the room.
 - b. Barricade doors to the room with desks, chairs, and other heavy objects.
 - c. Close blinds and turn off lights and computers for concealment.
 - d. Silence cell phones by placing them on vibrate to avoid attracting attention. DO NOT use cell phones except to report life or death situations inside the room or to report the location of the intruder(s).
 - e. While in lockdown, ignore fire alarms unless you see smoke or fire in which case you must assess whether it is safer to remain in the room or expose yourself to possible outside danger.
 - f. Instruct room occupants not to shout at, point at or move toward officers that may enter the room and to keep their hands visible to officers.
 - g. The first group of responding law enforcement officers will not stop to assist you as they go through the building. Their priority is to move toward the sound of gunfire to neutralize the shooter.
 - h. A second group of law enforcement officers sweeping the building are there to provide a secondary search and to acquire aid for injured persons.
 - i. Should the shooter enter the barricaded room, decide if attempting to overcome the suspect is your best option for survival. Numerous people in a room may be able to disable the shooter versus doing nothing and becoming an easy target.

- j. Carefully follow commands of campus security officers and law enforcement officers and DO NOT leave lockdown until advised it is safe to do so.

4.0 Medical Emergency Protocol

4.1 Availability of Medical Aid on Campus

Fayetteville Technical Community College does not have a staff physician or nurse.

4.2 Minor Illness/Injury

For minor illness, recommend to the patient to go home or see their personal physician. If the patient is too sick or injured to leave on his/her own, help arrange transportation. Under no circumstances should staff or faculty transport ill or injured persons. A patient's condition may worsen during transportation beyond your capability to handle. For minor injuries, contact FTCC Security at **910-678-8433** for assistance.

4.3 Major Illness/Injury

- a. Call **911** to request emergency medical service, **then** notify FTCC Security at **910-678-8433** to report the medical emergency.
- b. FTCC Security will respond to your location as well as direct responding Emergency Medical Services to the scene.
- c. Stay with the patient and keep them still and comfortable until security arrives.
- d. Render whatever aid you are trained to perform until relieved by higher trained medical personnel.

4.4 Blood and Body Fluids

- a. When responding to illnesses or injuries where blood or body fluids are present, do not come in contact with either due to the risk of exposure to blood borne pathogens.
- b. Call FTCC Security at **910-678-8433** to report the presence of blood or body fluids. Arrangements will be made for a biohazard cleanup.

4.5 Reporting Illness/Injury

Any staff or faculty member who responds to an illness/injury should complete an Incident Report with FTCC Security as soon as possible that will be forwarded to the Director of Public Safety and Security.

5.0 Response to Fires and Alarms

5.1 Fire

- a. Fire alarms may be activated manually at pull stations or automatically by sensors. Evacuation of a building is **required by law** when a fire alarm is sounding.
- b. Any person who sees smoke or fire in a building should immediately activate the fire alarm and initiate evacuation of the building.
- c. DO NOT USE ELEVATORS WHEN EVACUATING.
- d. Staff and faculty members should take charge of people in their immediate area and direct them out of the building via the nearest safe, unblocked exit. Take your class roster to account for students.
- e. Close doors as you evacuate.
- f. Go to a safe place and call FTCC Security at **910-678-8433**. Give the exact location of the smoke or fire (building, room number, etc.). DO NOT hang up until told to do so. FTCC Security officers will respond to your location to assist with evacuation as well as direct the fire department to the scene.
- h. DO NOT allow anyone to reenter a building after it has been evacuated.
- i. DO NOT allow evacuees to congregate close to the building or in areas that might impede access by emergency vehicles and personnel.
- j. Ensure that evacuees remain safe until the “all clear” is given.

5.2 False Alarms

- a. All alarms must be treated as an actual fire until it can be determined that a fire is not present. It is a violation of local fire code to disregard alarm activation.

- b. DO NOT attempt to silence any alarm. Alarms should be allowed to sound until it has been determined that all occupants of the building have been evacuated. Only authorized personnel may silence and reset the alarm once it has been established and confirmed that an emergency does not exist.

6.0 Natural Disasters

6.1 Severe Thunderstorms

Severe thunderstorms are the most likely natural occurrence that could affect the college. To lessen the possibility of injury the following steps should be followed:

- a. If you can hear thunder, you are close enough to the storm to be struck by lightning. Go to safe shelter immediately.
- b. When a storm approaches find shelter in a building or hard top car (avoid convertibles). Keep car windows closed.
- c. Give any medical assistance **that you have been trained to administer**. If breathing has stopped, begin rescue breathing. If the heart has stopped beating, a trained person should give CPR. DO NOT cease CPR before being relieved by higher trained emergency medical personnel. If the person has a pulse and is breathing, look and care for other possible injuries.

6.2 Tornado

- a. It is the responsibility of staff and faculty members to take charge during tornadoes. Be aware that the only alert of a tornado may be your own observations; you may be the first to learn of a watch or warning. Know the difference.
 - i. Tornado Watch. A tornado is possible in and near the watch area. Review and discuss your emergency plans. Be ready to act quickly if a warning is issued or you suspect a tornado approaching. Acting early will help save lives.
 - ii. Tornado Warning: A tornado has been spotted or indicated by weather radar. Tornado warnings indicate imminent danger to life and property. Immediately go to the Severe Weather Shelter Area for the building you occupy. If time does not permit reaching the Severe Weather Shelter Area, go to an interior room (closet,

hallway or restroom) on the lowest floor possible away from windows. Crouch beside an interior wall, lower and cover your head with your arms.

- b. Upon learning of a warning, staff and faculty members must immediately announce “tornado” to everyone in their area and begin directing building occupants to the Severe Weather Shelter Area within the building. Remember, time is of the essence in getting people to the Severe Weather Shelter Area.
- c. As they make their way to safe shelter, FTCC Public Safety and Security will activate the Emergency Notification System to notify the campus community of the emergency and to seek shelter. Security Officers will go through buildings spreading the word and assisting in directing occupants. In the event of a tornado warning or a tornado sighting, the actions listed below are appropriate:
 - i. DO NOT activate fire alarms; no one is to exit the building
 - ii. Additionally, DO NOT expect to hear an audible alarm during a tornado.
 - iii. If a tornado strikes before you can reach the Severe Weather Shelter Area, go into an interior room (closet, hallway or restroom) away from windows and doors.
 - iv. Once in the Severe Weather Shelter, instruct occupants to crouch against an interior wall, lower and cover their heads with their arms.
 - v. Remain in the Severe Weather Shelter Area until the tornado has passed or an “all clear” is given.
 - vi. Evacuate the building when it is safe to do so. When exiting a building, watch for fallen power lines.
 - vii. If you smell gas or hear a blowing or hissing noise, open a window and quickly get everyone out of the building.
 - viii. Check for injuries. If you are trained, provide first aid to victims until emergency responders arrive.
 - ix. Stay out of damaged buildings.

6.3 Earthquake

- a. Because an earthquake generally occurs without warning, ensure that your work environment is earthquake safe (e.g., do not place heavy objects above where you sit or work).
- b. Remain familiar with evacuation routes and alternate evacuation routes in buildings you use frequently. Be aware that emergency lights may be out or your vision may be obscured by heavy smoke or dust.
- c. If you can safely evacuate the building, direct occupants to move quickly away from buildings, utility poles and other structures. Find a clear spot and drop to the ground. Avoid downed power or utility lines.
- d. If you cannot get out of the building in time, direct occupants to drop, cover and hold. Drop under a study desk or table; cover your eyes by pressing your face against your arm, and hold on.
- e. If a table or desk is not nearby, instruct occupants to sit on the floor against an interior wall or in an interior doorway. Have occupants move away from windows, shelves filing cabinets, bookcases, light fixtures and heavy objects that could fall, tip over, or shatter.
- f. Be prepared for aftershocks and call FTCC Security **910-678-8433** if assistance is needed.

6.4 Hurricanes and Winter Storms

There are sufficient advance warnings for hurricanes and winter storms so that immediate emergency action is not required. For these occurrences the College Severe Weather Policies will apply.

7.0 Bomb Threat

7.1 All Threats must be Considered Real

Bomb threats are not rare occurrences; however, history has shown that the majority of bomb threats are false. Nonetheless, all threats must be considered real until it can be determined that no threat is present.

7.2 Evacuation Decisions

- a. Allow proper authorities to make evacuation decisions when the emergency is a bomb threat. DO NOT evacuate until directed to do so.
- b. When directed to evacuate, use the route specified by FTCC Security personnel. (Officers will do all that is practicable to ensure a route is safe prior to providing notice to evacuate.)

7.3 Initial Process

- a. The person receiving a bomb threat should obtain as much information as possible from the caller using the Bomb Threat Checklist.
- b. When the bomb threat is received by telephone, keep the caller talking as long as possible. Do not hang up the telephone. Go to another extension to report the bomb threat.
- c. Documents (including envelopes) containing a threat should be turned over to FTCC Security.
- d. Ensure that all cell phones are turned off since cell phones have been utilized to detonate explosive devices.

7.4 Reporting the Threat

Immediately upon receiving the threat, call the FTCC Public Safety and Security number, **910-678-8433** and provide any details.

7.5 Suspicious Object or Potential Bomb

- a. If a suspicious object is found, evacuate the area surrounding the object and send someone to call (from a safe location) FTCC Security at **910-678-8433**. Provide the exact location and description of the object and keep under observation from a safe distance to ensure that it is not approached by someone else.
- b. DO NOT touch any object that has been identified as, or that you may suspect to be, an explosive device.
- c. DO NOT open drawers, cabinets, or turn lights on or off as these may be used to trigger an explosive device.

- d. DO NOT activate the fire alarm.
- e. DO NOT use any mobile communication device in the area of a potential bomb.

7.6 Evacuation

When an evacuation is ordered, direct evacuees to a safe area that is as far from the building as is reasonably practical.

7.7 Bomb Search

- a. Once the building has been evacuated, FTCC Public Safety and Security will assemble a search team and coordinate the bomb search.
- b. DO NOT allow anyone to reenter the building until cleared to do so.

8.0 Hazardous Material Releases

8.1 Release Response Qualification

- a. These procedures are general guidelines to be implemented when a hazardous material is spilled. These measures may be abandoned in lieu of more appropriate response actions if the individual causing, discovering, or responding to the release has knowledge of the properties of the material and determines that the situation warrants an alternate course of action.
- b. No individual is to involve themselves in an incident involving hazardous materials unless they have received spill response training and have donned appropriate personal protective equipment.

8.2 Responsibilities

- a. In the event of a spill of a hazardous material, it is the duty of the individual(s) responsible for or who first encounter the spill to take immediate action.
- b. Depending on their level of confidence and expertise, such action would be to either:
 - i. begin remediating the spill, or

- ii. alert your supervisor or a FTCC staff or faculty member.

8.3 Notification Requirements

- a. Notify the FTCC Security at **910-678-8433** if a spill of a flammable liquid is of such magnitude that it poses a risk of fire and cannot be remediated by site personnel. Be prepared to provide as much detail as possible (refer to section IV.A.8.4 below).
- b. Call FTCC Security at **910-678-8433** if there are any injuries or damage to College property.
- c. Contact FTCC Security at **910-678-8433** if a release of any material is of a magnitude that campus personnel determine they are unable remediate it. FTCC Security will coordinate emergency response actions.
- d. Notify occupants in adjoining or nearby rooms for spills that occur inside a building.

8.4 Emergency Notification Information

In the event of a hazard material release, a notification to the FTCC Security at **910-678-8433** should include as much of the information listed below as possible. Some of this information may need to be obtained from the material safety data sheet.

- a. The name of the spilled substance(s).
- b. An estimate of the quantity spilled.
- c. The time the spill occurred.
- d. Whether or not any of the substance has evaporated and/or come in contact with the ground (i.e., soil).
- e. Any health risks associated with the substance.
- f. Any precautions that should be taken to protect the surrounding community.
- g. Name(s) and telephone number(s) of person(s) to be contacted for further information.

8.5 Spill Remediation – Hazardous Solids (Any Quantity)

- a. Clear the area surrounding the release to eliminate any contact of the hazardous material by people in the area.
- b. Determine if there are any people with injuries or who have come into contact with the hazardous material. Respond to injuries by enlisting the support of nearby individuals to help provide assistance. If known that it is safe to apply water to the spilled material, direct those who have come into contact with the material to immediately rinse the area of contact (i.e., skin or clothing) with a copious amount of water.
- c. After donning appropriate personal protective equipment, sweep up the spilled substance and any associated debris and containerize it using either a heavy gauge plastic bag or sturdy cardboard box.
- d. Seal the container and mark it with the words “HAZARDOUS MATERIALS SPILL RESIDUE” and attach a copy of the corresponding material safety data sheet(s) to the outside of the container.
- e. Ensure that surfaces that have come in contact with the hazardous material and spill response equipment are decontaminated. Contact the FTCC Security at **910-678-8433** for guidance, if necessary.
- f. Immediately afterwards, submit a campus maintenance request or contact the FTCC Security at **910-678-8433** to arrange for disposal.

8.6 Spill Remediation – Hazardous Liquids (Major Quantity)

- a. Definition. A major quantity is defined as any amount that appears to be of such quantity, or seems to be endangering enough, that it cannot be adequately remediated by College personnel.
- b. The steps listed below are to be followed in the event of a major spill.
 - i. Eliminate contact with or exposure to the hazardous material by clearing the vicinity of the release. If a material is volatile, flammable, or is known to have (or suspected of having) toxic properties, activate the nearest fire alarm. Additionally, contact the FTCC Security at **910-678-8433** to report the incident.
 - ii. Determine if there are any people who are injured or who have come into contact with the hazardous material. Respond to

injuries by enlisting the support of nearby individuals to help provide assistance. Direct those who have come into contact with the material to immediately rinse the area of contact (i.e., skin or clothing) with a copious amount of water.

- iii. Alert FTCC Security at **910-678-8433** regarding the nature and location of the alarm.
- iv. Await the arrival of emergency response personnel. Upon their arrival, brief them on the details of the spill and the status of any injuries.
- v. Coordinate the management of spill residues.
 - Ensure that all waste is placed in a suitable container. Contact the FTCC Security at **910-678-8433** for guidance, if necessary.
 - Seal the container and label it, "HAZARDOUS MATERIALS SPILL RESIDUE."
 - Attach a copy of the corresponding material safety data sheet(s) to the outside of the container.
 - Immediately afterwards, submit a campus maintenance request or contact the FTCC Security at **910-678-8433** to arrange for disposal.

8.7 Spill Remediation – Hazardous Liquids (Minor Quantities)

- a. Definition. A minor quantity is defined as a spill that can be remediated by on-scene College personnel.
- b. Take the following steps in the event of a minor spill.
 - i. Eliminate contact with and exposure to the hazardous material by clearing the area of the release.
 - Consider evacuating the room if the substance is volatile, flammable, or is known to have (or suspected of having) toxic properties.
 - If the release is inside a building, isolate the area to contain the spill by ensuring doors and windows are closed.
 - ii. Minimize potentially endangering conditions by:

- extinguishing open flames, removing any other ignition sources, and unplugging nearby electrical equipment; and
 - closing interior doors (i.e., doors that lead to adjoining rooms or interior hallways).
- iii. Respond to people who are injured or who have come into contact with the hazardous material. To address injuries, enlist the support of anyone who is nearby to provide assistance. Direct those who have come into contact with the material to immediately rinse the area of contact (i.e., skin or clothing) with a copious amount of water.
 - iv. If possible, ventilate the room to the outdoors by opening exterior doors and windows.
 - v. Alert FTCC Security at **910-678-8433** that a spill has occurred.
 - vi. After donning appropriate personal protective equipment, contain the spill by applying a liberal amount of the appropriate absorbent.
 - vii. Sweep up the absorbent and any associated debris and containerize the waste in a metal container. Ensure that surfaces that have come in contact with the hazardous material and spill response equipment are decontaminated. Contact the FTCC Security at **910-678-8433** for guidance, if necessary.
 - viii. Mark the container with the words “HAZARDOUS MATERIALS SPILL RESIDUE” and attach a copy of the corresponding material safety data sheet(s) to the outside of the container.
 - ix. Immediately afterwards, submit a campus maintenance request or contact the FTCC Security at **910-678-8433** to arrange for disposal.

9.0 Crises

9.1 Overview and Reporting

- a. A Crisis on campus can be the result of violent, disruptive or criminal behavior. Everyone is asked to assist in making our college a safer place by being alert to suspicious situations or persons and promptly reporting them by notifying the Fayetteville Technical Community College Security at **910-678-8433**.

- b. If you are a victim or a witness to any on-campus violation of the law such as assault, robbery, theft, overt sexual behavior, etc. seek safety and call FTCC Security at **910-678-8433**

Be prepared to provide the information listed below when reporting.

- i. Nature of the incident.
- ii. Location of the incident.
- iii. Description of person(s) and property involved.

9.2 Domestic Issues/Restraining Orders

- a. Any employee or student of the college who has a restraining/protective order should provide a copy to the Director of Public Safety and Security located in the General Classroom Building (GCB), Room 102 on the main campus. Should the order be violated, FTCC Security will take necessary action to enforce the order, to include notification to the Fayetteville Police Department or Spring Lake Police Department as relevant to location.
- b. All staff and faculty members should be observant of actions and situations in the workplace, which indicate a domestic violence issue. Domestic violence issues must be reported to the Director of Public Safety and Security at **910-678-8433**.

9.3 Hostage Situations

- a. Anyone who observes a situation where a person is being held against their will should immediately notify FTCC Security at **910-678-8433**, and be prepared to provide as much of the information listed below as is known:
 - i. Location of the incident.
 - ii. Identification/description of person(s) involved (hostage taker and hostages).
 - iii. Description of events.
 - iv. Whether or not the hostage taker(s) are armed.

- v. Number and types of weapons.
- b. You may be directed to implement the Emergency Lockdown procedures in a hostage situation. DO NOT attempt to intercede in a hostage situation. You may jeopardize your safety or that of the hostage.
- c. If taken hostage, remember that the captor may be emotionally unbalanced. In general, however, a captor does not want to harm persons being held hostage, so patience will be your greatest asset. Eventually, law enforcement officers will intercede and negotiate with the captor.
- d. When in a hostage situation, following the guidelines listed below will ensure the greatest amount of safety to all involved:
 - i. Remain alert and be observant—upon your release, the information you are able to provide law enforcement officers may be critical.
 - ii. Avoid drastic or sudden actions as well as any behavior that could further endanger you.
 - iii. Follow the instructions of the captor.
 - iv. DO NOT speak to the captor unless spoken to; however, tell the captor if you or anyone else needs medication, first aid, or restroom privileges.
 - v. DO NOT talk down to the captor.
 - vi. Avoid appearing hostile.
 - vii. DO NOT stare at the captor.
 - viii. Avoid speculating.

9.4 Psychological Crisis

- a. A psychological crisis exists when an individual is threatening harm to himself/herself or to others. If a psychological crisis occurs:
- b. Never try to handle the situation without assistance.

- c. Call FTCC Security at **910-678-8433** and report that you need immediate assistance; give your location and the nature of the situation.

9.5 Terrorism

- a. Any information concerning a terrorist threat should be referred to FTCC Security at **910-678-8433**.
- b. When reporting such a threat, be prepared to answer as many of the questions listed below as possible.
 - i. How the threat was received, e.g., verbally, email, telephone, etc?
 - ii. What were the details of the threat conveyed?
 - iii. Who made the threat, if known?
 - iv. What time was the threat made?
 - v. Where and when the threat is be carried out?
 - vi. Why the treat was made?

9.6 Unauthorized Protests, Marches, Assemblies

- a. The College supports the free speech rights of anyone on our campuses.
- b. Most demonstrations on campus such as marches, assemblies, picketing and rallies will have been approved in advance by the Student Activities Coordinator.
- c. Most will be peaceful, unobtrusive and not obstructive.
- d. A demonstration should not be disrupted unless one or more of the conditions listed below exists as a result of the demonstration.
 - i. Violations of law are occurring.
 - ii. There is a clear violation of college policies.
 - iii. There is interference with the normal operations of the college.

- iv. Access is obstructed to offices, buildings or other facilities of the college.
- v. If any of the above conditions exist you should inform FTCC Security at **910-678-8433**.
- vi. Any spontaneous demonstrations should also be reported to FTCC Security at **910-678-8433** in order that the situation may be monitored.
- vii. FTCC Security will notify the Vice President for Administrative Services take action as directed.

B. Facilities

1.0 Facility Failures

1.1 Plan A – Power Outages during the Hours 0700-1700, Monday-Friday

- a. Should a power outage occur on any FTCC campus notify Facilities Management and then call the FTCC Security at **910-678-8433** and report the location and extent of the outage. FTCC Security will report the outage to the Vice President for Administrative Services.
- b. All buildings with power outages will be evacuated as appropriate and coordinated by the Vice President for Administrative Services. FTCC Security will ensure that the affected building(s) are completely evacuated and assign staff to all exterior doors to prevent reentry. Evacuees will be directed to an alternate area or building while remaining on campus for safety.
- c. The President may activate the Crisis Management Team, depending upon the expected duration of the outage to establish contingency actions.
- d. Facilities services personnel will confirm the extent of the power outage. If the outage is localized, facilities maintenance personnel will check electrical panels, outlets, etc. to determine the cause of failure and take corrective actions within their capabilities.
- d. If the outage is building wide, check other buildings in the area for power outages. If multiple buildings are without power, Facilities Management will contact Public Works Commission (PWC) or Progress Energy, Inc. relative to the appropriate outage site location. If the Crisis Management Team has been activated, Facilities

Manager will notify and update the Team on estimated time of power restoration.

- e. The Crisis Management Team will make an informed recommendations to the President based on information provided concerning cancellation or resumption of classes.
- f. If directed by the President, the Executive Director for Marketing and Public Relations, or his designee shall issue notifications of campus closings through web sites, text messages, news media, and other available resources.
- g. Facilities maintenance personnel will be on standby for system checkout after power is restored.
- h. A power outage could be the result of a fire. If smoke or fire is detected, activate the nearest fire alarm and immediately evacuate the building. Call the FTCC Public Safety and Security emergency number, **910-678-8433**, to report the fire.
- i. If you are trapped in an elevator as a result of a power failure, do not panic; use the emergency telephone to call for assistance. All elevators have emergency telephones with backup power.
- j. Before announcing cancellation of classes and releasing of students, refer to section IV.B.1.3 of this plan, Traffic Control.

1.2 Plan B – Power Outages occurring between the hours 1700-0700 and on Saturday and Sunday

- a. If a power outage occurs during the times listed above, call the FTCC Security at **910-678-8433** and report the outage. FTCC Security will contact Facilities Services and the Vice President of Administrative Services, who will coordinate with staff and the President to determine recommended course of action.
- b. If classes are in session, all occupied buildings affected by the outage will be evacuated.
- c. Facilities Services will determine the extent of the outage and provide an estimated time of restoration. The Vice President for Administrative Services will coordinate with the President to make decisions concerning class cancellations based on the extent and expected duration of the outage.

1.3 Traffic Control

- a. The provisions of this section apply when a power outage occurs on the Main, Spring Lake and the Horticultural Educational Center Campuses and traffic lights are not functional on streets leading from the affected campus.
- b. The following procedures must be followed:
 - i. Contact FTCC Public Safety and Security at **910-678-8433**. Local police officers (Fayetteville and Spring Lake) will direct traffic when appropriate.
 - ii. Delay announcements to cancel classes and release students until police officers are in place to direct traffic.

1.4 Gas Leak

If a gas odor is detected cease all operations immediately and follow the procedures listed below.

- a. DO NOT switch lights on or off or use electrical equipment. Electrical arcing could cause an explosion.
- b. Evacuate the affected area and go to a safe place to call the FTCC Public Safety and Security emergency number, **910-678-8433**, and report the leak. DO NOT use cell phones or radios until outside of the affected area.
- c. DO NOT activate fire alarms.
- d. FTCC Security will respond to the scene to assist with evacuation of the building.
- e. DO NOT reenter the building until cleared to do so by FTCC Security and/or the fire department.
- f. FTCC Security will contact Facilities Services who will investigate the leak.
- g. If concentrations of gas are elevated, maintenance personnel will shut off the main gas valve and lock in the "closed" position. After locating the source of the leak, arrangements will be made to repair.

- h. Based on type of repair needed, this work may be completed by in-house personnel or an outside vender. Facilities Manager will notify and update appropriate personnel (to include the Vice President of Administrative Services and the Director of Public Safety and Security or designee) of the situation, and expected time of repair.
- i. The College President or his designee will determine if the Crisis Management Team should be activated.

1.5 Ventilation Failure

- a. If the ventilation system fails or odors are detected coming from the ventilation system, go to a safe area and call the FTCC Public Safety and Security emergency number, **910-678-8433**, give your location and a description of the problem. Follow the same procedures listed above in section IV.B.1.4.
- b. FTCC Security will contact the Facilities Manager and/or maintenance personnel. Maintenance personnel will determine the cause of the failure and provide an estimated time of repair. Facilities Manager along with maintenance personnel will access air quality requirements within the area to determine any further actions to be taken. The Facilities Manager will notify the Vice President for Administrative Services for coordination with the President on the recommended course of action.

1.6 Elevator Failure

- a. If trapped in an elevator, do not panic; use the emergency telephone to call for assistance. All elevators have emergency telephones with backup power in the event of electrical failures.
- b. The emergency telephones located in elevators on all campuses call a monitoring service that will contact FTCC Public Safety and Security. FTCC Security officers will respond to these calls and reassure trapped persons that help is on the way and inform them of actions being taken.
- c. FTCC Security Officers will contact Facilities Manager and/or maintenance personnel. Maintenance personnel will try to determine if anybody is trapped inside the elevator. Facilities Services will also contact the elevator service contractor for repairs if necessary.

- d. If the elevator cannot be restored in a reasonable time the fire department will be contacted. Persons trapped in elevators will be extracted by fire department personnel.
- e. Facilities Manager will notify and update the Vice President of Administrative Services and the Director of Public Safety and Security of the situation, and expected time of repair.

1.7 Flooding/Plumbing Failure

- a. If flooding occurs due to a plumbing failure or other causes, cease using all electrical equipment!
- b. Go to a safe area and call the FTCC Public Safety and Security emergency number, **910-678-8433**. FTCC Security officers will respond to the problem and contact Facilities Services.
- c. If the flooding causes potential danger to building occupants, begin evacuation of the building. DO NOT pull the fire alarm!
- d. Facilities Services will determine the source and extent of flooding. If flooding is from a pressurized waterline, isolate the damaged line by cutting off the nearest isolation valve. If proper isolation valve cannot be determined, shut off water main to building.
- e. To prevent damage, power must be shut off to water heaters and hot water recirculation pumps that have had supply water shut off. (Electrical disconnects are at each unit.) If flooding is causing electrical equipment or outlets to get wet, disconnect power to affected areas by turning off associated breakers in electrical panels.
- f. If flooding is from sanitary sewer system, close down all restrooms upstream from source of blockage. If necessary, shut off water supply to restrooms. Facilities Manager will notify Housekeeping services to assist in clean up and contract sewer drain cleaning services if needed. All personnel assisting in cleanup must wear proper protective equipment.
- g. If flooding is from the roof or roof leaks, maintenance personnel will determine the source of the flooding. Check roof drains, gutters and overflows to ensure that they are draining properly. Inspect roof top equipment such as exhaust fans, AHU units, pressure relief dampers for damaged curbs and loose covers. If source of leak cannot be determined or cannot be corrected due to weather conditions, maintenance personnel will make arrangements to minimize damage

by collecting, diverting, containing and removing water as quickly as possible.

- h. Facilities Manager will notify Housekeeping services to assist in water removal, to include wet vacuuming, carpet extraction and ventilation fans.

1.8 Utility Shutdown

- a. Planned utility shutdowns must be coordinated with Facilities Services. These shutdowns must be scheduled in such a manner that disruption to school activities does not occur.
- b. Unplanned utility shutdowns will be handled based on the necessity of the shutdown and the impact it will have on school activities. The Facilities Manager will notify all affected parties and maintenance personnel.
- c. Utility shutdown procedures are the responsibility of Facility Services. DO NOT attempt to turn on or off any system that may have failed.
- d. Call the FTCC Public Safety and Security emergency number, **910-678-8433**, and give the location, nature of the incident and description of the problem. FTCC Security will contact the Vice President for Administrative Services who will coordinate with the appropriate personnel to facilitate the necessary actions for any system that needs to be shut down.

1.9 Network Failures

- a. Network failures are not a threat to life safety and do not require an emergency response regardless of when they occur.
- b. Contact Information Technology Services to report network failures.

2.0 Severe Weather Events

2.1 Preparation

- a. Refer to the College Severe Weather policies.
- b. Check equipment for proper operation. Install snow plow blades on vehicles and tractor if appropriate.
- c. Check to ensure that fuel tanks are topped off.

- d. Pre-stage equipment and supplies (snow shovels, buckets, ice melt, and chain saws) to ensure accessibility as needed.
- e. When a weather event occurs, school and contract maintenance personnel will respond to hazardous conditions as necessary. When an event begins during operating hours and classes are cancelled, maintenance personnel will ensure that main building exits, stairs and sidewalks are safe for egress to parking lots. After students are safely off campus, maintenance personnel will determine the best course of action based on the weather conditions and forecast.

2.2 Winter Weather Cleanups

a. Main Campus

- i. Facilities Manager will coordinate with the Vice President for Administrative Service to coordinate any Emergency Response Team action and to determine best time frame for clean up.
- ii. Priority sequence for snow removal: main entrances to campus, parking lots, sidewalks, stairways and building entrances.
- iii. Check Child Care roof for snow/ice buildup. If snow/ice buildup warrants, barricade entrance drive and direct pedestrian traffic with caution tape and cones to stay under the covered walkway until they are away from potential snow/ice falls.

b. Spring Lake Campus

Facilities Manager will coordinate with the Vice President for Administrative Service to coordinate any Emergency Response Team action and to determine best time frame for cleanup. Facilities will direct cleanup (snow removal) to the main entrance to campus, center parking lots, sidewalks, stairways and building entrances.

c. Horticultural Education Center

Facilities Manager will coordinate with the Vice President for Administrative Service to coordinate any Emergency Response Team action and to determine best time frame for cleanup. Facilities will direct cleanup (snow removal) to the main entrance, center parking lots, sidewalks, stairways and building entrances.

2.3 Hurricane

- a. Refer to the College Severe Weather policies. Upon notification of a hurricane warning (possible hurricane strike within 24 hours) maintenance personnel will secure trash cans, smoking urns, benches, and any other items that could become projectiles.
- b. Make sure roof drains and storm drains are clear.
- c. Make sure maintenance vehicles are full of fuel. Fill up portable fuel cans.
- d. Check fuel level on all generators and fill tanks as needed.
- e. Make sure chain saws and blowers are ready for operations.
- f. Check flashlights for proper operation and ensure that spare batteries are available.

3.0 Construction Sites

3.1 Winter Weather and Hurricane Events

- a. Inspect all construction sites for materials and equipment that could become a wind-blown projectile or cause blockage of a drain.
- b. Inspect any roof drains and storm drains for clear operation.
- c. Inspect any erosion and storm water control measures on each construction site so equipped.
- d. Ensure that the emergency contact list for contractors is current and available. Emergency contacts lists are kept in the office of the Facilities manager and the Public Safety and Security office.
- e. Direct the prime contractor to correct any noted deficiencies prior to the storm's arrival.