

Rockingham Community College Emergency Action Plan

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Purpose

This document is Rockingham Community College's plan of action to be followed before, during and after an emergency in order to promote safety and to restore the institution's most critical functions as soon as possible following an interruption in operations. The college believes that through sufficient planning, many emergencies and disasters can be reduced in consequence or even eliminated. RCC's plan addresses the types of emergencies most likely to occur, and the college's intent to train its employees and to cooperate with other agencies.

This plan includes specifically defined guidelines to ensure that all available resources have been utilized toward protection of human life and physical assets. Since safety of personnel and protection of physical assets are the plan's primary goals, the Trustees and administration are committed to this plan as evidenced by the allocation of the necessary human and fiscal resources to ensure unequivocally its adequacy in the face of a pending emergency.

RCC's Emergency Action Plan is to be reviewed at least once annually by the college's Safety, Security, and Accessibility Committee to ensure that it covers the more salient contingencies and that the information contained herein is accurate and up-to-date.

Emergency Coordinator

The Associate Vice President for Facilities and External Affairs is designated as the institution's in-house emergency coordinator. The individual holding this position has the primary responsibility for designing the Emergency Action Plan and for designating which employees have responsibility for carrying out various parts of the plan. In case of an on-campus emergency, the president, will coordinate the college's response with assistance from the appropriate emergency agency. This may include Fire, Law Enforcement, or Emergency Management. For a countywide emergency, the fire marshal/emergency management office will coordinate the response.

The Associate Vice President also has been designated as the college's safety training officer and is responsible for training employees in reporting emergencies, responding to fires and other emergencies, and reporting unsafe conditions that may lead to emergencies.

Emergency Telephone Numbers

Emergencies (fire, medical sheriff)	911	When calling from a campus telephone, callers can dial "9-1-1."
Campus Security	ext. 2299, ext. 2326, ext 2001, red intercoms, or blue call boxes	Security guards are on campus at all times. Guards can be reached via their radios by dialing ext. 2299, or in the Campus Security Office in Whitcomb Student Center, ext. 2326 or 2001. Red intercoms in each building will automatically dial Security. Blue call boxes located at various locations around campus will also connect directly to Security (see Appendix)
Emergency Coordinator	ext. 2213	Dr. Tony Gunn, Associate Vice President for Facilities and External Affairs
College Switchboard	0	Monday thru Thursday 7:45 AM-7:00 PM Friday 7:45 AM-3:00 PM
Weekend Administrator		On weekends, college administrators rotate turns being "on call" and can be reached through Campus Security.

Severe Weather Conditions (Inclement Weather)

College Schedule Changes

In the event of severe weather conditions (inclement weather), the President, or his designee, will make the decision regarding the closing of the college. Public service announcements will inform all students, faculty and staff of the decision. If RCC is closed, designated staff members may, at the discretion of the supervisor, be asked to report. In the event that weather conditions allow for classes to begin on a delayed schedule, regularly scheduled classes will begin at the hour designated.

Major TV and radio stations in the area will be requested to broadcast information about the college's closing. Texts are sent via the college's Eagle Alert system, and information is posted on the college's website.

Severe Weather Preparedness (Tornadoes, Hurricanes, and Severe Thunderstorms)

In severe weather situations, RCC follows the procedure below:

Tornado “Watch”: A “watch” is issued by the National Weather Service (NWS) when conditions are favorable for tornadoes. When a tornado or severe thunderstorm “watch” is issued, RCC administrators and Campus Security monitor conditions via weather radios, TV, and Internet.

Tornado “Warning”: A tornado “warning” is issued by the NWS when a tornado or funnel cloud has been sighted visually or detected by radar.

Administrators may notify the campus of a “warning” through the mass notification system, which includes:

- Alert Beacons
- Strobes in restrooms
- Alertus message on computers
- Exterior Call Box – lights and verbal message
- E-mail
- Eagle Alerts

Imminent Situations: If a tornado (or other severe weather) is imminent for the campus, an administrator or Campus Security will activate the mass notification system.

When the notification is received, all occupants will proceed to the refuge areas designated in each building. Applicable staff should first lock safes, vaults, file cabinets and other pieces of furniture/ equipment containing valuable tapes, documents, records, etc. Instructors should instruct students to proceed to their designated refuge area(s) and to position themselves in a curled position. If available, coats and jackets can be used to cover heads, arms and legs as a means of protection from flying glass and other debris.

Students, faculty, and staff should remain in the refuge area until an “all-clear” signal is given via the mass notification system.

If the "watch" is issued after business hours, security guards will coordinate the notification in consultation with administrators.

Fire Procedures

Fire Safety

Fire extinguishers are provided in conformance with appropriate safety laws at specified locations in all college facilities. These extinguishers are visually checked monthly by building custodians and checked annually by an outside fire service vendor. The tag on the extinguisher is initialed when inspected. All extinguishers are serviced according to a set schedule for that type extinguisher. However, more frequent service may be required as a result of the monthly or annual inspection. If an extinguisher is used, the appropriate dean should notify the Associate Vice President for Facilities and External Affairs so that the extinguisher may be recharged. Use of a fire extinguisher for any purpose other than fire fighting is strictly prohibited. In the event of a fire in any facility, the person discovering the fire should follow the procedures outlined below for requesting emergency assistance. Evacuation instructions are addressed below.

A. Upon Discovery of Fire

1. The person discovering a fire will use the appropriate fire extinguisher if good judgment lends itself to the use of this mode of remedial action. If deemed inappropriate, or if this action proves ineffective, the person discovering the fire will sound the alarm by shouting "FIRE! FIRE! FIRE!" and proceed to pull the nearest fire alarm.

Note: Rockingham Community College asks its employees to use their judgment in deciding whether to fight a fire. The college provides hands-on training in the use of fire extinguishers.

2. Call 911; indicate type of emergency and give the name and street address of the building and exact location of the fire and if there are any injuries.

Building

Administration
Advanced Technologies
Bishopric Lifelong Learning Center
Center for Creative Arts
Emergency Services Training Center
Horticulture Building
Industrial Technologies I
Industrial Technologies II
James Library

Street Address

215 Wrenn Memorial Road
560 County Home Road
568 County Home Road
360 Wrenn Memorial Road
222 NC Highway 65
380 Wrenn Memorial Road
311 Wrenn Memorial Road
351 Wrenn Memorial Road
315 Wrenn Memorial Road

Keys Gymnasium	558 County Home Road
Humanities	310 Wrenn Memorial Road
Maintenance	555 County Home Road
Owens Health Sciences	562 County Home Road
Science	312 Wrenn Memorial Road
Whitcomb Student Center	484 County Home Road

3. Ensure the switchboard operator is notified by dialing "0" and immediately state that 911 has been contacted. (If after normal operating hours, dial Security at ext. 2299. Security will subsequently contact the President, the Associate Vice President for Facilities and External Affairs, and the Director of Facilities. On holidays or weekends, Security will notify the administrator on call.)
4. Assist those in need of evacuating the buildings. DO NOT use elevators in case of fire. An evacuation plan is posted in each building. Follow posted EXIT signs for evacuation from the building.
5. Close doors inside the building, thereby slowing the spread of the fire.
6. During college operating hours, the switchboard operator will notify:
 - a. The Associate Vice President for Facilities and External Affairs at ext. 2213 or the Vice President for Administrative Services at ext. 2209. The Vice President or the Associate Vice President will be responsible for notifying Maintenance.
 - b. The President at ext. 2210 (if actual smoke or fire).
7. After college operating hours, the switchboard operator will notify:
 - a. The Associate Vice President for Facilities and External Affairs, cellphone number (276) 732-5083, or the Vice President for Administrative Services, cellphone number (336) 520-4804. Either the Vice President or the Associate Vice President will contact the President and the Director of Facilities or Assistant Director of Facilities.

B. Evacuation Procedures

The individual responsible for the building (during normal operating hours) or Security (after normal operating hours and/or holidays and weekends) will:

1. Follow the posted evacuation route.
2. Ensure the affected building is evacuated and that occupants are at the predetermined assembly point.

Assembly points are as follows:

<u>Building</u>	<u>Assembly Point</u>
Humanities Science James Library Industrial Technologies I Industrial Technologies II Administration	Grassy area between IT-1 and Library
Center for Creative Arts Horticulture	Lot C
Whitcomb Student Center Keys Gym Advanced Technologies	Grass field between Gym and County Home Rd.
Owens Health Sciences Building Bishopric Lifelong Learning Center	Soccer Field II (across the drive beside the Owens Health Sciences Building)

3. Ensure adjacent buildings are evacuated if necessary.
4. Direct emergency teams to the fire site and assist in keeping access routes open.
5. Assist emergency teams if necessary and if requested.
6. Allow faculty, staff, and students to reenter the building only upon clearance from the fire department.

Instructors conducting classes at the time of the alarm or upon hearing the cry of "FIRE" will:

1. Inform students to gather up belongings (handbags, books, etc.) which they may have at their seats and prepare themselves for the orderly evacuation from the classroom or lab. Students should be informed to remain together once outside the building and not to go to other locations within the building to pick up personal belongings or to seek out other occupants.
2. Select students to assist children, seniors or persons with disabilities.
3. Ensure windows and doors are CLOSED but NOT LOCKED before leaving the classroom or lab (if time permits) and that the evacuation is handled in a quiet, orderly and safe manner. Evacuation of the buildings should not exceed two to three minutes.
4. Account for students at the assembly area when possible and notify a senior administrative officer or security guard if someone is known to be missing.

Clerical and office staff will:

1. Secure all records, close vaults, safes, and file cabinets (if time permits), and evacuate the building to a predetermined assembly point (see above). Account for personnel.
2. Stay out of the building until the area has been declared safe by competent authority.

Maintenance Department staff will:

1. Cut off fans and other equipment to restrict the spread of fire or contaminated materials.
2. Notify Duke Energy and the telephone company as necessary.

The Director of Public Information will:

1. Work with the President to determine what information will be released to the media and concerned families.

Bomb Threat Procedures

A. Telephone Bomb Threat Procedures

Bomb threats may be received by various means, but will usually be by telephone. The following procedures will be followed:

The recipient of the call will:

1. Initiate the BOMB THREAT CHECKLIST (attached at the end of this plan).
2. Remain as calm as possible. An attempt should be made to record every word said, especially the specifics of the threat.
3. Attempt to get the caller to talk about who he or she is, why he/she is doing this, exact location of the bomb, what time the bomb will go off, how the bomb got on campus, what type of bomb, where he/she is now, and how he/she knows so much about the bomb.
4. Follow the BOMB THREAT CHECKLIST.
5. Immediately after the caller hangs up, dial 911; state the exact nature of emergency, give exact location (building name and street address), and request prompt assistance. Secondly, call the Associate Vice President for Facilities and External Affairs (Tony Gunn) at ext. 2213, who will in turn notify the President or, in his absence, the Vice President for Administrative Services (Steve Woodruff). Give complete information obtained during the call. If after 5 p.m. Monday through Thursday, or after normal operating hours, including holidays and weekends, call Security at ext. 2299. Again, give complete information and tell Security that 911 has been contacted.

B. Response and Evacuation Procedures

1. The President or, in his absence, a senior administrator, will notify the building supervisor or secretary to begin evacuating the building. As appropriate, contingent upon time and day, the building supervisor, a senior administrator or Security will:
 - a. Assist in securing the area and advise personnel of no radio transmissions inside the affected buildings(s).
 - b. Direct evacuation of the building to predetermined assembly points:

<u>Building</u>	<u>Assembly Point</u>
Humanities Science James Library Industrial Technology I Industrial Technology II Administration	Grassy area between IT-1 and Library
Center for Creatvie Arts Horticulture	Lot C
Whitcomb Student Center Gym Advanced Technologies	Grass field between Gym and County Home Rd.
Owens Health Sciences Building Bishopric Lifelong Learning Center	Soccer Field II (across the drive beside the Owens Health Sciences Building)

- c. Ensure adjacent buildings are vacated as necessary.
- d. Direct emergency teams to the affected areas.
- e. Do not assume there is only one bomb.
- f. Brief emergency personnel of the situation upon their arrival and cooperate as requested.
- g. Keep all nonessential personnel away from the building.
- h. Notify utility companies if deemed necessary.
- i. Declare the area safe only after coordination with authorized emergency personnel.
- j. Complete a written report.
- k. Conduct a follow-up inquiry with the Sheriff's Department.

Instructors will do the following:

1. If classes are in session, inform students to gather up belongings (handbags, books, etc.) which they have at their seats and prepare themselves to evacuate the classroom. Students should be instructed to move orderly and to remain together once outside at predetermined assembly points, listed above. This will assist in accountability.
2. If applicable, select students to assist children, seniors or disabled persons.
3. Ensure windows and doors are CLOSED but NOT LOCKED before leaving the classroom (if time permits), and that the evacuation is handled in a quiet, orderly and safe manner. Evacuation of the buildings should not exceed 2-3 minutes.
5. Account for students at the assembly area when possible and notify the building supervisor or other appropriate persons as soon as possible if someone is known to be missing. Instructors should instruct students not to leave campus until told to, so as not to impede arrival of rescue vehicles.

Clerical/Office Staff will:

1. Secure all records, close vaults, safes and file cabinets (if time permits) and evacuate the building to the predetermined assembly point. Account for personnel.
2. Stay out of the building until the area has been declared safe by competent authority.

The Director of Public Information will:

1. Work with the President to determine what information will be released to the media and concerned families.

Maintenance and Custodial Personnel will:

1. Upon notification of the emergency, report to the Director of Facilities for accountability and assignment of responsibilities.

C. Follow-up and Accountability

1. Once the threatened or damaged site has been declared safe by competent authority, classes/activities will continue unless, in the opinion of the President or his designee, conditions warrant the closing of the college.
2. Students, faculty, and staff who are not presently in classrooms or in their offices at the time of the bomb threat alert should report to their instructor or supervisor for accountability. Faculty and staff should be available to provide assistance as needed.

Civil Disturbances (including Violence in the Workplace)

Purpose

It is the intent of Rockingham Community College to address the position of and treatment of civil disturbances including violence in the workplace committed by RCC faculty, staff, and students and to establish a zero tolerance for such behavior. The college fully intends to provide protection from acts of violence committed by both RCC and non-RCC personnel. The safety of RCC students, personnel, and visitors is of foremost concern. Neither threats nor acts of violence will be tolerated at any time, and when committed by an RCC employee, will serve as the basis for disciplinary action, which may include termination of employment.

The following sections detail guidelines for preventing civil disturbances, steps to prepare for such disturbances, and actions to take in response to civil disturbances, both "moderate or minor disruptions" and "serious and dangerous disruptions." The focus is primarily in the classroom, but the actions suggested below can also apply to other work environments at the college.

Preventive Measures

In an attempt to foster good health and positive working relationships, and acknowledging that sociological, psychological and physiological factors affect a person's overall health, an Employee Assistance Program has been provided by the college for employees and their family members needing this avenue of professional assistance. This service is available on a **confidential** basis through the Rockingham County Mental Health Center, and the initial visit is provided at no cost to the individual. (Refer to the Employee Assistance Program Policy for additional information.) A Bill of Rights and Responsibilities for members of RCC (students, faculty, staff, and Trustees) exists in the form of a Trustee policy dated September, 1977. Every member of the college has an obligation to fulfill the responsibilities incumbent upon all citizens,

as well as the responsibilities of their particular roles within the college community. At times, however, a person may act in such a manner as to deny other members of the college community the rights implied or declared in the Bill of Rights and Responsibilities. If and when such misconduct is adjudged to be true, certain sanctions may be applied ranging from moderate to severe. Internal, non-criminal violations shall be handled utilizing this process. (For further information, see Rights and Responsibilities, Violations, and Due Process sections in the Employee Handbook.)

From time to time, the college receives Domestic Violence Protective Orders via the court system that prohibits the presence of an individual (defendant) on campus. The information concerning these orders will be communicated to appropriate individuals by the Director of Campus Security.

Any disturbance or violence that occurs off the college campus during an official function of the college will be handled by the person in charge of such an event or function. At the discretion of the person in charge, the problem may be turned over to appropriate law enforcement officials.

Preconditions for Effective Classroom Management

At the beginning of the semester, students should be made aware of the instructor's expectations and standards for appropriate classroom behavior. Instructors should inform students of the Student Conduct Code and the consequences for violation of this code. The course syllabus may be an effective tool to correlate appropriate behavior to course objectives and/or program competencies.

Emergency plans of action for the classroom that deal with crisis situations may be articulated by the instructor at the beginning of each semester. These plans may include:

- A. Designated student assistants to get help from Campus Security (ext. 2299) or emergency services via phone (911) or by attracting attention of other faculty/staff/students in the vicinity.
- B. Establish a cooperative effort, buddy system, or strategy among faculty/staff members who are located in close proximity to assist each other in emergency or crisis situations.
- C. Inform your colleagues, division chair, Security, and/or Student Development of any potentially disruptive students.
- D. Inform Security (ext. 2299) and your division dean of your plans to be on campus during off-hours or low activity hours (very early or very late). On weekends and off-hours, check in and check out with Security.

- E. Be familiar with the location of public and staff phones within your vicinity.

Behavioral Intervention Resource Team

The Behavioral Intervention Resource Team (BIRT) reviews reports of incidents or observations to provide a systematic response to students or employees whose behavior on campus may be disruptive or harmful to themselves or the campus community. The team recommends appropriate intervention strategies to connect the student or employee with campus and/or community resources, or for referral to other potential outcomes.

Examples of Reportable Behaviors

The Behavioral Intervention Resource Team provides proactive assistance to students or employees who are reported as having 'concerning' behaviors, with the aim of providing support to those individuals as well as assistance to the college's faculty and staff.

In general, there are three categories of behaviors that may warrant a report to the Behavioral Intervention Resource Team:

- Self-injurious behavior (suicidal ideation/attempt, cutting behavior, dangerous alcohol/substance abuse consumption);
- Disruptive behavior that violates campus community safety (such as homicidal threats, stalking, assault, cyber bullying, carrying weapons) – call Campus Security immediately at 336-342-4261, extension 2299;
- Unusual behaviors (such as noticeably changes in personality, depressive symptoms, shifts in mood, unexplained irritability and/or lethargy, expressions of hopelessness).

How to Report a Concern

- Persons who notice behaviors that fall within the categories described above are strongly encouraged to report the behavior to the Behavioral Intervention Resource Team. Each report will be reviewed by the team for appropriate action. There are two ways an individual can be referred to the team:
- Complete the online Concern Form in E-trive.
- Make a report directly through email or phone message to the Vice President for Student Development, a counselor, or any member of the Behavioral Intervention Resource Team.

Additional information on the BIRT may be found on the RCC website at <https://www.rockinghamcc.edu/student-services/advising-counseling/birt/>

Responding to Civil Disturbances

Faculty/staff members may encounter a student, a fellow faculty/staff member, or non-student who is disruptive in the learning or work environment. Such behavior can involve speech or action which 1) interferes with normal classroom or work activity, or 2) directly precipitates physical violence resulting in bodily injury or property damage, or 3) violates college regulations or state or federal law. The decisions that faculty/staff members make in handling these situations will depend on their professional discretion and their perception of the disruption. Neither exclusively nor inclusively binding, the intent of these recommendations is to provide faculty and staff with a proactive framework that can assist them in making their own decisions.

Moderate or Minor Disruption

- A. Get in your CAR: Calm, Aware, Respectful
- B. Meet with the person one on one, when possible
- C. Be proactive, seek a solution before the problem gets larger
- D. Avoid quick fixes and advice until the person is calm enough to listen
- E. Use empathy, not sympathy, to communicate you are listening.

The behavior is perceived as disruptive, disrespectful, offensive, and/or threatening and interferes with the learning of other students or impedes the delivery of college services. This behavior may include speech or action that is not part of the learning process but is perceived to create an atmosphere of hostility, intimidation, ridicule or anxiety among other students, instructors or staff. The student may be verbally harassing the instructor/staff/students, or making unreasonable demands for attention or special treatment to the detriment of other students in or out of the classroom, or engaging in other behaviors covered in the Student Code of Conduct.

The behavior may stem from a conflict with the instructor, staff or another student, from the course itself, or personal problems that may be causing inappropriate behavior. For example, the student deliberately distracts other students from the task at hand, talks loudly out of turn during lecture, monopolizes the discussion, makes disrespectful comments (written or verbal) to the instructor or to another student, comes late and is disruptive settling in, hinders cooperation, harasses or intimidates a college employee or another student, or engages in other behaviors covered in the Student Code of Conduct.

Step 1: Make a reasonable attempt to talk to the student first.

- a. Say what you see and hear. "I see you are pacing the floor."
- b. Establish the feeling. "Looks like you are frustrated."
- c. Connect the feeling to the source. Ask questions.
- d. Determine whether the disruptive behavior is in any way

related to problems that the student is having in class or to other situational factors which the instructor may be able to directly affect. Very often a private conversation with the student can be more productive than a scolding or a warning in the presence of other students. Develop plan of action. Remember, sometimes people can't hear until they feel heard.

Step 2: When the instructor acts reasonably and the student remains disruptive, disrespectful, offensive and/or threatening, the instructor may choose to:

- a. Write up a contract with the student that clearly identifies behavior and actions for the student to take and the consequences of inappropriate behaviors.
- b. Contact the division dean and/or Student Development, who may choose to consult with the instructor outside of class, observe the behavior in class, meet with the student to discuss the situation, or facilitate a communication process between the instructor and student. Depending on the nature and perception of the disruption, the student may be referred to other support services.
- c. Ask the student to leave the classroom or learning environment.

Step 3: If you ask the student to leave, and the student refuses to leave, call Campus Security (ext. 2299). State clearly the need for immediate assistance. Give your name, location, the nature of the threat and the people or area it involves.

If you are alone and feel at risk, try to leave the scene and notify Campus Security from another location. The instructor may utilize the Desktop Emergency Activator to summon Campus Security.

If you feel comfortable remaining on the scene until assistance arrives, remain calm and acknowledge the individual's anger and frustration. Assure the individual that you will get someone to help.

Where warranted, Campus Security may be asked to remove the individual from the scene. If the disruptive person is asked

to leave campus, Security will attempt to escort them off campus. They will not attempt to physically remove the individual. Security may have others who are present move to another location and call on the assistance of the appropriate services (such as the Sheriff's Department) as necessary.

- Step 4: Document the incident. Faculty members wanting to take formal action against the student should notify their division chair and the Vice President for Student Development immediately of the incident in writing.

Serious and Dangerous Disruption

The following steps are to be taken if the behavior *is perceived* as dangerous, violent, and threatening to cause physical and mental harm, injury, indignity, harassment, or written and spoken abuse to the instructor, staff or to other students in classroom or non-classroom settings or in any learning environment; or causes damage or threat to college property or property of students or college employees. If the student causes damage and/or threatens bodily harm to self or others, i.e. verbal threats of violence, brandishing of lethal weapons, or assault in or out of class, or if the behavior inflicts serious emotional and mental stress on others, or creates substantial disruption of normal campus activities, the instructor is to tell the student to leave. The safety and well-being of students and the instructor come first.

Note: When the seriousness of the situation requires it, call 911 immediately

- Step 1: Remain calm and avoid escalation of the disruptive behavior. Tell the student to leave.
Give the student time and space to follow instructions. Keep instructions specific.
Moderate your tone of voice
- Step 2: If the student does not leave and the disruptive behavior continues and there is no phone available, the instructor shall terminate the class. The instructor may utilize the Desktop Emergency Activator to summon Campus Security. The instructor and other students should leave the disruptive environment together, attempt to get immediate assistance from authorities, and wait for Security and/or emergency personnel. Call Security (ext. 2299) immediately.
- Step 3: As soon as the situation is diffused and/or resolved, the instructor should follow up with Security/law enforcement officials and the

division dean to make necessary arrangements for the protection and safety of the class and of his or her personal well-being.

- Step 4: Write up the incident and deliver this document immediately to Campus Security with a copy to the division dean and Vice President for Student Development.
- Step 5: Work with Student Development to offer counseling to class members who have been traumatized.

If you observe or are the subject of life-threatening behavior:

1. If you are able to leave the area or building without endangering your own safety, leave by the closest exit, go to the nearest phone and call 911 and then Campus Security at ext. 2299.
2. If you are unable to leave the scene or building without endangering your own safety, go to the nearest unused office, lock and barricade the door and phone 911 and then Campus Security Services at ext. 2299. Remain in the room until given the all-clear by a person in authority or you are sure the danger has passed. You may also utilize the Desktop Emergency Activator to summon Campus Security.
3. Activate the Alertus emergency icon on your computer. If possible, enter a message explaining the nature of the emergency and the need for 911 services.

Suggestions for Dealing with Threatening Behavior

There is no set technique for dealing with highly agitated or potentially hostile people. Everyone in the scenario reacts differently to the situation. Anger can be a prelude to violence. To ignore the anger of an individual is to ignore the threat to personal safety. Notify your supervisor of any threatening behavior. When obvious signs of anger are not evident (shouting, swearing, threats, etc.), faculty and staff should be alert to subtle signs including rapid respiration, pupils dilated, fixed stare, bunching up of the body, white knuckle effect, or voice or complexion change.

Never argue with an individual. Empathy will go a long way towards ensuring your safety. As well, it might buy you some time. Here are some tips which may assist when dealing with difficult individuals:

1. Do not make appointments at the end of the day or week with individuals known to be difficult.
2. Keep desk tops clear of any objects which might be used as a weapon.
3. Have two faculty/staff members interview a known difficult person.
4. Keep the door to the interview room open.
5. Don't "box yourself in" in an office with a difficult person. Keep a solid object, e.g., a desk, between you and the individual.
6. Give yourself the option of leaving.

Reporting and Investigating Incidents of Civil Disturbances (including Violence in the Workplace)

It is the policy of Rockingham Community College that all incidents of civil disturbances, including any violence in the workplace, shall be reported to the appropriate senior administrator. Furthermore, all allegations of violent acts or threats by RCC colleagues will be promptly and objectively investigated in a confidential manner. The purpose of the internal administrative investigation is to either dispel or confirm the allegations that prompted it. Where an investigated complaint is substantiated, appropriate action will be taken by college administrators.

Lockdown Procedures

In certain situations, a lockdown on campus may be required. The following procedures are to be followed:

Classroom doors are to be kept locked at all times when classes are in session, to more easily facilitate the implementation of a lockdown.

Lockdown – Appropriate when a member of the college community is believed to be in imminent danger.

Only the President, or President's designees, may invoke a campus-wide lockdown.

Any faculty or staff member who believes a member of the college community is in imminent danger should take the following steps:

- Move immediately to the nearest lockable area
- Call 911 and advise them of the emergency
- Call Campus Security (ext 2299) and report the emergency
- Report the emergency to a senior administrator
- Complete an incident report

Lockdown: In-Classroom Procedures

The college will notify individuals on campus of a lockdown by the following means:

- * Issue a lockdown alert on the campus mass notification system.
- * The announcement "lockdown, lockdown" in person by a college administrator or security officer.

When notified of a campus lockdown, the following actions are required:

1. Students must remain calm and follow the instructor's instructions.
2. Faculty are to direct any students/staff into a classroom or other lockable area immediately.
3. Faculty and Staff are to close any blinds and place students against a wall or in a corner away from the door.
4. Turn off lights and computer monitors or other equipment.
5. Faculty should locate and hold on to class rosters.

6. Do not allow use of phones/cell phones except for emergency information.
7. Remain in locked classrooms until the "all clear, all clear" announcement is made. Do not permit students to leave until authorized.
8. If evacuation occurs, all persons will be directed to a specific location.
9. Once evacuated, faculty should take roll to account for all students present.

Lockdown: General Campus Procedures

1. Persons in hallways and other open areas inside buildings should be directed to nearest classrooms or lockable areas by building personnel.
2. Anyone in a restroom should lock the restroom door if possible, move to a stall, lock the door, and stand on the toilet.
3. Staff should remain in the areas where they are located, secure the doors, and turn off lights.
4. Persons in the library should remain there. Librarians should lock the doors, turn off lights, and locate a secured area to which students should be directed.
5. Remain in designated areas until directed by an RCC administrator or law enforcement officer, or an all-clear signal is given on the mass notification system.

If you are outside and a lockdown or active shooter event occurs, you should:

1. Try to remain calm.
2. Drop to the ground immediately, face down as flat as possible. If within 15-20 feet of a safe place or cover, duck and run to it.
3. Move or crawl away from any gunfire, trying to utilize any obstructions between you and the gunfire. Remember that many objects of cover may conceal you from sight, but may not be bulletproof.

4. Look for appropriate locations for cover/protection, i.e. brick walls, retaining walls, large trees, parked vehicles, or any other object that may stop bullet penetration. When you reach a place of relative safety, stay down, and do not move. Do not peek or raise your head in an effort to see what may be happening.
5. Try to warn other faculty, staff, students and visitors to take immediate shelter.
6. Wait and listen for directions from public safety and/or law enforcement personnel.

Lockdown: General Information

Never open doors during a lockdown, even in the event of a fire alarm.

RCC administrators and law officers will have keys to open doors, and announcements will be made via campus telephones, in person or via the campus mass notification system. If required, all persons will be evacuated to a safe location by an administrator or law enforcement officer.

Medical Emergencies

In the event of a serious illness or injury of a student, faculty or staff member, the immediate concern is to aid the injured or ill person. Proceed according to the following plan, depending on the seriousness of the illness or injury.

If you need an ambulance, dial 9-1-1 and tell the 911 operator your specific location and the type of illness or injury. Then call the switchboard (0) or Security (2299) and tell the switchboard operator your specific location and the type of illness or injury. The switchboard operator is to notify Security.

If assistance is needed before or after hours, dial 911. Instructors will not be held responsible for any fees involving the use of medical emergency vehicles. After hours and on weekends, also notify Security at ext. 2299. Security will notify the administrator on call.

First-aid kits are available at the following locations for minimal medical needs:

Kit Location	Contact
Administration – Front Desk	Switchboard Operator x0
Advanced Technologies	
Room 107 (in desk at administrative area)	Sarah Tucker x2348
Bishopric Lifelong Learning Center	
First Floor	Elizabeth Steele 2366
Second Floor	Stephanie Davenport x2385
Building Trades Lab (behind CCA)	Mike Bryant x2226
Center for Creative Arts	
Room 103	Olivia Brookshire x2234
Room 104	Olivia Brookshire x2234
Emergency Services Training Center –Lobby	Randy Evans x2390
Gymnasium – Office C	Daniel Huff x2323
Humanities	
Room 105-A (Faculty/Staff Lounge)	Olivia Brookshire x2234
Industrial Technologies I	
Room 101 (cabinet in administrative area)	x2133
Room 104	x2133
Room 110	Tim Isley x2177
Room 113	Tim Isley x2177
Industrial Technologies II	
Room 101	Mike Bryant x2226
Room 105	Mike Bryant x2226
Room 103	Olivia Brookshire x2234
Room 104	Olivia Brookshire x2234
James Library	
Circulation Desk	Mary Gomez x2320

Break Room (cabinet on ground floor)	Mary Gomez x2320
Maintenance	
Director of Facilities	E.C. Stophel x2166
Owens Health Sciences	
Room 201B (administrative assistant area)	Lori Powell x2207
Agribusiness Area	John Ayers x2132
Science	
Room 110 (drawer in admin. Assistant area)	Olivia Brookshire x2234
Room 115	Olivia Brookshire x2234
Room 116	Olivia Brookshire x2234
Room 117	Olivia Brookshire x2234
Room 118	Olivia Brookshire x2234
Whitcomb Student Center	
Welcome Desk	Derrick Satterfield x2333
Security Office	Chris Smoot x2326
Security Vehicles	Chris Smoot x2326

The switchboard operator, with assistance from administrative assistants, coordinates the stocking of first aid kits.

Use of Automated Electronic Defibrillators (AED)

Automated Electronic Defibrillators (AED) are located in all buildings on campus. When needed, personnel should immediately call 911 and use the AED according to training. If an AED is used, the Dean responsible for the building should be notified to arrange for any needed maintenance.

<u>Building</u>	<u>Location</u>
Administration	Lobby near the switchboard
Advanced Technologies	Main Lobby
Bishopric Lifelong Learning Center	First floor near offices
Center for Creative Arts	Hallway near restrooms
ESTC	Break Room
Keys Gymnasium	Hallway off main lobby
Horticulture	Main Room
Humanities	Near back door
Industrial Technology I	Back Hallway
Industrial Technology II	Hallway near Room 102
James Library	Main Lobby
Maintenance	Hallway near break room

Owens Health Sciences
Science
Whitcomb Student Center

Stairwell of Main Lobby
Outside 110
Upper Level lobby (next to
Campus Security)

Certain medical situations may require airlift to an area hospital. In consultation with the Rockingham County Office of Emergency Management, the college has established helicopter landing areas in the grass section near the intersection of Highway 65 and County Home Road, in the soccer field near the Maintenance Building, and the soccer field inside the track.

Guidelines for an Emergency Medical Event (Seizure, heart attack, or Stroke.)

Appropriate responses to all seizures:

Not all seizures warrant a call to 911. If you know that the student has a history of seizures and you recognize signs of an “Absence Seizure” (when the person stares blankly and has a loss of awareness and/or experiences involuntary blinking, chewing, or other body movements) or a brief tonic seizure (when the body stiffens for a few minutes but is still able to answer your questions), do the following:

These are general steps to help someone who is having any type seizure:

- Stay with the person until the seizure ends and he or she is fully awake. After it ends, help the person sit in a safe place. Once they are alert and able to communicate, tell them what happened in very simple terms.
- Comfort the person and speak calmly.
- Check to see if the person is wearing a medical bracelet or other emergency information.
- Keep yourself and other people calm.
- Offer to call another person to make sure the person gets home safely

Seizures do not usually require emergency medical attention. Only call 911 if one or more of these are true:

- The person has never had a seizure before.
- The person has difficulty breathing or waking after the seizure.
- The seizure lasts longer than 5 minutes.
- The person has another seizure soon after the first one.
- The person is hurt during the seizure.
- The seizure happens in water.
- The person has a health condition like diabetes, heart disease, or is pregnant.

Most seizures end in a few minutes.

Appropriate responses to Grand Mal seizures:

In this type of seizure, the person may cry out, fall, shake or jerk, and become unaware of what’s going on around them.

Here are things you can do to help someone who is having this type of seizure:

- If possible, ease the person to the floor.

- Turn the person gently onto one side. This will help the person breathe.
- Clear the area around the person of anything hard or sharp. This can prevent injury.
- Put something soft and flat, like a folded jacket, under his or her head.
- Remove eyeglasses.
- Loosen ties or anything around the neck that may make it hard to breathe.
- Time the seizure. Call 911 or designate someone to call 911 if the seizure lasts longer than 5 minutes.
- Call or designate someone else to alert campus security at 336-342-4261 ext 2299.
- Remain calm. (Depending on the situation, you may choose to redirect any students in the area to a different location – e.g., if in class, give the class a 10-minute break.)
- If on the phone with EMS, answer the questions and follow the instructions that the 911 EMS dispatcher gives you. Say “I don’t know” if asked a question you do not know. Dispatcher will move on to the next question.
- Assure the student that all is well.
- Stay with the student until EMS arrives.
- Turn the head or body to the side. This will help keep the airway clear; Attempt to give the student privacy.

Knowing what **NOT** to do is important for keeping a person safe during or after a seizure.

Never do any of the following things

- Do **not** hold the person down or try to stop his or her movements.
- Do **not** put anything in the person’s mouth. This can injure teeth or the jaw. A person having a seizure cannot swallow his or her tongue.
- Do **not** try to give mouth-to-mouth breaths (like CPR). People usually start breathing again on their own after a seizure.
- Do **not** offer the person water or food until he or she is fully alert.

Regarding grand mal seizures (a loss of consciousness and violent muscle contractions): It is RCC’s policy to call 911 at your first opportunity. The seizure may be over before Emergency Services arrive. The student can choose or refuse EMT services. The student may opt to have their emergency contact called, and that person may come and take the student to the hospital rather than the ambulance. If the seizure is short and mild, a trip to the hospital may not be necessary, but the ambulance will be there in case it is needed. There will be no charge to the student if the ambulance is not used.

Appropriate responses to Heart Attack Symptoms:

The major symptoms of a heart attack are:

- Chest pain or discomfort. Most heart attacks involve discomfort in the center or left side of the chest that lasts for more than a few minutes or that goes away and comes back. The discomfort can feel like uncomfortable pressure, squeezing, fullness, or pain.

- Feeling weak, light-headed, or faint. You may also break out into a cold sweat.
- Pain or discomfort in the jaw, neck, or back.
- Pain or discomfort in one or both arms or shoulders.
- Shortness of breath. This often comes along with chest discomfort, but shortness of breath also can happen before chest discomfort.
- Other symptoms of a heart attack could include unusual or unexplained tiredness and nausea or vomiting. Women are more likely to have these other symptoms.
- If you notice the symptoms of a heart attack in yourself or someone else, call 9-1-1 **immediately**.
- In some cases, a heart attack requires cardiopulmonary resuscitation (CPR) or an electrical shock (defibrillation) to the heart to get the heart pumping again. Bystanders trained to use CPR or a defibrillator may be able to help until emergency medical personnel arrive. Automated Electronic Defibrillators (AED) are located in each building.
- Call or designate someone else to alert campus security at 336-342-4261 ext 2299.
- Remain calm. (Depending on the situation, you may choose to redirect any students in the area to a different location – e.g., if in class, give the class a 10-minute break.)
- If on the phone with EMS, answer the questions and follow the instructions that the 911 EMS dispatcher gives you. Say “I don’t know” if asked a question you do not know. Dispatcher will move on to the next question.
- Assure the student that all is well.
- Stay with the student until EMS arrives

Appropriate responses to Stroke Symptoms:

What are the signs of stroke?

- Sudden numbness or weakness in the face, arm, or leg, especially on one side of the body.
- Sudden confusion, trouble speaking, or difficulty understanding speech.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance, or lack of coordination.
- Sudden severe headache with no known cause.
- If you think someone may be having a stroke, act F.A.S.T. and do the following test:
 - **F—Face:** Ask the person to smile. Does one side of the face droop?
 - **A—Arms:** Ask the person to raise both arms. Does one arm drift downward?
 - **S—Speech:** Ask the person to repeat a simple phrase. Is the speech slurred or strange?
 - **T—Time:** If you see any of these signs, call 9-1-1 right away.
- Note the time when any symptoms first appear. This information helps health care providers determine the best treatment for each person.
- Do not drive to the hospital or let someone else drive the person. Call 9-1-1 for an ambulance so that medical personnel can begin life-saving treatment on the way to the emergency room.

- Call or designate someone else to alert campus security at 336-342-4261 ext 2299.
- Remain calm. (Depending on the situation, you may choose to redirect any students in the area to a different location – e.g., if in class, give the class a 10-minute break.)
- If on the phone with EMS, answer the questions and follow the instructions that the 911 EMS dispatcher gives you. Say “I don’t know” if asked a question you do not know. Dispatcher will move on to the next question.
- Assure the student that all is well.
- Stay with the student until EMS arrives.

Information for this handout is from the Centers for Disease Control

Utilities Outage Plan

Electric Power Outage

In case of an electrical power outage to a building(s), immediately notify the Associate Vice President for Facilities and External Affairs, who will in turn notify the Director of Facilities. (Where a power outage affects the Administration Building, a uninterruptive power supply – UPS - will maintain the college's telephone system for a few minutes. Therefore, notification of the outage to the Associate Vice President for Facilities and External Affairs must occur as quickly as possible.) If none of these personnel can be reached, ask a Business Office employee to call the Director of Facilities; state the nature of the problem and whose extension to call on campus if further information is needed. The Director of Facilities will call the emergency services office at the electric company to determine the source of the trouble, the estimated time to restore the outage, and the assistance, if any, to be rendered by the college.

If the outage occurs after 5 p.m, Monday through Thursday, contact Security, who will contact the power company. If on Friday evenings, weekends and holidays, contact the security guard who will notify the administrator on call, who then will notify the Director of Facilities.

Any time a power outage occurs, the Director of Facilities and required staff members will proceed to the affected site(s) to disconnect all equipment subject to damage from power fluctuations; check elevators for possible stranded passengers and obtain (rent) a suitable number of power generators if this measure is deemed appropriate.

All students, faculty, and staff will evacuate the building if the loss of power constitutes a safety hazard. If no safety hazards exist and sufficient natural lighting levels are present, students, faculty and staff may remain in the building.

The President or his designee will determine if weather conditions permit continued college operation. If weather is a negative factor, the President or his designee will handle both on- and off-campus notification. A contact person in each building will be informed of a closing and will have the responsibility of notifying the rest of the staff. The switchboard operator should be notified as soon as possible in order to report the college closing to callers.

Water Service Outage

In case of a water service outage, the Director of Facilities will contact the maintenance section of Dan River Water, Inc., to determine the source of the trouble, the estimated time the outage will last, and the assistance to be rendered by the college. The

Associate Vice President for Facilities and External Affairs will notify food service and vending contractors of the outage.

If the outage is campuswide, the President or his designee will determine whether the campus will be closed.

Once service is restored, the maintenance staff will check all restrooms to ensure that water closets and urinals are working properly.

Telephone Service Outage

After becoming aware of a telephone service outage, the receptionist/switchboard will contact Technology Support Services. If the problem cannot be alleviated internally, the Associate Vice President for Technology and Institutional Effectiveness will contact the telephone system vendor and/or the college's local telephone service provider, depending on the source of the outage. Every attempt will be made to re-establish telephone communications as soon as possible.

Water and Electrical Disconnects

Electrical power to RCC is provided by Duke Energy. The company provides electricity to a power pole located across the college's entry road just north of the Humanities Building. The institution has a single electrical meter which is located on that power pole. The majority of the institution's electrical service is monitored via that meter.

Beyond that power pole, the college and its vendors -- not Duke Energy -- service the college's electrical lines and equipment. An electrical disconnect switch is located in each building in case power needs to be shut off to a single building. Each building supervisor and custodian should be familiar with the location of the disconnect switch in the respective buildings in case electrical power needs to be turned off in emergencies.

Dan River, Inc., is the institution's water supplier. There are two cutoff valves (high pressure and low pressure) located at the college's main entrance running parallel along N.C. Highway 65. A water line comes onto the college campus alongside of Wrenn Memorial Road into the Administration Building parking lot. A campus shutoff valve is in the grass between the handicap spaces and the traffic circle. In the lot (in the handicap spaces) are shutoff valves that split the campus in half; the valve closest to County Home Road turns off water to the Administration Building, Whitcomb Student Center, Keys Gym, Maintenance, Advanced Technologies, Owens Health Sciences, the Bishopric Lifelong Learning Center, and the baseball field. The valve closest to Science turns off water to the Science Building, James Library, Humanities, Industrial Technologies I and II, the Center for Creative Arts, and the Agribusiness area. Each building also has a water cutoff, and the building supervisor and building custodian

should become familiar with the location in each building in case cutoff becomes necessary for emergency purposes.

Insurance

RCC constantly monitors its risks and maintains a comprehensive insurance program covering unacceptable risks. Particular attention is given to risks in the property and casualty arena. RCC employs the services of an insurance consultant on a "needs" basis and a risk management manual has been developed as a result of this relationship. It is imperative that property values be accurately maintained and that inventory records accurately reflect the value of building contents and exterior equipment, including vehicles.

In case of an event which causes loss to person or property, the Vice President for Administrative Services should be notified immediately, who will in turn contact the appropriate insurance agent for the purpose of initiating a claim.

Getting Back Into Action

It is imperative that the institution recoup from its losses as soon as possible after an emergency or disaster occurs. The President, vice presidents, associate vice presidents, and appropriate deans should meet as quickly as possible to agree upon a plan of action. Topics for discussion should include:

1. Where copies of data are stored.
2. Faculty/staff personnel to be contacted to fill in for others who are unavailable.
3. Rental/lease of temporary or substitute facility space.
4. Necessary equipment.
5. Replacement of lost/damaged inventory.
6. Media releases explaining revised schedules.
7. Requests of external agencies who might provide interim assistance.
8. Faculty/staff debriefing and counseling.
9. Follow-up reports.

It should be noted that the State Purchasing Office may make or authorize purchases in the open market in cases of emergency or pressing need.

Emergency Communication Plan Rockingham Community College

This document is Rockingham Community College's plan for communication when there is a crisis or an emergency of any nature. Such events include, but are not limited to, natural disasters and safety or security incidents.

Emergency situations should be reported to a vice president who will then notify the president of the college. Other faculty and staff may be contacted as needed.

At the time of such events, the Director of Public Information will work with the President and the President's Cabinet to determine what information will be released to the media, concerned families, and the public as stated in the RCC Emergency Action Plan.

Depending on the situation, the college may contact external parties to gain additional perspective or expertise.

Depending on the nature of the event, the Director of Public Information may work with and coordinate release of information with area public safety, law enforcement, and government agencies.

To avoid confusion and the release of erroneous information, the President and the Director of Public Information are the only spokespersons for the college. All media inquiries are to be directed to the Director of Public Information.

The Director of Public Information is responsible for monitoring social media.

In the absence of the Director of Public Information, direct all media inquiries to the Associate Vice President for Facilities and External Affairs.

The Director of Public Information maintains the e-mail address groups for the following stakeholders. The Director of Public Information will make every attempt to release accurate information as quickly as possible to all interested parties including the media.

Faculty and Staff
Students
Trustees
County Government
Rockingham County Schools
Town of Wentworth
Town of Madison
Town of Mayodan

City of Eden
City of Reidsville
Local Media

In addition, the Director of Public Information posts necessary information regarding emergencies to the following:

College Website
Channel 2 Educational Access
Social Media

The Eagle Alert System may be used.

Bomb Threat Checklist

Rockingham Community College

Instructions: Be Calm. Be Courteous. Listen. Do not interrupt the caller. Pretend difficulty hearing. Keep the caller talking. If the caller seems agreeable to further conversations, ask questions like:

QUESTIONS TO ASK:

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of a bomb is it?
6. What will make the bomb explode?
7. How do you know so much about the bomb?
8. Did you place the bomb?
9. Why?
10. Do you know who placed the bomb?
11. What is your name?
12. Where are you?
13. What is your address?
14. Have you notified anyone else?
15. Do you know that there are innocent people in the building who may be killed or injured?
16. Who do you represent?

EXACT WORDING OF THREAT:

(more)

SPEAKER'S VOICE:

1. Accent (specify):
2. Voice (circle): loud soft other:
3. Diction (circle): clear muffled other:
4. Did you recognize the voice ?
5. Was the caller familiar with the area ?
6. Speech impediment (specify):
7. Speech (circle): fast slow other:
8. Manner (circle): calm emotional other
9. Do you know who the caller was ?

THREAT LANGUAGE:

1. Well-spoken
2. Incoherent
3. Irrational
4. Taped
5. Message read by caller
6. Abusive
7. Other (specify):

BACKGROUND NOISES:

1. Street noises
2. House noises
3. Aircraft
4. Voices
5. Music
6. Machinery

OTHER:

1. Male _____ Female _____
2. Estimated age: _____

CALL TAKEN:

1. Date & Time _____
2. Duration of call _____

YOUR NAME: _____ Time: _____ Date: _____

Report call immediately to: Associate Vice President for Facilities and External Affairs

Security Officer Responsibilities

In the event of an emergency situation on campus, the primary responsibility of security personnel is to ensure the safety of students, faculty, staff and visitors, consistent with the officer's level of training, expertise and equipment.

No security officer is to intervene in any hazardous situation for which he/she is not adequately trained and equipped.

Severe Weather Conditions (Inclement Weather)

1. Contact the supervisor for the contract security agency and arrange for coverage.
2. If on-duty, remain on-duty until relieved
3. Check parking lots for any vehicle or traffic problems
4. When staff have left, follow lock-up procedures
5. Monitor TV, radio, e-mail and contact Administrators to ascertain when the college re-opens

Tornadoes, Hurricanes, and Severe Thunderstorms

1. Confirm that the President or designee is aware of the Severe Weather Alert. Be sure to note whether it is a "Watch" or a "Warning"
2. Monitor TV or radio for updates; relay information as needed to Administrators.
3. In the event of an imminent threat, you may be asked to activate the warning system.
4. If you can safely do so, check outside to insure others are aware of the warning and are taking refuge.
5. Move to the refuge area of the building you are in. Assist in maintaining calm until "all-clear" is sounded.

Fire Procedures

1. Respond to the scene. Enter the building only if it is safe to do so.
2. If 911 has not been called, determine if needed
3. Assist in the orderly evacuation of occupants
4. Ensure clear access for emergency vehicles
5. If you can safely do so, use a fire extinguisher to fight the fire
6. Notify the Administrator on duty and the Director of Facilities
7. Assist in securing the fire scene as needed

Bomb Threat/Explosion Procedures

1. Confirm that 911 and appropriate Administrators have been notified
2. Assist in evacuating the building(s)
3. Direct emergency teams to the affected areas
4. Brief emergency personnel and assist as requested
5. Security and others familiar with the building may be asked to accompany search teams to identify objects that are out of place or unusual, or to provide access to locked areas
6. Do not touch, handle or move any suspicious object
7. Do not use radios or cellphones in the area of the bomb threat
8. When emergency personnel declare the area safe, notify administrators.

Civil Disturbances (including Violence in the Workplace)

From time to time faculty, staff, or students may call for assistance in dealing with a disruptive person. Security will:

1. Gather as much information as possible from the caller about the individual involved and the nature of the disturbance.
2. If the information given indicates a significant threat of violence is present, notify the Rockingham County Sheriff's Department.
3. If it appears that Security can handle the situation, proceed to the area.
4. Normally, Security will not become involved in classroom management issues. Your primary function is to help keep the situation from getting out of control.
5. If the disruptive person is asked to leave campus, attempt to escort them off campus. Do not physically remove the individual. You may also have others present move to another location.
6. If the person refuses to leave, contact the Rockingham County Sheriff's Department and advise them you need assistance with a trespasser.
7. Physical force will never be used to detain, restrain or remove a disruptive person, unless they present an immediate and significant threat of harm to others if not controlled immediately. Even then you should, if practical, attempt to remove the danger by removing others from the scene.

Lockdown Procedures

1. A lockdown will be initiated in the case of an active assailant or other apparently dangerous person on campus, who is posing an imminent threat to the community.
2. Confirm that 911 has been notified. If not, notify 911. Include as many details as possible, including location, type of threat, number of perpetrators, and descriptions. Establish or confirm a location for the initial law enforcement response (rally point).

3. Confirm that a lockdown has been initiated. If not, contact the President and notify him of the situation.
4. Report to the Incident Commander on scene. Relay all known information.
5. If a second security officer is on duty, he/she should respond to a safe observation post, if available, and relay information to the first officer.
6. Assist as needed/requested. This may include such things as:
 - a. Best approach to the scene
 - b. Potential evacuation plans for the affected site and nearby buildings
 - c. Details on the building, such as entries, windows, lights, stairwells, elevators, etc.
 - d. The security officer may accompany personnel to the affected area, but will not enter any known "hot zone."
7. Upon receiving an "all clear" message from the Incident Commander notify the President to sound the "all clear"
8. Security may assist further by:
 - a. Directing or accompanying other responders, such as emergency medical, crime scene, or additional law enforcement to the scene
 - b. Selecting a secondary staging location for those evacuated from the scene
 - c. Escorting people out of the crime scene to the secondary location
 - d. Controlling traffic and limiting access to the scene.
9. Refer all media inquiries to the RCC Director of Public Information, or other person as designated by the Incident Commander

Medical Emergencies

If you are notified of a medical emergency on campus:

1. Gather as much information as possible from the caller, including the exact location and the nature of the emergency.
2. If it appears that emergency medical personnel are needed, call 911 immediately.
3. Proceed to the scene with a first aid kit, or obtain one from the building if needed.
4. Within the extent of your training, evaluate the injuries. Treat life-threatening emergencies immediately.
5. Attempt to keep the person calm. Ascertain if they wish to be seen by EMS.
6. Assist in contacting their family or other person to assist with transportation and treatment decisions, especially if the person is under 18 years of age.
7. Attempt to find out from the person and others in the area exactly what happened.

Callbox Locations

