

**Procedure 4.1509**

**Comprehensive Emergency Management Plan -- Preparedness**

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**A. PURPOSE:**

Preparedness includes all activities necessary to ensure a high degree of readiness, so that response to an incident is swift and effective. This section outlines four procedures necessary to ensure the desired levels of preparedness:

- Training;
- Drills and Exercises;
- Facilities, Supplies and Equipment; and
- Community Awareness and Public Information.
- 

**B. OBJECTIVES:**

The objectives of preparedness operations are to:

- Ensure all personnel are adequately trained to perform their emergency duties.
- Ensure a constant state of readiness through the conduct of drills and simulation exercises.
- Maintain an adequate stockpile of emergency equipment and supplies.
- Develop and implement a pro-active, community education program.

**C. ASSUMPTIONS:**

It is assumed that:

- Sufficient funds are annually budgeted to support this preparedness program.
- Division heads commit the personnel necessary to implement this program.
- Community emergency response agencies will cooperate in this preparedness program.

**D. CONCEPT OF OPERATIONS:**

Only by training personnel and testing the effectiveness of response procedures can senior staff be certain that the Campus emergency response organization is adequately prepared to respond

to an incident. Trained personnel must have adequate resources (supplies, personal protective and response equipment) in order to implement the response procedures.

Finally, recognizing the importance of communicating information about BCCC's active environmental protection and emergency management programs to the public, senior staff will take a proactive approach to communicating and educating the public.

**E. RESPONSIBILITIES:**

**Vice President, Administrative Services**

- Responsible for developing and implementing plans and emergency response training.
- Responsible for coordinating the development of and assisting in conducting campus wide drills and exercises.
- Responsible for maintaining emergency equipment in a ready state and for determining the adequacy of equipment.
- Responsible for maintaining both the primary and secondary Emergency Operations Centers, so that they can be operational at a moment's notice.

**Division Heads**

- Responsible for ensuring persons receive the required emergency response training in a timely manner.
- Responsible for developing and conducting individual drills for their areas.
- Provide support and assistance as required.
- Provide authorization for conducting training, drills and exercises.

**Public Relations Coordinator**

- Responsible for all pre- and post-emergency community awareness and outreach programs.
- Responsible for Media Briefing Center

**President, BCCC**

- Serve as the Primary Emergency Director
- Participate in public speaking engagements regarding emergency preparedness
- Provide authorization for conducting training drills and exercises.

**F. TRAINING**

**PURPOSE:**

This procedure outlines training programs that are designed to ensure a high level of competence in emergency response skills and thorough knowledge of the response procedures contained in this plan.

**OBJECTIVES:**

- Ensure that BCCC employees are trained to perform their duties outlined throughout this plan.
- Train all members of the Emergency Management Group and first responders.
- Ensure high degree of competency in all emergency response activities.
- Ensure that all employees and students not having a direct role in the emergency response understand how to recognize hazards, initiate warnings, and evacuate.

**RESPONSIBILITIES:**

The *Vice President, Administrative Services* is responsible for the organization and training of the campus emergency responders.

The *President, BCCC* is responsible for the organization and training of the Campus Emergency Management Group.

*Division Heads/Deans* are responsible for ensuring personnel receive the required training in a timely manner.

**PROCEDURE:**

Overview of Emergency Training

Training curriculum and course content is based upon the task requirements and special hazards associated with potential emergency situations. A Training Plan, which

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details the training requirements for all employees, is maintained by the Vice President, Administrative Services.

Training is the joint responsibility of faculty and staff. Training on emergency management responsibilities and functions is conducted for all new employees and job transferees and reviewed annually with all employees. A record of all emergency management training received by an employee is maintained in the employee's training record.

Contractors are provided with a basic emergency management orientation prior to undertaking any work.

Basic requirements for training various individuals for emergencies include the following (Note:

all training is to comply with the provisions of 29 CFR 1910.120 and 1910.156, and other related

OSHA regulations, as applicable):

- All Employees:

- Preventive maintenance; inspection and monitoring; and, housekeeping procedures
- Fire safety
- Key parameters for automatic cut-off systems
- Hazardous materials safe handling (including SDSs, etc.)
- Hazmat recognition and hazards identification
- Reporting emergencies (communications and alarm systems)
- Procedures for using, inspecting, repairing, and replacing emergency monitoring equipment
- Response to fires and spills
- Evacuation procedures
- Personal protective equipment
- Use of fire extinguishers
- First Aid/CPR

- Division Heads & Deans:

- Same as for all employees plus:
- Plan provisions
- Risk assessment/loss control

- Emergency Management Group:

- Same as for Supervisors and Managers plus:
- Emergency Operations Center usage
- Dealing with the media during emergencies
- Dealing with government agencies during emergencies.

## G. DRILLS AND EXERCISES

### PURPOSE:

While drills and exercises are used for training purposes, their primary function is to provide the means of testing the adequacy of the plan's provisions, facility resources, equipment, and the level of readiness of response personnel.

### OBJECTIVES:

The objectives of the BCCC drill and exercise program are to:

- Test the adequacy of plans and procedures.
- Test the effectiveness of emergency training.
- Test the adequacy (quantity and quality) of existing emergency facilities, supplies, and equipment.
- Increase coordination with offsite emergency response agencies.

### RESPONSIBILITIES:

The *Vice President, Administrative Services* is responsible for coordinating the development of and assisting in conducting facility wide drills and exercises.

### PROCEDURE:

1. The following types of drills and exercises are used:

- *Tabletop exercises* involve presenting a simulated emergency situation to key emergency personnel in an informal setting. The exercise elicits constructive discussion as the participants examine and resolve problems based on the CEM plan and procedures.
- *Functional drills* are practical drills designed to test the capability of personnel to perform a specific function (i.e., communications, first aid, rescue).
- *Walk through drills* are training drills designed to instruct personnel in the use of procedures, equipment, and facilities while not requiring rapid response to the drill scenario.
- *Full-scale exercises* are intended to evaluate the overall operational capability of BCCC's emergency organization and the adequacy of this plan using real-time simulated conditions.
- *"What If" drills* are verbal discussions of possible emergency situations and are intended to quiz personnel on the use of equipment, proper emergency responses, evacuation routes, shut down procedures and other emergency activities.

2. Frequency:

- Tabletop exercises and walk through drills are conducted after initial implementation of this plan, any major revisions of this plan, or changes in key personnel, as determined by the Vice President, Administrative Services.
- Functional drills for various emergency functions are conducted at least annually. Evacuation drills are conducted each semester, including summer sessions.

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- A full-scale exercise is conducted annually involving all emergency response personnel, as well as offsite response organizations. These exercises test communications, incident command, Emergency Operations Center operation, offsite coordination, and other response elements.
- "What If" drills are conducted frequently by line managers during their regular safety meetings.

3. Preparation for a drill or exercise varies depending on the type and scope involved. However, preparation and planning includes:

- Reviewing and identifying possible CEM Plan problem areas.
- Establishing exercise objectives.
- Identifying resources to be involved including personnel and equipment.
- Notifying all involved participants and key supervisors who are not to be involved, but who **should** be aware of the drill.
- Developing exercise scenarios, a major sequence of events list, and expected actions checklists.
- Developing evaluation forms.
- Assigning and training controllers and evaluators.

4. The scenario used is realistic and based upon current operating conditions. The primary event (fire, spill, natural hazard, etc.) is determined based on the objective of the exercise.

5. A sequence of major events is developed to help simulate an actual emergency incident.

Expected responses for each major event are determined. Conditions simulate, as closely as possible, actual emergency situations.

6. Follow-up: Results of drills and exercises are reviewed by the participants, evaluators, and the Vice President, Administrative Services, to identify problem areas such as deficiencies in the plan, training, personnel, or equipment. The Vice President, Administrative Services is to prepare a final report and submit it to the BCCC President for implementation of corrective actions. This report is to contain a summary of events, evaluation of results, corrective actions, responsibilities, and a time schedule.

## H. FACILITIES, SUPPLIES, and EQUIPMENT

### **PURPOSE:**

The purpose of this procedure is to ensure an effective response to emergency situations by maintaining adequate quantities and types of supplies and equipment for use by the Emergency Management Group and others.

**FACILITIES:**

**Emergency Operations Center (EOC)**

- Primary – Building 1 Conference Room
- Secondary – Building 10 Board Room
- Tertiary – Building 8 Conference Room

**Media Briefing Center**

- Primary – Building 8 Conference Room and Auditorium
- Secondary – Building 12 Conference Room
- Tertiary – Building 5 Library

**Media Equipment Staging Area**

- Primary – Building 8 Parking Lot
- Secondary – Travel Store Parking Lot
- Tertiary – Beaver Dam Church Parking Lot

**OBJECTIVES:**

The objectives of this procedure are to:

- Maintain adequate quantities and types of supplies and equipment for use by the Emergency Management Group and others.
- Develop and maintain emergency facilities such as the Emergency Operations Center and Media Briefing Center.
- Develop a list of vendors who can resupply BCCC under emergency conditions.

**RESPONSIBILITIES:**

The Administrative Services Division is responsible for maintaining emergency equipment in a ready state and for determining the adequacy of equipment.

The Vice President, Administrative Services is responsible for maintaining the Primary and Alternate Emergency Operations Centers.

Public Relations Coordinator is responsible for maintaining the Media Briefing Center in a constant state of readiness.

**PROCEDURE:**

A semiannual inspection of all emergency equipment is performed by the VP, Administrative Services and/or designee (Exception: Public Relations Coordinator inspects the Media Briefing Center). Records of inspections are kept on file in the Health & Safety Coordinator's office (An inventory of all emergency equipment is kept on file in the Health & Safety Office).

Inspections are to take place on the following schedule:

Weekly – Safety showers and eye washes flowed by respective divisions.

Monthly - Visually inspect portable fire extinguishers, fire alarm systems, fire blankets.

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Annually - CO2 fire extinguishers are weighed to determine charge. Dry chemical fire extinguishers are opened and powder conditions checked.

Pent annually - CO2, dry chemical fire extinguishers are hydrostatically tested by an outside contractor.

Items with a limited shelf life, or items such as sterile first-aid supplies, are rotated where possible and replaced as required.

All items expended during an emergency or exercise, as well as damaged, defective or spoiled items, are reported to the Health and Safety Coordinator, who arranges for immediate cleaning, repair, decontamination, or replacement.

Equipment and supplies for the Emergency Operations Centers – primary and alternate, are maintained in a constant state of readiness by the Health & Safety Coordinator. (see Attachment 2 to this procedure for a list of necessary equipment and supplies)

Equipment and supplies for the Media Briefing Centers – Primary and alternate, are maintained in a constant state of readiness by the Public Relations Coordinator. ( see Attachment 3 to this procedure for a list of necessary equipment and supplies)

## **I. EMERGENCY OPERATIONS CENTER EQUIPMENT AND SUPPLIES**

The following items are stored in the Emergency Operations Center or easily obtained from a storage area at the time of activation.

1. BCCC Comprehensive Emergency Management Plan and position checklists.
2. Telephone directories for BCCC, local community, and key state/federal agencies.
3. Writing materials to include pens, paper, notebooks, log books, etc.
4. Telephones and power failure telephones.
5. Two-way radios and chargers.
6. Television and radio.
7. Reproduction copying capabilities.
8. Flip chart and/or white board.
9. Tables and chairs.
10. Maps and diagrams of BCCC campus and each building.
11. Coffee and other refreshments.
12. Tape recorder.
13. Public information materials to include background information on BCCC, sample press releases, official stationary, etc.
14. Safety Data Sheets (SDSs) electronic or reception desk copies
15. Message logs

## J. MEDIA BRIEFING CENTER EQUIPMENT

The following items need to be stored in or near the Media Briefing Center (Building 8 Conference Room).

1. Podium with BCCC name and logo.
2. Chairs and tables for media representatives.
3. Telephones
  - a. Open lines for use of the press.
  - b. Closed lines for use of BCCC staff.
4. Electrical outlets.
5. Overhead projector for briefings.
6. Boards for mounting displays or charts.
7. Reproduction copying machine.
8. Coffee, tea, and soft drinks. If appropriate, donuts and sandwiches.
9. Office supplies - paper, pens, stapler, tape, etc.
10. Fax machine.
11. Basic site plans of BCCC campus.
12. Microphone and public address system.
13. Video recorder and play back machine.
14. Copies of each news release, as developed.
15. Descriptions (SDSs) of the chemicals/solvents involved in the emergency.

## K. COMMUNITY AWARENESS AND PUBLIC INFORMATION

### **PURPOSE:**

The purpose of this procedure is to provide for a program which ensures the distribution of information concerning BCCC's emergency management programs to the media and the general public, prior to emergency situations.

### **OBJECTIVES:**

The objectives of the BCCC community awareness and public information program are:

- To inform the community how BCCC is acting responsibly on issues concerning the environment, health, and safety.
- To clearly communicate BCCC's policies, positions, and activities to the public.
- To inform the public about the positive contributions of BCCC to the community.
- To monitor and interpret the agendas of key community interest groups for BCCC senior staff.
- To produce materials as needed to further internal or external understanding of key issues.
- To encourage preparedness and response collaboration among business, government, and citizen groups within the community.

### **RESPONSIBILITIES:**

The Public Relations Coordinator is responsible for all pre-emergency community awareness and outreach programs. To ensure effectiveness, all other BCCC Senior Staff members are to participate in this program to the extent possible, and provide support and assistance as required.

Selected senior staff members are to participate in public speaking engagements.

### **PROCEDURE:**

1. No BCCC employee other than the Public Affairs Coordinator or the President, BCCC, should respond to questions from the media. All media contacts are referred to one of these individuals.
2. The following community awareness programs are developed and utilized to achieve the above stated objectives:

*A slide or video program* is to be presented to various community groups. The slide show should contain the following information:

- Description of BCCC
- History
- Location
- Description
- Contributions to the community
- Jobs provided
- Local dollars expended
- Overview of Comprehensive Emergency Management Plan
- Coordination with offsite authorities
- Joint training, drills, and exercises

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The Public Affairs Coordinator should identify community organizations to whom this program should be offered. Among the groups to be considered are:

- Local schools
- United Way
- Rotary Clubs
- Lions Clubs
- American Legion
- Elks Lodge
- Jaycees
- Masonic Lodge
- VFW
- Knights of Columbus
- League of Women Voters
- Local & North Carolina State Government response agencies

The presentation of this slide/video show, however, is not restricted to the above organizations and requests from any group (i.e. professional organizations, community volunteer groups, etc.) is given due consideration.

It is expected that some groups will express more interest than others in receiving this presentation.

The Public Relations Coordinator is responsible for reviewing and updating this section of the CEMP.

## **L. EMERGENCY RESPONSE PROCEDURES**

### **1. FIRE RESPONSE PROCEDURE**

In case of fire:

Dial 9-911 on any on campus phone or 911 from a cell phone FIRST

Dial 9-943-8721 on any campus phone or 943-8721 on any cell phone for the BCCC Police Duty Officer

1. Tell the 911 Center Operator and the Duty Officer:
  - a. Your name
  - b. The exact location of the fire
  - c. If anyone is injured
2. Close all windows and doors in your immediate work area
3. Grab only necessary personal items
4. Pull the nearest fire alarm pull station
5. Evacuate the building via the nearest exit
6. Go to the safe zone for your building
7. Do not re-enter the building for any reason until you are instructed by the proper authority.

### **2. WEAPONS ON CAMPUS**

If you see someone with a weapon on campus or you are told someone has a weapon:

1. Dial 9-943-8721 on any on campus phone or 943-8721 on a cell phone for the BCCC Police Duty Officer
2. Tell the Duty Officer:
  - a. Your name
  - b. The exact location of the person with the weapon or where they were last seen.
  - c. The name of the person suspected to have the weapon, if known.
  - d. A brief description of the person, such as: Gender, race, physical Characteristics, such as, clothing, hair color & length, complexion, weight, height, build, approximate age, etc.
  - e. The weapon type: shotgun, rifle, handgun, pistol, knife, etc.

Stay away from the person at a safe distance.

Under no circumstances, do you approach the person and inquire about the weapon. Let Campus Police handle the situation.

### 3. HOSTAGE SITUATION

Dial 911 on any cell phone or dial 9-911 on any campus phone, OR:

Dial 9-943-8721 on any on campus phone or 943-8721 on any cell phone for the BCCC Police Duty Officer:

1. Tell the 911 Center Operator and the Duty Officer:
  - a. Your name
  - b. The exact location of the hostage taker
  - c. How many hostages has he/she taken
  - d. What does the hostage look like: race, gender, physical characteristics, such as clothing, hair color & length, complexion, height, weight, build, approximate age, etc.
  - e. The weapon type: shotgun, rifle, handgun, pistol, knife, etc.
  - f. Any injuries, if known.
2. Alert others in your immediate work area of the situation.
3. Grab only necessary personal items and evacuate via the nearest exit.
4. Go to the safe zone for your building
5. If you cannot evacuate safely, close the door and stay in your work area, until you hear the proper authority exclaim, in PLAIN ENGLISH, that they are a member of Campus Police and it is safe to come out of your work area.
6. If you are the hostage, cooperate with the hostage taker, until the situation has been resolved.

### 4. CHEMICAL SPILL

If a chemical spill occurs in your work area that could pose a health & safety risk to others:

1. Evacuate the area and dial 9-943-8721 on any campus phone for the BCCC Police Duty Officer.
2. Tell the Duty Officer:
  - a. Your Name
  - b. The exact location of the spill-building number and room number
  - c. What type of chemical has been spilled, if known.
  - d. Any injuries, if known.
3. Alert others in your immediate work area of the situation.
4. Keep a safe distance and attempt to secure the spill area and allow no one to enter it.
5. Close windows and doors and do not allow anyone to enter the area, until the spill has been cleaned up and the area declared safe.

## 5. MEDICAL EMERGENCIES

In case of a medical emergency:

Dial 9-911 from any campus phone or 911 from any cell phone. FIRST, in any medical emergency situation.

Dial 9-943-8721 on any campus phone or 943-8721 on any cell phone for the BCCC Police Duty Officer.

1. Tell the 911 Center Operator and the Duty Officer:
  - a. Your name
  - b. The exact location of the person needing assistance
  - c. What symptoms the person is displaying or what injuries the person has sustained, if known.
  - d. Follow the instructions given by the 911 Center Operator
  - e. If you need EMS and/or rescue.
2. First aid stations are located in each building. At least one first aid kit in each building contains a stethoscope and blood pressure cuff.
3. First Aid Kit locations are:
  - a. Building 1 – switchboard, print shop near folding machine, Room 102
  - b. Building 2 – Room 103 – Industrial Technology Office, Auto Shop-Room 104, Room 111
  - c. Building 3 –
  - d. Building 4 – Administrative Assistant's Office, Room 106-south wall under clock, Machine Shop-Room 110B office, Welding Shop-south wall near men's room.
  - e. Building 5 – Library Circulation Desk, AV office north end of north-south hall, on wall behind Circulation Desk.
  - f. Building 6 – Open shop area
  - g. Building 7 – Construction Equipment Shop office near safety shower
  - h. Building 8 – Room 802, left side of lobby, in the third drawer of the filing cabinet; in the Gym
  - i. Building 8A – Large Shop
  - j. Building 9 – Room 906-financial aid; Kitchen, Custodian
  - k. Building 10 – Room 10-02 in drawer in the kitchen; Room 10-18, on shelf on west end of room.
  - l. Building 10B – Room 101, Range House-upstairs
  - m. Building 11 – Office Suite 28; Room 105
  - n. Building 12 – Faculty Reception Area

Prior to any emergency, faculty, staff, and students should become familiar with first aid kit locations.

## Automatic External Defibrillators – AEDs

### AED Locations

- Building 1 – north end of north-south hall near Print Shop
- Building 2 – Vending Area
- Building 3 – Between restrooms
- Building 4 – Vending Area
- Building 5 – right side of main library entrance doors
- Building 6 – Office Area
- Building 7 – served by unit in building 4
- Building 8 – main lobby, left side of auditorium doors
- Building 8A – served by unit in building 9
- Building 9 – near Registrar's Office
- Building 10 – east end of east-west hall
- Building 11 – behind Cosmetology Desk
- Building 12 – right side on main entrance
- Fire Training Facility –



## 6. REPORTING CRIMES/HEALTH & SAFETY ISSUES

**Weekdays -- Extension 6444 or (252) 943-8721**  
**Saturdays, Sundays, & Holidays – (252) 943-8721**

The following should always be reported to Campus Police via the phone numbers listed above.

If you are the victim of a crime:

1. You have something stolen from you personally, or, if school property is missing from your work area, remember, you should consider it stolen, if you have made an extensive search and cannot locate the item. Remember, the value or lack of value of an item should not be a factor in deciding whether it should be reported.
2. You are threatened or verbally abused
3. You are assaulted
4. You are involved in a hit & run.
5. You are involved in a traffic accident or incur vehicle damage while on campus.

If you witness or have knowledge of the following:

1. Theft
2. Vandalism
3. Threats/ arguments/ verbal abuse
4. Assaults
5. Drugs and alcohol
6. Traffic accidents/ traffic violations/ speeding

Or

If you have knowledge of health & safety non-compliance issues involving the following:

1. Chemical safety data sheets
2. Electrical hazards
3. Missing machine guards
4. Infectious disease control
5. Personal protective equipment
6. Indoor/outdoor lighting
7. Indoor air quality
8. Slip/trip/fall hazards
9. Improper storage
10. Non-compliance by contractors

You should always report, if you have been injured

You should always report, if you have been exposed to blood and/or other bodily fluids.



## 7. SUSPICIOUS MAIL/PACKAGES/ UNATTENDED BAGS, BOXES, OR BACKPACKS/UNKNOWN SUBSTANCES

If you receive suspicious mail, package, or encounter an unknown object or substance:

Dial 9-943-8721 on any campus phone or call 943-8721 on any cell phone for the BCCC Police Duty Officer.

1. Tell the Duty Officer:
  - a. Your name
  - b. The exact location of the suspicious mail, package, or unknown object or substance
  - c. If you or someone else has been exposed
  - d. If medical attention is required
2. Close all windows and doors in your immediate work area.
3. Alert others in your immediate work area of the situation
4. Keep a safe distance and attempt to secure the area, so that no one can enter
5. Do not move, handle, touch, or pick up the suspicious item
6. Pull the nearest fire alarm pull station and evacuate the building via the nearest exit
7. Go to the safe zone for your building

What is considered suspicious?

- No return address or restrictive markings such as “personal”, “confidential”.
- Possibly mailed from a foreign country
- Misspelled words or names
- Addressed to a title only or incorrect title “Chairman”, “Dean”, “Professor”, “Doctor”, etc.
- Badly typed or written
- Protruding wires
- Lopsided or uneven packaging
- Rigid or bulky
- Strange odor
- Oily stains, discolorations, or crystallization on the wrapper or label.
- Excessive tape or string

A substance should be considered unknown if it appears powdery or crystalline and/or is found in a location or on a surface on campus, where it would not normally be seen or used; it is white or off white or pastel in color.

## 8. WEATHER EMERGENCIES & INCLEMENT WEATHER

In case of impending and/or threatening weather:

1. While you are at work/school:
  - a. Listen for broadcasts over the college intercom system.
  - b. Decisions will be made in a timely manner to close the college.
  - c. Division chairs will be contacted by phone or in person with specific instructions.
  - d. The chairs shall be responsible for notifying their staffs.
  
2. If threatening weather is about to affect the campus with limited advance warning:
  - a. Close all windows and doors in your immediate work area.
  - b. Go to an inner hallway or room as close to the center of the building, as possible.
  - c. Sit on the floor and wait for further instructions.
  - d. Do not attempt to go back to your work area or leave the campus
  - e. Buildings 1 & 5 – occupants should go to the bottom floor of their building and follow the above procedures in a-d above.
  - f. Buildings 2,3,4,8,9,10, 11, & 12 should go into a room in the center of the building and follow a-d above
  - g. Buildings 6 and 10B should go into Building 10, and follow a-d above
  - h. Building 7 should go into Building 4, and follow a-d above
  - i. Building 8A should go into building 9, and follow a-d above
  - j. The Skills Center should follow a-d above.
  
3. If you are at home and severe weather conditions have been forecast, your division chair will contact you by phone and advise you of your work schedule, OR you can find out delays and closings via local television stations.
  
4. The following media outlets will broadcast college operational schedules:
  - a. Television
    - i. WITN TV-Washington
    - ii. WNCT TV-Greenville
    - iii. WCTI-New Bern
    - iv. WFXI (FOX) 8 & 14-Greenville and Morehead City
  - b. Radio
    - i. FM 107.9
    - ii. FM 95.1
    - iii. FM 93.3
    - iv. FM 103.3
    - v. FM 95.9
    - vi. FM 99.5
    - vii. FM 101.9
    - viii. FM 88.5

Information supplied to the above listed FM stations is automatically relayed and announced on their AM parent stations. Information on our operational schedules is also

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available via the BCCC website. Conditions will vary in different parts of our service area. If all media options are out of service, use your best judgement or stay home.



## 9. BOMB THREAT

1. In case of a bomb threat:
  - a. Don't hang up
  - b. Keep the caller on the line
2. Begin to complete the bomb threat questionnaire (next page)
3. After the caller hangs up:
  - a. **DIAL "9-943-8721"** on any campus phone or 943-8721 on any cell phone for the BCCC Police Duty Officer
    - i. Tell the Duty Officer your name
    - ii. Then say, "I have just received a bomb threat".
    - iii. The Duty Officer will know from which extension you are calling, if you are on an on campus phone.
    - iv. If you are calling from a pay phone, cell phone, or on a building emergency phone, you will need to tell the Duty Officer – "I'm on my cell phone, on a building emergency phone in building X, or on a pay phone at building X.
4. Tell the Duty Officer on which extension or telephone number the call came, if you use a different phone to report the threat.
5. Tell the Duty Officer what time you received the call and approximately how long the caller remained on the line.
6. If you are in a room, close all windows and doors in your immediate work area.
7. Take only necessary personal items
8. Evacuate the building via the nearest exit
9. Carry the Bomb Threat Questionnaire responses to the switchboard ASAP.
10. Go to the designated safe zone for your building and wait further instructions
11. Do not re-enter the building for any reason until you are instructed by Campus Police.

**10. BEAUFORT COUNTY COMMUNITY COLLEGE BOMB THREAT QUESTIONNAIRE**

As soon as you are sure it is bomb threat, tell the caller repeatedly, "Excuse me, you need to speak up. I can't understand you." Say this to the caller at least 3 times. Record (below) everything that the caller states, especially the information he/she initially tells you about the bomb.

---

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Describe any background noises:

---

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- Examples:
- Dog barking
  - Children laughing/ playing/crying
  - Television/music
  - Vehicles/street noise
  - Office noises-talking, machine noise, typing,
  - Industrial noises/machinery
  - Train whistle/back up alarms
  - Bells
  - Other voices

1. Was the voice: (circle all that apply)

- |            |            |                |
|------------|------------|----------------|
| calm       | crying     | raspy          |
| laughing   | lispy      | slow           |
| distinct   | slurred    | deep           |
| loud       | nasal      | accented       |
| soft       | excited    | stuttering     |
| angry      | cracking   | deep breathing |
| child-like | adult-like | male           |
| female     |            |                |

2. Was the voice familiar to you: (circle one) YES NO

3. Record the exact time the call was received.

4. Record the duration or length of the call, as soon as the caller hangs up

Time/Date the call was received: \_\_\_\_\_AM/PM \_\_\_\_/\_\_\_\_/\_\_\_\_

Time call ended \_\_\_\_\_AM/PM

Employee Signature: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_

## **M. MANAGEMENT, DIRECTION, & CONTROL**

### **PURPOSE:**

This procedure describes how emergency situations at BCCC will be managed and describes the operation of the Emergency Operations Center (EOC).

### **OBJECTIVES:**

The objectives of this Management, Direction, and Control procedure are to:

- Ensure a coordinated, well managed response to any incident.
- Ensure that adequate support and resources are provided to internal and external resources.
- Ensure that the media and public are provided with accurate and timely information about significant emergencies.
- Ensure that an accurate assessment of existing or secondary hazards is adequately conducted.

### **CONCEPT OF OPERATIONS:**

The BCCC Emergency Management Group and responders will function under the concept of the Incident Command System (ICS). The ICS provides for a unified command structure for emergency response and specifies responsibilities for command, safety, planning and logistics, operations (tactics), public information, and finance.

At BCCC, the functions of public information, planning and logistics, and finance will be performed by the Emergency Management Group. The functions of incident command, safety, and operations (tactics) will be conducted by internal and external resources.

The EMG will automatically be activated for any Level 1 emergency. The Emergency Director may choose to activate the EMG for lower level emergencies.

The EMG will perform all managerial (non-response or tactical) functions during an emergency at the Campus. Once external agencies arrive at the campus, fire, EMS, etc. command will be assumed by the lead responding agency.

### **ORGANIZATION:**

The EMG consists of the following positions filled by designated members from BCCC management (Attachment 1 of this section, for a listing of current designated coordinators by job title):

Emergency Director  
Environmental Coordinator  
Maintenance Coordinator  
Human Resources Coordinator  
Purchasing Coordinator  
Public Affairs Coordinator  
Safety/Security Liaison  
Evacuation Coordinator

## Procedure

These positions are supported by:  
Administrative Support Staff  
College Attorney, as appropriate.

### **PROCEDURE:**

Emergency Operations Center Activation

1. See Facilities, Supplies, and Equipment for the location of EOCs.
2. Facilities, Supplies, and Equipment Attachment 1 (above) is a checklist of the equipment and supplies necessary for the operation of the EOC.
3. The EOC will be activated at any time based upon the decision of the Emergency Director in response to either an onsite or offsite emergency. It will be automatically activated for a Level 3 Emergency Action Level (EAL)

### **Direction and Control**

1. The Emergency Director will coordinate all BCCC activities in response to the emergency. The EMG and responders will provide her/him with pertinent information and recommendations, but it is ultimately the Emergency Director's decision as to what actions are taken in responding to the emergency. BCCC utilizes the Incident Command System to deal with emergencies, and the Incident Commander is recognized as having been delegated authority to make tactical response decisions at the incident scene.
2. As appropriate, the Incident Commander will discuss the actions being taken by BCCC personnel in responding to the emergency with local, state, and Federal emergency response personnel at the scene. The Emergency Director, Environmental Coordinator, and/or Safety/Security Liaison will inform all non-emergency response agencies not at the scene, who have a need to know about the incident, of BCCC's actions.
3. The Emergency Director will provide a status report to the BCCC Board of Trustees about the type of emergency, present conditions, damage, injuries, and prognosis of the situation.
4. The Emergency Director will determine which operations will be shut down and what actions employees will take beyond immediate lifesaving. She/He will also determine what actions will be taken by employees in those areas not directly affected by the emergency.
5. The Emergency Director will approve all press releases before they are issued.
6. The Affected Area Manager will provide specific information about the physical layout of the area, work being performed at the time of the incident, potentially affected employees, and other area specific details.
7. The Public Affairs Coordinator will follow the procedures described in this Plan providing information to the news media and the general public.
8. The Environmental Coordinator will maintain liaison with the appropriate local, state, and

## Procedure

Federal environmental agencies keeping them apprised of current conditions. He will also ascertain the informational needs of those agencies and what regulations may be enforced (see

Government Coordination). He will obtain information or give updates and changes about the warning/emergency condition to the appropriate governmental agencies.

9. The Maintenance Coordinator will provide information concerning the physical status of the various buildings, and emergency systems throughout the Campus, along with the maintenance/repair of essential emergency response equipment and systems.

10. The Purchasing Coordinator will provide appropriate communications equipment to the EOC, Security, ERT and others. He will also obtain additional supplies and labor from appropriate suppliers. He will also be responsible for notifying and providing the necessary information to BCCC officials and Insurance Agencies.

11. The Human Relations Coordinator will be responsible for notifying family members of injured or deceased employees, providing recommendations on overtime pay, and establishing personal assistance programs for employees as a result of the incident.

12. The Safety/Security Coordinator will report directly to the Emergency Director and will provide initial and upgraded reports on the extent of health and safety concerns onsite and offsite, and security throughout and around the Campus.

13. The Evacuation Coordinator, reporting to the Human Relations Coordinator, will provide information about the number of employees who have reported to the evacuation assembly area and the names of missing employees, contractors or visitors.

14. Each member of the EMG will provide an updated status report to the Emergency Director at least hourly and immediately, whenever significant changes or new information occurs. The

Emergency Director will periodically stop activities at the EOC and review the status of operations with all EMG members. Current displays and status boards in the EOC will be maintained by support personnel.

15. Off-shift Hours - For Level 3 EALs the EMG will be notified by the Chief of Campus Police of emergency events at the Campus. EOC activation is required for all Level 3 EALs.

### **Communications**

1. The primary means of communication will be by two-way radio, telephones and cell phones. In case of a power failure or internal telephone disruption, power failure phones are located throughout the Complex (see Attachment 3 for a list of these telephones).

2. All telephone and radio messages will be recorded in log books by EMG members.

3. Two-way radios will be used as a means of communications between the EMG and responders.

4. Cell phones will be used to alert personnel who are to be called back to the Campus.

**N. Management, Direction, and Control -- Emergency Management Group Positions**

**Attachment 1**

EMG Positions	Primary	Secondary	Tertiary
Emergency Director	President	VP, Admin Svcs	VP, Academics
Affected Senior Staff	VP, Academics	VP, Student Svcs	VP, Cont Ed
Maintenance Coordinator	Dir, Campus Ops	VP, Admin Svcs	Dir.Mtc
Environmental Coordinator	VP, Cont. Ed	Dir., Campus Ops	Dir. Maintenance
HR Coordinator	Director, HR	HR Specialist	VP, Admin Svcs
Public Relations Coord.	PR Coordinator	President	VP, Admin Svcs
Safety/Security Coord. Programs	VP, Admin Svcs	Dean, Bus/Ind Tech Dir., Pub Saf	
Evacuation Coordinator	HR Specialist	BCCC Police	Ext. Responders
Purchasing Coordinator	Purchasing Spec.	Staff Accountant	Dir. Accounting
Incident Commander	Chief, BCCC Police	BCCC Pol. Officer	External LEO

## O. Evacuation & Personnel Accountability

### **Purpose:**

This procedure details the actions that must be taken to conduct an evacuation of one or more areas within BCCC. It also describes the personnel accountability system that is used to determine the status of all employees, contractors, visitors and guests.

### **Objective:**

The objectives of this procedure are to:

- ensure rapid evaluation of the need to evacuate one or more areas.
- ensure that all employees safely evacuate their work areas and report to a safe assembly area.
- ensure that an effective system exists to account for employees following an evacuation.

### **Concept of Operations:**

The safe evacuation and accounting of all personnel are the most important emergency response actions. All other emergency response actions are secondary to saving lives and reducing injuries.

### **Procedure:**

#### **DEFINITIONS:**

*Evacuation Safe Zone:* These are predetermined areas where people will be evacuated from their evacuation point to wait for an “All Clear” announcement to return back to their work areas.

*Evacuation Warden:* Person who is selected to evacuate and account for all the employees, contractors, visitors, and any other personnel in their assigned area.

*Nonessential Personnel:* Personnel that is not absolutely necessary for the process to continue. Examples: maintenance personnel, visitors, and construction workers.

*Essential Personnel:* The minimum personnel required to safely run the plants or safely shut the process down.

*Primary Evacuation Safe Zone:* Area where employees will meet if there is an evacuation or during a severe weather notification. This area will be mainly for severe weather and should be a well-constructed indoor area.

*Secondary Evacuation Point:* Areas where people are to assemble, if the primary evacuation safe zone is too hazardous to assemble. For example, if the building were on fire, it would be necessary to evacuate the building and meet in the secondary evacuation point.

## **RESPONSIBILITIES:**

### *Area Senior Staff*

Each Area Senior Staff *is* responsible for his/her divisional evacuation plan.

The divisional plan will give their division an SOP on how to safely evacuate and account for their division's personnel.

The divisional plan will make reference to any emergency shutdown procedures that would be necessary for an evacuation, primary and secondary evacuation safe zones, and outline who their essential and nonessential personnel are.

Each Area Senior Staff/Dean will assign Evacuation Wardens for their areas.

### *Evacuation Coordinator (EC)*

The Evacuation Coordinator is a member of the Emergency Management Group (EMG) reporting to the Human Resources Coordinator.

The EC is stationed at the Evacuation Safe Zone and is responsible for collecting all information concerning personnel accountability and forwarding missing person information to the Human Resources Coordinator at the Emergency Operations Center (EOC).

If more than one Evacuation Safe Zone is used, the EC will assign additional personnel to each Safe Zone to serve as the EC for that Safe Zone.

### *Employee and Contractor*

Each employee and contractor is responsible for knowing his/her evacuation route and evacuation safe zones

### *Evacuation Wardens*

Evacuation Wardens are responsible for evacuating and accounting for all personnel in their area, such as employees, contractors, and any visitors.

### *Visitors and Guests*

*Visitors and guests* are the responsibility of their BCCC host.

Visitors and guests remain with their host until either the "All Clear" signal is given or their host instructs them to leave the site.

## Procedure

In cases where the BCCC host is required to respond to the emergency scene or EOC, the host quickly designates another employee to be responsible for the visitor or guest.

### **Evacuation plan requirements**

Each dean/ lead instructor is responsible for instructing his/her personnel of their divisional evacuation plan, evacuation route and evacuation safe zones.

This shall be done for all new employees on the first day of work and at least once annually for all employees.

Employees and Contractors are to be trained on the plan when implemented, when the plan changes, upon initial assignment, and whenever an employee or contractor's responsibilities or designated action under the plan changes.

The BCCC Contact responsible for the contractor shall inform the contractor of the Evacuation Routes and Evacuation Safe Zones for the locations within BCCC where the contractor is working.

It is the responsibility of the contractor to ensure that all his/her employees know the Evacuation Routes and Evacuation Safe Zones. If the contractor wishes to choose a different Evacuation Point, this must be submitted and approved in writing by the Director, Campus Operations.

All divisions and contractors are responsible for reviewing their evacuation plan at least once a year and after any changes that would impair the plan. All evacuation plans must be tested once per semester by completing an evacuation drill.

### **Conditions for Evacuation**

Evacuation occurs when an emergency threatens the safety of employees. This evacuation may occur spontaneously upon discovery of a significant incident or as a result of a warning (e.g., public address announcement or activation of a warning device).

Every Dean/Lead Instructor has the authority to order an evacuation of any area immediately adjacent to the impacted area, if he/she perceives that conditions may jeopardize personnel.

The Emergency Director may order an evacuation in response to an event within BCCC or in the geographical area close to BCCC. This evacuation is ordered from the EOC and is announced via voice, email, Skype, telephone, and radio.

To determine the need for an onsite and/or offsite evacuation (in addition to an evacuation which might have already occurred in the immediate zone), the following criteria must be reviewed by the Emergency Director.

## Procedure

If there is a potential for a major fire, release, or other emergency affecting onsite areas only, an evacuation is considered for the potentially affected areas. The extent of the evacuation is based on conservative estimates provided by the EMG Coordinators and/or external responders.

**Existing Threat** - If there is an existing emergency, an assessment of the degree of the threat indicates the extent to which the evacuation will exceed the immediate area of the incident.

**Threat to Offsite Areas** - If there is an existing or imminent threat from an offsite area, the Emergency Director will determine if it warrants a campus evacuation. If public roads near the campus need to be closed, the Emergency Director or Chief, BCCC Police will notify Beaufort County Emergency Management/Beaufort County Sheriff's Office, and they will handle the road closings and evacuation of the public.

### **General Evacuation Procedure**

Once the decision to evacuate certain areas is made, the order to evacuate is transmitted by Campus Police via the campus public address system.

Personnel will follow their Divisional Evacuation Plan and secure their work areas according to previously established shutdown procedures.

The Divisional Evacuation Warden will follow his or her division evacuation plan and account for all personnel in his or her area.

The Evacuation Warden or designee will search assigned areas, if it is safe to do so, to ensure all personnel have heard the evacuate notice. As they search the areas, they will close all doors and shut down environmental controls such as filtration systems and heating/cooling units to stop the spread of fire and chemical releases.

Once the Evacuation Warden has arrived at his evacuation point he will do a quick account of the personnel. The warden will then have the personnel walk to the Evacuation Safe Zone.

If an employee/student is missing, a check is made with other employees from that area to determine where the missing employee might be. The names of missing personnel are reported to the Evacuation Coordinator.

Upon determining that one or more employees or contractors are missing, the Evacuation Coordinator notifies the EOC (Human Resources Coordinator) by radio, telephone, or by sending a runner. The Human Resources Coordinator notifies the Emergency Director of the suspected missing person(s) and determines if the external responders have located the individual(s).

## Procedure

If the evacuation is during nights, weekends or holidays, the Emergency Director or on duty police officer will assign personnel to the duties of the Evacuation Coordinator.

### **Visitor Check-Out Procedure**

Personnel who are responsible for visitors will escort their guest(s) to the appropriate Evacuation Safe Zone and remain with them. BCCC hosts are responsible for accounting to their supervisor for their guests and visitors. If a guest or visitor is missing, the Evacuation Coordinator notifies the EOC (Human Resources Coordinator).

If upon arrival at the Evacuation Safe Zone, a visitor desires to leave the site, approval is obtained from the Evacuation Coordinator. He/she will be instructed to leave the site via the safest Road.

### **Contractor Procedure**

Contractor employees will follow their evacuation plan which meets the requirement of this safety practice and is approved by the BCCC contact. Maintenance personnel should discuss the evacuation plan during the initial job setup process.

Upon arrival at the Evacuation Safe Zone, a contract employee representative shall notify their BCCC Contact of their evacuation status. The contractors shall report to their contractor Supervisor.

Contract Supervisors report every person accounted for and/or any missing personnel to the Evacuation Coordinator.

Contractors and their BCCC Contact shall determine evacuation transportation needs.

### **Transportation**

If it becomes necessary to transport employees, contractors, visitors, or guests to a community reception center or to their homes, the Emergency Director will arrange for buses or other means of transportation.

This request may be made through the Beaufort County Emergency Management Agency.

Possible sources of buses include the county school systems and onsite contractors.

### **Mobility-Impaired (Faculty, Staff, or Student)**

It is the responsibility of the mobility-impaired employee's dean or lead instructor to ensure that a designated employee working in that area assist in escorting the mobility-impaired employee during the evacuation.

If at all possible, mobility impaired employees shall evacuate to the same Assembly Area as the rest of the personnel in that division.

## Testing & Quality Control

Every employee will receive training on their Divisional Evacuation Plan the first day of work and any time the Division Evacuation Plan changes.

Annual Evacuation Plan refresher training shall be performed by all divisions.

Each division and contractors shall perform an annual evacuation drill.

The drill may be an actual drill or a table top drill.

Drills shall be documented on the attached Evacuation Drill form.

The area shall send evacuation drill forms to Campus Police and Campus Police shall maintain evacuation drill records for 2 years

## P. Security Procedures

The purpose of this procedure is to define the responsibilities and actions Campus Security performs in responding to an emergency at the BCCC Campus.

### OBJECTIVES:

The objectives of this procedure are to:

- Ensure a capability to protect vital BCCC property during an emergency.
- Ensure that the Campus Police force understands its role in responding to emergencies at BCCC.

### ASSUMPTIONS:

This procedure assumes all police officers are trained in emergency response.

### RESPONSIBILITIES:

*Campus Police* is responsible for coordinating emergency actions. It is also responsible for attempting to have someone at each access to secure the site during any actual or potential emergency. Chief, Campus Police provides proper training of its employees, participates in drills, and forwards suggestions for improvements to this procedure to the Vice President, Administrative Services and Emergency Director.

### PROCEDURE:

#### Level 1 Incident

It is assumed that Level 1 incidents can be handled by one or two personnel in the immediate area.

## **Level 2 Incident**

In the event of a Level 2 incident, the BCCC Campus Police will be notified to request assistance. The Police Officer on-duty will retrieve pertinent information about the incident (see Attachment 1):

The Police Officer activates this plan via telephone/radio, indicates location of the incident to the Emergency Director.

Police Officers will respond to the incident.

## **Level 3 Incident**

In the event of a Level 3 incident, the Police Officer on-duty will retrieve pertinent information about the incident (see Attachment 1).

The Security Officer activates this plan via telephone/radio, indicates location of the incident, and calls the Police Chief

Security Officers will respond to the incident.

The main entrance roads are then closed and access is limited to emergency response personnel who are needed at the scene of the incident.

The Police Chief notifies the Emergency Director of the incident, including the location, type of injuries/illnesses, and number of victims.

With a Level 3 incident, the Emergency Operations Center is automatically activated

## **Security Functions**

During an emergency situation, the Safety/Security Coordinator or the Emergency Director directs the closure of the main entrance roads to the BCCC Campus and allows only emergency response vehicles (police, fire, ambulance), clean-up crews, local, state and Federal officials (Health Department, North Carolina DEHNR, EPA, etc. who have been approved by the Emergency Director) and BCCC employees into the Campus.

Everyone entering the Campus shows proper identification (except uniformed members of the police, fire and ambulance).

All Federal, State and local regulatory (DEHNR, EPA, etc.) and emergency management personnel are asked to wait at the entrance points to be met by either the Environmental Coordinator or Safety/Security Coordinator.

The Building 8 Conference Room and Auditorium are used as a Media Briefing Center. All reporters and camera personnel are required to show proper identification upon

## Procedure

arrival at the entry points and are escorted to it, once the Media Briefing Center is opened and staffed.

BCCC Campus Police cooperates with the local and State Police in establishing perimeter control around the BCCC Campus.

Depending on the nature of the incident, a Security Officer may be needed in the media briefing center.

### **Communications**

Communications within the BCCC Campus are primarily by telephone, cell phone, radio, and the on campus notification system.

### **SPECIAL SITUATIONS:**

#### **Bomb Threat**

6.1.1. Procedures to follow in upon receipt of a bomb threat are outlined in this Plan.

#### **Civil Disorders**

If civil disorders or protests should take place in Beaufort County, Campus Police will provide increased surveillance of the perimeter at the Emergency Director's request. This may require requesting assistance from the Sheriff's Office.

If more security personnel are called in they may be placed at all entrances to the Campus.

#### **Terrorism**

Acts of terrorism against the BCCC Campus are a possibility. If there is any indication or hint of potential terrorist acts, additional security will be provided usually by external law enforcement agencies.

The Emergency Response Team will review communications and procedures in responding to bomb threats and fires.

#### **Sabotage**

Access to BCCC by vendors, contractors and other visitors is controlled by BCCC Police.

All senior staff and deans/supervisors will immediately report suspected acts of sabotage to Campus Police.

Police will notify the Emergency Director or Incident Commander.

Since the results of an act of sabotage are usually the same as those resulting from accidental events (i.e., fire, explosion, spill, etc.), appropriate response procedures will be performed.



**Q. EMERGENCY NOTIFICATION FORM**

**Date:**

**Time:**

**Call Received From:**

Name: \_\_\_\_\_ Tel.#: \_\_\_\_\_ Location: \_\_\_\_\_  
\_\_\_\_\_

**Nature of Emergency:**

Onsite \_\_\_\_\_ Spill Chemical Involved: \_\_\_\_\_ Quantity: \_\_\_\_\_

\_\_\_\_\_ Fire \_\_\_\_\_ Bomb Threat \_\_\_\_\_ Other: \_\_\_\_\_

\_\_\_\_\_ Medical If yes, # of injured \_\_\_\_\_ Type of  
Injury: \_\_\_\_\_

\_\_\_\_\_ Hurricane \_\_\_\_\_ Severe Storm \_\_\_\_\_ Tornado

Offsite \_\_\_\_\_ Spill Chemical Involved: \_\_\_\_\_ Quantity: \_\_\_\_\_

\_\_\_\_\_ Fire Other: \_\_\_\_\_

\_\_\_\_\_ Hurricane \_\_\_\_\_ Severe Storm \_\_\_\_\_ Tornado

**Assistance Required**

Can it be handled by two people? \_\_\_\_\_ Yes \_\_\_\_\_ No

Is offsite Fire Department support required? \_\_\_\_\_ Yes \_\_\_\_\_ No

Is ambulance Assistance required? \_\_\_\_\_ Yes \_\_\_\_\_ No

**Report Received by:** \_\_\_\_\_

**Comments:** \_\_\_\_\_  
\_\_\_\_\_

**Information Given To:**

Title \_\_\_\_\_ Yes \_\_\_\_\_ Time Given \_\_\_\_\_ Name of Person/Message \_\_\_\_\_

Emergency Director \_\_\_\_\_

Procedure

Incident Commander \_\_\_\_\_

Environmental Coordinator \_\_\_\_\_

VP, Admin Services \_\_\_\_\_



## R. DEALING WITH THE MEDIA PLAN

This procedure describes the emergency public information actions to be taken in response to an emergency at the BCCC Campus

### **POLICY:**

It is the policy of BCCC to keep its employees, students, the media, the community, and other key publics informed of situations and events which impact the plant. BCCC believes it is crucial for its own credibility to cooperate with the media to the extent that it does not interfere with personnel involved in emergency procedures or the safety of employees. This policy is best expressed in the Dealing with the Media Plan:

"BCCC believes it is responsible community citizenship to keep its employees, students, and the community informed of key issues that affect the Company's operation. It will be cordial with the news media and assist with factual information in a timely manner. It will not deceive or give false information to anyone."

"BCCC recognizes the news media is an important part of our community life and as a vital communication link between the company and its publics. BCCC will be open with the media to the extent it does not violate common rules to protect proprietary information."

### **OBJECTIVES:**

The objectives of this procedure are to:

- Ensure prompt dissemination of accurate information to the media during emergencies.
- Control the spread of rumors that may arise during an emergency.

### **ASSUMPTIONS:**

It is assumed that the Public Relations Coordinator will be responsible for all communication on behalf of the Campus, at the direction of the Emergency Director.

### **CONCEPT OF OPERATIONS:**

The role of the Public Relations Coordinator is fulfilled by the BCCC Public Relations Coordinator. Upon notification of a Level 3 emergency, he/she proceeds immediately to the BCCC EOC. He/she initiates media briefings and news releases and quells any unfounded rumors which may arise.

### **RESPONSIBILITIES:**

The *Public Relations Coordinator* (PRC) is responsible for the development of the necessary public information capabilities, to include: facilities, equipment, training for key personnel, and media releases. During the course of an emergency, the PCR prepares and disseminates appropriate media release; responds to media inquiries;

## Procedure

coordinates media briefings; monitors media reports about the emergency and informs the Emergency Management Group of media requests and stories.

The *Emergency Director* approves all media releases prior to their release. He/she serves as the only spokesperson for the BCCC Campus unless unavailable or he/she delegates this responsibility to someone else. If unavailable, the spokesperson role will be filled by, in order, the PRC, other Emergency Management Group (EMG) member.

*BCCC employees and students*, with the exception of the Emergency Director, are not to speak officially or unofficially with the news media, unless requested to do so by either the Emergency Director or his/her designee.



**PROCEDURE FOR DEALING WITH THE MEDIA:**

Whenever possible, the PRC upon approval of the Emergency Director, contacts the media (Attachment 1) with a statement about the emergency prior to the media contacting BCCC.

A Media Briefing Center (Primary location: Building 8 Auditorium/conference room; Secondary location: Building 12 conference Room) is established immediately upon the declaration of a Level 3 emergency action level. It may be set up for lesser emergencies at the discretion of the Emergency Director and/or PRC based upon media inquiries.

The physical components of the Media Briefing Center are described in Attachment 2.

The media is escorted to the Media Briefing Center by Police (or if additional support is necessary, by Administrative personnel summoned by Police Officers). Media representatives are not allowed to wander about unescorted. Appropriate safety equipment will be made available, if necessary.

The PRC reports to the Emergency Operations Center (EOC) or sends a designee to the Media Briefing Center to help control the media until the appropriate media spokesperson is available.

The PRC receives requests for information, answers basic questions about the media briefing center, and ensures that reporters do not leave the center unescorted.

After receiving information from the EOC, the PRC issues an initial media release providing background data on the BCCC Campus, the current emergency (event, cause [if known], number of injured people, actions taken to date) and prognosis, if fairly certain about the outcome of the situation. (Attachment 3)

All media releases are reviewed and approved by the Emergency Director prior to release.

The PRC establishes specific times for media briefings and updates.

The PRC provides college spokesperson(s) at each briefing to assure credibility and answer technical questions. (Attachment 4)

The names of any injured persons or fatalities are not to be released until the next-of-kin are notified. Before releasing the names of injured or deceased workers, the PRC notifies the appropriate hospital and tells them that BCCC is going to release the names. This allows the hospital to be prepared to answer questions from the media.

Information on any employee involved in situations should be limited to employee's name,

## Procedure

age, position at the college and years at the college. Other personal data should not be released without employee consent.

Media requests for authority to visit the emergency site and photo opportunities are honored, when deemed appropriate by the Emergency Director. The media are not to be exposed to dangerous conditions and are escorted to, during and from the emergency site by the division VP or Dean, a Police Officer, the PRC and/or personnel assigned by the PRC. Where possible, the "press pooling" technique is used to limit the number of people in the hazardous area and yet allow full coverage to all news organizations.

The switchboard is provided with a standard reply they can give to any caller. The switchboard forwards all calls from the media and the next-of-kin to the PRC in the EOC. If the Emergency Director or PRC is unavailable, the Switchboard will log calls from radio and other call-in media, creating a media list for return calls by the PRC as soon as possible.

Employees who were involved in responding heroically to the incident are allowed to be interviewed (if willing) by the media in a controlled atmosphere and location.

As appropriate, the release of information is coordinated with the local and state officials in charge of the emergency.

Copies of all media releases are provided (faxed or emailed) to County Government.

Specific media releases for the general public living and working near BCCC are issued.

The PRC monitors the reports being made by the news media over television and radio for false or misleading information and uses other means to determine misleading or uninformed statements by political leaders or regulators.

The PRC periodically briefs the EMG about what the media is reporting, the requests of the news media, and the type of information that needs to be released.

The PRC maintains a log and keeps a copy of all information given to the media.

Upon dispersal of the media, the PRC, together with the EMG, will design a next-day update statement for inquiring media, and prepare a written update for County Government.

### **PROCEDURES FOR COMMUNICATING WITH EMPLOYEES:**

The same incident specific information being given to the news media, is given to all employees and students to reduce rumors.

Senior Staff, deans, and supervisors will report to the EMG on word of mouth conversation about an incident among employees and community.

## Procedure

The EMG determines which, if not all, internal communication means are to be used, including but not limited to the following:

- Through deans & supervisors in employee group meetings.
- Through bulletin board notices.
- Through student meetings with message direct from Emergency Director.
- Through memos sent to employees and students on campus
- Through campus website
- Through email messages

### **PROCEDURES FOR COMMUNICATING TO COMMUNITY AND POLITICAL LEADERS:**

In coordination with the Emergency Director and the Incident Commander, the PRC determines if communication with community and political leaders is necessary. If necessary, the PRC, in consultation with those noted above, may organize one or more of the following methods:

- Invitation to a briefing for key local, state, and federal officials, which is done by the Emergency Director.
- In person visit to leaders' office
- By personal letter
- Via email or news media

**S. NEWS MEDIA CONTACTS**

<b>Name</b>	<b>Telephone Number</b>
Television:	
WITN (Washington)	252-439-7777
WNCT (Greenville)	252-355-8542
WCTI (New Bern)	252-638-1212
Radio:	
WCZI	252-946-9898
WDLX/WRRF	252-946-2162
WTOW	252-946-1016
WNCT 107.9	252-757-0011
Newspaper:	
Washington Daily News	252-946-2144
Greenville Daily Reflector	252-329-9500
Raleigh News & Observer	919-829-4520
New Bern Sun Journal	252-638-8101

## T. MEDIA BRIEFING CENTER CHECKLIST

Podium with BCCC name and logo.

Chairs and tables for media representatives.

Telephones:

Have 2 Accessible Open lines for the media to utilize.

Private line for use of BCCC staff.

Electrical outlets.

Overhead projector for briefings.

Boards for mounting displays or charts.

Reproduction copying machine.

Coffee, tea, and soft drinks. If appropriate, donuts and sandwiches.

Office supplies - paper, pens, stapler, tape, etc.

Fax machine.

Basic site plans of BCCC Campus.

Microphone and public address system.

Videotape recorder and play back machine.

Copies of each news release.

Descriptions (MSDSs) of the chemicals/solvents involved in the emergency

## U. SAMPLE PRESS RELEASE:

REMEMBER YOUR AUDIENCE: THE PRESS, EMPLOYEES, STUDENTS, GOVERNMENTAL OFFICIALS, SUPPLIERS, CUSTOMERS, FAMILIES OF VICTIMS, AND THE VICTIMS THEMSELVES.

News releases are issued on news release letterhead. They are to be concise, accurate in content, and of professional journalistic caliber. Speed is often the essence, and neatness can be sacrificed at times. Time pressure may dictate that copies of a release be reproduced on a photocopier or dictated over the telephone to major newspapers or the wire services.

A word of caution: swiftness is vital, but falsehoods and inaccuracies can be deadly. Be sure that the information in your release is accurate and true. Check and recheck your information.

The releases answer the basic questions:

- Who is involved?                      • What is taking place?
- Where did it happen? •      When did it happen?
- How did it happen? •              Why did it happen?

A good media release includes all these salient points in the first couple of paragraphs. The balance of the release provides the details. Requirements for release:

- Date/Time of release
- Headliner
- Where the news release is being made from

All pertinent facts of the story appear in the first paragraphs.

- Who • What
- Where • When
- Why • How

Give a contact name and telephone number to call for further information.

**EXAMPLE:**

**BCCC NEWS RELEASE**

**FOR IMMEDIATE RELEASE**

OCTOBER 7, 1901 at 2:00 pm

**FIRE AT BEAUFORT COUNTY COMMUNITY COLLEGE IN WASHINGTON NC**

Washington, NC.-- Today, a fire destroyed the Building\_\_\_ at the BCCC Campus in Washington, NC. Two people were injured in the fire which swept through the building at 10:30 am.

Fire officials are investigating the cause of the blaze, but have announced no findings yet. Clean up operations are scheduled to begin tomorrow, according to Mr/Ms/Dr. \_\_\_\_, a spokesman for the college.

Names of the employees/students injured in the incident have been withheld pending notification of their families.

FOR FURTHER INFORMATION CONTACT: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## V. TYPICAL QUESTIONS FROM THE MEDIA

During emergencies, be prepared to respond to questions about the following:

### 1. Casualties

- a. Number killed or injured.
- b. Number who escaped.
- c. Nature of the injuries received.
- d. Care given to the injured.
- e. Disposition of the dead.
- f. Prominence of anyone who was killed, injured or escaped.
- g. How escape was handicapped or cut off.

### 2. Property Damage

- a. Estimated value of loss.
- b. Description - kind of building, etc.
- c. Other property threatened.
- d. Insurance protection.

### 3. Causes

- a. Testimony of key responders, e.g. Emergency Operations Group, fire, police, etc.
- b. Testimony of witnesses.
- c. How emergency was discovered.
  - c. Who sounded the alarm.
  - d. Who summoned aid.
  - e. Previous indications of danger.

### 4. Rescue and Relief

- a. The number engaged in rescue and relief operations.

## Procedure

- b. Acts of heroism.
- c. Equipment used.
- d. Handicaps to rescue.
- e. Care of destitute and homeless.
- f. How the emergency was prevented from spreading.
- g. How property was saved.

### 5. Descriptions of the Crisis or Disaster

- a. Spread of the emergency.
- b. Blasts and explosions.
- c. Attempts at escape or rescue.
- d. Duration.
- e. Collapse of structures.

f. Extent of spill.

### 6. Accompanying Incidents

- a. Number of spectators - spectator attitudes and crowd control.
- b. Unusual happenings.
- c. Anxiety, stress of families, survivors, etc.
- d. Crimes or violence.

### 7. Legal Actions

- a. Inquests, Coroner's reports.
- b. Police follow-up.
- c. Professional negligence, or inaction.
- d. Suits stemming from the incident.

## **W. Special Notifications and Fatality Procedure**

### **INTRODUCTION:**

One of the most important tasks in any emergency situation is dealing with the families of employees and students who have been seriously or fatally injured. As an organization, BCCC will be judged on their actions as well as any statements made to family members. Under **no** circumstances, would it be acceptable for an employee's family to learn from a non BCCC source (such as a newspaper, radio, or television reporter asking the family for a comment) that a loved one has died or been seriously injured in a BCCC emergency. Emergency notification of an employee's family will always be conducted prior to disclosure of names of the employees involved in the incident to the media.

### **PURPOSE:**

The purpose of this procedure is to ensure that the immediate family of employees who have been seriously or fatally injured are promptly notified and helped throughout the difficult period following notification.

### **OBJECTIVES:**

- Prompt notification to the immediate family members of employees that have been seriously or fatally injured.
- Withhold the names of the employees from the media until notifications have been made.

### **RESPONSIBILITIES:**

The BCCC President; a Human Resources representative; and the employee's immediate supervisor shall notify the immediate family of the employee.

The VP, Administrative Services shall notify OSHA, within the specified time period and file all necessary reports.

The Director, Human Resources shall notify college legal representatives within the specified time period.

The Manager, Public Relations shall release the name(s) of the injured or any fatalities only after notifications to family members and hospital officials have been completed.

### **PROCEDURES:**

#### **In event of a fatality or serious injury:**

1. The employee's immediate supervisor; BCCC President; and a Human Resources representative shall immediately notify the family in person.

**BCCC representatives making notifications to the employee's immediate family must:**

- Present a neat appearance.
- Call on the family only after receiving confirmation of injury status or fatality.
- Make the visit as inconspicuous as possible.
- Be natural in speech and manner while delivering the news.
- Furnish the employee's immediate family with a brief, factual statement of who, what, where, when, and how the death or injury occurred.
- Never speculate. Clear all briefing information with legal counsel, security, medical personnel, and others as appropriate.
- Be alert to adverse reactions. If severe adverse reactions are expected, contact local clergy or a physician. If a family clergy or physician is not available, have one affiliated with BCCC aid in making the notification.
- Make yourself available and helpful to the family.
- Inform the employee's immediate family where the employee was taken for treatment.
- In the event that the employee's immediate family cannot be located, careful solicitation of information concerning the family's whereabouts from neighbors, friends, clergy, and others should be performed without divulging the nature of your visit.

**BCCC representatives making notifications to the employee's immediate family must NOT:**

- Make the notification over the phone.
- Make an appointment to see the family.
- Possess handheld notes when talking with the family.
- Divulge the message to anyone except the employee's immediate family.
- Speak hurriedly, or make gestures that could be misconstrued as a manifestation of being too sympathetic.
- Touch family members in any manner unless there is extreme shock, fainting, or you need to render aid.

3. In the event of a fatality, the Human Resources Department representative shall assist the family in funeral arrangements, and shall attend the funeral.

4. In the event of a fatality, the Director, Human Resources shall send a letter of sympathy to the immediate family signed by the President, BCCC or a senior staff designee..

5. The Director, Human Resources, or his/her designee, shall contact the employee's immediate family to explain benefits.

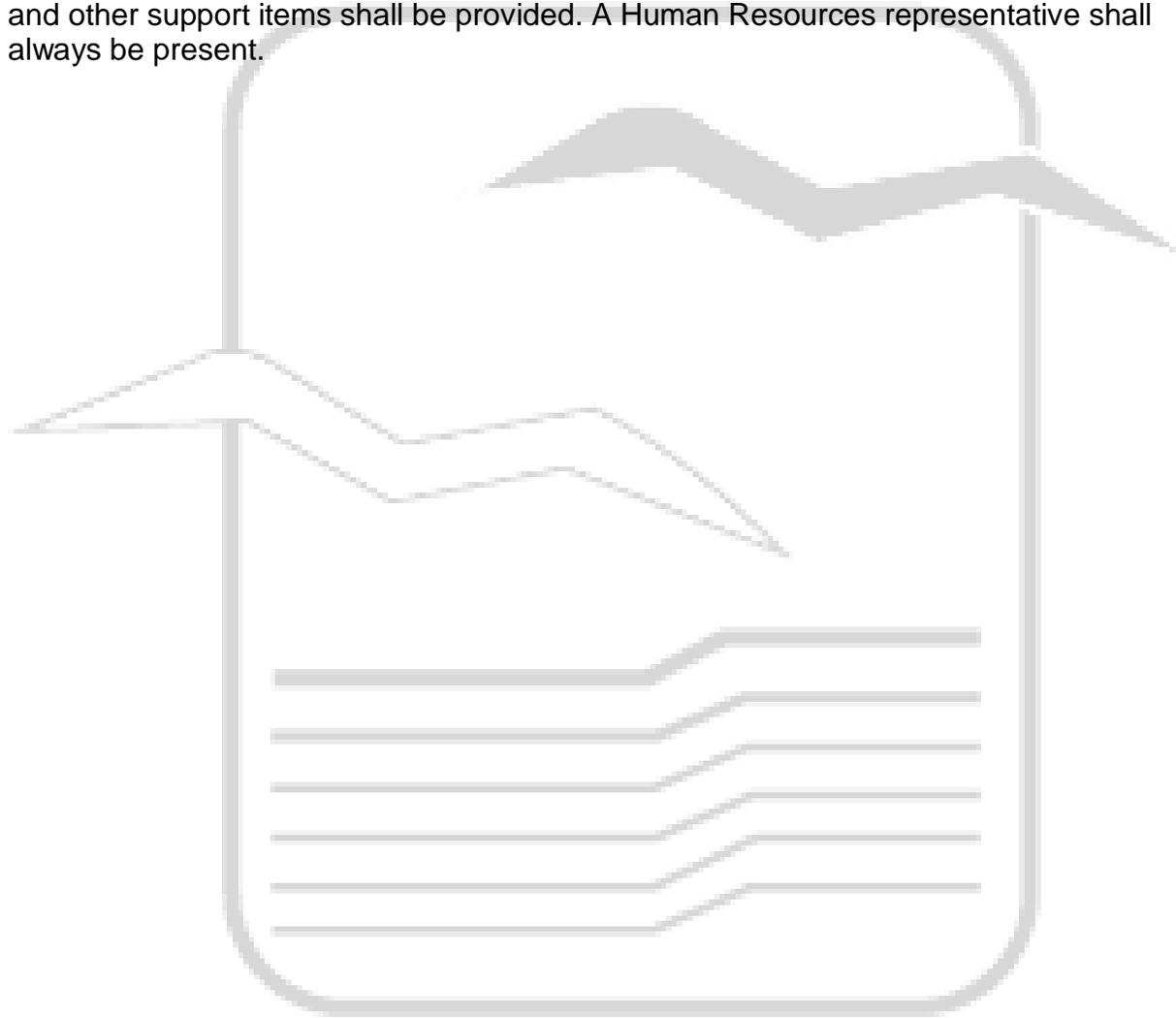
6. The Director, Human Resources, or his/her designee shall arrange for counseling, as necessary, for the employee's immediate family and affected employees.

## Procedure

7. The Public Relations Coordinator shall deal with the media and individuals wishing to visit the site. The Media Briefing Center shall handle initial inquiries from friends of workers.

Additional inquiries may be referred to the appropriate supervisor, as necessary.

8. In coordination with the Emergency Director, a separate location shall be established where the immediate family members of injured or deceased employees can gather, if necessary. It is vital that these individuals be given top priority assistance and support. Possible locations include the Lecture Halls in Building 9. Refreshments, telephones, and other support items shall be provided. A Human Resources representative shall always be present.



## W. HURRICANE PROCEDURE

### INTRODUCTION

Tropical storms and hurricanes that may affect our area are most commonly generated in the North Atlantic and Caribbean during the months of July through October. A large storm will measure several hundred miles across. The winds blow around the center in a counter-clockwise direction. The center of the storm travels from ten to thirty miles an hour, much less swiftly than the winds that whirl around it. Generally, the center moves slowly westward but as the hurricane grows in size and strength; it often picks up speed and moves north. After the storm reaches cooler air, it begins to turn eastward. One to two storms per year can occur that have the potential to cause some destruction along the eastern coast. The hurricane center (or eye) is a calm area, up to twenty miles across, that has little wind and is relatively clear. After the center of the storm has passed, the wind will change direction and may last for several hours accompanied by heavy rainfall. It is important that personnel are aware of this storm characteristic and control their activities accordingly.

### PURPOSE

This plan has been prepared to minimize the effect that tropical storms have on the BCCC operation and to reduce the exposure of personnel and equipment to the forces of these storms.

### SCOPE

The hurricane is a natural disaster that will be covered outside the emergency control plan for the following reasons:

- Modern methods of tracking hurricanes allow time for proper planning to protect the plant.
- The probability of a hurricane passing through the Washington area is relatively high due to its geographic location. The potential for property loss could be great.
- The structures on the campus are designed to withstand the forces of 100-mile-per-hour winds.
- In the event a hurricane caused a severe problem, the Emergency Action Plan would be implemented as necessary.

## **ACTIONS REQUIRED DURING DIFFERENT CONDITIONS**

The hurricane conditions are based on predictions by the National Weather Service and serve to describe the time interval remaining before hurricane force winds are possible in the Washington area.

Listed below are the hurricane threat conditions:

### ***CONDITION ONE***

An alert condition that is automatically set on June 1 which remains in effect through November 30.

### ***CONDITION TWO***

An alert condition in which hurricane force winds is possible within 72 hours. The BCCC Police Department will start plotting the hurricane map and notify division heads.

The BCCC Police Department will review emergency communications and equipment needs.

The Director, Campus Operations will initiate plant-wide housekeeping pickup.

The Maintenance Director will assure that all unnecessary scaffolding is removed from the campus

The Purchasing Coordinator will assure adequate stores supplies.

Each Supervisor will prepare a job list to secure his/her respective locations. This list should include any drainage problems.

The Maintenance Director and Director, Campus Operations will review any construction work that is in progress and determine its storm worthiness.

### ***CONDITION THREE***

A readiness condition in which hurricane force winds is possible within 48 hours.

The BCCC President will assemble the division heads for a report on the status of the storm and of storm preparations that have been performed.

The BCCC President will establish an action plan.

## Procedure

The Purchasing Coordinator will obtain any necessary supplies.

The BCCC Police Department will maintain adequate communications with the public agencies and campus personnel.

All divisions will continue efforts in securing the campus facilities for the storm. All loose items must be removed.

Under the instructions of the EMG, operating plan will be carried out as dictated by the direction, speed and intensity of the storm.

The Maintenance Director will arrange for all entrances and exits to buildings to be sandbagged. Additional sand bags will be provided to assure an adequate amount to prohibit water entrance into these critical areas.

The Director, Campus Operations will contact a structural engineer and confirm his or her availability post hurricane; for damage assessment

### ***CONDITION FOUR***

A warning condition in which hurricane force winds is possible within 24 hours.

The BCCC President will assemble division heads for a status report of the storm plans.

The BCCC Police Department will maintain the hurricane plot plan.

All divisions will complete all work necessary for securing the plant.

All Division Heads will review shutdown plans.

The BCCC Police Department will maintain communications with all division heads and the public agencies.

The EOC will be activated.

### ***CONDITION FIVE***

A danger condition in which hurricane-force winds are possible within 12 hours.

The BCCC President will assemble the division heads for a status report of plans and preparations and will determine when to shut down the college.

Decisions to be made:

- When to secure construction or similar work.
- When to release clerical, office and non-essential personnel.
- When to release non-essential maintenance personnel.
- Review campus shutdown progress and update schedule.

## Procedure

- Each division head should be prepared to report to the Human Resources, as to whom will remain on campus during the storm.
- When to establish the Command Center.

Prepare message via email advising employees and students when they will be released and how they will be notified to return to work and classes.

The BCCC President will release personnel as soon as possible.

### ***STORM IN THE WASHINGTON AREA***

Overall direction and communications will be carried out from the EOC.

The EOC will maintain a record of all personnel on the plant site.

### ***STAFFING THE PLANT DURING THE STORM***

Campus Senior Staff will make the decision as to whom will remain on campus during the storm, if any.

Campus Senior Staff will provide all personnel that are required to be on plant during the Storm adequate time to assure the safety and well-being of their families and homes prior to reporting to the college to ride out the storm.

### ***STAFFING AFTER THE STORM***

The Director, Campus Operations will assess the damage and prepare a plan for each building and/or area. The division heads will re-establish staffing as required.

#### **References**

**Legal References:** *OSHA 29 CFR 1910.38*

**SACSCOC References:** *CS 3.11.2*

**Cross References:**

#### **History**

**Senior Staff Review/Approval Dates:** *11/9/2015*

**Board of Trustees Review/Approval Dates:** *Enter date(s) here*

**Implementation Dates:** *11/9/2015*