



EMERGENCY OPERATIONS PLAN

Introduction

This plan establishes a framework for emergency management activities that will: prevent or reduce the negative impacts of emergencies and disasters; reduce vulnerability to emergencies and disasters; aide and protect CVCC community members from the effects of emergencies and disasters; and allow for an efficient, effective response. This purpose of this document is to supplement, not replace the CVCC Emergency Guidebook.

Purpose

This Emergency Operations Plan (EOP) is designed to protect lives and preserve property by working to prevent or lessen the negative impacts of emergencies or disasters. This plan has been developed as a comprehensive, all-hazards plan to aide in planning, preparing, responding to and recovering from natural, man-made and technological disasters. Trained staff can be activated during emergencies or disasters for the following purposes:

- To provide for the continuity of operations at CVCC.
- To clearly identify and define the roles and responsibilities of those who respond to emergencies or disasters.
- To coordinate the CVCC emergency response operations.
- To collect, analyze and document information pertaining to the status of an emergency or disaster, as well as damage assessment information for the impacted areas of CVCC.
- To act as a liaison between CVCC and outside jurisdictions and agencies.
- To establish and provide emergency communications to the CVCC community and stakeholders.
- To manage disaster recovery programs and after-action information.
- To create and maintain contingency plans for hazard specific risks and vulnerabilities, and support mitigation efforts to build a disaster resistant college.

Situations and Assumptions

Situations:

The college has identified hazards that have the potential to disrupt the daily operations of CVCC and/or result in personal injury, casualties, and/or significant property damage.

Assumptions:

It is recognized that assistance from surrounding jurisdictions and agencies may be needed when an emergency or disaster exceeds the capabilities of CVCC to respond and/or recover.

Operational Objectives

The objectives of this EOP are as follows:

- Provide clear guidelines for the most vital functions and departments during an emergency or disaster.
- Establish a short, concise plan that is easy-to-follow and allows users to rapidly determine their responsibilities and primary objectives.
- Provide a method of coordinating and linking information and processes into a unified response that is effective and efficient, and places all departments into the same emergency response process.
- Determine the level of activation and response needed for an emergency or disaster through clearly defined guidelines.
- Ensure that the resources of CVCC are being used in the most effective and efficient manner to implement an effective response and recovery operation.
- Provide a means to collect emergency or disaster information for notification, public information, documentation and post-incident analysis and reports.
- Provide a basis for training the CVCC community on emergency preparedness and response activities.

Concept of Operations

1. Phases of Emergency Management

- **Preparedness:** Preparedness activities work to enhance the ability of individuals to respond and recover from an emergency or disaster situation. These activities take place prior to an emergency or disaster occurring. They include areas such as community awareness, planning (which includes data gathering and analysis), training, exercises, and education.
- **Mitigation:** Mitigation activities work to either prevent or lessen the impact(s) of an emergency or disaster on a community. Mitigation activities may range from flood plain management to building code enforcement.
- **Response:** Response activities address the immediate and short-term effects of an emergency or disaster. These activities work to reduce personal injuries, casualties, damage to property, and reduce recovery time. Response activities include coordinating resources, evacuation, warning, and other related operations.
- **Recovery:** Recovery activities relate to restoring operations and the community to conditions that were present prior to the emergency or disaster. Short-term recovery goals may include re-establishing or maintaining critical functions. Long-term recovery goals include rebuilding infrastructure and establishing pre-disaster conditions. This process could continue for several years.

2. Overall Responsibilities

- The president, president's designee, Director of Staff for Safety, Security and Health or the designee of the Director of Staff for Safety, Security and Health may determine that an emergency or disaster situation exists that affects all or part of the college.
- Although each situation is different, an emergency or disaster situation typically exists when:
- Conditions on or within the vicinity of the campus resulting from natural or manmade disasters, a civil disorder, or other disruptive event poses a threat of injury to persons or property.
- Non-routine measures are required to avert, alleviate, or repair damage to college property, to protect the health or safety of persons on college property, or to maintain the orderly operation of the campus.

3. During an emergency or disaster, the College shall place into immediate effect the appropriate procedures designed to safeguard persons, property, and maintain order.

4. During some emergencies or disasters, members of the administration, faculty, staff, and emergency personnel will be authorized to be on campus. Those who cannot provide proper identification proving their

legitimate business on campus will be directed to leave.

5. During some emergencies or disasters, only critical and/or essential employees may be permitted on campus. Those determined not to be critical or essential, and/or cannot provide proper identification will be directed to leave the campus(es).

6. During some emergencies or disasters, the president, or president's designee, may determine it necessary to issue an evacuation order for campus.

7. The president or designee may, if necessary, issue a Proclamation of a Campus State of Emergency under the following conditions:

- When a significant emergency or disaster is anticipated to or has already impacted the College;
- The incident immediately requires extraordinary measures to avert, alleviate, or repair damage to college property, to protect the health or safety of persons on college property, or to maintain the orderly operation of the campus.
- When a Proclamation of a Campus State of Emergency has been issued, certain actions may be automatically prompted to reasonably ensure life safety and provide immediately required services.

Actions may include:

- Institution of a college curfew
- Restricted access to campus
- Campus evacuation
- Change in fiscal procedures
- Change in personnel assignments
- Mandatory activation of coordination facilities
- Ability to utilize appropriate college space to accomplish incident response objectives

8. Once a Proclamation of a Campus State of Emergency has been issued, only the President or designee can issue a proclamation ending the campus state of emergency, and shall do so as soon as the situation is deemed under control and there is no longer a need.

9. The President, Director of Staff for Safety, Security and Health, or designee may activate the Emergency Operations Plan (EOP) and Emergency Operations Center (EOC) in part or in whole as necessitated by the emergency or disaster situation.

10. The College is responsible for emergency response operations directed by CVCC to the campus community in order to protect life and property from the respective emergency or disaster. This includes response activities from the College, ensuring that communication and coordination with local agencies is established and maintained, and directing available college resources to the response operation as needed.

11. The College will provide timely, accurate, and pertinent information about the emergency or disaster to CVCC stakeholders.

12. Each campus building shall develop and maintain a Building Emergency Team member.

13. It is campus policy to maintain a state of readiness for emergencies of any size. Emergency response and support departments are expected to maintain a state of readiness to cope with the impacts of all types of emergencies and to prepare accordingly.

Organization and Assignment of Responsibilities

1. Emergency Operations Center (EOC)

The EOC will be opened and operated in the following location(s):

- A. Primary Location – Instructional Conference Room
- B. Secondary Location – Cuyler A. Dunbar building, room 115

Other locations will be determined at the time of the incident on an as needed basis by the President

and/or Director of Safety, Security and Health and will be based on the event and sustainability of existing facilities.

2. Emergency Action Contact List

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3. College Responsibilities

All Departments identified in the EOP will:

- Ensure that the appropriate personnel are trained to the proper level of National Incident Management System (NIMS).
- Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
- Establish and maintain a system of tracking expenses and resources utilized during response and recovery operations.
- Operate within the scope of NIMS as directed by the Incident Commander.
- Provide personnel to the EOC when activated and requested.
- Provide regular up-dates and situational information to the EOC.
- Participate in exercises when requested.

4. Administration and Logistics

Continuity of College Operations

- The College has an established succession of authority.
- Provisions should be made to ensure the protection of vital College records. The provisions will be outlined by departments identified as having vital College records.
- Each unit/department should develop a Continuity of Operations Plan (COP).

Direction and Control

- The official responsible for overall emergency management activities is the President of CVCC, or the President's designee. This person provides overall direction and control, and has the authority to make all final decisions.
- The NIMS will be utilized to ensure an organized and coordinated response effort.

Services and Resources

- An emergency or disaster situation may place great demands on College services and resources. Priority will be given to the most critical or essential needs first. The College will commit all available resources to the emergency or disaster situation, as needed. If the situation exceeds the capabilities of the College to respond, or if it is otherwise deemed necessary, the President, President's designee, Director of Safety, Security and Health, or designated official may request resources outside of the college.
- Detailed records of emergency or disaster related expenditures shall be kept by all departments responding to the event for possible reimbursement after the incident. Departments shall operate under the expectation that all costs will be covered by the individual department. This shall also include personnel work hours and over-time. Information shall be reported in a timely manner. Failure to comply may result in the loss of eligibility to receive financial reimbursements if available.

5. Planning and Operations

College Involvement

- This EOP will be continuously reviewed and revised as necessary.
- Parts of the EOP will be exercised at least once per year on a formal basis.
- Vice presidents, deans, directors, and department heads, have overall responsibility for maintaining assigned facilities as safe workplaces.

Government and Partnering Agencies Involvement - Local agencies may be called upon during emergencies to provide assistance to the College community. It is imperative that outside agencies to the

college be involved with planning, training, and exercising activities. Efforts will be made to involve these agencies in planning and exercise activities.

6. Actual Evacuation

In the event of an emergency, it may become necessary to evacuate one or more of our buildings. If this happens the evacuation will be communicated over the mass notification system and or fire alarm. In the event of the following events, evacuation will not be initiated:

- Civil Disorder
- Chemical Spill outside of the facility
- Severe Weather
- Earthquake
- Other Lock Down of Facility

Rally points have been established for all evacuations routes and procedures. Each faculty member or supervisor is responsible for reporting to his or her supervisor so that an accurate head count of staff/students can occur.

Emergency Medical Services and other Emergency Personnel will coordinate all rescue activities once they arrive.

In the event that we need to evacuate the campus, we do realize that there will be staff and students who have special needs in regards to transportation. Arrangements to meet these needs have been made with Greenway Public Transportation. Greenway Public Transportation Dispatch can be contacted at (828) 465-7642. Patti Foster Nelson can also be contacted at (828) 310-2315 or (828) 465-7641. Camille Sterling, Executive Director of Greenway Public Transportation can also be contacted at (828) 465-7642.

7. Natural Events

Snow and Ice Events

Severe winter weather could affect our organization, therefore the procedure below has been included.

Maintenance employees will address weather related issues at the direction of the Director of Facility Services.

The closing of the College due to inclement weather is the responsibility of the College President or designee based on input from staff.

Closing and delays will be announced using the following methods:

- Mass Communication System
- College Website
- CVCC phone line (828) 327-7000
- Text messages to registered members
- Social Media
- My CVCC Portal
- CVCC email

Earthquakes

Earthquakes are a possibility in our area. Below are a number of earthquake specific safety procedures:

- In the event of an earthquake the following safe locations in buildings have been identified: move to an interior hallway or restroom.
- In the event of an earthquake, it may be advisable to turn off certain utilities. The employee responsible for assessing the utilities and making a decision to shut them down is the Director of Facility Services or designee

Building occupants should take refuge beneath a desk or table. If that is not possible, then occupants should move toward an inside wall away from items that could fall and injure them such as bookcases, vending machines, lighting, and other fixtures.

If employees are outdoors, they should move away from buildings, radio towers, light poles, and overhead utility lines. In a high-rise building, do not use elevators.

In the event of an earthquake that causes structural damages, partial structure collapse, or total collapse, care must be taken to ensure that all occupants of the site are safe.

If an earthquake should occur that causes structural damage or collapse to a portion of the building, the facility manager must perform a building assessment. If the Director of Facility Services does not have the expertise to perform this assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, an architectural or engineering firm to complete this assessment.

If the earthquake causes damage to the building, care should be taken to ensure the safe operation of utilities. If utility lines have been compromised, they must be turned off. The employee responsible for making sure the utility is shut off is the Director of Facility Services or designee.

Fire

Fire could occur in any building or location: therefore, fire protection is an important part of our emergency action plan.

If smoke or fire is discovered anywhere on College grounds or in facilities:

- Pull the nearest fire alarm and call 911.
- Warn others as you leave.
- Move away from the area as directed in the evacuation plan.
- Do not use elevators. Use stairways to leave the building.
- Do not attempt to retrieve valuables.
- If you have someone in your area who is hearing impaired, sight impaired or mobility impaired, insure that the person is assisted from the building as necessary.
- Feel doors before opening. If the door is hot, DO NOT OPEN. Close doors and windows as you leave if safe to do so.
- Notify emergency responders of anyone trapped or any special conditions in the building.
- Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles.

Never attempt to fight a fire larger than a wastebasket size. Even a small fire can generate enough smoke to cause serious injury. Always stay between the fire and an exit.

Do not reenter the building once you have exited. If you are trapped, stay low to the floor as you try to exit. Do not open any doors that feel hot. Use wet towels or clothes to protect you from flames and smoke.

If a fire should occur that causes structural damage or collapse to a portion of the building, the facility manager must perform a building assessment. If the Director of Facility Services does not have the expertise to perform this assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, an architectural or engineering firm to complete this assessment.

In the event of a fire that causes structural damage care must be taken to ensure that employees, contractors and other visitors to the site are safe.

In the event of a fire, it may be advisable to turn off certain utilities. The employee responsible for assessing the utilities and making a decision to shut them down and is the Director of Facility Services or designee.

Elevator Failure

If you are in an elevator that stops between floors or the doors will not open, use the elevator phone or alarm button to call for help.

Never attempt to pry open the doors or overhead hatch of a stopped elevator, such actions by unskilled personnel may result in injury or death. Specially trained elevator mechanics will take care of the problem.

Elevators will be checked for occupants by BET members that are assigned to each building during power failures and/or emergency situations.

Floods

Floods can occur in our area and could negatively affect our organization. Floodwaters cannot always be controlled, but adequate flood insurance coverage can be maintained.

A proactive approach to floods is important. Use the following procedures:

- Disconnect appliances and equipment as water rises
- Move valuables to higher area
- Use water pumps to displace water
- Dehumidify the building after water has receded

In the event of a flood that causes structural damage, care must be taken to ensure that employees, contractors, and other visitors to the site are safe.

If a flood should occur that causes structural damage or collapse to a portion of the building, the Director of Facility Services must perform a building assessment. If the Director of Facility Services does not have the expertise to perform this assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, an architectural or engineering firm to complete this assessment.

In the event of a flood, it is understood that it may be advisable to turn off certain utilities. The employee responsible for assessing the utilities and making a decision to shut them down is the Director of Facility Services or designee.

Hurricanes/Severe Storms

In the event of a hurricane or severe storm that causes structural damage, care must be taken to ensure that employees, contractors, and other visitors to the site are safe.

If a hurricane or severe storm should occur that causes structural damage or collapse to a portion of the building, the facility manager must perform a building assessment. If the Director of Facility Services does not have the expertise to perform this assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, an architectural or engineering firm to complete this assessment.

In the event of a hurricane or severe storm, it may be advisable to turn off certain utilities. The employee responsible for assessing the utilities and making a decision to shut them down and is the Director of Facility Services or designee.

Tornadoes

Tornadoes could occur in this area; therefore, we have established a number of tornado-specific emergency procedures.

If information is received from a credible source that a tornado warning has been issued or a tornado spotted, a shelter-in-place order will be given using the mass notification system.

In the event of a tornado strike, employees will stay away from windows and doors. Employees will go to a safe area of the building such as an interior hallway or basement. Occupants of the campus will wait for an all clear to be given over the mass emergency notification system before leaving the area that they have sheltered in place.

In the event of a tornado that causes structural damage, care must be taken to ensure that employees, contractors, and other visitors to the site are safe.

If a tornado should occur that causes structural damage or collapse to a portion of the building, the Director of Facility Services must perform a building assessment. If the Director of Facility Services does not have the expertise to perform this assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, an architectural or engineering firm to complete this assessment.

In the event of a tornado, it may be advisable to turn off certain utilities. The employee responsible for assessing the utilities and making a decision to shut them down and is the Director of Facility Services or designee.

Non-Natural Events

Weather-related and other natural events are not the only events to be concerned with. A number of non-natural events could also occur, so these will be addressed in this section of our Emergency Operation Plan.

Bomb Threat

If faced with a bomb threat we have three basic options: Ignore the threat, evacuate, immediately or search for the bomb and evacuate if necessary. Our decision as to which option we select will depend on a number of factors including:

Ignore the threat- The threat lacks credibility.

Evacuate immediately- The threat is very credible. A bomb or other device has been located.

Search for the bomb and evacuate if necessary- The threat seems credible.

All evacuations will be conducted using a mass notification system.

Notify 911 immediately to give any available information to emergency responders. An Emergency Operations Center will be set up outside of the affected area.

Cell phones in the affected area should be turned off, fire alarms should not be activated. Suspicious packages should not be touched.

The person taking the call should adhere to the following procedure:

- Remain Calm stay on the line. Take as much information as possible from the caller.
- Observe the caller ID in an attempt to get the phone number the call is being placed from and listen for any background noise.
- Ask the caller questions such as (note the response as detailed as possible):
 - When will the bomb explode?
 - What kind of bomb is it?
 - What will cause the bomb to explode?
 - Where is the bomb located at now?
 - What does the bomb look like?
 - Did you place the bomb?
 - If you did not place the bomb, then who did?
 - What is your name?
 - What is your address?

Loss of Utility

An extended loss of utility could adversely affect our organization. Loss of utility might include electricity, water or sewer.

If a loss of utility occurs a decision will be made by the President or designee with input from the Director of Facility Services and/or Personnel whether business will continue.

Medical Emergencies

A medical emergency could affect our organization and our employees in a negative way; therefore, plans have been put in place to address certain medical procedures.

The closest hospital facility is Catawba Valley Medical Center and the emergency response time is estimated to less than 6 minutes.

Do not move a seriously injured person unless there is life threatening injuries. Call 911. Render any first aid you are trained to perform until medical personnel arrives, and keep the victim as calm and comfortable as

possible.

Do not come into contact with blood or any other body fluids due to the risk of exposure to blood borne pathogens. Do not attempt to clean up a blood/bodily-fluid spill unless you are properly trained and equipped.

Chemical and Biological Concerns

Although not likely, the threat of chemical or biological concerns must be addressed in our organization. This is especially true in the event we receive mail that was tainted with biological agents. In the event of receipt of a suspicious package the employee handling the package would immediately seal or cover the package.

Next, all employees would leave the room, if possible lock it. If locking the room is not possible, the employees will post a sign warning not to enter. The package and the area it is stored must be quarantined.

All employees that came in contact with the package or were in the general vicinity of the package must immediately wash their hands with soap and water.

A list of people who were in the area and possibly exposed will be developed and given to authorities.

Next, the employees in the affected area would notify the Director of Staff for Safety, Security and Health or designate, local police department and the County Emergency Management.

The Center of Disease Control Emergency Response Hotline can be called 24 hours a day at (770) 488-7100.

Chemical Spills and Contamination

There is a risk that a chemical spill could affect our organization.

In the event of a chemical spill, employees must take certain precautions such as building evacuation or instructions to shelter-in-place.

If a decision is made instructing employees to shelter in-place, employees must not attempt to leave the building. It has been determined that the chemical has been released and exposure is likely to occur if you leave the protective confines of the building. Additionally, the following steps should be taken:

- Close and lock all doors and windows
- Seal all opening around doors with wet towels.
- Turn off all HVAC equipment and close or seal all fresh air intakes.
- Seal off, using plastic and duct tape, all other openings such as vents and exhaust fans.

In the event that an evacuation order is given everyone should follow the detailed instructions that will be given over the mass notification system. If you must evacuate close all doors behind you. Do not re-enter the building until an all clear message is given by first responders.

To reduce the possibility of an internal chemical spill or contamination, the following steps must be

observed:

Ensure that all containers storing chemicals are properly labeled.

Verify that all chemicals are stored in their proper containers.

Ensure that chemicals with the potential of a negative reaction to another chemical are stored in separate area.

Verify that all chemicals have a Safety Data Sheet (SDS) available.

In the event of a spill call 911 and notify the Director of Staff for Safety, Security and Health. Do not pull a fire alarm unless there is a fire. Do not attempt to clean up the spill.

Nuclear Threat and Exposure

The opportunity exist for nuclear exposure that will affect our organization. We identified the following nuclear exposures sources:

- McGuire Nuclear Site
- Materials being transported

In the event of nuclear exposure, a decision may be made to shelter-in-place. If a decision is made instructing employees to shelter-in-place, employees must not attempt to leave the building. The detailed mass notifications instructions must be followed. It has been determined that nuclear energy has been released and exposure is likely to occur if you leave the protective confines of the building.

Additionally, the following steps should be taken:

- Close and lock all doors and windows.
- Seal all opening around doors with wet towels.
- Turn off all HVAC equipment and close or seal all fresh air intakes.
- Seal off, using plastic and duct tape, all other openings such as vents and exhaust fans.

If instructions to leave the building and evacuate to a safe area have been given, follow the instructions given by the authorities.

If we receive an alert, remember the following:

- A siren or tone alert does not necessarily mean we should evacuate. Listen to television or radio for further instructions.
- If we are instructed to shelter-in-place, be sure to close all doors, windows, and turn off all HVAC equipment.

Civil Disturbance and Demonstrations

Although unlikely, it would be prudent to include the possibility of civil disturbance in our emergency action plan. Events that may trigger civil disturbance should be carefully watched when occurring in the general proximity of our properties might include:

- Labor disputes
- Layoffs and downsizing
- Environmentally and other sensitive meetings or conferences
- Sporting Events

- Political Rallies
- Economic Conferences
- Judicial Decisions
- Music Concerts
- Religious Gatherings
- Biased Racial or Cultural Event

In the event of a civil disturbance the Director of Staff for Safety, Security, and Health or designee will make recommendations as to what types and how much extra security should be added. We may decide to remove vehicles from the premises. We may also decide to remove trash containers or other items that could be thrown or set fire.

Structural Collapse

Although a structural collapse of one of our buildings is not likely, we feel it is prudent to include this potential event in our emergency action plan.

In an event causes damage, partial structural collapse, or total collapse, care must be taken to ensure that employees, contractors, and other visitors to our site are safe.

If an event should occur that causes structural damage or collapse to a portion of the building, the Director of Facility Services must perform a building assessment. If the Director of Facility Services does not have the expertise to perform the assessment or if the scope of the assessment exceeds the expertise of the Director of Facility Services, we will use an architectural or engineering firm to complete this assessment.

If the emergency event causes damage to the building, care should be taken to ensure the safe operation of utilities. If utility lines have been compromised, they must be turned off. The employee responsible for utility shut off is the Director of Facility Services or designee.

In the event of a total collapse, that has trapped people; we will immediately call 911 and make sure that the county emergency management office is notified.

Violence/Lockdown

Workplace violence or a violent act is an unfortunate reality. We believe our organization has the responsibility to protect our employees and students. To accomplish this, management is committed to providing a safe environment for employees to work and for students to attend school.

If you become aware of a potential threat call (828) 327-7000, ext. 711 and 911 and provide complete details.

In the event it is decided that a lockdown will take place a message will be sent out over the mass notification system. Exterior doors will lock automatically on Main Campus, Corporate Development Center, and East Campus. All other facilities should lock doors, if possible.

During a lockdown:

- Stay inside! Do not leave the building unless an imminently dangerous situation arises inside. If outside, seek shelter in the nearest building.

- Take shelter in a lockable room if possible.
- Close windows, shades and blinds, and avoid being seen from outside the room if possible.
- Report any emergency or unusual condition to CVCC Security at (828) 327-7000 Extension 711.
- Do not admit anyone into a secure building.
- Silence your cell phone.
- Once in a secure location, do not leave until you are told to by law enforcement or receive the all clear from the mass notification system.

The Director of Staff for Safety, Security and Health or designee will work with local law enforcement, campus security and other emergency service entities to address the situation.

Post Event Restoration

As soon as it is safe to enter the property affected by an emergency event, the Director of Facility Services or those assigned by the Director of Facility Services will assess the damage to the property. Based on this assessment, the college will begin restoration procedures.

Insurance and salvage decisions will be made if the situation warrants.