A Note From Campus Safety

The information contained in this guide is designed to provide you with a snapshot of NCSSM-Morganton’s emergency response procedures which are followed during a critical incident. In the event of an emergency, this document may also be used as a quick reference.

The NCSSM-Morganton Campus Safety Department is responsible for the implementation and maintenance of an emergency management system on campus and the development and implementation of programs and projects in emergency planning, training, response, and recovery.

This guide provides emergency response procedures for some of the most common or likely critical incident emergency situations that may occur on a school campus. For example, there is a section describing the planned response to an active shooter situation, fire scenarios and medical emergencies. All of which can cause a great deal of concern in terms of emergency response.

Please read this document thoroughly before an emergency occurs and keep in mind this is only a quick reference guide and not an exhaustive procedure manual. We hope this will enhance your chances of protecting yourself and others in an emergency situation or critical incident.

Our Emergency Response Guide is a living document that will be updated as additional resources and processes come online. The campus community will be provided with the newest version as we work our way towards the opening of the institution. Upon its completion in advance of fall 2022, the guide will then be reviewed and updated annually.

If you have any questions about the information in this booklet or wish to discuss or review any of the information further, please contact Campus Safety at (828) 347-9106.

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Director of Campus Safety
NCSSM-Morganton

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Emergency Response Guide for NCSSM-Morganton

NCSSM-Morganton has a comprehensive Emergency Management (All Hazards) Plan that establishes the policy, procedures, and organizational structure to respond, control and recover from emergency situations, using the National Incident Management Training System (NIMS). A complete copy of the NIMS plan can be found at https://www.fema.gov

An Emergency Response Team consisting of NCSSM leadership and staff will be trained to respond through the Emergency Operations Center and evaluate emergency situations using the Incident Command System (ICS).

An Emergency Operations Center (EOC) is a location used by the Emergency Response Team to evaluate situations and plan for the effective management of the incident which will include people, organizations, and resources utilized in response to emergencies.

**EOC Primary Location** – Goodwin Hall 3004 (Vice Chancellor’s Suite)

**EOC Secondary Location** – Goodwin Hall 3203 (Classroom)

The Director of Campus Safety at NCSSM-Morganton also serves as an Emergency Manager. This position further enhances the campus’ ability to manage and integrate its comprehensive security and emergency management programs into existing campus organizations and activities.

**Communication During an Emergency**

NCSSM-Morganton has a Communication Plan for emergency responders using cell phones, email, and traditional telephones to ensure communication and interoperability with each other and external agencies such as the Burke County Office of Emergency Services (OES), local law enforcement agencies and Morganton Public Safety Department (MPSD). Emergency information is communicated to the campus community by way of messaging using the Communication Plan, Fire alarm systems, the NCSSM-Morganton Website, mass notification software and external social media sources.

**NCSSM-Morganton Web Site:** In the event of an on-campus or local emergency, the NCSSM homepage ([www.ncssm.edu](http://www.ncssm.edu)) will be regularly updated with information bulletins.

**myNCSSM:** myNCSSM is the Web based portal that provides campus users with a single point of access for major campus Information Technology applications and resources.
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RAVE - This is the NCSSM-Morganton mass notification system that utilizes text and email to communicate information during a critical incident. All NCSSM staff, faculty and students are automatically enrolled in this system. There will be two scheduled tests of the system conducted annually.

Intercoms - Internal intercom system that affords the opportunity for classroom occupants to communicate directly to Campus Safety and to directly receive messages from Campus Safety.

Fire Alarm Systems: NCSSM-Morganton has a comprehensive fire alarm system that is used to alert individuals when they are required to evacuate a building. Faculty and staff responsibilities in emergency management and preparedness include:

- Be familiar with your building’s floor plan. Know where the stairs, fire extinguishers and first aid kits are located.
- Know the location and content of the building evacuation maps including the designated outside meeting area.
- Know about campus emergency procedures such as how to respond to a medical emergency, fire/explosion, hazardous materials spill, active shooter, bomb threat, earthquake, evacuation, etc.
- Be informed about appropriate safety information relevant to any hazards encountered in your workplace.
- Ensure your emergency contact information is up-to-date within the NCSSM-Morganton division and the Human Resources office.
- To report an emergency, dial 911. Then dial (828) 347-9106 to contact Campus Safety.
- Blue Light emergency phones are also available to report an immediate emergency at the following locations:
  - Goodwin Hall Parking Lot
  - Both sides of Barn
  - Entrance of Jeter Hall
  - Side of Jeter Hall
  - Side of Jeter behind Joiner Hall (lower lot)
  - Entrance of Goodwin Hall
  - Side of Goodwin Hall
  - Both sides of the Commons
  - In between the Commons and Joiner Hall
  - Side of Joiner Hall
  - Amphitheater
  - Main entrance of the Residence Hall
  - Side of the Residence Hall

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Evacuation Collection Points

- Goodwin Hall - grass area in front of main entrance
- Residence Hall - lower parking lot to rear of Res Hall and in front of Jeter
- Academic Commons - grass area in front of Goodwin Hall
- Joiner Hall - parking lot next to cemetery and behind Joiner Hall
- Jeter Hall - parking lot next to Jeter Hall
- Historic Barn - grass area between Historic Barn and Res Hall

Medical Emergency

Injury and illness are the most common of all campus-related emergencies. If a serious injury or illness occurs, remain calm and proceed as follows:

- Call Public Safety at (828) 347-9106 or 911.
  - Provide your name.
  - Describe the nature and severity of the medical problem.
  - Provide the campus location of the victim.
  - Provide an estimated age and description of the victim.
  - Describe whether or not the victim is conscious and breathing.
  - Look for an emergency medical ID and provide all information to the Police.
  - Administer first aid.
  - In case of minor injury or illness at work, an injured person should notify their supervisor.

When in doubt, contact Campus Safety.

Fire/Explosion

If you discover fire or see smoke:

- Gather the following information and call 911 or Campus Safety at 347-9106:
  - Identify yourself and report the following:
    - Building name and address
    - Room/location of fire
    - Type of fire
    - Smoke or flame
    - Smoke odor
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For minor fires such as smoke in a waste basket, locate the fire extinguisher and, follow the instructions below:

- **P** PULL safety pin from handle.
- **A** AIM nozzle at base of fire.
- **S** SQUEEZE the trigger handle.
- **S** SWEEP from side to side (watch for re-flash).

For larger fires, evacuate the building and pull a fire alarm.

If you are the last person out of a room, close the door behind you – DO NOT LOCK THE DOOR.

If you become trapped inside a building during a fire:

- Call 911 or Campus Safety at 347-9106 and tell them your location and that you need Fire Department assistance to get out.
- Stay near a window and close to the floor.
- If possible, signal for help.

**Bomb Threat or Suspicious Object**

Report ALL bomb threat calls to Campus Safety at 828-347-9106. Campus Safety will coordinate the response with Broughton Hospital Police Department and regional law enforcement.

Campus Safety may conduct a detailed bomb search with Broughton Hospital Police Department. Impacted Faculty and Staff may be asked to make cursory inspections of their areas for suspicious objects and report their location to Campus Safety at 828-347-9106 or 911. If you find a suspicious object, DO NOT TOUCH THE OBJECT. Report the location to Campus Safety or law enforcement!

If you observe a suspicious object or potential bomb on campus, do not handle the object! Clear the area immediately and leave the building. Dial 911 or 828-347-9106. Campus Safety will establish exit routes and assist in building evacuation if necessary.

Any person receiving a phone call that a bomb or other explosive device has been placed on campus is to ask the caller:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?
Keep the caller on the phone as long as possible. Listen carefully to the caller and try to determine and record the following:

- Date and time of the call
- Exact words of the caller
- Age and sex of the caller
- Speech pattern and/or accent
- Emotional State
- Background noises (i.e. traffic)

Call 911 or Campus Safety at 828-347-9106 immediately after.

**BOMB THREAT CHECK LIST**

Questions to ask: (try to record the exact wording used by the caller)

Date of call: _____________ Time of call: _____________

1. When is the bomb going to explode? _______________________________________
2. Where is the bomb right now? ____________________________________________
3. What does the bomb look like? ___________________________________________
4. What kind of bomb is it? ________________________________________________
5. Did you set the bomb to explode? _______________________________________
6. Why did you place the bomb? ___________________________________________

Sex of Caller: M/F Age: ________ Race: _______ Length of call: _____

Additional notes/ reflections: ________________________________________________

**Workplace Violence**

You must take seriously any information you become aware of that signals a potentially violent situation.

Warning Signs of Violence (FBI’s National Center for the Analysis of Violent Crime):

- Direct or veiled threats of harm;
- Intimidating, belligerent, harassing, bullying, or other inappropriate & aggressive behavior;
- Numerous conflicts with others;
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- Bringing a weapon to the campus, brandishing a weapon, making inappropriate references to guns, or fascination with weapons;
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;
- Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide;
- Drug/alcohol abuse; and extreme changes in behaviors

*If you become suspicious or grow concerned for a coworker, contact Campus Safety and we will partner with you and other campus and community resources to resolve the situation.*

- Dial 911 in the event of imminent danger but in all other instances, call Campus Safety at 828-347-9106.
- Carefully explain the problem and location. Do not hang up until you are told to do so.

NCSSM-Morganton will create a Threat Assessment / Behavioral Intervention Team that meets regularly to assess these types of situations and takes steps to intervene in an effort to prevent campus violence.

**Surviving an Active Shooter Event**

If you were ever to find yourself in an active shooter event, your survival may depend on whether or not you have a plan.

There are three things you can do to make a difference: Run. Hide. Fight.

**RUN**

When an active shooter is in your vicinity:

- If there is an escape path, use your best judgment and attempt to evacuate
- Evacuate (whether others agree to or not)
- Leave your belongings behind
- Help others escape, if possible
- Prevent others from entering the area
- Call 911 when you are safe

**HIDE and LOCKDOWN**

If evacuation is not possible, find a place to hide

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- Lock and/or blockade the door
- Silence your cell phone
- Spread out, do not group together
- Hide behind large objects
- Remain very quiet and reach out to 911 as quietly as possible

Your hiding place should:

- Be out of the shooter’s view
- Provide protection if shots are fired in your direction
- Not trap or restrict your options for movement
- Provide cover and concealment so you can prepare a plan

FIGHT

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter
- Act with physical aggression
- Throw items and yell at shooter to distract
- Improvise weapons, throw pencils, books, water bottle, etc.
- Commit to your actions

When Law Enforcement Arrives:

- Remain calm and follow instructions
- Keep your hands visible at all times
- Avoid pointing or yelling
- Know that help for the injured is on its way

Try to be aware of your environment, and always have an exit plan.

Evacuation

Building evacuation will occur via one of the following mechanisms:

- When a building evacuation alarm is sounded: or
- Upon notification by a Campus Safety officer, or first responder.

When a signal to evacuate the building is sounded:

- Walk quickly to the nearest marked exit and ask others to do the same.
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- Direct visitors and students to the closest stairwell for prompt evacuation to the assembly point outside. Building and floor marshals will be required to report on whether any staff are missing or are known to have remained in the building due to disability or injury.
- Assist people with disabilities in exiting the building.

Once outside the building:
- Move to your designated evacuation area (collection point).
- Stay at least 100 feet away from any affected buildings or structures.
- Keep streets and walkways clear for emergency vehicles and personnel.
- An Incident Command Post (ICP) may be established near the emergency site.
- **DO NOT** return to an evacuated building unless directed to do so by NCSSM-Morganton Campus Safety, fire personnel or law enforcement.

Await further instructions from Campus Safety, fire personnel or law enforcement.

Under no circumstances should a faculty or staff member unilaterally decide to ignore a fire alarm, fire drill or a request for evacuation in order to continue working without interruption.

**Shelter in Place**

Some emergencies may require you to take shelter in your office.

If you are notified to shelter in-place or you find you cannot exit because of greater dangers outside the building:
- Move to an interior room or building space away from as many windows as possible.
- Do not use elevators.
- Bring everyone into the room.
- If available, take a radio or television with you to monitor the news.
- Place wet towels or clothing around doors and windows to seal
- Keep calm and review evacuation procedures with staff members.
- If available, check your NCSSM email, texts, cell phone or website regularly for messages giving you further instructions.
- Stay where you are until otherwise notified to move. Wait for a police officer or further directions.
- Follow instructions of emergency response personnel.
- Do not leave your room until notified to do so by emergency personnel

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Emergency Preparedness

Emergency preparedness begins at home. How well you survive in an emergency often depends upon how well you prepare beforehand. The information provided below can be applied to emergency planning at home as well as in the workplace. Visit https://emergency.cdc.gov/preparedness/ to obtain further information on how you can prepare yourself.

Before an Emergency:

Conduct an office and home hazard hunt – know the safe and danger spots. Know how to shut off utilities. Secure and anchor furniture. Know where fire extinguishers are and how to use them. Have smoke and carbon monoxide detectors.

Create an emergency plan that includes:

- A communication plan
- An evacuation plan
- An emergency financial plan
- Alternate transportation plans

Practice your plans!

- Create an emergency supplies kit of food, water and supplies for your home, car and your workplace.
- Know the emergency plans of your loved ones (children’s school, child care, partners work etc.)
- Learn first aid and CPR.

Emergency Supplies Checklist

- Keys–extra set of car and house keys
- Water–3 days to 1 week supply–1 gallon/person/day
- Food–3 days to 1 week supply of non-perishable food, manual can opener, utensils
- First Aid kit–with manual and medical supplies
- Radio–extra batteries
- Flashlights–extra batteries, matches, lighter
- Medications–over-the-counter, prescriptions and prescription lists
- Cash and important documents–small bills, coins, deeds, insurance papers, family photos, medical cards, etc.
- Clothing and sturdy shoes, bedding, and personal hygiene items
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- Tools—adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, etc.
- Sanitation and hygiene supplies
- Special needs—supplies for kids, pets, seniors, and people with disabilities
- Out-of-state contact list

Please visit the web site for the American Red Cross for further emergency preparedness information at: http://www.redcross.org

Emergency Numbers

911

(828) 347-9106 - NCSSM-Morganton Campus Safety Department

Non-Emergency Numbers

(828) 438-5500 Burke County Sheriff’s Department

(828) 437-1211 Morganton Public Safety Department (Fire & Police)

(828) 608-4000 Broughton Hospital Police Department

NCSSSM-Morganton Campus Safety email: mor.security@ncssm.edu

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