



Crisis Management Guide

REVISED SEPTEMBER 2014

911 CALLS

- Dial 9-911 to request emergency assistance (Police, Fire, Ambulance, etc.)
- Remain calm and give the following information to the public safety operator:
 - Caller's name (your name).
 - Name and address of the college. (133 James Sprunt Drive)
 - Details of the incident.
 - Type of emergency assistance needed.
 - Descriptions.
 - Time of incident.
 - Persons involved.
 - Number of injured and nature of injuries.
 - Area where public safety personnel should report (main office, front parking lot, etc.)
 - Name of college contact person to meet upon arrival.
- Notify designee of any emergency call.

911 CALLS

ALLERGIC AND MEDICATION REACTIONS

- Mask and gloves should be worn at any time persons are exposed to bodily fluids.
- Notify the switchboard (Ext. 2400) to dial 911 if necessary.
- Notify first responder.
- Look for medical alert bracelet or necklace.
- Administer emergency Epinephrine, if necessary. This should be done by certified personnel.
- Keep the victim safe from hazards.
- Follow **Bloodborne Pathogens Exposure Procedures** in the Glossary if blood or other bodily fluids are present.

ALLERGIC AND MEDICATION REACTIONS

BOMB THREAT

Under no circumstances should untrained personnel attempt to locate or move a suspicious device.

By Phone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record every word, if possible.
- All threats should be taken seriously and reported immediately.
- Try to determine the location of the bomb and its time of detonation.
- Advise the caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises such as traffic, music, etc. that may indicate where the caller is located.
- Listen closely to the voice to determine any accent, speech impediment, sex, or unusual characteristics.
- If the caller can be kept on the line, ask specific questions as indicated on the **Bomb Threat Check List**. (located in the back of this guide)
- Notify the designee as soon as possible.
- Activate local call tracing procedures, if available.
- If appropriate, relocate students to the posted locations (by building exits).

BOMB THREAT

DEATH OF A STUDENT OR STAFF MEMBER

On Campus

- Notify the switchboard (Ext. 2400) to call 911 if necessary.
- Keep all students and uninvolved staff away from the scene.
- Solicit help from another employee to relocate the class, if necessary.
- Consider calling Cornerstone EAP at 855-202-7995 or 919-920-4328

Off Campus/After Hours

- Anyone who is aware of a situation like this should notify the crisis team.
- Counselors from the college and the Duplin County School system should be enlisted for assistance.
- The crisis team may also utilize other resources as appropriate.

DEATH OF STUDENT / STAFF

GANGS

- Overt gang activity can be addressed under the appropriate flip chart headings, such as “Unauthorized Visitor,” “Firearms,” “Out-of-Control Student,” etc.
- Notify law enforcement personnel immediately of any suspected gang activity.

FIRES

IF SMOKE OR FIRE IS DISCOVERED ANYWHERE IN A BUILDING OR ON CAMPUS:

- Pull the nearest fire alarm and call the switchboard. Call 911 if able.
- Move away from the area. Isolate the fire by closing doors and windows. Assist any disabled individuals to evacuate.
- Never attempt to fight a fire larger than wastebasket size. Never attempt to fight a fire alone.
- Only use a fire extinguisher if you are know how to do so.
- Inform responders of anyone still inside the building. Do not re-enter the building.
- Do not open doors that feel hot and stay as close to the floor as you can.
- If your clothes catch fire: STOP, DROP, and ROLL!

GANGS

FIRES

HAZARDOUS MATERIAL SPILLS AND AIRBORNE HAZARDS

Hazardous spills, gas leaks, and airborne hazards are likely to occur at any location and any time.

- If you encounter an unknown material, notify designee immediately and await further instruction.
- If the source is in the classroom, relocate.
- Suspicious materials may be indicated by an unusual odor, symptoms of nausea, headaches, dizziness, blurred vision, etc.
- If you hear a hissing noise

GAS LEAKS

Gas leaks are identified by an odor similar to rotten eggs.

Inside

- Do not turn on or off any electrical device, including light switches or cell phones. This can cause an explosion.
- If the source is in the classroom, relocate.
- Contact the designee.

Outside

- Move upwind of the gas odor and turn off all automobile engines in the area.
- Notify the designee.
- Turn off power to the building if possible

HAZARDOUS MATERIAL SPILLS AND AIRBORNE HAZARDS

HOSTAGE SITUATION

- Notify the designee.
- The designee will determine if **Lockdown** or other procedures should be initiated.
- Instructors must take accurate count of students and notify a crisis team member of anyone missing.
- Students and teachers will remain in areas designated by President or designee until the all clear announcement is made.

If Taken Hostage

- Cooperate with the hostage-taker to the fullest extent possible.
- Do not panic. Keep students calm.
- Treat the hostage-taker as normally as possible.
- Be respectful.
- Ask permission to speak; never argue.

INJURY OR MEDICAL EMERGENCY

- Notify the front desk to dial 911 if necessary.
- Locate someone from the first responder team.
- Solicit help from a staff member to relocate the class, if appropriate.
- Notify the crisis team who will follow **Bloodborne Pathogens Exposure Procedures** in the Glossary if blood or other bodily fluids are present.

LOCKDOWN PROCEDURE

All lockdowns should be considered an extreme emergency.

Administrators of James Sprunt Community College are to determine if a lock down or evacuation of any building is necessary and initiate that process. Administrators will ensure that notification is made to emergency responders (police, fire, ems, etc.), Crisis Management Team, faculty, staff and students.

The use of the outside siren, email, and Spartan Alert System will be used for notification.

Employees are to provide assistance to the emergency responders as requested. Command will be given back to college administrators by law enforcement

**HOSTAGE
SITUATION**

**INJURY OR MEDICAL
EMERGENCY**

LOCKDOWN PROCEDURE

OUT-OF-CONTROL STUDENT

If an instructor or other staff member is unable to calm an out-of-control student, notify the designee, and/or the College Resource Officer who will make the necessary contacts.

- Remove other students from the room if necessary.

SEVERE WEATHER

Severe weather updates and appropriate procedures will be announced by the President/designee.

- **Severe Weather Watch**
 - Means conditions are favorable for development within 24-36 hours.
 - No action other than preparation is required at this time.
- **Severe Weather Warning/Tornado Warning, Severe Thunderstorm Warning**
 - Means conditions have produced severe weather within the county.
 - Actions should be taken to protect lives and property.
 - If outside, return to the building and seek shelter in predetermined safe areas.

SUICIDAL IDEATION/THREATS

Acting to prevent a potential suicide always overrides the need to honor confidentiality between yourself and a student.

If a person discloses either directly to you in conversation or indirectly (e.g., through someone else or through an art or writing assignment) that he or she has had thoughts about suicide, it is essential that you take action immediately. If, for example, disclosure occurs during an early morning class period, report it then, not several hours later after school has ended for the day.

- Inform the crisis team (they will contact parents/guardians, and mental health, law enforcement, etc.).
- Provide escort for the student to the appropriate counselor or responder – do not leave student unattended.
- Keep all other students and uninvolved staff away from the student.
- Work with crisis team to develop a plan for the student's peers on how to relate to and support the student.

SUICIDE ATTEMPT INVOLVING INJURY

- Notify the switchboard to dial 911 if necessary.
- Locate the designee and the First Responder or Crisis Management Team.
- Do not attempt to forcibly disarm the individual – designated school personnel are trained for this type of situation.
- Keep all students and uninvolved staff away from the scene.
- The designee will determine if **Lockdown** procedures should be initiated.

OUT-OF-CONTROL
STUDENT

SEVERE WEATHER

SUICIDAL IDEATION / THREATS / ATTEMPT

SUSPECTED FIREARMS/WEAPONS

- Do not attempt to disarm or subdue a subject that is armed or suspected to be armed.
- Notify designee and college resource officer of any firearm incident immediately.
- The designee will determine if **Lockdown** procedures should be initiated.
- Abandoned/discarded firearms should be preserved by appropriate covering and never left unattended.

THREAT OF VIOLENCE / ASSAULTIVE BEHAVIOR

There is no accurate or useful profile of students who engage in violent behavior. Rather than trying to determine the "type" of student who may engage in violence, focus instead on a student's behavior and communication.

- Take ALL threats seriously – if violence is imminent, dial 911.
- Notify the designee of any threat, if possible.
- Document all actions taken, noting the names of those involved and the dates.
- The designee will determine if **Lockdown** procedures should be initiated.

UNAUTHORIZED VISITOR

- Politely greet unauthorized visitor and identify yourself. If presence is not justified, direct or escort the visitor to the front desk for a visitor pass.
- Notify the switchboard about the visitor immediately and describe his/her appearance.
- The designee will determine if **Lockdown** procedures should be initiated.

**FIREARMS /
WEAPONS**

**VIOLENCE/ASSAULTIVE
BEHAVIOR**

UNAUTHORIZED VISITOR

I. COMMUNICATION LINKS AND PROTOCOL

A. Administration: The building ranking administrator is THE decision maker for the building under crisis. These decisions will be made in concert with building staff, police and administration.

- Use cell phone links set up under protocol.

B. STAFF ASSIGNMENTS

- Turn off fire alarm system for the duration of the drill or emergency.
- Lock perimeter doors if it can be done safely.
- Assist with containment in safe rooms if the emergency occurs during lunch or other non-class time.
- Move to contained location for further information/instructions.
- Lock office and move phones to pre-determined secured area.
- Get out cell phones.
- Set up communication protocol.
- Under no circumstances should you release students until instructed to do so.

III. CLASSROOM SUPPLY LIST (RECOMMENDED) – CHECKED EVERY 6 MONTHS

- A tube of cake icing (for diabetic shock)
- Battery operated radio
- Blanket (several)
- Cell phone/walkie-talkie combo unit and a recharge station
- Emergency bathroom container
- First aid kit
- Flashlight
- Non-latex gloves and masks
- Non-perishable food
- Pencil/paper
- Sanitary napkins (for medical purposes)
- Water

IV. THREATS

A. Bomb Threats

- It's a felony to make a threat or pull a hoax involving a school, students, or teachers.
- A threatening note could result in long-term suspension and a revoked driver's license.
- The school will trace all threatening calls and the caller will be prosecuted to the fullest extent of the law.
- If you have information about threats to schools or students, contact local police or sheriff's departments immediately.

BOMB THREAT CHECKLIST

(A copy of this list should be placed beside each phone.)

Exact words used in the threat.

Time call received:

Time call ended:

Date:

Call received from:

Questions to ask the caller	Answers
Where is the bomb right now?	
What does the bomb look like?	
What kind of bomb is it?	
What will set the bomb off?	
Did you place the bomb? Why?	
What is your address?	
What is your name?	

Language used by the caller	<input type="checkbox"/> Foul	<input type="checkbox"/> Educated	<input type="checkbox"/> Well-spoken
	<input type="checkbox"/> Taped	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Irrational

Characteristics of caller's voice Check all that are discernable	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Laughing
	<input type="checkbox"/> Calm	<input type="checkbox"/> Crying	<input type="checkbox"/> Deep
	<input type="checkbox"/> Angry	<input type="checkbox"/> Normal	<input type="checkbox"/> Ragged
	<input type="checkbox"/> Accent	<input type="checkbox"/> Raspy	<input type="checkbox"/> Young
	<input type="checkbox"/> Slow	<input type="checkbox"/> Slurred	<input type="checkbox"/> Distinct
	<input type="checkbox"/> Rapid	<input type="checkbox"/> Nasal	<input type="checkbox"/> Excited
	<input type="checkbox"/> Soft	<input type="checkbox"/> Stutter	<input type="checkbox"/> Disguised
	<input type="checkbox"/> Loud	<input type="checkbox"/> Lisp	<input type="checkbox"/> Cracked
	<input type="checkbox"/> Old	<input type="checkbox"/> Heavy breathing	<input type="checkbox"/> Familiar Sounds like _____

Background noise	<input type="checkbox"/> Motors	<input type="checkbox"/> Voices	<input type="checkbox"/> Long distance
	<input type="checkbox"/> Booth	<input type="checkbox"/> Children's voices	<input type="checkbox"/> Restaurant or kitchen noises
	<input type="checkbox"/> Clear	<input type="checkbox"/> Street sounds	<input type="checkbox"/> Factory noises
	<input type="checkbox"/> Music	<input type="checkbox"/> Household noises	<input type="checkbox"/> Office machines

B. Severe Weather

Severe Weather Watch: Means conditions are favorable for development within 24-36 hours. No action other than preparation is required at this time.

- Turn on a radio or television (tune to weather channel if available).
- Continue regular classroom activities.
- If necessary, weather updates will be announced by President or designee.

Severe Weather Warning: Means conditions have produced severe weather within the county. Actions should be taken to protect lives and property.

Tornado Warning: If outside, return to the building and seek shelter in predetermined safe areas.

- Students and staff will immediately evacuate the classrooms and proceed to a predetermined area.
- Stay away from windows and skylights.
- Assume a kneeling position toward the wall and cover the back of head and neck with hands. Face away from the area with greatest potential for injury from possible flying glass.
- Avoid gymnasiums, auditoriums, cafeterias, or other areas with long roof spans. These are more dangerous areas during very strong wind (tornado) conditions.
- Teachers must take roll and notify the administration if someone is missing.
- Do not return to the classrooms until the designee declares it safe.

Severe Thunderstorm Warning: If outside, return to the building for shelter.

- Remain indoors and calm students.
- Stay away from skylights and windows.

Winter Storm Warning: Indicates that some form of frozen precipitation (snow, sleet, freezing rain, etc.) is occurring, which might provide significant accumulation on the ground.

- Remain indoors and calm students.
- The administration, in consultation with the Department of Transportation, will provide direction on the handling of students and/or transport of students to their homes.

GLOSSARY

Airborne hazard	<p>Any harmful substance that is carried by or through the air.</p> <p>http://www.osha.gov/index.html</p>
Bloodborne Pathogens Exposure Procedures Developed in accordance with the OSHA Bloodborne Pathogens Standard, 29 CFR 1910.1030	<p>All exposure incidents shall be reported immediately, thoroughly investigated, and documented.</p> <p>Following a report of an exposure incident, the exposed employee shall go to the local Health Department for a confidential medical evaluation and follow-up, including at least the following elements:</p> <ol style="list-style-type: none"> 1. Documentation of the route(s) of exposure. 2. A description of the circumstances under which the exposure occurred. 3. The identification and documentation of the source individual. (The identification is not required if the employer can establish that identification is impossible or prohibited by state or local law.) 4. The collection and testing of the source individual's blood for HBV and HIV serological status. 5. Post-exposure treatment for the employee, when medically indicated in accordance with the U.S. Public Health Service. 6. Counseling. 7. Evaluation of any reported illness.
Bodily fluid	<p>A substance such as saliva, blood, or mucous that is emitted from the body.</p>
Crisis team	<p>A group of school personnel who have received the required training and certification from an accredited source that qualifies them as a crisis team member.</p>
Designee	<p>Campus personnel with authority to make administrative decisions in emergency situations or in the absence of the president.</p>
EpiPen	<p>A medical device commonly carried by persons with life-threatening or severe allergies and a risk of anaphylactic shock.</p>
First responder	<p>Campus personnel who has received specific medical training and certification from an accredited source to qualify as a first responder to emergency situations.</p>
Ideation	<p>The conception of mental images, i.e. a student having suicidal ideations is graphically imagining committing suicide.</p>
Material Safety Data Sheet (MSDS)/Safety Data Sheet (SDS)	<p>A description of procedures for the safe storage, removal, and maintenance of chemical substances. Also includes first aid procedures and precautions.</p> <p>http://www.cdc.gov/niosh/ipcs/icstart.html</p>
Medical alert bracelet/necklace	<p>An article of jewelry that is engraved with a person's medical conditions, allergies, and other information.</p>
Safe area (also referred to as designated area)	<p>A pre-planned and practiced location that has been judged as a safe haven during an emergency.</p>

