CRISIS RESPONSE MANUAL
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INTRODUCTION AND PURPOSE

A “crisis situation” at New River Community and Technical College (hereafter referred to as New River) is a situation created by any occurrence within the College’s jurisdiction that (1) adversely affects or has the potential to adversely affect the lives, health, welfare, morale or reputation of New River students, staff or faculty; (2) creates or has the potential to create pervasive alarm or disfavor among publics on whom New River relies for support (e.g., alumni, parents, legislators, the media); (3) is declared by the President of New River to be a situation that warrants activation of the Crisis Response Team.

Crisis situations could result from any number of occurrences – a chemical explosion in the science lab, a fire, a natural disaster, a murder, a hostage situation or a domestic violence related incident. How New River reacts to crisis is the ultimate test of our institutional values.

The purpose of this plan is to set forth clear guidance and procedures for responding to crisis situations at New River.

WRITTEN RESPONSE PLAN

The National Safety Council recommends that all facilities have a written response plan including procedures for emergencies most likely to occur at the facility. The plan should address the action employees must take to assure their collective safety during an emergency. It must include information on applicable emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, notification procedures for death, hazardous material releases, earthquakes or structural failure, armed robbery, and other related events. All employees must be trained to respond to various emergencies that may occur for any plan to work.

CRISIS RESPONSE TEAMS

Each campus of New River Community and Technical College has a Crisis Response Team. Each team member should be trained to handle the first response. They are to analyze the crisis, implement the crisis management plan and conduct a post-crisis evaluation and make any recommendations to the Vice President for Finance and Administration.

CONTINUITY OF OPERATIONS PLAN

Planning for recovery and restoration or continuity of operations is an important part of a crisis management planning. This plan includes a comprehensive damage assessment, restoration of basic services, and a contract in place prior to any emergency for temporary space and equipment needs so the college basic functions can continue while the facility is being repaired.

PREPAREDNESS

To be prepared for a crisis, a plan of action must be in place. This includes naming a crisis management team and that the team members are trained and have defined roles. Their training should include practice sessions through drills and table top exercise.

In order to ensure that faculty and staff have quick and easy access to emergency reference materials, an emergency flip chart should be placed near their office telephone, one in each classroom and the entire manual should be placed on the web.
CAMPUS CRISIS RESPONSE TEAMS

<table>
<thead>
<tr>
<th>Role</th>
<th>ATC Ghent</th>
<th>Greenbrier Valley</th>
<th>Mercer County</th>
<th>Nicholas County</th>
<th>Raleigh County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Dean:</td>
<td>Lisa Hatcher</td>
<td>Roger Griffith</td>
<td>Steve Wise</td>
<td>Fred Culler</td>
<td>Carolyn Sizemore</td>
</tr>
<tr>
<td>Building Manager:</td>
<td>David Thompson</td>
<td>Steve Wise</td>
<td>Roger Spinks</td>
<td>Julius Brown</td>
<td></td>
</tr>
<tr>
<td>Recording Secretary:</td>
<td>Sandra Dixon</td>
<td>Rita Holcomb</td>
<td>Drema Amick</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Officer:</td>
<td>Melinda Ford</td>
<td></td>
<td>Brigette Neil</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Faculty:</td>
<td>John Dynak</td>
<td></td>
<td>Carol Friend</td>
<td>Joycie Wawiye</td>
<td></td>
</tr>
<tr>
<td>Medical:</td>
<td></td>
<td>Margaret Vines</td>
<td>Rebecca Legg</td>
<td>Anita Stapleton</td>
<td></td>
</tr>
<tr>
<td>Security:</td>
<td></td>
<td>Len Evans</td>
<td></td>
<td>Darian Permelia</td>
<td></td>
</tr>
</tbody>
</table>

It is the responsibility of the Campus Dean to assemble the team and direct its activities.

IN THE EVENT OF AN EMERGENCY, CALL 911
Emergency .......................................................................................................................... 911

Ted D. Spring, President ......................................................................................... (304) 252-2061 (Home)
........................................................................................................................................... (304) 646-4023 (Cell)

Harry Faulk, Executive Vice President
and Chief Academic Officer ............................................................................. (304) 731-5673 (Home)
........................................................................................................................................... (304) 890-0376 (Cell)

Libby Belcher, Public Information Officer ............................................. (304) 673-8495 (Home)
........................................................................................................................................... (304) 673-8495 (Cell)

Stephen Benson, Vice President for Finance
and Administration, Safety/Loss Control Officer ............... (304) 860-1194 (Home)
........................................................................................................................................... (304) 439-4570 (Cell)

Fred Culler, Campus Dean ............................................................... (724) 953-4108 (Cell)

Roger Griffith, Campus Dean .......................................................... (304) 645-4139 (Home)
........................................................................................................................................... (304) 661-5305 (Cell)

Lisa Hatcher, ATC Director ................................................................. (304) 890-4274 (Cell)

Carolyn Sizemore, Campus Dean .................................................... (304) 872-6716 (Home)
........................................................................................................................................... (304) 619-9819 (Cell)

Steve Wise, Campus Dean .............................................................................. (304) 872-6716 (Home)
........................................................................................................................................... (Cell)
Community and Technical College Response Team

In the event of a crisis situation, as defined in this manual, the President of New River will immediately activate the crisis response team. Although the exact nature and scope of actions to be taken by this team will depend on the type of crisis at hand, each team will have the following general responsibilities.

Definitions of an Emergency

The following definitions of an emergency are provided as guidelines to assist New River employees in determining the appropriate response.

A. MINOR EMERGENCY: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the college. Report them immediately by telephone to your Supervisor.

B. MAJOR EMERGENCY: Any incident, potential or actual, which affects an entire building or buildings and which will disrupt the overall operations of the college. Outside emergency services will likely be required, as well as major resource efforts from campus support services.

C. DISASTER: Any event or occurrence which has taken place and has seriously impaired or halted the operations of the college. In some cases, mass personnel causalities and severe property damage may be sustained. A coordinated effort of all college resources is required to effectively control the situation. The resources of outside emergency services is required.

Declaration of Campus State of Emergency

The authority to declare a campus state of emergency rests with the President or his/her designee. When this declaration is ordered, only those faculty and staff members who have been assigned emergency resource team duties or granted permission by the Response Team will be allowed to enter college property.

Notification

New River will use email, telephone and the Emergency Alert System to make faculty, staff, and students to make notifications.

Omnilert is currently our Emergency Alert System. Once you self-register for the alerts you'll receive any notifications that we send as SMS text messages on your phone or as email messages in your inbox. Accounts expire annually, so even if you've previously registered in the system you should login to verify your settings and to update your subscription.

Links to the alert system login page are available from the Technology Services page, but here is the direct link that you can use to either create your account or to login to your previously created account (the login link is at the bottom of the page):

http://web.newriver.edu/alerts/index.html

If you have difficulties or questions, please contact the Help Desk (304) 929-6725.
New River Response Team

For the duration of the crisis, the Crisis Response Team will operate from a command center established at the Central Office. If the crisis is limited to one campus, a command center will be established on/off that campus and will be coordinated and facilitated by the Campus Dean. A center so established will be manned 24 hours a day during the crisis, and will have dedicated access to telephone, facsimile, radio and e-mail communications.

<table>
<thead>
<tr>
<th>Team Member</th>
<th>Primary Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Keep the Chancellor of the West Virginia CTC, New River Board of Governors Chair and appropriate governmental and civic leaders informed about the crisis situation and actions being taken. Keep the Public Information Officer informed.</td>
</tr>
<tr>
<td>Executive Vice President and Chief Academic Officer</td>
<td>Plan and implement any college-wide or individual academic schedule changes the emergency situation requires; communicate such changes to students and faculty; respond to queries about effects the crisis may have on academic schedules or program requirements; provide necessary support and counseling to faculty colleagues.</td>
</tr>
<tr>
<td>Campus Dean</td>
<td>Immediately inform the President and maintain contact. Assemble team and direct its activities. Direct any necessary changes to work schedules required of classified employees.</td>
</tr>
<tr>
<td>Vice President for Finance and Administration</td>
<td>Activate and man the Crisis Command Center. Assess financial implications of crisis; advise President and Campus Deans of any shift of resources necessary to accommodate crisis; handle insurance requirements as required.</td>
</tr>
</tbody>
</table>
| Public Relations (Public Information)            | Coordinate both internal and external crisis communications in accordance with the New River crisis communication plan. [NOTE: The essential components of this plan include a means to contact key New River personnel at the onset of the crisis, and to communicate with internal constituents (local citizens, parents, alumni and other interested individuals and groups) from the beginning of the incident until the crisis has been resolved, at the direction of the President, serve as institutional spokesperson with external media.]
| Other Members as Required by Nature of Crisis    | To be determined at time of crisis.                                                                                                                                                                                       |
EMERGENCY RESPONSIBILITIES AND PROCEDURES

Building Manager

Each New River campus has been assigned a building manager who will be responsible for monitoring the building. One of the most critical responsibilities of the building manager is to prepare the building occupants for evacuation in the event of an emergency. Once every six months, this individual will arrange for and direct a complete fire drill of all employees and students in the building. During an actual emergency, the building manager must exercise positive leadership in providing for the safety and security of employees and students. This responsibility continues until the emergency is terminated. This responsibility may be shared to allow for more building and times when the building manager may be away from the campus.

In preparation for a fire or other emergency, the building manager will:

a. Work with the Campus Dean to ensure employees are trained to handle emergency situations.
b. Supervise and direct the activities of the occupants during emergencies and drills.
c. Be familiar with the layout of the building, the emergency exit plan, and the location and operation of any available fire alarm system, fire protection equipment, and coded door locks, if applicable.
d. Know the precise locations of, and routes to, exits and refuge areas.
e. Perform frequent inspections to determine that all fire exit doors are unobstructed, operable and unlocked.
f. Have available a current listing of all personnel and students with physical disabilities who may need help exiting the building.

In the event of a fire or other emergency, the building manager will:

a. Verify that the Campus Dean has been notified of the situation.
b. Orchestrate the evacuation of the building. This includes:
   ▪ Directing personnel and the students to proceed to their designated refuge area.
   ▪ Selecting the safest exit to use for evacuation based on the location of the fire or whatever is causing the emergency.
   ▪ Taking a head count, if appropriate, to determine if all of the known occupants have been evacuated.
   ▪ Informing the Campus Dean when the evacuation of all persons in the building has been completed.
   ▪ Ensuring, during a general evacuation, that the entire area (including restrooms, storerooms, conference rooms, etc.) is cleared.
- Ensuring, if the situation permits, that all safes and records cabinets in the building are secured, and that all office machines are turned off. Ensure that all doors, particularly fire doors, are closed upon exiting.
- Completing an incident report with the Campus Dean. Used for reporting purposes.

**Building Evacuation: General Information**
- Remain calm.
- Close all doors as you leave.
- Proceed to the nearest practical fire exit.
- Follow the instructions of the building manager and proceed out the fire exit. Keep to the right so that emergency personnel, etc., may use the exit.
- Request help from emergency personnel for persons with special needs.
- Do not return to the evacuated building until instructed to do so by authorized officials.
- Notify the Campus Dean.
- Complete and file an incident report with the Campus Dean. Used for reporting purposes.

**Evacuation Floor Plans**

A “YOU ARE HERE” type of floor plan is posted at both ends of the main corridor/hallway. All occupants will review the appropriate floor plan regularly to familiarize themselves, and students, with its contents and directions.

The Evacuation Plan sketches include evacuation routes from the building and the location of all fire extinguishers.

**Assisting People With Disabilities During Emergency Situation**

People with disabilities who are sufficient under normal circumstances may have to rely on the help of others in a disaster. Below are some guidelines to use when assisting those with disabilities.

- Be ready to offer assistance if an emergency occurs.
- People with disabilities often need more time than others to make necessary preparations in an emergency.
- The needs of older people often are similar to those of persons with disabilities.
- Because disaster warnings are often given by audible means such as sirens and radio announcements, people who are deaf or hard of hearing may not receive early disaster warnings and emergency instructions. Be their source of emergency information as it comes over the radio or television.
- Some people who are blind or visually-impaired, especially older people, may be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger.
• A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.

• In most states, guide dogs will be allowed to stay in emergency shelters with owners. Check with your local emergency management officials for more information.

• People with impaired mobility are often concerned about being dropped when being lifted or carried. Find out the proper way to transfer or move someone in a wheelchair and what exit routes from buildings are best.

• Some people with mental retardation may be unable to understand the emergency and could become disoriented or confused about the proper way to react.

• Many respiratory illnesses can be aggravated by stress. In an emergency, oxygen and respiratory equipment may not be readily available.

• People with epilepsy, Parkinson’s disease and other conditions often have very individualized medication regimes that cannot be interrupted without serious consequences. Some may be unable to communicate this information in an emergency.

• If a crisis situation occurs, check with students or co-workers who are disabled, and provide:
  o physical assistance in exiting the building and transferring to a vehicle.

**GETTING EMERGENCY HELP**

**When to Call for Emergency Help**

Use the following symptoms/situations and common sense to determine what a true emergency is:

- Severe traumatic injuries
- Traffic accident casualties
- Injuries from falling
- Severe head injuries
- Heat related symptoms

If you are unsure as to the seriousness of the injuries or the situation, do not hesitate to call 911 for assistance.

**What to Say**

Give the following information:

- Nature of the emergency
- Exact location
- Telephone number from which you are placing the call
- Your name

Do not hang up until the recipient of the call has all information needed.
ACCIDENT PREVENTION

General Guidelines

- If you see something unsafe that is within your power to correct, either correct it immediately yourself or call someone to get it fixed.

- The key to security is awareness. Be aware of what is going on around you always. A door ajar, a window unlocked, a light off that should be on, a stranger's actions are only a few signals.

- Safety and security are everyone's responsibility.

- Preventing accidents whenever possible is also everyone’s responsibility. Accordingly, every member of the faculty, staff, and student body is required to report any potentially dangerous situation to the building manager. The building manager will convey the information to the appropriate office (usually the Campus Dean) for action.

- Faculty and staff are responsible for ensuring the general orderliness of the working environment, use of protective clothing where necessary, and the proper maintenance of equipment. Additionally, faculty or staff must ensure that only authorized or adequately trained individuals be allowed to use or operate equipment.

Safety Inspections:

Inspection of classrooms, laboratories, and the equipment used therein is the responsibility of the faculty or staff member assigned to the classroom or laboratory. Repairs of equipment or building facilities will be reported to the building manager for referral to the Campus Dean or, in the case of specialization equipment, the appropriate manufacturer or repair service. The building manager will make periodic inspection to ensure safety guidelines are being met.

General Laboratory Guidelines:

Faculty, staff, and students will adhere to the following safety procedures and policies when working in laboratories

- Immediately and properly clean up all spills

- Never work alone in a potentially hazardous area.

- Operate equipment properly and for its intended use only.

- Always use appropriate guards and safety devices when operating equipment.

- Wear appropriate clothing and avoid wearing jewelry or clothing that might interfere with the operation of equipment.

- Never run or engage in rough play in the lab.

- Always wear shoes in the lab. Do not wear open-toed shoes.

- Keep exits and aisles clear.
Place labels on all chemicals in accordance with the Hazard Communication Plan.

Never eat, drink, or use tobacco products, or apply cosmetics in the lab.

Handle chemicals in accordance with the Material Safety Data Sheet (MSDS) and all safety procedures.

Wash hands thoroughly with soap and water whenever leaving a laboratory.

Get help or use a cart when lifting or moving heavy objects.

Use a well placed, sturdy stool or ladder for climbing.

Know the location of exits and be familiar with the use of emergency equipment.

Classroom Safety Responsibilities

In compliance with the Occupational Safety and Health Act of 1970 and to provide for the health, safety and security of students and employees, New River has established the following responsibilities:

Building Manager

Ensure that an effective safety program is in place and supported by all personnel.

Coordinate and implement safety plan.

Survey all areas for compliance with the safety plan.

Monitor the procurement, use, and disposal of all chemicals at the New River.

Create a chemical inventory and manage the collection of Material Safety Data Sheets (MSDS) for these chemicals in accordance with the Hazard Communication Plan.

In all instances the building manager will complete an incident report with the Campus Dean (use for reporting purposes).

ACCIDENT OR ILLNESS

In the event of an accident or illness of an employee, student, or visitor on New River premises, immediately call 911 and request assistance. Give the following information:

- Name of facility, address, location of accident.
- All pertinent information about the accident or illness.

Do not move the injured or ill person. Try to make the person comfortable. If possible, have someone meet the emergency unit at the door of the building.
Procedure for Student Exposure to Blood/Body Fluids

The purpose of the protocol is to inform students, faculty, clinical agency personnel, and healthcare providers regarding procedures for management of accidental exposure of students to Hepatitis B, Hepatitis C, HIV, and/or other blood borne and airborne pathogens.

This protocol applies to all students enrolled in New River who incur, during clinical experience, a percutaneous or permucosal exposure to blood and body fluids which may expose them to Hepatitis viruses, Human Immunodeficiency Virus (HIV), and/or blood borne pathogens, to reduce the risk of possible exposures to blood and body fluids.

Because of the increased risk to students in Allied Health Professions at New River the following is required:

- Immunization of all students against Hepatitis B prior to matriculation
- Instruction of all enrolled students in the use of standard precautions
- Students are supervised by qualified faculty during clinical experiences
- All students and faculty receive annual training regarding OSHA Blood Borne Pathogens (Universal Precautions) guidelines
- At clinical sites, students must comply with communicable/infectious disease policy of the affiliating agency or facility with which the student is associated for clinical training, as well as the policies of the School of Nursing

Student Responsibilities

Effective primary prevention depends upon adequate immunization and the scrupulous, consistent use of standard precautions. Students are responsible for obtaining necessary immunizations and using proper precautions in situations where exposure to blood/body fluids may occur. Personal Protective Equipment (PPE) including, but not limited to gloves, gowns, laboratory coats, face shield or masks and eye protection, should always be worn when performing duties that could cause occupational exposure. Always report any type of exposure immediately.

Immediate Response for Emergency Treatment After Exposure to Blood or Bodily Fluids:

ACTION for Eye Splashes:
- Remove contact lenses if present
- Immediately flush eyes with cold water for 15 minutes

ACTION for Splashes to Oral and Nasal Mucosa:
- Flush vigorously with cold water for 15 minutes

ACTION for skin exposure/needle stick
- Immediately wash skin thoroughly with soap and water.

1. DO NOT WAIT. Notify your on-site preceptor or Charge Nurse IMMEDIATELY

2. GO-to nearest medical facility
- Non-hospital setting – GO immediately to an Emergency Department in the nearest hospital
- Obtain name of follow-up contact at the site (Practice Administrator, Employee Health, community site supervisor-the person who is coordinating assessment of the source patients.)
- Hospital setting – GO to Employee/Occupational Health or the Emergency Department
- IDENTIFY yourself as a New River student who has experienced a needle stick
- Rapid HIV Test & Labs within 2 hours of exposure
- Baseline Labs: HIV Antibody, Hepatitis B Surface Antibody, Hepatitis C Antibody & Pregnancy Test (for women)
- Baseline labs for Source Patient: Rapid HIV Screen, HIV Antibody, Hepatitis Panel (HCV) Antibody, Hepatitis B Surface Antigen, Hepatitis B core IgM Antibody, SGPT (ALT) Serum, GGTP Serum and SGOT (AST). The student should never obtain consent from the source patient for HIV testing; the site should.
- STOP – before you leave the emergency Department
- Obtain copy of facility Incident Report from preceptor or Charge Nurse
- Obtain copy of Lab Results
- Obtain copy of Emergency Department discharge paperwork
- Call you Clinical Instructor and inform him/her of the incident

SHOCK:

Shock is a condition of general body weakness caused by loss of circulating body fluids, such as loss of blood through internal or external bleeding, or loss of plasma from major burns, or through extreme pain or fear. The victim may feel weak, faint, may be anxious or restless, may feel sick and may vomit. Skin may become pale, cold and clammy, sweating may develop. Breathing can be shallow and rapid, and unconsciousness may develop. Shock is present in all cases of accident to a varying degree.

Treatment:
1. If breathing and heart-beat stop, begin resuscitation immediately.
2. If no indication of spinal injury, lay victim on back and raise the feel 6-12 inches.
3. Cover the victim to prevent heat loss.
4. Check breathing and pulse every ten minutes.
5. Search for, and if possible, treat the cause of shock.

CHEST PAIN:

Proper training is required to perform CPR, however any heart attack can lead to cardiac arrest and it is therefore vital for first aiders to be able to recognize the early warning signs of a heart attack so the victim can receive prompt professional attention! DIAL 9-1-1 IMMEDIATELY

Know the warning signs of heart attack:
1. Pain, pressure, discomfort or squeezing in the center of the chest.
2. Radiating pain to shoulder(s), next, back, arm(s) or jaw.
3. Stabbing chest pain with pounding heartbeats (palpitations).
4. Shortness of breath or difficulty breathing.
5. Nausea, vomiting or severe indigestion.
6. Breaking out in a sweat for no other apparent reason.
7. Dizziness, weakness or sensation of panic with feeling of impending doom.

First aid for a heart attack:
1. Recognize the signs & symptoms of a heart attack.
2. Comfort and reassure the victim
3. Have the victim stop whatever they were doing and sit or lie in a comfortable position.
4. Summon emergency medical help quickly
5. If the victim becomes unconscious, be prepared to perform CPR (if you are trained to do so)
COLLAPSED PERSON

A. Airway: If you find a collapsed person, to find out if he/she is conscious shake the shoulders and shout, “are you all right?” If you do not get a response, direct someone to call 9-911 immediately. If the victim is not lying flat on his/her back, roll moving the entire body at one time, as a unit.

To open the airway, lift the chin gently with one hand, while pushing down on the forehead with the other to tilt the head back. Once the airway is open, place your ear close to the victim’s mouth:
   a. LOOK – at the chest and stomach for movement.
   b. LISTEN – for sounds of breathing.
   c. FEEL – for breath on your cheek.

If none of these signs is present, the person is not breathing. If opening the airway does not cause the person to begin to breathe spontaneously, you must provide rescue breathing.

B. Breathing: The best way to provide rescue breathing is by using the mouth-to-mouth technique. Take your hand that is on the person’s forehead and turn it so that you can pinch the nose shut, while keeping the heel of the hand in place to maintain head tilt. Your other hand should remain under the chin. Give two full slow breaths, using the mouth-to-mouth method.

C. Circulation: The American Heart Association 2005 guidelines state that effective chest compressions produce blood flow during CPR. The guidelines note the following about chest compressions and rescue breaths during CPR:

   After delivering the first 2 rescue breaths, the lay rescuer should immediately begin cycles of 30 chest compressions and 2 rescue breaths. The lay rescuer should continue compressions and rescue breaths until an AED arrives, the victim begins to move, or professional responders take over.
   To give effective chest compressions, all rescuers should “push hard and push fast.” Compress the chest at a rate of about 100 compressions per minute for all victims (except newborns).
   Allow chest to recoil (return to natural position) completely after each compression, and use approximately equal compression and relaxation times.
   Try to limit interruptions in chest compressions. Every time you stop chest compressions, blood flow stops.
   The AHA recommends a compression-to-ventilation ratio of 30:2 for all lone (single) rescuers to use for all victims from infants (excluding newborns) through adults.
   Each rescue breath should be given over 1 second. Each rescue breath should make the chest rise. All rescuers should avoid delivering too many breaths or breaths that are too large or too forceful.

Unconscious casualties who are breathing and whose hearts are beating should be placed in the recovery position.

BLEEDING

The principle of controlling blood loss is to restrict the flow of blood to the injured part by pressure and elevation.
A. Severe Bleeding:
   a. Apply a clean, sterile dressing to the wound with firm, constant pressure, which should be held for up to twenty minutes.
   b. If there is a foreign body in the wound, such as glass, apply pressure alongside and do not attempt to remove the object.
   c. If you are sure there is not fracture or dislocation, raise the part and support it while maintaining pressure. This should decrease the flow of blood.
   d. If bleeding continues, apply indirect pressure. Press the artery at the next pressure point (pressure points are difficult and sometimes dangerous to use, and should only be used by someone trained in first aid).
   e. Cover and/or dress the wound as soon as possible.
   f. Call 9-911. Wrap any severed part, (such as a finger) in a bag and place it in ice if possible, and send with victim (Don’t place the finger in direct contact with the ice).

B. Cuts, scratches and scrapes: Mild to moderate bleeding cuts and scrapes usually stop bleeding if washed and dressed firmly. A course of tetanus injections may be necessary.

C. Nose Bleed:
   a. Have the victim sit comfortably; leaning forwards with a cloth under the nose.
   b. Encourage mouth breathing and discourage nose blowing, wiping, rubbing, speaking and movement.
   c. If bleeding is profuse, press nostrils together just below the hard part and push it against the face gently for twenty minutes.
   d. If bleeding continues for more than twenty minutes, or increases in volume, seek medical help.

BURNS

Burns are injurious to body tissues caused by heat, chemicals or radiation. Scalds are caused by wet heat, such as steam or hot liquids. Burns are classified according to the area and depth of injury. Superficial burns involve only the outer layers of the skin may cause redness, swelling, tenderness, and usually heal well. Intermediate burns form blisters, can become infected, and need medical aid. Deep burns involve all layers of the skin, which may be pale and charred, may be pain free if nerves are damaged, and will always require medical attention.

To limit tissue damage, the burned area should be cooled down immediately by flooding the area with slow running water for at least 10 to 20 minutes. If no water is available, clothing should be removed immediately from the injured area, (only if it is not stuck to the skin) clothing soaked with hot liquids retains heat (avoid pulling clothing over the face).

Most minor burns will heal on their own, and home treatment is usually all that is needed to relieve your symptoms and promote healing. But if you suspect you may have a more severe injury, use first-aid measures while you arrange for an evaluation by your doctor.

Immediate first aid for burns

First, stop the burning to prevent a more severe burn.
   ▪ Heat burns (thermal burns): Smother any flames by covering them with a blanket or water. If your clothing catches fire, do not run: stop, drop, and roll on the ground to smother the flames.
   ▪ Liquid scald burns (thermal burns): Run cool tap water over the burn for 10 to 20 minutes. Do not use ice.
   ▪ Electrical burns: After the person has been separated from the electrical source, check for breathing and a heartbeat. If the person is not breathing or does not have a heartbeat,
• Chemical burns: When a chemical burn occurs, find out what chemical caused the burn. Call your local Poison Control Center or the National Poison Control Hotline (1-800-222-1222) for more information about how to treat the burn.
• Tar or hot plastic burns: Immediately run cold water over the hot tar or hot plastic to cool the tar or plastic.

Next, look for other injuries. If you or the person who is burned was involved in an accident that caused the burn, other serious injuries may have occurred.

Remove any jewelry or clothing at the site of the burn. (I believe you already have this statement) If clothing is stuck to the burn, do not remove it. Carefully cut around the stuck fabric to remove loose fabric. Prepare for an evaluation by a doctor.

If you are going to see your doctor soon:
• Cover the burn with a clean, dry cloth to reduce the risk of infection.
• Do not put any salve or medicine on the burned area, so your doctor can properly assess your burn.

FRACTURE/ BROKEN BONES

A broken or cracked bone may be diagnosed by being felt or heard, by pain, difficulty in moving, tenderness, swelling, bruising, deformity or symptoms of shock.

Treatment:
  a. Difficulty in breathing, severe bleeding and unconsciousness is a true emergency and must be corrected before treatment or immobilization of broken bones.
  b. Treat all fractures in position found, if possible. If victim must be moved before emergency personnel arrive, gently support the injured part by hand, place the victim in a comfortable position, and support with rolled up blankets or pillows.
  c. If transportation is delayed, immobilize the injured part by securing it to the body with padding and bandages with arm to body or leg to leg.
  d. Treat for shock

POISONING

A poison is any substance that causes damage if taken into the body. Poisons can be swallowed, inhaled, injected or absorbed through the skin. The aim of treatment is to get an open airway, and bring medical help to the victim as soon as possible.
  a. FOR SWALLOWED POISONS – do not attempt to induce vomiting, as this may harm the victim further.
  b. FOR INHALED POISONS – remove the victim from danger and into fresh air.
  c. FOR ABSORBED POISONS – flush away any residual chemical on the skin.
  d. If breathing and heartbeat stop, begin resuscitation immediately.
  e. USE CAUTION. DO NOT contaminate yourself with poison that may be on or around the victim’s mouth.
  f. If the victim is unconscious but breathing normally, place him in the recovery position.
  g. If the victim is conscious, ask quickly what has happened, he/she may lose consciousness.
  h. Move victim to hospital immediately. Send any samples of vomit, pill boxes or bottles found nearby to hospital with the victim.
FAINTING

Fainting is a brief loss of consciousness caused by a temporary reduction in the flow of blood to the brain.
   a. If breathing and heartbeat have stopped, begin resuscitation immediately.
   b. If the victim is unconscious but breathing normally, lay him down, elevate the legs.
   c. Loosen tight clothing at the neck, chest and waist to assist breathing.
   d. Check and treat any injury sustained in falling.
   e. Reassure the victim while regaining consciousness, gradually raise to sitting position.
   f. If worried about the condition of the victim, seek medical help.
   g. DO NOT give anything to eat or drink until conscious, then only sips of cold water.

PANIC ATTACKS

Panic attacks are brought on by social situations and activities perceived to be a threat to the person. The attack may be the person’s first or they may have had a number of attacks before, attacks may recur repeatedly and rapidly, however; once these symptoms abate, moderate to severe anxiety may last for many hours.

The symptoms may include:
   a. Shortness of breath with rapid breathing (or smothering sensations)
   b. Dizziness, unsteady feelings, or faintness
   c. Sweating
   d. Palpitations or accelerated heart rate (feeling one’s own heart beat)
   e. Trembling or shaking
   f. Nausea or abdominal distress
   g. Numbness or tingling sensations (pins and needles in the arms/legs).
   h. Choking
   i. Flushes (hot flashes) or chills
   j. Chest pain or discomfort. (Normally this is not a heart attack, but if chest pain persists has it checked out by a Doctor)

Treatment:
   a. Remain calm
   b. Make direct eye contact, and speak clearly and slowly
   c. Identify yourself
   d. Give short clear instructions
   e. Make calming gestures
   f. Get the victim to sit down
   g. Encourage the victim to take long, slow deep breaths.
   h. Allow the victim some space
   i. Hold breath for +1 seconds
   j. Exhale slowly

HYPOTHERMIA

Hypothermia is when the body’s core temperature drops. Hypothermia doesn’t happen in a matter of minutes like frostbite, but slowly over several hours of exposure to cold. The possible result: coma and death.

The symptoms of hypothermia are:
   a. Slurred speech
   b. Slow pulse
   c. Loss of coordination
d. Loss of bladder control

e. Stiff muscles

f. Puffy face

g. Mental confusion

- If you suspect hypothermia, CALL 9-911 immediately.

- The first priority is to perform a careful check for breathing and a pulse and initiate cardiopulmonary resuscitation (CPR) as necessary. If the person is unconscious, having severe breathing difficulty, or is pulseless, call 911 for an ambulance. Because the victim's heartbeat may be very weak and slow, the pulse check should ideally be continued for at least 1 minute before beginning CPR. Rough handling of these victims may cause deadly heart rhythms.

- The second priority is rewarming.

- Remove all wet clothes and move the person inside.

- The victim should be given warm fluids if he or she is able to drink, but do not give the person caffeine or alcohol.

- Cover the person's body with blankets and aluminum-coated foils, and place the victim in a sleeping bag. Avoid actively heating the victim with outside sources of heat such as radiators or hot water baths. This may only decrease the amount of shivering and slow the rate of core temperature increase.

- Strenuous muscle exertion should be avoided.

**DRUG OVERDOSE**

Drug abuse is defined as the misuse or overuse of any legal or illegal drug. These drugs include alcohol, over-the-counter medicines, and prescription medicines.

**Signs and symptoms**

Overdose symptoms include: Abnormal pupil size and pupils that do not change when exposed to light, agitation and terror, convulsions or tremors, difficulty breathing, drowsiness, excessive sweating, hallucinations, paranoia, or violent behavior, inability to coordinate movement, nausea and vomiting, staggering or unsteady walk, and unconsciousness.

Symptoms associated with drug withdrawal include: abdominal cramping, agitation or restlessness, cold sweats, convulsions, delusions, or believing something despite evidence that it is not true, depression, diarrhea, hallucinations, and shaking.

**First aid for a drug overdose includes:**

Check for signs of circulation, such as normal breathing, coughing, or movement in response to stimulation. Call 9-911 immediately. Start cardiopulmonary resuscitation, or CPR, if the person stops breathing. Stay with the person until medical assistance arrives. If possible, try to keep the person from taking more drugs.

**Allergic Reaction**

Most allergic reactions are much less serious, such as a rash from poison ivy or sneezing from hay fever. The type of reaction depends on the person but is sometimes unpredictable.
Most reactions happen soon after contact with an allergen. An allergen is a trigger that causes the reaction after touching a certain part of the body. The blood may be exposed from an injection, The blood or gut may be exposed from swallowing an allergen, the lungs may be exposed from inhaling the allergen, The skin may be directly exposed to an allergen.

Usually these reactions are mild, however, some people have a sudden, life-threatening allergic reaction within minutes, called anaphylaxis. Anaphylaxis can progress rapidly and result in shock and even death if medical help is not obtained.

Signs and Symptoms:

Mild allergic reaction may cause the following: coughing, sneezing and nasal congestion, fever, hives or raised swellings on the skin that itch, joint pain or muscle aches, redness or the skin or a rash, swelling of the tongue, eyelids, or face, worsening of asthma or an asthma flare-up, which makes breathing difficult.

Severe reactions may cause severe forms of the above changes such as: abdominal distress or cramping, chest discomfort, difficulty swallowing, dizziness or light-headedness, unconsciousness.

- If you can identify the cause of the reaction, prevent further exposure.
- Triggers of anaphylaxis include many substances. Only a trace amount of the trigger may be needed to cause a severe reaction. Triggers of allergic reactions, including anaphylaxis, may include:
  - Prescription and over-the-counter medications
  - Venom of stinging insects such as yellow jackets, bumble bees, honey bees, wasps, fire ants
  - Foods, especially high-protein foods - most commonly, shellfish, fish, nuts, fruit, wheat, milk, eggs, soy products
  - Food additives, such as sulfites
  - Numerous other substances such as latex (natural rubber)
  - Sometimes the trigger of the reaction is obvious--a bee sting, or a new prescription drug. Often, however, the trigger is unknown.

- Bystanders should administer CPR to a person who becomes unconscious and stops breathing or does not have a pulse.
- People with asthma, eczema, or hay fever are slightly more likely to have an anaphylactic reaction than people who do not have these conditions.

Severe Allergic Reaction Symptoms:

The symptoms of anaphylaxis can vary. In some people, the reaction begins very slowly, but in most the symptoms appear rapidly and abruptly.

- The most severe and life-threatening symptoms are difficulty breathing and loss of consciousness.
  - Difficulty breathing is due to swelling and/or spasm in the airways (which can include swelling of the tongue or the airways). In very rare cases, breathing can stop altogether.
  - Loss of consciousness is due to dangerously low blood pressure, which is called "shock."
  - In the most serious cases, the heart can stop pumping altogether.
  - These events can lead to death from anaphylaxis.
While some symptoms are life threatening, others are merely uncomfortable. Generally, a reaction must involve at least two different body systems, such as skin and heart, to be considered anaphylaxis.

**Skin:** Most anaphylactic reactions involve the skin.
- Hives, welts, or wheals (raised bumps): Hives can cause severe itching
- Generalized erythema (redness)
- Swelling in the face, eyelids, lips, tongue, throat, hands, and feet

**Breathing:** Swelling of the surrounding tissues narrows the airways.
- Difficulty breathing, wheezing, chest tightness
- Coughing, hoarseness
- Nasal congestion, sneezing

**Cardiovascular:** Blood pressure may drop to dangerously low levels.
- Rapid or irregular heart beat
- Dizziness, faintness
- Loss of consciousness, collapse

**General**
- Tingling or sensation of warmth - Often the first symptom
- Difficulty swallowing
- Nausea, vomiting
- Diarrhea, abdominal cramping, bloating
- Anxiety, fear, feeling that you are going to die
- Confusion

- Act quickly if someone experiences the symptoms of an anaphylactic reaction. True anaphylaxis is a medical emergency and requires immediate treatment in an emergency department of a hospital, where the person can be watched closely and life-saving treatment can be given.

- It is impossible to predict how severe the allergic reaction will be. Any person who shows symptoms of anaphylaxis must be transported to a hospital emergency department.

- If swelling develops rapidly, particularly involving the mouth or throat, and you have trouble breathing or feel dizzy, light-headed, or faint, call 911 for ambulance transport to the hospital.

**FIRE**

**Fire Procedures**

- Remain calm.

- Immediately leave your area, closing all the doors behind you.

- If an audible alarm has not been automatically activated, immediately call 911 from another location and follow local procedures. Report the exact location (hallway, room) of the fire and all pertinent information about the fire emergency.

- Be prepared: Know in advance the nearest exit to your work location and the route you will follow to reach that exit in the event of an emergency. Also establish an alternate route to be used in the event your first route is blocked or unsafe to use. [Remember, if you encounter heavy smoke, often the exit signs above the door may be obscured.] If you know in advance how many doors you will have to pass, you can then crawl or crouch low with your head below the smoke.
(watching the base of the wall) and count the doors you pass so you will know when you reach the exit door.]

- Keep talking to a minimum to reduce confusion and make it easier to hear instructions.
- If your clothing catches fire – STOP. . . DROP. . . ROLL.
- Notify the Campus Dean; complete the incident report.

Fire Drills

Unannounced fire drills will be conducted at least once every six months for each working shift in the building. All occupants of the building will participate in the fire drills.

Alternate routes should be used to condition the emergency organization and building occupants to various situations that might occur during an actual emergency. The drills should familiarize the occupants with all the available exit routes.

Shortly after the fire drills, the building manager will hold meetings with other personnel and staff to determine the effectiveness of the drills, and to assure that appropriate procedures are being followed.

The Building Manager will keep a written record of all drills for a period of three years; these records should be readily available for inspection.

Observers from the fire and police departments, Public Safety Office, and other agencies may be invited to observe and comment on fire drills.

REMEMBER:

SAFETY OF LIFE IS PARAMOUNT; UNLIKE POSSESSIONS AND BUILDINGS, LIVES CANNOT BE REPLACED

NATURAL DISASTERS

General

Whenever a major storm or other natural disaster threatens, keep your radio or television set on to stay abreast of developments. Don’t tie up the telephone lines simply to get information.

Stay away from disaster areas.

Follow the advice and instructions broadcast over the radio Emergency Warning System, if possible.

If evacuation is required, proceed to the assembly area designated by your building manager and remain there until further instructions are given.
**TORNADO**

**Difference between Tornado Watch and Tornado Warning**

The National Weather Service will issue a tornado **watch** if there is the possibility of tornadoes forming in the area.

A tornado **warning** is an alert by the National Weather Service confirming a tornado sighting and location. The Weather Service will announce the approximate time of detection and direction of movement.

**Actions to Take During a Tornado Warning:**

In the event of a tornado warning alert or actual tornado, students, faculty, and staff should do the following to minimize loss of life, injury and disruption of scheduled activities:

- If you are indoors and if time allows, move to the lowest floor possible. Move into an inside wall away from windows. Everyone must remain inside the building for maximum protection. If time allows, close all doors to rooms. Assume a fetal position to protect your head and eyes.

- If you are outside and hear a tornado warning or see a tornado, try to reach a building immediately. If you cannot reach a building, then you should lie flat in the nearest depression such as a ditch, curb or ravine away from power lines, buildings and trees.

- If you are driving, do not remain in the vehicle. Get out of your vehicle and follow the instructions above. Do not attempt to outrun a tornado.

**After a Tornado Passes:**

- Check for injuries. Do not move a seriously injured person unless he or she is in immediate danger of further injuries. If you need emergency assistance, call 911.

- Be aware of any structural damage around you, and if necessary and safe to do so, carefully leave the building per the General Building Evacuation guidelines.

- Always check for the following hazards:
  - Fire or fire hazards.
  - Damaged electrical wiring.
  - Downed or damaged utility lines. Stay away from downed lines, even if power appears to be off.
  - Fallen objects in closets and cabinets. Displaced objects may fall when you open the door.
  - Telephone. Make sure each phone is on its receiver. Telephones off the hook can tie up the telephone network.

- Clean up potentially harmful materials and/or medicines that may have spilled per the Hazardous Communication Plan. If you are instructed to go to a shelter, take blankets, a flashlight, clothing and snack items with you, if possible.
Tornado and Civil Defense Designated Shelter Plan

- A diagram of designated shelter areas for all building occupants is located on the Floor Evacuation Plan at each end of the central hallway for the building. The Campus Dean and Building Manager have a copy, and copies may be made for occupants, if desired.

- Complete an incident report.

**EARTHQUAKE**

General: Know the safest places in your office or work area. These areas should be away from heavy furniture, appliances, fireplaces and large panes of glass (windows, mirrors, etc).

The Dangers:

- Falling objects (pictures, things in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets and bookshelves).

- Swinging doors and broken windows.

- Inoperable lights, telephones, elevators, heat and air conditioning.

- Possible fires (from broken natural gas lines, electrical short circuits, or other causes).

- Electrical shock hazards from damaged electrical equipment.

- Severe motion (if you are standing, you may be thrown to the ground).

- Poor visibility due to dust in the air.

Actions to Take During an Earthquake:

- If you are indoors, drop to the floor. Take cover under a sturdy desk, table or other furniture. Hold onto it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move. Stay clear of windows, fireplaces, wood stoves, and heavy furniture or appliances. Stay inside. If you are in a crowded area, take cover and stay where you are; encourage others to do likewise.

- If you are outside, get into the open, away from buildings and power lines. Be watchful for falling glass and building debris.

- If you are driving, stop if it is safe, but stay inside your car. Stay away from bridges, overpasses, and tunnels. Move your car as far out of the normal traffic pattern as possible. If possible, avoid stopping under trees, light posts, power lines or signs.

After an Earthquake:

- Check yourself for injuries.

- Check those near you for injuries.

- Call out, asking if anyone is injured or trapped.
• Begin assembling people in small groups near supporting columns.

• Make a rapid assessment of the damage to determine if evacuation is possible (safer than staying or practical.) Look outside, if possible, to see what ground damage occurred. If some, or all, of the ceiling has collapsed, it may be necessary to climb over it. Watch out for all electrical wires.

• When and only while there is no shaking, have one group at a time carefully exit. When the group reaches the exit, first check that no loose debris is hanging above the exit path. Have members of the group exit one at a time quickly, and get at least as far away from the building as it is tall.

• Do not touch anything that is hanging down or damaged.

• After all people are assembled at an evacuation area, get a count of deceased, trapped, injured, missing, and accounted for.

• Check for injuries. Do not move a seriously injured person unless he or she is in immediate danger of further injuries.

• Be aware of any structural damage around you. If necessary and safe to do so, carefully leave the building per the General Building Evacuation guidelines.

• Always check for the following hazards:
  ➢ Fire or fire hazards.
  ➢ Damaged electrical wiring.
  ➢ Downed or damaged utility lines. Stay away from downed lines, even if power appears to be off.
  ➢ Fallen objects in closets and cabinets. Displaced objects may fall when you open the door.
  ➢ Telephone. Make sure each phone is on its receiver. Telephones off the hook can tie up the telephone network.

• Clean up potentially harmful materials and/or medicines that may have spilled per the Hazardous Communication Plan.

• Complete an incident report.

• Expect aftershocks. Most of these are smaller than the main earthquake. Some may be large enough to do additional damage to weakened structures.

• If you are instructed to go to a shelter, take blankets, a flashlight, clothing and snack items with you, if possible.
EXCESSIVE SNOW/FLOOD

In the event we experience a natural disaster such as blizzards or severe flooding that could potentially jeopardize the operation of the college community, the following procedures exist. Any school closing will be conveyed to pre-established radio and television stations through our Public Relations Department.

OTHER KINDS OF POTENTIAL CRISISES

BOMB THREATS

If you receive a bomb threat by phone

• First and foremost, TAKE IT SERIOUSLY. Do the following:
  • Remain calm.
  • Do not transfer the call.
  • Ask the caller the following questions:
    o When is the bomb going to explode?
    o Where is it right now?
    o What type of bomb is it?
    o What does it look like?
    o What will cause it to explode?
    o Did you place the bomb?
    o Why?
  • Note the sex, ethnic background, and age of caller, if possible. Take note of the caller’s voice and any background noises.
  • Use the “Bomb Threat Report” (see page 24) to record information.
  • Notify the local police immediately by calling 911.
  • Follow the instructions given by the local police.
  • Do not touch suspicious objects.
  • Do not create a panic.
  • Notify the Campus Dean and building manager.
  • Complete an incident report.

What happens after you report the threat

Based on the information you provide, the local police will determine whether the threat is general (bomb could be anywhere on campus) or specific (bomb is planted in a specific building/location). The Campus Dean will evacuate the building. Police or fire officials will allow a return to the facilities.

If a general threat is received, the following actions will be taken by the individuals and in the order indicated.
### Individual(s) Responsible

<table>
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<tr>
<th>Action</th>
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<td><strong>Campus Dean</strong></td>
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| Notifies 911.  
Makes decision to evacuate.  
Notify President.  
Once notified by the local police that all facilities have been cleared, approves resumption of normal activities on campus.  
Directs buildings be opened; informs the building manager that occupants may return to building. |

| **Building Manager** |
| Activates all fire alarms and assists in evacuation of all students, staff, and faculty to pre-designated assembly areas.  
**NOTE:** If a suspicious object is found, the local police will go directly to the scene. If the local police determine that the object could be a bomb, the police will then follow procedures to dispose of the bomb. |

If a **specific threat** is received, the same actions as above will be taken, but only for the specific building or facility identified in the bomb threat.

**NOTE:** The Campus Dean or his designee will, on his/her own, order immediate evacuation of the buildings.

### Written Bomb Threat

As soon as possible after receiving a bomb threat by note or letter, report it to the local police. If you dial 911, tell the operator you have received a bomb threat, provide all available information, and stay on the line until released by the operator.

**NOTE:** Do not handle the message any more than absolutely necessary so as not to destroy fingerprints or other identifying marks.

### Suspicious envelope or parcel received by mail.

If you have reason to be suspicious of an envelope or parcel, notify your building manager and the local police immediately.

**Under no circumstances attempt to open or inspect a questionable item.** (See letter bomb detection guidelines below.)

### Letter Bomb Detection Guidelines

Be suspicious about materials delivered by mail if you see any of the following:

**Address**
- No return address.
- Incorrect title.
- Poorly typed or handwritten.
Thickness. (Be suspicious of medium-sized envelopes that are the thickness of a small book and fairly rigid. Be suspicious of large, bulky envelopes that are an inch or more thick.)

Rigidity. Be wary of envelopes or packages that are abnormally rigid—particularly along the center length.

Envelopes
- Oil stains ("sweating" of plastic explosives).
- Appear to have been opened and re-glued, or is taped, or otherwise tampered with.
- Strange odor.
- Wires or strings sticking out or attached.
- Feeling of springiness in the sides, bottom, or top.

Packages
- Excessive use of tape, cord, or both.
- Not packaged or wrapped in a professional manner.
- Excessive postage or unusual class of mail.

Writing
- Marked “personal,” “confidential,” or “private”.
- Marked “air mail”, “registered”, “certified”, or “special delivery”.
- Contains misspelled words.

If you encounter a suspicious item, immediately set it down, move to a safe area, and notify the local police.
Use the following checklist to record information:

Time: _______ Date: _______

Number at which the call is received: _______

Background information on caller:

Sex _________ Race: ___________ Approximate Age: _______

**Caller's Voice:**

- Calm
- Excited
- Soft
- Slow
- Laughing
- Shriil
- Disguised
- Familiar
- Deep
- Slurred
- Raspy
- Nasal
- Rapid
- Cracked
- Angry
- Loud
- Crying
- Accent
- Stutter
- Nasal
- Clearing throat
- Deep breathing

If voice is familiar, who did it sound like? _____________________________________________

**Background Sounds:**

- Static
- Clear
- Street noise
- Music
- Motor
- Animal noise
- Voices
- PA System
- House noise
- Booth
- Local
- Long distance
- Office Machines
- Factory Noise
- Other

**Threat Language:**

- Foul
- Well spoken (educated)
- Irrational
- Coherent
- Taped
- Message

Person receiving call: _______________________
Person completing this form: _______________________

Campus _______________________
Building _______________________
CIVIL DISTURBANCE OR DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstrations:

- INTERFERENCE with the normal operations of the college.
- PREVENTION of access to office, or other college facilities.
- THREAT of physical harm to persons or damage to college facilities.

If any of these conditions exist, local police should be notified. The Campus Dean will be responsible for contacting and informing the President and Public Information Officer. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

**Peaceful, Non-Obstructive Demonstrations**

Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked, and efforts should be made to conduct college business as normally as possible.

If the demonstrators are asked to leave but refuse to leave by regular facility closing time:

- Arrangements will be made by the Campus Dean to monitor the situation during non-business hours, or a determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

**Nonviolent, Disruptive Demonstrations**

In the event that a demonstration blocks access to college facilities or interferes with the operation of the college:

- Demonstrators will be asked to terminate the disruptive activity by the Campus Dean or his designate.
- The Campus Dean will consider having a photographer available.
- Student leaders will be asked by the Campus Dean to go to the area and persuade the demonstrators to desist.
- The Campus Dean or his designate will go to the area and ask the demonstrators to leave or discontinue the disruptive activities.

If the demonstrators persist in the disruptive activity they will be advised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension, expulsion, or possible intervention by civil authorities. (See attachment A)

Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.

Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
After consultation with the President and the Campus Dean, the need for an injunction and intervention of civil authorities will be determined.

If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of local police, the remaining demonstrators will be warned of the intention to arrest. (See Attachment B)

**Violent, Disruptive Demonstrations**

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, call 911. The President and the Campus Dean should be notified immediately.

**During Business Hours**

If advisable, the Campus Dean will alert the President who will then call a photographer to report to an advantageous location for photographing the demonstrators.

The President, in consultation with the Campus Dean and the Safety/Loss Control Officer, will determine the possible need for an injunction.

**After Business Hours**

The Campus Dean should be immediately notified of the disturbance.

The Campus Dean will investigate the disruption, and report and notify the local police.

The Campus Dean will:

- Report the circumstances to the President.
- Notify the Assistant to the President/Public Information Officer.
- Arrange for a photographer.
- Complete an incident report with the Campus Dean.

**NOTE:** The Campus Dean reserves the right to call for assistance without counsel from others if it is deemed to be of paramount importance to the safety of persons involved.
ATTACHMENT A

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

(Identify Self)

“This assembly and the conduct of each participant is seriously disrupting the operations of the College and is in clear violation of the rules of the College. You have previously been called upon to disperse and terminate this demonstration. You have been given the opportunity to discuss your grievance in the manner appropriate to the College. In no event will the Administrator of this College accede to demands backed by force. Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Board of Governors, take whatever measures are necessary to restore order – including calling for campus security. Any person who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension.”

ATTACHMENT B

DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH THE ASSISTANCE OF CAMPUS SECURITY

(Identify Self)

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Since you have chosen to remain in violation of the rules and regulations of the College, each of you is hereby suspended, subject to later review. Local law enforcement will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.
HOSTAGE SITUATION

In the event that you are taken hostage:

- Be patient. Time is on your side. Avoid drastic action.

- The initial 45 minutes are the most dangerous. Follow instructions and be alert. The captor is emotionally imbalanced. Don’t make mistakes which could compromise your physical safety.

- Don’t speak unless spoken to and then only when necessary. Don’t talk down to the captor who may be in agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.

- Try to rest. Avoid speculating. Comply with instructions as best as you can. Avoid arguments. Expect the unexpected.

- Be observant. You may be released or escape. The personal safety of others may depend on your memory.

- Be prepared to answer the police on the phone. Be patient, wait, and attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, says so. The captors, in all probability do not want to harm persons held by them. Such direct action further implicates the captor or additional offenses.

- Complete an incident report with the Campus Dean.

EXPLOSION

In the event a mishap occurs such as an exposition, the following actions should be taken:

- Immediately take cover under tables, desks, and other objects which will give protection against falling glass or debris.

- After the effects of the explosion have subsided, call 911.

- If necessary, activate the building alarm.

- When the building evacuation alarm is sounded, walk quickly to the nearest marked exit and ask others to do the same.

- Assist those individuals with disabilities when exiting the building.

- Once outside, move to a clear area that is at last 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews.

- If requested, assist EMS as necessary.

- Notify the Campus Dean.

- Complete an incident report.

A Campus Emergency Command Post may be set up near the disaster site. Keep clear of the Command Post unless you have official business.
PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality.

If a psychological crisis occurs:

- **Never** try to handle a situation you feel is dangerous on your own.
- Notify immediate supervisor.
- Call 911.
- Notify the Campus Dean.
- Complete an incident report with the Campus Dean.

VIOLENT ACTS IN THE WORKPLACE

Policies

New River is committed to providing a safe environment for all students, employees, and visitors. This concern is the basis of the following policies:

All New River students and employees, with the exception of law enforcement personnel, are strictly prohibited from possessing deadly weapons while occupying any facility or vehicle owned, leased, or rented by New River. Deadly weapons include firearms, explosive or incendiary material, or any other device or substance which in the manner used or intended to be used is reasonably capable of producing death or serious bodily injury. Any violation of this directive will be subject to immediate disciplinary action which may include expulsion, suspension, or dismissal.

Any employee or student who communicates a threat of bodily harm to another New River employee, student, or visitor will be subject to immediate disciplinary action which may include expulsion, suspension, or dismissal. Any known threat of this nature will be reported immediately to the local law enforcement authorities if danger is imminent. The local police will immediately conduct an investigation of the threat.

If you are threatened verbally:

- Remain calm.
- Report the threat as soon as possible to your supervisor, department head, or division chair.
- Notify the Campus Dean.
- Complete an incident report with the Campus Dean.
- If you feel you are or others are in immediate danger, call 911.

If you are threatened with a deadly weapon: Call immediately for local police for assistance.
HAZARDOUS MATERIALS

Hazard Communication Program

New River established this Hazard Communications Program pursuant to Occupational Safety and Health Administration (OSHA) regulations (29 CFR 1910.1200) in order that all chemicals used on campus and all potential hazards are evaluated and the information concerning these hazards conveyed to employees and students. The Hazard Communication Program involves labels, material safety data sheets (MSDS), employee training and use of personal protective equipment (PPE), employee access to written records, and a written hazard communication plan.

The hazard communication regulations apply to any hazardous chemical that is known to be present in the workplace in such a manner that employees and/or students may be exposed under normal conditions of use, or in a foreseeable emergency. The definition of “hazardous chemical” under the standard is extremely broad, and includes any chemical that is a physical hazard or a health hazard. The OSHA standard sets out a procedure for hazard determination, and any substance determined to be hazardous under this procedure is subject to the program.

Hazard Communication Responsibilities

The Building Manager is responsible for:

- Creating and maintaining at New River a current MSDS for every chemical on campus and coordinating the annual updates.
- Ensuring that all chemicals are properly labeled, and that these labels are not removed or defaced.
- Informing employees and/or students of any tasks in their work area which involve the presence of hazardous chemicals, as well as the location and availability of the written hazard communication program, the inventory, and the MSDS.
- Obtaining an MSDS from the vendor for each chemical; placing a copy of the MSDS in an easily accessible location near the chemical; ensuring that if a chemical is being used, a copy of the MSDS is nearby.
- Training employees and/or students about specific hazards relating to the work or instruction area or practices therein.
- Maintaining a copy of all training records.
- Determining the required PPE for the procedures and materials in use in their area.
- Ensuring that the proper PPE is available, and that employees and/or students are trained in its use.
- Supplying the local fire department with a copy of the chemical inventory.
- Serving as an informative resource to the community and local fire department on chemicals at the College.
- Conducting inspections to ensure compliance with the Hazard Communication Program.
• Assisting supervisors when the need arises.
• Evaluating this program and updating it as needed.

• Not accepting any chemical without a copy of the MSDS.

• Developing safe procedures for work or instruction areas, as well as written procedures for emergencies and evacuation, and training employees and/or students in those procedures.

• Instructing all outside contractors to contact New River for specific information about hazardous chemicals within the College that may pose a risk to contract employees.

• Requiring all contractors to provide information concerning hazardous chemicals brought into New River to be used in contracted work before that work begins.

• Informing employees and/or students about proper performance of non-routine tasks. (See below.)

**Employees and students are responsible for:**

• Planning and conducting each operation according to the Hazard Communication Program.

• Maintaining their work areas in good order.

• Using the required PPE (personal protective equipment) and taking proper care of relevant equipment.

• Reporting immediately any exposures, injuries or problems to the supervisor or instructor.

• Reviewing the MSDS prior to using a substance for the first time, and reviewing it periodically thereafter.

**Hazardous Chemicals Inventory**

The building manager is required to maintain a list of all chemicals known to be present in each work area. The inventory must identify each chemical by the primary name on the label, average quantity on hand, and the location of the chemical. The inventory must be kept in the work area in a suitable format, on a log sheet, or in a computer. The inventory must be available during the work period. The inventory, along with any changes, additions or deletions, must be relayed to the building manager.

**Labeling and Storage Requirements**

The building manager must ensure that all hazardous chemicals in his/her area of responsibility are properly labeled. Labels should list the chemical identity, appropriate hazard warnings, and the name and address of the manufacturer, importer, or the responsibility party. Portable containers of working solutions must be labeled appropriately unless they are intended for immediate (during a day's work-shift or class period) use by the employee or student who prepares it. The contents of all vessels containing chemicals or products such as cleaning solutions must be identified by name on the container.

Chemicals stored in bulk quantities, pipelines, and storage tanks are required to be adequately labeled. Storage tanks or drums can be labeled collectively rather than labeling individual containers if they are not removed from the labeled area and if the hazards are the same. It is
the responsibility of the supervisor or instructor ordering and using these bulk chemicals to ensure adequate labeling.

**Material Safety Data Sheets (MSDS)**

MSDS are an integral part of the safety of the New River community. MSDS provides employees, students and local citizens with specific information on the chemicals used by New River. It is the policy of New River that a copy of each MSDS for each chemical used by the college remains on file with the building manager and Campus Dean. It is the obligation of the building manager to assure that all procedures for handling and storing of chemicals are in compliance with federal, state, and local regulations. DO NOT receive or emit any new chemicals until the building manager has obtained a copy of the MSDS (this includes any samples). Inform each employee as to the location of the list and the MSDS sheets. This information must be readily available to all who may come in contact with the chemical.

**Updating**

Upon arrival of a previously non-listed chemical, the vendor will present an MSDS. This MSDS should be filed with the building manager before the chemical is used. Upon arrival of a previously listed chemical, the vendor may present an updated MSDS. This MSDS should be filed with the building manager as soon as possible. The building manager will update his or her MSDS collection immediately upon arrival of a new MSDS. The MSDS collection will be also be updated annually to ensure an accurate MSDS file. All MSDS of chemicals that are not in use or storage at the time of the annual update will be placed in a binder containing old MSDS and will be kept on file for thirty (30) years.

**Non-Routine Tasks**

Employees must be informed of what, if any, hazardous material they may encounter while performing a job or task that they do not normally perform. It is the responsibility of the building manager to provide appropriate information and appropriate protective measures required to safely perform the task.

**Employee Training and Information**

Employees and/or students must receive hazard communication training when working in a new area whenever a new material or procedure is introduced into the workplace, or whenever the building manager feels that refresher training is in order. This training must include:

- Physical and health hazards of chemicals in the work or instruction area
- Methods and observation techniques used to detect the presence or release of a hazardous chemical
- How to lessen or prevent exposure to these hazardous chemicals through usage of controls, work practices and PPE
- How to use MSDS information
- How to read and understand labels
- The proper use of any required PPE.
All training shall be documented by recording the training session subject(s), date, and attendees. The building manager will maintain a copy of these records.

Information about New River’s Hazard Communication Program will be disseminated to all new employees. All new employees must be trained by their supervisor concerning hazardous chemicals in the workplace at the time of initial assignment and whenever a new hazard is introduced into the work area.

**Hazard Indicators**

- Eye irritation
- An odor of gas, sewer, electrical, or other.
- A haze in the air.
- Visible dust clouds.
- A vibration.
- A crack developing in a structural wall, floor, or ceiling.
- An unusually hot spot in a wall, floor, or ceiling.
- Hissing or grating sounds that cannot be explained.
- Any suspected pop or bang sound that cannot be explained.
- Any suspected water leak.
- Dirt or grit continually or regularly falling from the ceiling.
- Sudden headaches or fainting of occupants.
- Itchiness, rashes, choking, eye tearing, or runny noses of occupants.

**NOTE:** Such symptoms may not appear suddenly. They may occur gradually over hours or days or weeks, depending on the size and type of material. Not all of the occupants may acquire symptoms.

**Inspecting for Hazards**

Using the Hazards Inspection Form (Appendix 2), the building manager will inspect the buildings a minimum of once a year. Any required corrections will be made by building custodial staff immediately; items the building staff cannot correct will be brought to the attention of the President for correction as soon as possible.
In case of a spill or leak of hazardous materials:

- Immediately evacuate the area as follows:
  - If the agent is migratory, clear and secure the entire building. If necessary, call 911. (Notify Building Manager and Campus Dean)
  - If the agent is radiant, move occupants out of range and prohibit proximity.
  - If the agent is stationary, prohibit contact.
- If ordered to evacuate, go to your designated refuge area as directed by the building manager.
- Call the building manager and provide the following information:
  - Any pertinent information about the hazardous emergency or any injuries resulting from the spill or leak.
- Complete an incident report with the Campus Dean.

NOTE: Hazard materials are not used or stored at New River in sufficient amounts to constitute a hazardous area; what few materials are used are in containment areas and in small amounts. All flammable materials are stored in flame-resistant storage cupboards. Material Safety Data Sheets (MSDS) of all chemicals used by New River are in the office of the building manager.

NEVER ATTEMPT TO CLEAN UP A HAZARDOUS SPILL UNLESS YOU HAVE THE PROPER TRAINING AND PROTECTIVE CLOTHING

BIOTERRORISM ISSUES

In light of the September 11, 2001 attacks on America, security on many fronts has increased. It is certainly not expected that a terrorist attack would take place on the New River campuses; however, given events that have occurred across the nation since 09.11, we should at least think critically about the issue. There are a host of sources available on terrorist attacks, bioterrorist agents, etc., therefore, we don’t expect to provide you with “headline” news about the topic. However, we do want to make available basic information and sound procedures that you should take into consideration whether you are at work or at home. If you feel there is a present and imminent concern, notify the dean on your campus who will initiate the appropriate contacts with county health department officials.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes, some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.
DO NOT PANIC!

1. Anthrax organisms can cause infection on the skin, in the gastrointestinal system, or in the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

3. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

SUSPICIOUS UNOPENED LETTER OR PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS “ANTHRAX”

1. Do not shake or empty the contents of any suspicious envelope or package.

2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.

3. If you do not have a container, COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.

4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

5. WASH your hands with soap and water to prevent spreading any powder to your face.

6. What to do next . . . .
   - If you are at HOME, then report the incident to local police.
   - If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

ENVELOPE WITH POWDER AND POWDER SPILLS OUT ONTO SURFACE

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!

2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

3. Wash your hands with soap and water to prevent spreading any powder to your face.
4. **What to do next . . . .**
   - If you are at **HOME**, report the incident to local police.
   - If you are at **WORK**, notify your immediate supervisor and report the incident to local police.

5. **REMOVE** heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.

6. **SHOWER** with soap and water as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*

7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up and to law enforcement officials for further investigation.

**QUESTIONS OF ROOM CONTAMINATION BY AEROSOLIZATION**

For example: Small device triggered, warning that air handling system is contaminated, or warning that a biological agent was released in a public space.

1. Turn off local fans or ventilation units in the area.

2. **LEAVE** area immediately.

3. **CLOSE** the door, or section off the area to prevent others from entering (i.e., keep others away).

4. **What to do next . . . .**
   - If you are at **HOME**, then dial “911” to report the incident to local police and the local FBI field office.
   - If you are at **WORK**, then dial “911” to report the incident to local police and the local FBI field office, and notify your building security official or an available supervisor.

5. **SHUT** down the air handling system in the building, if possible.

6. If possible, list all people who were in the room or area. Give the list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.
HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following . . .

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspelling of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address
INFORMATION FOR THE PUBLIC
BIOTERRORISM PREPAREDNESS

WHAT IS BIOTERRORISM?
Bioterrorism is the use or threatened use of bacteria, viruses, or toxins as weapons.

HOW LIKELY IS A BIOTERRORISM ATTACK?
Several small successful and unsuccessful attacks have occurred in the US and elsewhere over the last 20 years. Although governments have increased their surveillance and monitoring of suspected terrorists, bioterrorism events are very difficult to predict. Many experts believe that the risk for bioterrorism is low, but that if it does occur, it will have serious consequences. Because the consequences of an attack could be devastating, and because attacks are unpredictable, the best plan is to be prepared for such an event.

WHAT CAN I DO FOR MYSELF
The most important things you can do are:

1. Remain calm.
2. Contact law enforcement officials if you see any suspicious activity.
3. Contact your physician if you have questions about your health.
4. Take care of yourself and maintain a healthy immune system.
5. Seek the services of a mental health professional if you are feeling extremely stressed or depressed.
6. Do not take unnecessary precautions – such as seeking antibiotics and vaccines – that may do more harm than good.

WHAT CAN I DO TO PROTECT MYSELF AND MY FAMILY
Although there is little an individual can do, there is a great deal we can do as a country. While national, state and local planning efforts need to be coordinated, no community should wait for someone else to begin the process. Much of a community’s ability to rapidly detect and respond to a bioterrorist threat centers on the strength of its public health and medical systems as well as on its local disaster response planning. Your support of efforts to strengthen the local health department and medical institutions/organizations in your community is critical. In addition, you can express your concern to local leaders, encouraging enhanced preparedness planning, both locally and statewide. Such efforts will certainly help us prepare for the bioterrorist event we hope will never come. In addition, these efforts will strengthen our public health and medical system’s ability to address far more common threats to your health – threats like food-borne disease outbreaks, a particularly severe influenza season, a natural disaster, etc.
APPENDIX I

EMERGENCY TELEPHONE NUMBERS

Beckley Campus
Carolyn Sizemore – Campus Dean

Beckley Campus ................................................................. (304) 929-8348
Greenbrier Valley Campus .................................................. (304) 647-6560
Nicholas County Campus .................................................... (304) 883-2424
Mercer Campus ................................................................. (304) 818-2009
Advanced Technology Center ............................................. (304) 929-6735

Beckley Campus Crisis Command Center

Campus Dean ................................................................. (304) 929-5447
               Cell ............................................................. (304) 619-9819
               Home ......................................................... (304) 872-6716

President’s Office ........................................................... (304) 929-5472
               Cell ............................................................. (304) 646-4023
               Home ......................................................... (304) 252-2061

Local Law Enforcement

Police/Fire/Ambulance Dispatcher

       Emergency .......................................................... 9-9-1-1

Municipal Police Department ........................................... (304) 256-1700
Raleigh County Sheriff’s Department ................................ (304) 255-9300
WV State Police – Raleigh County Detachment ................. (304) 256-6700

General Ambulance Service ........................................... (304) 252-5800
Jan-Care Ambulance Service ......................................... (304) 255-1588

Health Care Providers and Agencies

Raleigh County Health Department .................................... (304) 252-8531
Beckley Appalachian Regional Hospital ......................... (304) 255-3000
Raleigh General Hospital ............................................... (304) 256-4100
WV Department of Health & Human Resources-Raleigh County Office .......... (304) 252-8531
Poison Control Center .................................................... (800) 222-1222
APPENDIX I

EMERGENCY TELEPHONE NUMBERS

Mercer Campus
Steve Wise – Campus Dean

Beckley Campus ............................................................................................................. (304) 929-8348
Greenbrier Valley Campus ......................................................................................... (304) 647-6560
Nicholas County Campus ............................................................................................. (304) 883-2424
Mercer Campus ............................................................................................................ (304) 818-2009
Advanced Technology Center ...................................................................................... (304) 929-6735

Mercer County Campus Crisis Command Center

Campus Dean’s Office .................................................................................................... (304) 818-2009
Cell ................................................................................................................................. (304) 724-0834

President’s Office .......................................................................................................... (304) 929-5472
Cell ................................................................................................................................. (304) 646-4023
Home ............................................................................................................................ (304) 252-2061

Local Law Enforcement

Police/Fire/Ambulance Dispatcher

Emergency ..................................................................................................................... 425-8911

Municipal Police Department ....................................................................................... (304) 327-6101
Mercer County Sheriff’s Department ............................................................................ (304) 487-8364
WV State Police – Mercer County Detachment ............................................................. (304) 425-2101
Bluefield Rescue & Ambulance Service ....................................................................... (304) 327-7171

Health Care Providers and Agencies

Mercer County Health Department ............................................................................ (304) 324-8309
Bluefield Regional Medical Center ............................................................................. (304) 327-1100
WV Department of Health & Human Resources-Mercer County Office ................. (304) 325-9500
................................................................................................................................. (304) 425-8738
Poison Control Center ................................................................................................. (800) 222-1222
APPENDIX I

EMERGENCY TELEPHONE NUMBERS

Greenbrier Valley Campus
Roger Griffith – Campus Dean

Beckley Campus ......................................................................................... (304) 929-8348
Greenbrier Valley Campus ........................................................................ (304) 647-6560
Nicholas County Campus .......................................................................... (304) 883-2424
Mercer Campus ......................................................................................... (304) 818-2009
Advanced Technology Center .................................................................... (304) 929-6735

Greenbrier Valley Campus Crisis Command Center

Campus Dean's Office ................................................................................ (304) 647-6560
   Cell................................................................................................. (304) 661-5305
   Home ......................................................................................... (304) 645-4139

President's Office ..................................................................................... (304) 929-5472
   Cell................................................................................................. (304) 646-4023
   Home ......................................................................................... (304) 252-2061

Local Law Enforcement

Police/Fire/Ambulance Dispatcher

   Emergency ........................................................................................ 9-9-1-1

Municipal Police Department .................................................................... (304) 645-1626

Greenbrier County Sheriff's Department .................................................. (304) 647-6634

WV State Police – Greenbrier County Detachment ..................................... (304) 647-7600

Greenbrier County Emergency Ambulance Service ................................ (304) 645-2252

Health Care Providers and Agencies

Greenbrier County Health Department .................................................... (304) 645-1787
Greenbrier Valley Medical Center ............................................................ (304) 647-5114
WV Department of Health & Human Resources-Greenbrier County Office .... (304) 647-7416
Poison Control Center .............................................................................. (800) 222-1222
APPENDIX I

EMERGENCY TELEPHONE NUMBERS

Nicholas County Campus
Fred Culler, Campus Dean

Beckley Campus ................................................................. (304) 929-8348
Greenbrier Valley Campus .................................................... (304) 647-6560
Nicholas County Campus .................................................... (304) 883-2424
Mercer Campus ................................................................. (304) 818-2009
Advanced Technology Center .............................................. (304) 929-6735

Nicholas County Crisis Command Center

Campus Dean’s Office .......................................................... (304) 883-2424
    Cell ........................................................................... (724) 953-4108

President’s Office ................................................................. (304) 929-5472
    Cell ........................................................................... (304) 646-4023
    Home ........................................................................ (304) 252-2061

Local Law Enforcement

Police/Fire/Ambulance Dispatcher

    Emergency ..................................................................... 9-911

Summersville City Police Department .................................... (304) 872-1211
Nicholas County Sheriff’s Department .................................... (304) 872-7880
WV State Police – Summersville Detachment ........................... (304) 872-0800
Jan-Care Ambulance Service ................................................. (304) 872-5252

Health Care Providers and Agencies

Nicholas County Health Department ....................................... (304) 872-5329
Summersville Memorial Hospital .......................................... (304) 872-2891
WV Department of Health & Human Resources-Nicholas County Office ......... (304) 872-0803
Poison Control Center ......................................................... (800) 222-1222
APPENDIX I

EMERGENCY TELEPHONE NUMBERS

Advanced Technology Center (Ghent)
Lisa Hatcher, Director

Beckley Campus .............................................................. (304) 929-8348
Greenbrier Valley Campus .................................................. (304) 647-6560
Nicholas County Campus .................................................... (304) 883-2424
Mercer Campus .............................................................. (304) 818-2009
Advanced Technology Center .............................................. (304) 929-6735

Ghent Crisis Command Center

Bill Loope ........................................................................ (304) 929-6734
Lisa Hatcher ..................................................................... (304) 929-6737

President’s Office ............................................................... (304) 929-5472
  Cell ............................................................................. (304) 646-4023
  Home ........................................................................... (304) 252-2061

Local Law Enforcement
Police/Fire/Ambulance Emergency .......................................... 9-911
West Virginia State Police – Beckley Dept ................................ (304) 256-6700
Raleigh County Sheriff’s Dept ................................................ (304) 255-9300
General Ambulance Service ................................................... (304) 252-5800
Jan-Care Ambulance Service .................................................. (304) 255-1588
Ghent Volunteer Fire Dept ..................................................... (304) 787-3196

Sprinkler System
Fire Safety Products ............................................................ (304) 253-5158

Health Care Providers and Agencies
Raleigh County Health Dept .................................................. (304) 252-8531
Raleigh General Hospital ...................................................... (304) 256-4100
Appalachian Regional Hospital .............................................. (304) 255-3000
Poison Control Center ........................................................... (800) 222-1222
# Fire Drill Report Form

**To:** Director of Campus Operations

<table>
<thead>
<tr>
<th>1. Name of Facility</th>
<th>2. Building Use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>_____ Administration</td>
</tr>
<tr>
<td></td>
<td>_____ Maintenance</td>
</tr>
<tr>
<td></td>
<td>_____ Classroom</td>
</tr>
<tr>
<td></td>
<td>_____ Supply</td>
</tr>
<tr>
<td></td>
<td>_____ Laboratory</td>
</tr>
<tr>
<td></td>
<td>_____ Library</td>
</tr>
<tr>
<td></td>
<td>_____ Other</td>
</tr>
</tbody>
</table>

|-------------------|----------------------------------------|

<table>
<thead>
<tr>
<th>5. Time for Complete Evacuation:</th>
<th>6. All Occupants Evacuated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____ Minutes _____ Seconds</td>
<td>_____ Yes _____ No (If “No” state reason)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. All occupants Accounted For:</th>
<th>8. Temperature and Weather Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____ Yes _____ No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9. Type of Drill:</th>
<th>10. All Regular Exits, Doors and Fire Escapes Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announced _____</td>
<td>_____ Yes _____ No (If “No” state reason)</td>
</tr>
<tr>
<td>Unannounced _____</td>
<td></td>
</tr>
<tr>
<td>Other _____</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>11. Type of Signal Used</th>
<th>12. Condition of signal</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>_____ Good _____ Poor _____ Other</td>
<td>_____ Satisfactory _____ Unsatisfactory</td>
</tr>
</tbody>
</table>

| 15. Name and Title of Person Responsible for Building: |

| 16. Comments and Recommendations: |

<table>
<thead>
<tr>
<th>17 Date:</th>
<th>Name and Title of Person Preparing Report:</th>
</tr>
</thead>
</table>
# INJURY/ILLNESS STUDENT REPORT FORM

**Campus Location:**

<table>
<thead>
<tr>
<th>Mercer</th>
<th>Beckley</th>
<th>Greenbrier</th>
<th>Nicholas</th>
<th>ATC</th>
</tr>
</thead>
</table>

Use this form to report an injury or illness. Please complete the form and submit it to the Office of the Safety/Loss Control Officer at New River CTC within 24 hours of the injury or illness. Please type or print clearly.

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID #</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Security Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Telephone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternate Telephone #:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of injury illness. Please enter clearly the date. <strong>Example:</strong> May 23, 2007</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Time of injury/illness. Enter clearly the time. <strong>Example:</strong> 10:00 a.m.</td>
<td></td>
</tr>
<tr>
<td>Time student began class on the day of injury/illness. Enter in same form as time above.</td>
<td></td>
</tr>
<tr>
<td>Did injury/illness occur on college property?</td>
<td>Yes</td>
</tr>
<tr>
<td>Physical location where the injury/illness occurred. (building, room parking lot, etc.)</td>
<td></td>
</tr>
<tr>
<td>Did student lose any time from school?</td>
<td>Yes</td>
</tr>
<tr>
<td>Did student receive medical attention?</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Describe type of treatment received below.
<table>
<thead>
<tr>
<th>Name of physician or hospital providing medical attention.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did injury/illness involve time away from school beyond the date of injury/onset of illness?</td>
</tr>
<tr>
<td>Describe the exact body part(s) affected and the type of injury/illness sustained to each below.</td>
</tr>
<tr>
<td>Has student sustained injury/illness previously effecting same body parts?</td>
</tr>
<tr>
<td>Describe how the injury occurred or illness contracted.</td>
</tr>
<tr>
<td>Enter names and telephone numbers of any witness(es) to injury/illness.</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Name</td>
</tr>
<tr>
<td>Campus Dean Name</td>
</tr>
<tr>
<td>Telephone Number</td>
</tr>
<tr>
<td>E-mail</td>
</tr>
<tr>
<td>Is there any reason to question this injury/illness?</td>
</tr>
</tbody>
</table>

If answer is yes to the above questions, do not enter comments. Campus Dean will be contacted if information is needed.

| Signature | Date |
| Supervisor's Signature | Date |

**DISTRIBUTION:** Original – Safety/Loss Control Officer
Copy – Student – Copy - Campus Dean – Copy – VP for Finance and Administration
WORKPLACE INJURY/ILLNESS REPORT FORM

Campus Location:

<table>
<thead>
<tr>
<th>Mercer</th>
<th>Beckley</th>
<th>Greenbrier</th>
<th>Nicholas</th>
<th>ATC</th>
</tr>
</thead>
</table>

Use this form to report an injury or illness. Please complete the form and submit it to the Office of Human Resources at New River CTC within 24 hours of the injury or illness. Please type or print clearly.

<table>
<thead>
<tr>
<th>Injured Employee’s Name</th>
<th>Social Security Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Department/College/etc.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employee Date of Original Hire</th>
<th>Date Employee Began Job Title Above</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employee’s Home Address</th>
<th>Employee’s Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Regular</td>
</tr>
<tr>
<td></td>
<td>Temporary</td>
</tr>
<tr>
<td></td>
<td>Full-time</td>
</tr>
<tr>
<td></td>
<td>Part-time</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of injury/illness. Please enter clearly the date.</th>
<th>Time of injury/illness. Please enter clearly the time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time employee began work on the day of injury/illness, entered in same form as time above.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Did injury/illness occur on College property?</th>
<th>Physical location where the injury/illness occurred.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Did employee lose any time from work?</th>
<th>Did employee receive medical attention?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Describe type of treatment received below.</th>
<th>Name of physician or hospital providing medical attention</th>
</tr>
</thead>
</table>

| Did injury/illness involve time away from work beyond the date of injury/onset of illness? | Yes | No |


Describe the exact body(s) affected and the type of injury/illness sustained to each below.

<table>
<thead>
<tr>
<th>Has employee sustained previous injury/incurred previous illness affecting same body parts?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

Describe how the injury occurred/illness contracted.

Enter names and telephone numbers of any witness/witnesses to injury/illness.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Phone</td>
</tr>
<tr>
<td>Name</td>
<td>Phone</td>
</tr>
</tbody>
</table>

Supervisor’s Name

Supervisor’s Phone

Supervisor’s E-mail

Does supervisor have any reason to question this injury? | Yes | No |

If yes to above question, do not enter comments. Supervisor will be contacted if information is needed.

<table>
<thead>
<tr>
<th>Supervisor’s Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee’s Signature</td>
<td>Date</td>
</tr>
</tbody>
</table>

Distribution: Original – Office of Human Resources
Copy – Employee – Copy – Campus Dean – Copy – VP for Finance and Administration
CRISIS RESPONSE MANUAL RECEIPT

I have read and understand the New River Community and Technical College Crisis Response Manual and indicate such by signing below.

__________________________  ____________
Print Name                  Date

__________________________
Signature
INSURANCE LOSS NOTICE - State of West Virginia

Instructions: For all losses, complete sections 1, 2 & 3
For Auto losses – also section 4
For Insured Property losses – also section 5

(1) Insured Name: ___________________________ Insured Acct. # (required) __________
Insured Address: ____________________________
Insured Phone Number (day): ____________________________
Contact Person ____________________________ Position with Insured ____________________________
For insured ____________________________ (Contact Person)

(2) Date of Loss: ____________________________ Time of Day: ____________________________
Location of Occurrence: ____________________________
Description of Occurrence: ____________________________
Investigated By: ____________________________ (Police, Fire, etc.)

(3) Injured/Property Damaged use additional sheet(s) as necessary
Name (injured/owner) ____________________________ Home Phone #: ____________________________
Address: ____________________________ Work Phone #: ____________________________
Age _____ Sex _____ Social Security #: ____________________________ Occupation: ____________________________
Employer: ____________________________ Where is Property Now?: ____________________________
Description-Injury: ____________________________
Description-Property Damage: ____________________________ Estimate Amt. $ ____________________________
Witnesses: ____________________________

(4) Auto Losses Only use additional sheet(s) as necessary
Insured Vehicle Claimant Vehicle
Year ______ Make ______ Model ______ Year ______ Make ______ Model ______
VIN ______ VIN ______
Vehicle Driver ____________________________ Vehicle Driver ____________________________
Vehicle Owner ____________________________ Vehicle Owner ____________________________
Passengers ____________________________ Passengers ____________________________

(5) Insured Property Losses Only: Loss Type
( ) Fire ( ) Windstorm ( ) Burglary & Theft ( ) Boiler & Machinery ( ) Fidelity
( ) Vehicle ( ) Aircraft ( ) Other ____________________________

SUBMITTED BY: ____________________________ DATE: ____________________________

West Virginia Board of Risk & Insurance Management * 99 MacCorkle Ave., S.W. Suite 201, So. Charleston, WV 25303
(304) 766-2646 * (800) 345-4669 * fax (304) 766-2653