

Guilford College

Emergency Operations Plan



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Emergency Operations Plan

I. Purpose

Guilford College, like any other organization, is vulnerable to a wide range of natural, technological, and human-related disasters. These disasters may cause injuries, loss of life, disruption of services, and/or significant property damage. Before, during, and after a disaster, the College requires special procedures to address the needs of mitigation, preparedness, response, and recovery management. To address such disasters, Guilford College has established this all-hazard Emergency Operations Plan (EOP).

The major purpose of this “Emergency Operations Plan” is to provide a quick reference guide for the management of campus emergencies and critical incidents that tend to be above and beyond the typical college operating environment. It is designed to put in motion the necessary actions required to facilitate the appropriate and timely response to a given emergency or crisis particularly if that emergency or crisis presents a threat to life or property within the Guilford College community.

While a critical incident is an event that tends to be extraordinary, cannot be predicted, and is outside the normal daily experiences of this institution, reactions to such an incident, if planned, designated, and channeled through the proper action persons, can be consistent and predictable.

The plan establishes policies, procedures and guidelines that allow Guilford College, in the event of an emergency, to save lives, minimize injuries, protect property, preserve a functioning administration, establish clear lines of communication and authority among College departments and external constituencies, and maintain activities essential to survival and recovery from disasters. It establishes the guidelines for conducting effective and coordinated emergency operations involving the use of all college owned resources and outside resources available to the college.

This plan is intended as a guide. The College reserves the right to modify its actions both prior to and during an emergency to ensure the proper functioning of the College.

Guilford College recognizes the fact that in most crisis situations (whether natural or human), the College will require, and be subject to the assistance and guidance of outside agencies. This plan does not intend to suggest otherwise, and reminds the Guilford Community that when appropriate in emergency situations, normally accepted measures of notifying emergency personnel (local police, fire, EMS) should remain a priority (i.e. calling 9-1-1) and be the first actions taken.

In the event of an emergency or crisis, regardless of the nature of the emergency or the real and/or perceived urgency, the only person(s) authorized to speak on behalf of Guilford College is the President of the College, the Office of Communications and Marketing, or their specific designee.

II. Authority

The Guilford College Emergency Operations Plan is authorized by the President of the College. The Plan is designed to stand alone, when outside help is not available, or to work in conjunction with local, state, and/or federal agencies that may respond to a large-scale emergency. In cases where outside emergency response agencies are involved in a Guilford College incident, the College would play a subordinate role to those responders until outside responders cease control and return control to the College.

III. Activation of Plan

The President or their designee has the responsibility to decide if the Emergency Operations Plan is to be activated, including the establishment of the Emergency Operations Center, the recall of College officials to campus during non-work hours, and the identification of and recall of other College administrators who could assist in the emergency response effort.

During an emergency situation, normal, day-to-day operations of the College may be suspended. In that case, the Emergency Management Team will assign responsibilities to operating departments and offices. Community members may be temporarily reassigned to other departments to assist with emergency operations.

Not all declared emergencies will affect every part of the College.

IV. Supplementary Procedures and Policies

This Plan sets forth the operational plan and responsibilities in the event the President of the College declares a campus emergency. Existing protocols, policies and procedures remain in effect unless otherwise specified as being suspended due to emergency by the President, their designee, or the Emergency Management Team.

Recognized Concern

Each individual needs to feel safe and secure in their environment. Recognition of this requirement and a display of concern for this requirement is essential in assisting individuals in the process of overcoming anxiety and restoring their sense of safety and security.

Actions that are simple and highly effective in showing concern include:

- Recognition of emergency incidents by the College.
- Issued statements in a timely manner to advise the community of the actions taken in response to an incident.
- Requests to the community for understanding and indulgence, realizing that the College has acknowledged the situation, will provide information available, and will react to the situation in a manner consistent with College policy in a timely manner consistent with prudent judgment.

Communication

All means of communication with those affected by a crisis incident must be used to ensure that persons affected are advised of the particular situation. Not all people will be as concerned or react in the same manner. However, advising the community

helps stem the tide of rumors, falsehoods, and inaccuracies. Incorrect information can cause more harm than the incident requiring response. ***It should never be assumed that any one person is aware of, or advised of, a given emergency or incident. All means of communication must be used but moreover, clear, concise, and truthful information must be relayed at the earliest possible time.***

Response

Human reactions vary when dealing with unknowns; however, these reactions can be lessened in severity if the College's response to an incident is quickly and accurately formulated. Quick response negates fear of the unknown and starts the process of dealing with the situation. The College response to an emergency situation must be quick, giving as much pertinent information as possible, and be entirely truthful in the context of what can or cannot be released or forwarded.

V. Emergency Management Team

The following will be considered the Emergency Management Team (EMT) during the activation of this Plan, although other members of the Guilford College Community may be called as dictated by the specific incident.

- President of the College
- Executive Assistant to the President
- Vice President of Student Affairs and Dean of Students
- Vice President for Academic Affairs and Academic Dean
- Vice President for Finance
- Vice President for Administration
- Associate Vice President for Communications and Marketing
- Director of Public Safety
- Director of Student Counseling Services

In the event that a campus emergency is declared, the President or their designee will initiate the notification of the Emergency Management Team. At the earliest possible time, all available members of the EMT are to assemble at the Emergency Operations Center or the designated location. Once the team is assembled, the Executive Assistant to the President, if present, or a person designated by the President will assume the responsibility of keeping an accurate log of all actions taken by the Team.

Persons designated within the context of the Emergency Management Team having tasks and responsibilities will prepare implementing procedures for subordinate managers and sections.

Depending on the nature of the incident, the following may be critical to the success of the College's response, and will be called upon as needed by the EMT. These persons also have specific duties detailed later in this plan, and should also prepare implementing procedures for subordinate managers and sections.

- Director of Information Technology and Services
- Director of Food Service
- College Registrar

VI. Emergency Operations Center

Upon notification that the emergency has been declared, all available members of the Emergency Management Team will respond to the Emergency Operations Center (EOC). The Primary Emergency Operations Center will be utilized unless otherwise notified. The EMT will respond to the secondary or off campus EOC in the event that the primary location is unavailable.

- Primary - Bauman 105 Conference Room (Administration Suite)
- Secondary - New Garden Hall, Board Room
- Off campus- Office of Advancement, Phone-a-thon Room

VII. Individual Incident Support Team Roles and Responsibilities:

Certain departments will have specific roles during a declared emergency. Those departments and their primary roles are as follows:

President of the College

- Declare an emergency and activate the Emergency Operations Plan.
- In conjunction with other member of the EMT, make decisions regarding continuous operation of the College.
- Maintain and have available during the emergency, ready access to current information and contact information for: College attorneys and Board of Trustees members.
- Communicate with the Board of Trustees, providing necessary updates.
- Provide guidance to members of the EMT as needed.
- Assume responsibility for all aspects of the operation of the college during the declared emergency.

Public Safety

- Provide first response to the emergency and initial reporting of the event.
- Assume the role of primary liaison with outside first responders, and the Emergency Management Team, giving continual updates as to developments and progress.
- Provide assistance during building evacuations, campus evacuations or shelter in place situations.
- Assist with injured.
- Assist outside emergency responders in locating areas of need.
- Provide assistance to outside emergency responders as needed or requested.
- Coordinate crowd and traffic control if warranted.
- Collect, inventory, and secure personal property left at the emergency site and facilitate return such property to the rightful owners.

Vice President for Student Affairs

- Manage all student services.
- Provide timely updates to the President and Vice Presidents concerning actions of the Emergency Management Team. At a very minimum, updates will be provided daily, or more frequently as required by the President, or as dictated by the emergency.
- Assist the President and Associate Vice President for Communications and Marketing with the distribution of information to students and families.
- At the conclusion of the College's response to the situation, receive input for, and prepare a final report concerning the actions of the EMT. This report will be finalized and forwarded to the President not later than 15 days after the cessation of the incident. Final reports will be provided to all members of the EMT.

Residence Life

- Assist in the orderly evacuations of buildings as needed or ordered, directing evacuees to the nearest exits.
- Help to assemble evacuees at gathering points.
- Gather names of evacuees while keeping them a safe distance from the building evacuated.
- Assist with "shelter in place" plans if needed or ordered, in the event of severe weather, hazardous material spills, or other events that might dictate, "staying put", as the preferred option.
- Assist other support teams as needed or requested to provide services to students, i.e., minor first aid, moral support, and physical aid and comfort.
- Provide information and communication to students and their families in coordination with the Office of Communications and Marketing.
- Coordinate and contract alternate locations for critical housing.

Counseling Center and Student Health Provider

- Provide assistance as requested to emergency first responders.
- Administer care for the injured.
- Provide oversight and instruction to community members or others assisting with injured.
- Provide crisis counseling, support and debriefing for victims and others.
- Provide referral sources as needed.

Facilities

- Have available for ready access current information regarding: current building blueprints; locations of boilers, electrical closets, valves, gas lines, storage of hazardous materials, and contact information for approved outside contractors.
- Provide building floor plans, or diagrams and specifications for all buildings to emergency responders.
- Assists as needed with building evacuations.
- Maintain a means of contact of Facilities personnel to respond to emergencies involving HVAC malfunctions, floods, utilities outages, damage to buildings and/or grounds.
- Work closely with, and provide insight to, emergency responders with the thought of preserving and protecting College assets as an utmost concern.
- Provide equipment and personnel to assist in the orderly process of building shutdowns, emergency repairs, debris removal, and search and recovery efforts.
- Maintain liaison with utility providers to coordinate continuation of services.
- Assist as needed with the cleanup of campus grounds and restorative services.
- Provide emergency repairs and fuel supplies for College equipment in use during emergency.
- Act as site liaison with regulatory agencies as necessary during hazardous materials incidents.
- Assist other support teams as needed or requested to mitigate the emergency.

Information Technology and Services (IT&S)

- Activate IT&S Staff On-Call List as needed.
- Activate the IT&S Procedures Checklists.
- Assist Student Affairs, Public Safety, and Communications and Marketing in broadcasting approved message(s) via appropriate communication vehicles (Emergency Notification System, website, etc.)
- Provide for the safe shutdown or security of computer equipment.
- Alert outside technology vendors to technology service restoration or replacement needs and assist as needed.
- Assist in activation of Emergency Operations Center (EOC) as needed.
- If necessary, activate technology services at EOC off-site location.
- Activate off-site backup procedures as needed.
- Activate retrieval of offsite data as needed.
- Assist Emergency Management Team located in EOC with retrieval and manipulation of critical data as requested.
- Work closely with phone service provider to pre-establish a phone number that will be used in emergency communications and develop a plan for emergency use.
- Have available for ready access current information pertaining to locations of computer lines, telephone lines and particularly valuable data.

Food Services

- Insure employees and students in the dining hall are safe and accounted for if situation occurs in the dining hall or its immediate vicinity.
- Determine extent of disaster and direct consequence to food service operations in conjunction with the Emergency Management Team.
- Consolidate on-campus workforce and food stocks to the main Dining Hall, only offer meals in one location, reduce operational hours, and depending on duration, examine needs of employees for long-term stays, should the specific situation warrant.
- If able to report, all positions would be viable and needed for the production of meals. Food Services are considered a critical element of the campus community.
- Determine the need and feasibility of setting up “Comfort Stations” or delivering, as needed, food and supplies around campus.

- If requested, coordinate with Associate Vice President for Communications and Marketing to supply food and beverages to the media assembled.

Finance

- Have available for ready access current information and contact information for College insurers, insurance agents, and banking affiliates.
- Procure essential materials and services to support all the emergency representatives.
- Assist with the identification of alternate locations for critical housing and academic functions.
- Evaluate damaged assets.
- Assist Emergency Management Team as necessary.
- Assist with communication, and notification of, key suppliers.

Human Resources

- Provide assistance as directed by the Emergency Management Team.
- Provide communication link with employees, both on and off-site.
- Notify employees' emergency contacts as necessary.
- Provide roster information of employees on-campus by building.
- Coordinate with the applicable insurance carriers as needed.

Communications and Marketing

- Work closely with IT&S personnel and phone service provider to pre-establish a phone number that will be used in emergency communications and develop a plan for emergency use.
- Have available for ready access current information and contact information for local media contacts and any other pertinent resources.
- Oversee and participate in all spoken and written communication.
- Assemble facts based on input from Emergency Management Team.
- If necessary, coordinate with authorities to establish and maintain appropriate, restricted areas for media representatives to gather and be provided with regular updates.
- Assist the Vice President for Student Affairs and the Office of the President with the distribution of information to students and families.
- Provide an up-to-date news repository on the College website.

- Regularly update messages to emergency phone number/system.
- Provide daily debriefing to the Emergency Management Team, providing an evaluation of communications (what worked and what did not) to allow for adjustments.

Office of Academic Dean

The critical functions that need to be addressed depend on the type of emergency/disaster and the period of time (when and duration) academic services may be unavailable. The critical functions of the several key offices of the academic division described below are based on the severity of the event.

Vice-President for Academic Affairs and Academic Dean

- Secure office and all personnel and department records.
- Assist the President and Vice President for Student Affairs with a determination on whether or not to cancel classes during emergency.
- Contact department chairs regarding communication with faculty on procedures to follow for cancelling courses, evacuation or continuance of classes.
- Clarify to students credit earned because of disruption.
- Provide clear instructions on personnel matters, such as sabbaticals, and rank and tenure processes if disrupted.
- Provide delivery of curriculum if applicable by identifying local alternative learning spaces and modes of delivery.
- If necessary, relocate students and faculty to alternative colleges for pursuit of study.

Registrar

- Secure student records.
- Provide services from remote site if necessary.
- Provide information to students and faculty regarding academic records, including the provision of transcripts, grade submission and availability, etc.
- In conjunction with the Academic Dean's Office, relocates classes, provides a registration system for classes, and all registration related services such as drop/add, withdrawal, etc.

Library

- Secure collections, archives, and services.
- Arrange for delivery of all incoming materials to alternative sites.
- Provide library services at alternative site.
- Provide clear instructions on access to collections and services through alternative processes.

Student/Faculty/Staff Responsibilities

All members of the community will have roles and responsibilities during an emergency. **Student** responsibilities include:

- Become familiar with “What to do in an Emergency” by referencing information posted on the College website and throughout campus buildings for emergency procedures.
- Become familiar with the evacuation route/chart posted in all buildings on campus.
- Be alert for message from the College’s emergency alert notification system, and follow instructions given.
- In the event of an evacuation, do not re-enter the building until Public Safety, Residence Life Staff, or other emergency personnel advise that it is safe to do so.
- In the event of a need to “Shelter in Place”, remain calm, follow instructions on where to stay and do not leave until instructed to do so by Public Safety, other College official, or other emergency personnel.
- Direct all media questions to the Associate Vice President for Communications and Marketing to assure that the press is getting the most accurate and consistent information.

The role of, and response to a critical incident on campus by faculty members is crucial to the safety of students. **Faculty** responsibilities include:

- Become familiar with the “What to do in an Emergency” by referencing information posted on the College website and throughout campus buildings.
- Become familiar with the evacuation route/chart posted in your area and the building evacuation procedures.

- Review the evacuation route/chart with students in your classroom on a regular basis.
- Be alert for message from the College's emergency alert notification system, and follow instructions given.
- In the event of an evacuation, lead your students to the designated assembly point for your building.
- Do not re-enter the building unless Public Safety, other College official or other emergency personnel advise it is safe to do so.
- If you know of any student(s) absent during the evacuation, report this information to emergency personnel to prevent an unnecessary search.
- In the event of a need to "Shelter in Place," remain calm and encourage others to do so as well. Remain in place until instructed to move by Public Safety or other emergency personnel.
- If you are instructed to "Shelter in Place," close and lock all windows and doors. You may be instructed to move to a safer location within your building, such as an interior room or lower level.
- Try to maintain order with your students until clarification of the situation has been given by Public Safety or other emergency personnel.
- If you have a student with a disability in your class, become familiar with how to assist them during an emergency.
- Review any safety related information with your students upon request.
- Direct all media questions to the Associate Vice President for Communications and Marketing to assure that the press is getting the most accurate and consistent information.

The role of, and response to a critical incident on campus by staff members is crucial to the safety of the Guilford College Community. ***Staff*** members should:

- Become familiar with the "What to do in an Emergency" information posted on the College website and throughout campus buildings.
- Become familiar with the evacuation route/chart posted in your area and the building evacuation procedures.
- In the event of an evacuation, assist others to safety if you are able to do so.
- Do not re-enter the building unless Public Safety, other college official, or other emergency personnel advise it is safe to do so.
- Assemble in the pre-designated areas and await further instruction from emergency personnel.

- In the event of a need to “Shelter in Place”, remain calm and encourage others to do so as well and remain in place until instructed to move by Public Safety or other emergency personnel.
- If you are instructed to “Shelter in Place,” close and lock all windows and doors. You may be instructed to move to a safer location within your building, such as an interior room or lower level.
- Direct all media questions to the Associate Vice President for Communications and Marketing to assure that the press is getting the most accurate and consistent information.

VIII. Scenarios

It should be stressed that in any perceived emergency, prompt activation of emergency responders is imperative. **Call 911 immediately.** Do not assume someone else has already called.

At the earliest opportunity, the Office of Campus Life and/or the Public Safety Department will provide available and pertinent emergency information using available emergency alert notification systems. While paying close attention to any situation developing around you and other safety concerns, be alert for, and follow the directions given on these broadcasts. In the event the emergency notification system is used to notify the community of an emergency, a subsequent message will also be sent notifying the community that the emergency is over and the community can return to normal activities.

Understanding it is not feasible to address every conceivable emergency, this Plan does offer specific procedures for the following situations:

Active Shooter

In the unlikely event that you are confronted by someone with a firearm, or hear shots nearby, a rule of thumb response to remember is **“Run, Hide, Fight.”** Simply stated, if the situation is one where you can safely do so, **“RUN”** to safety:

- Run, whether others do or not. Encourage others to leave with you, but do not let their indecisiveness slow you down.
- Leave your belongings behind.

- Once safely away, prevent others from entering the area if possible.
- Call 9-1-1 when safely away from the area.

If the scenario is such that you cannot run away safely, then **“HIDE.”**

- Act quickly and quietly.
- Lock and block doors and windows.
- Silence cell phones.
- If unable to use a room, hide behind large objects that will be out of shooter’s view, provide some protection to you if shots are fired in your direction, and do not restrict your movements.
- Remain very quiet.

If neither running, nor hiding is a viable option, as a last resort and your life is at risk, **“FIGHT!”**

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Use improvised weapons (chairs, fire extinguishers, umbrellas, etc.).
- Fully commit to your actions, no matter what.

Tornado

Tornado watches and warnings are typically issued by the National Weather Service based on observed and predicted weather conditions. When possible, the emergency notification systems will be utilized to notify the community of the Weather Service postings affecting campus. However as tornados can develop and move very quickly, the community is advised to also be individually alert for developing weather conditions and relevant alerts and notifications.

If notified of the issuance of a **Tornado Watch**, members of the Guilford community should be particularly vigilant for developing weather changes, and be prepared to take cover.

In the event a **Tornado Warning** is issued, members should:

- Take cover immediately!
- If outside, go inside the nearest building immediately.
- Go to the lowest level of the building possible.
- Go to the interior of the room and stay away from doors and windows.
- Stay off elevators.
- Crouch on the floor, attempting to shield your head from possible flying debris.
- Avoid large rooms such as auditoriums, gymnasiums, cafeterias, opt if possible for smaller rooms with more wall support.

Glossary of Terms:

- EOC - Emergency Operations Center, the predetermined locations for Emergency Management Team to meet in the event of a declared emergency.
- EOP - Emergency Operations Plan. This document providing guidelines for response to unusual emergencies effecting the campus of Guilford College.
- EMS - Emergency Medical Services
- EMT - Emergency Management Team – designated persons to gather and direct operations after an emergency has been declared.
- Shelter In Place - Simply put, Shelter in Place means to take immediate shelter where you are. In some situations, this would be the safest option while the situation is being attended to. Specific instructions may be relayed by the emergency alert system. Shelter in place normally would involve securing doors and windows in your location.
- Tornado Warning - A tornado has been sighted or indicated by weather radar.
- Tornado Watch - Weather conditions are such that tornadoes are possible.



Emergency Procedures

Fire

- * In case of fire, activate building fire alarm system.
- * Evacuate immediately, close the doors behind you but do not stop for belongings.
- * Dial 911 and give details to the telecommunicator.
- * Then dial Public Safety at 316-2909.
- * Use stairways, not elevators.
- * Alert emergency personnel about potentially trapped victims.
- * If the fire is small, use fire extinguishers if you are trained to do so.

Shelter in Place

- * An incident may occur which dictates you remain inside during an emergency. In such cases, you may be instructed to "Shelter in Place." During an active shooter or hostile intruder in the building you are in, Shelter in Place should be used only if escape/evacuation can not be attempted safely.
- If Sheltering in Place:
 - Close and lock all doors, windows, and other openings to the outside and/or corridors.
 - Close the blinds/shades, turn off the lights, spread out away from other individuals, and move behind available cover (hide). Stay on the floor, away from doors or windows.
 - If possible, blockade the door with furniture or other heavy objects.
 - Stay away from windows and doors and do not peek out to see what may be happening.
 - In the event of a hostile intruder, remain absolutely quiet, and silence electronic devices and cell phones.
 - Make a plan with others in the room about what you will do if the shooter enters. Make a total commitment to action and act as a team with others.
 - Do whatever is necessary to survive the situation.
 - If possible and safe to do so, report the location of the assailant.
 - Remain calm and await further instructions.
 - DO NOT leave the room until directed to do so by public safety officials.

Crime in Progress

- * Call 911, then Public Safety at 316-2909.
- * Use an emergency phone to report criminal or suspicious activity.

Medical Emergency

- * Call 911, then Public Safety at 316-2909.
- * Avoid contact with body fluids.
- * Do not move an injured person.

Shots Fired/Active Shooter

- * If you can do so safely, **RUN!** Leaving belongings behind.
- * If you can't safely run, **HIDE!** Lock doors, stay quiet, silence phones and other electronic devices.
- * As a last resort, **FIGHT!** Use this option only if your life is at risk.
- * Call 911 as soon as you can safely do so.
- * Be alert for emergency notification.

Severe Weather/Tornado

- * A tornado watch means that tornadoes are possible in the area.
- * A tornado warning means that a tornado has been sighted or indicated on radar.
- * If you can hear thunder or see lightning, take cover indoors.
- * If you see an approaching tornado or receive an emergency alert message:
 - Move to an interior room or interior hallway on the lowest floor.
 - If you cannot get to the lowest floor, move to the lowest level possible.
 - Do not use elevators.
 - Avoid seeking shelter in areas of large expanse roofs such as auditoriums, gyms, and cafeterias.
- * Stay away from windows.
- * Be alert to changing weather conditions.

Bomb Threat

- * If you receive a threat by phone, obtain as much info as possible and call Public Safety 316-2909.

Gas Leak

- * If you smell gas:
 - Leave the area immediately and do not close the door.
 - Call 911, then Public Safety 316-2909. DO NOT use a cell phone in the area.
 - Do not turn lights or other electrical equipment on OR off.

