

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN 2008 – 2010



North Carolina Agricultural & Technical State University

This manual is designed for the purpose of training university personnel on emergency protocol. We do not claim that this manual is complete or totally comprehensive of all possible situations or incidents which may occur in most instances. A level of discretion and judgment must be applied in order to resolve the matter.

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1.1 ACRONYMS AND ABBREVIATIONS

| | |
|----------|--|
| AIT | Accident Investigation Team |
| AVC | Associate Vice Chancellor |
| CHR | Chancellor |
| CEMP | Comprehensive Emergency Management Plan |
| CFR | Code of Federal Regulations |
| DHHS | Department of Health and Human Services |
| DENR | Department of Environment and Natural Resources |
| EAL | Emergency Action Levels |
| EHS | Environmental Health and Safety |
| EMG | Emergency Management Group |
| EOC | Emergency Operations Center |
| EPA | Environmental Protection Agency |
| FBI | Federal Bureau of Investigation |
| FEMA | Federal Emergency Management Agency |
| HAZWOPER | Hazardous Waste Operations and Emergency Response |
| IC | Incident Commander |
| ICT | Incident Command Team |
| IRT | Incident Response Team |
| ITT | Information Technology and Telecommunications |
| LEPC | Local Emergency Planning Commission |
| MIS | Management Information Systems |
| NC | North Carolina |
| NCA&TSU | North Carolina Agricultural and Technical State University |
| NOAA | National Oceanic and Atmospheric Administration |
| OSHA | Occupational Safety and Health Administration |
| RSI | Routine Safety Investigation |
| SARA | Super Fund Amendment and Reauthorization Act |
| SERC | State Emergency Response Commission |
| SIIC | Serious Incident Investigation Committee |
| SII | Serious Incident Investigation |
| UPD | University Police Department |
| US | United States |
| UF/PP | University Facilities/Physical Plant |
| VC | Vice Chancellor |

1.2 INTRODUCTION

North Carolina A&T State University's Comprehensive Emergency Management Plan (CEMP) is designed to address emergencies that may happen at any of its facilities. The focus of the plan is on the prevention, preparation, response, and recovery from any emergency. NCA&TSU and its business operations are susceptible to emergencies such as natural disasters, severe weather, and man-made hazards. The CEMP is designed to assist management and personnel with managing emergencies that affect its employees, customers, visitors, neighbors, contractors, and facilities.

NCA&TSU is committed to providing a safe environment and services to all of its customers. This plan recognizes that an unplanned interruption of service to any customer is a potential emergency. NCA&TSU will use all of its resources to quickly and safely mitigate the emergency, while continuing to meet the commitments and obligations to our customers.

The CEMP is more than just a response plan. It is designed based on the concept that an organization must do more than simply respond to emergencies. The only truly effective means to manage emergencies is to prepare for, respond to, and recover from them. This concept is known as Comprehensive Emergency Management and is the basis of this plan.

Because an infinite number of emergencies may be encountered, the CEMP was designed to serve as a template for many possible responses. Procedures have been designed to comply with applicable regulations posed by the Environmental Protection Agency (EPA) and the Occupational Safety and Health Administration (OSHA) where necessary.

The CEMP is the foundation for the Comprehensive Emergency Management Program. The Program consists of plans, procedures training, drills and exercises, acquiring equipment, equipping facilities, and interfacing with Federal, State, and local agencies in developing and maintaining emergency response capabilities. This plan coincides with each university divisional emergency response plan. The university organizational structure consist of the Chancellor, Provost, six Vice Chancellors, Assistant and Associate Vice Chancellors, Deans, Department Chairs and many Department Directors. (See University Organizational Chart).

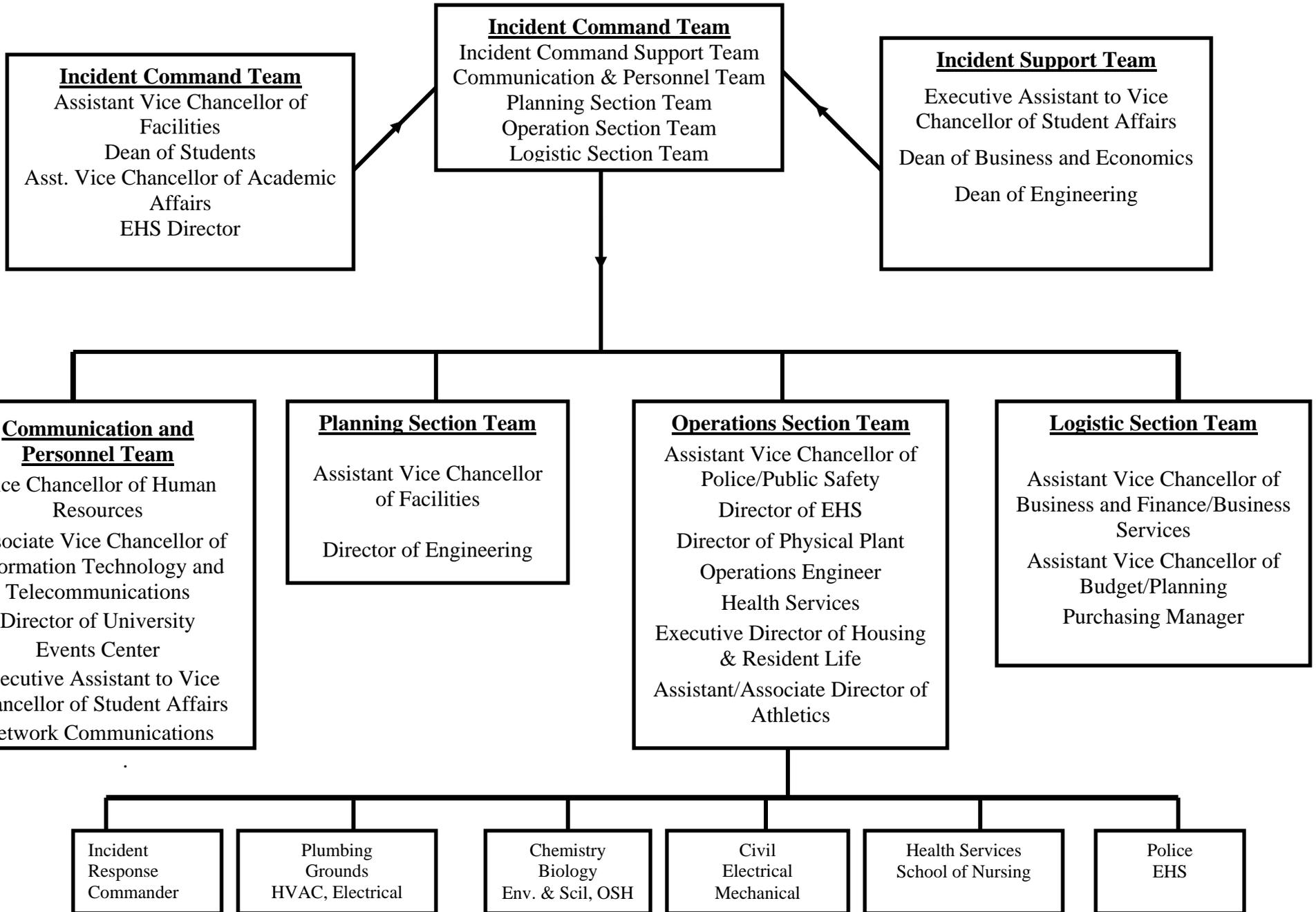
The Incident Command Team (ICT) is comprised of a core of Associate and Assistant Vice Chancellors, Directors and key technical personnel who have the authority and ability to make decisions on behalf of the university. The ICT, delegate decision-making powers to Supervisors and response teams who translate strategies and regulatory requirements into actions. The ICT includes persons with responsibilities for direction and control, planning and logistics, operations, service restoration, environmental and safety protections, public information, police, finance, student and employee needs, legal, insurance, and customer service. The ICT convenes and operates from the Emergency Operations Center (EOC).

Within several departments are specially trained personnel who are fully capable of responding to and mitigating a limited variety of emergencies. Emergency conditions include water and sewer line breaks, chemical spills, inclement weather, civil unrest, terrorism, etc. Our response

team coordinates their activities through the EOC and the appropriate Incident Commander of the community emergency response agency during any significant emergency.

In this way, communications are maintained between the operations personnel and the decision-makers. Designated individual department managers and specially trained personnel assist local emergency responders by providing technical knowledge on request. The department managers maintain contact with the appropriate Incident Command Team (ICT) member.

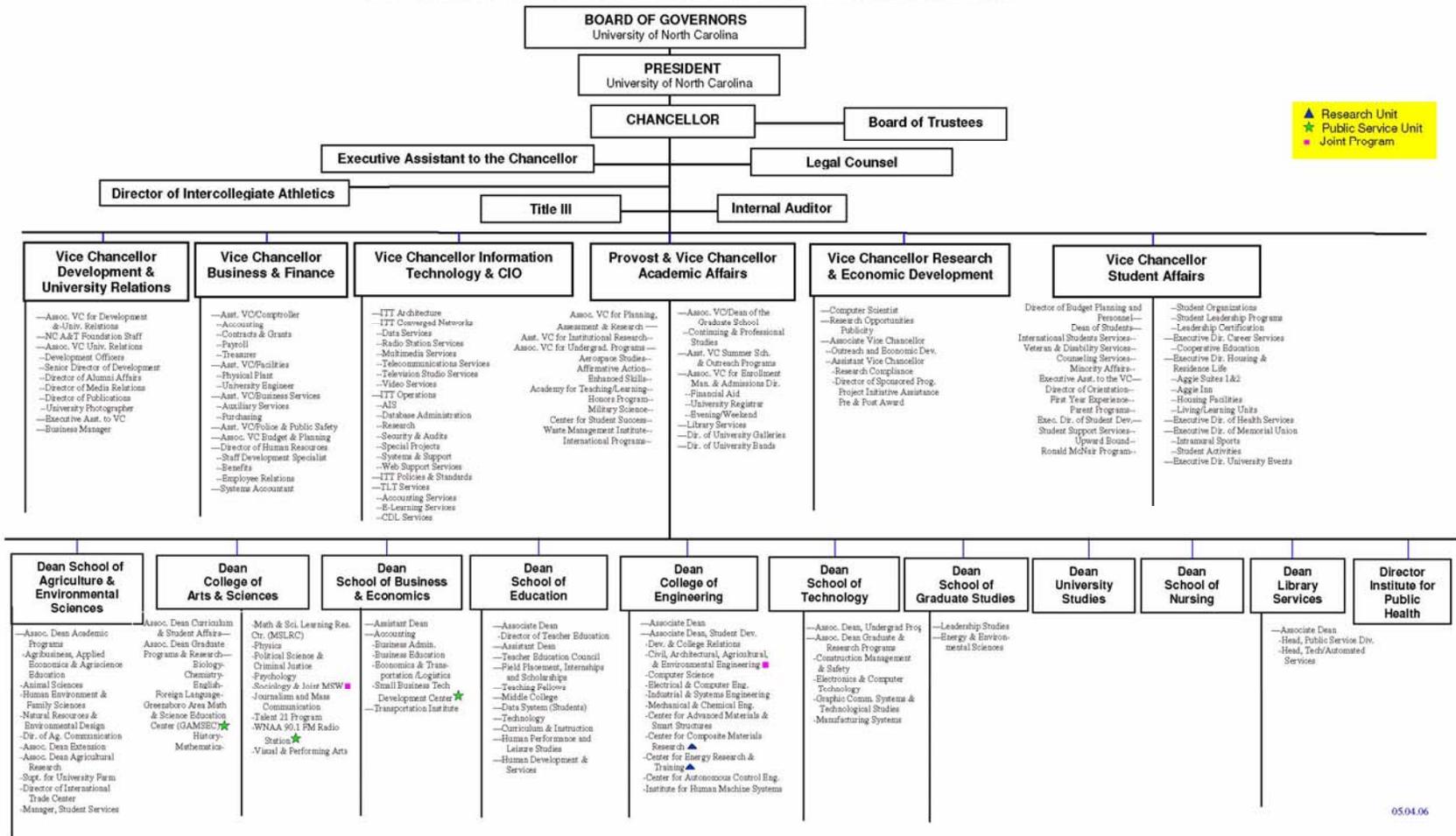
NCA&TSU Incident Command Chart



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Comprehensive Emergency Management Plan

NORTH CAROLINA AGRICULTURAL AND TECHNICAL STATE UNIVERSITY ORGANIZATIONAL CHART



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Comprehensive Emergency Management Plan

Policy

The CEMP was implemented to comply with the NCA&TSU's policy of providing a safe environment for all students, employees, contractors, visitors, and neighbors. This extends to the design, and implementation of a program which will save lives and reduce property damage during an emergency.

It is also the University's policy to operate in an environmentally responsible manner consistent with environmental knowledge, policies and regulations that best serve the needs of students, employees and the community. Operations of the university's facilities are designed so as not to adversely affect the environment of surrounding areas during emergency situations or normal operating periods.

NCA&TSU attempts to prevent all emergencies from occurring. However, should an event occur, the immediate goal is to keep the emergency and its effects within our boundaries and not allow it to present a threat to the health and safety of students, faculty, staff or the general public. In those instances where the emergency directly affects or impacts the general public or the university community (such as a sewer line break or a chemical spill), all efforts are made to contain the incident and not to put those affected at risk.

Preserving life is the prime consideration. All procedures will be carried out in a manner to minimize risk to employees and emergency response personnel. Rescue and medical activities have priority over all other actions.

NCA&TSU has developed and will maintain a Comprehensive Emergency Management Plan regardless of whose response resources are to be used. The CEMP shall be reviewed and updated annually and training provided on a regular basis. The CEMP is designed to the specific needs of the University and will outline the strategy and tactics expected and implemented for each identified situation.

1.3 Legal Authority

This plan complies with the intent and requirements of applicable federal regulations pertaining with emergency situation, including:

- 29 CFR 1910.38(a), Employee Emergency Plans
- 1910.37, Means of Egress, General
- 29 CFR 1910.165, Employee Alarm Systems
- 19 CFR 1910.1200, Hazard Communication
- 29 CFR 1910.146, Permit Required Confined Spaces
- 29 CFR 1910.146 (n), Emergency Planning and Response
- 29 CFR 1910.120, Hazardous Materials
- 40 CFR 264, Resource Conservation and Recovery Act
- SARA Title III, Emergency Planning and Community Right-To-Know Act of 1986
- CFR 302.6. Comprehensive Environmental Response, Compensation, and Liability Act
- Section 112 (r) of the Clean Air Act Amendment, Risk Management Program
- Presidential Bio-Hazard Preparedness Act
- Homeland Defense Legislation

1.4 ASSUMPTION AND COMMUNITY BACKGROUND

NCA&TSU is located near the geographic center of the state of North Carolina in Greensboro, North Carolina near the downtown area of the city. The University consists of seven schools or colleges and is a public, comprehensive, land-grant university. This is an urban area that consists mainly of several educational institutions and business interests.

NCA&TSU will experience emergencies. Community response agencies such as fire fighting, law enforcement, emergency medical services and other emergency response organizations will be promptly notified of an NCA&TSU emergency situation. They will be available to respond and will be able to provide necessary services. Training, drills and exercises will be conducted at recommended intervals. Equipment and facilities recommended by the CEMP will be procured and maintained in a state of readiness. NCA&TSU faculty and staff recognize and understand their emergency roles and will employ their knowledge and training when an emergency occurs.

1.5 BUSINESS INTERRUPTION & POTENTIAL EMERGENCIES

An emergency is any unplanned event that directly or indirectly threatens the health, safety, or welfare of students, employees or citizens in the communities surrounding the university's facilities and work sites.

A key feature of this plan is the delineation of events that can cause a business interruption and the assignment of activities and responsibilities for mitigating those events. NCA&TSU is committed to providing the highest quality services to all of its customers and will take steps to ensure the continuation of those services despite any occurrence of events beyond which it has no control.

Possible emergencies and causes of business interruption include:

- Voice Communication Outage
- Data/Computer Outage
- Natural Disasters
- Civil Disorders
- Internal Loss of Utilities - Water, Sewage and Electricity
- Community Loss of Water or Sewer Service
- Work Stoppages
- Chemical Release
- Flood
- Fire
- Explosion
- Building Collapse
- Bomb Threat
- Adverse Publicity
- Work Place Violence
- Illegal Entry to the Facility
- Evacuation of the Facility
- Sheltering-In-Place
- Hostage
- Water Line Break
- Sewer Line Break
- Water Source Contamination

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- Water System Contamination
- Explosions of Any Kind
- Electrical or Mechanical power failure
- Any act of Terrorism

NCA&TSU will work closely with the City, County and any of the other area universities in resolving any emergency. This coordination includes NCA&TSU assisting other City/County Departments in meeting their commitments if they should experience an emergency that negatively impacts their operations. Our primary function for operational situations is to those outside emergencies that threaten or directly affect our students, faculty, staff or visitors to our campus.

1.6 CONCEPT OF EMERGENCY OPERATIONS

The basic concept of the CEMP is to provide an approach for managing emergencies. The four elements of this approach are prevention, preparedness, response, and recovery. The CEMP is a tool for translating concepts into action.

Mitigation includes all those actions that attempt to reduce or eliminate the likelihood of an emergency from occurring. Examples are: inspections, audits, following operating procedures, preventive maintenance, elimination of potential emergencies and quality assurance.

Preparedness includes all those activities that ensure a high degree of readiness for a swift and effective response. Preparedness activities include training on the use and implementation of the CEMP through classroom instruction, drills, and exercises; maintaining response equipment and facilities; and, communicating hazard information to employees and local emergency responders. All personnel who are expected to use the CEMP are appropriately trained.

Response includes the measures taken by personnel at the emergency site and at the Emergency Operations Center. The Incident Command Team (ICT) coordinates controlling actions in an organized fashion while delegating operations authority to the appropriate City, County or University department. Response actions reduce risks to students, employees, the community, property and the environment.

Recovery includes the short and long-term activities that return services, facilities, and systems to normal operations. The ICT coordinates the recovery and ensures operations and personnel are accommodated. The Chancellor or his designee determines when the recovery is complete.

The CEMP provides the basic concepts and emergency operation responsibilities and activities for the entire university. But because of the numerous distinct operating areas of the university, this CEMP will be supplemented with specific divisional and departmental emergency response plans and/or checklists that reflect the unique emergency response responsibilities and capabilities of each area.

1.7 EMERGENCY MANAGEMENT ORGANIZATION

Roles and Responsibilities

Responsibility for the NCA&TSU emergency response will be vested in the University Chancellor who may choose to delegate the operation of the Emergency Operations Center (EOC) to any of his or her Cabinet or management members. He or she shall have the necessary authority to direct resources to mitigate the incident. He or she will address the management issues of the emergency while each department responds to the immediate incident.

Emergency Management Group (EMG)

The NCA&TSU Emergency Management Group consists of: the Chancellor, Provost, Vice-Chancellors, Provost and Legal Counsel. This group provides overall leadership and guidance to the university community during an emergency or disaster. They may meet as a separate entity from the Incident Command Team or the Emergency Management Group to assess the greater effect of the emergency or disaster on the university or they may choose to meet with or in conjunction with either. They may make decisions or issue directives to the INCIDENT COMMANDER or head of the EMG that impact the outcome of the event. They are to receive constant and updated status reports from the EMG and/or the INCIDENT COMMANDER at regular intervals or at their request for information. During any emergency or disaster activity, any member of the above group may take command or control of the incident or center in order to direct the outcome of the event. If command changes are made, it should be entered in the log of events by the INCIDENT COMMANDER or EMG Manager of the change in leadership and for any decisions made after the change.

The members of the EMG provides university-wide direction and control in responding to the emergency and are responsible for contacts with offsite support organizations, regulatory agencies, City, County and the news media. They may choose to accomplish this through the Emergency Operations Center's Incident Commander or directly, based on the situation.

During any major emergency, members of the EMG may decide to assemble in the Emergency Operations Center to assess the situation, while ensuring that appropriate emergency response procedures are implemented. However they will be free to re-locate anywhere they believe it to be of the most value. This approach will allow them to be present at the scene of the incident, participate in the decision making process in the EOC, participate in press briefings, meet with Board of Trustee members, community officials or attend to specific emergency response activities. The EMG will normally consist of Senior Staff members (Chancellor, Provost, Vice Chancellors, Legal Counsel and Executive Assistant to the Chancellor) and their duties and responsibilities may include:

- Processing information to determine the actual and potential impact of the incident on the University's facilities, its personnel, students, the environment and/or services, customers, and the public.
- Taking decisive actions to reduce risks, minimize losses, and maintain services.

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- Making management decisions that affect all areas based upon incident-specific information provided by the affected emergency response agency.
- Communicating with the appropriate local, state, and federal agencies, employees, communities and applying resources to effectively respond to and recover from the emergency.

Incident Command Team (ICT)

The Incident Command Team is generally organized to include specific management representations from various university departments. These members function as a unified management team under the leadership of the Incident Commander and coordinate the resources of the University. Upon declaration of an emergency, the ICT assembles at the EOC to plan, organize, and lead NCA&TSU's response and recovery. The Incident Command Chart identifies the organization and staffing of the Incident Command Team (ICT). When not in the EOC, they will be in constant communication with the Incident Commander, most likely by radio or cellular telephone. Responsibilities include:

- Ensuring that all appropriate emergency response activities are initiated.
- Meeting with the news media when their presence will make a significant difference.
- Providing all necessary NCA&TSU resources needed to mitigate the emergency.
- Being physically present at those locations that require their assistance.
- Informing City, County and State officials and requesting their assistance, as necessary.
- Reviewing and approving the release of information to the news media or the general public.
- Providing technical knowledge and data to the Incident Commander on matters where they have expertise.
- Assisting the Incident Commander with the coordination of resources to address resolution of the emergency condition.
- Managing component parts of the Comprehensive Emergency Management Plan, while assessing departmental plans aimed at resolving the emergency.

Incident Commander (IC)

The INCIDENT COMMANDER is responsible for ensuring the delivery of any and all NCA&TSU resources to mitigate the emergency. His/her responsibilities include:

- Implementing all or portions of the CEMP.
- Leading the ICT and delegating duties where necessary.

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- Providing command and control over NCA&TSU-wide response to an incident.
- Ensuring that adequate resources, staffing, and reserve staffing are available to support an emergency.
- Evaluating the demand for resources and committing them where most needed based on necessity, risk reduction, and priority determinations for the restoration of services.
- Approving formal or informal agreements with any governmental, community or industrial group.
- Coordinating actions with and support from Guilford County and/or the City of Greensboro and other Universities.
- Coordinating emergency management activities with local, state, federal and private organizations.
- Reviewing and approving the release of information to the news media or the general public in the absence of the Chancellor, Provost or Vice Chancellors.
- Ensuring the preparation and submittal of post-emergency reports to governing agencies and management as required.

Assistant/Associate Vice Chancellors, Deans and Directors of Schools, Colleges and Departments

Each affected AVC, Dean or Department Manager provides technical advice to the Incident Commander about the process or processes under way in the area of the incident. Specific duties include:

- Posting evacuation signs and conducting emergency response awareness training prior to any emergency.
 - Maintaining and training faculty and staff personnel emergency response procedures.
 - Determining the exact location and extent of damage to the affected area.
 - Determining structural integrity of facilities and systems and the ability to continue essential services.
- Obtaining additional emergency supplies and labor during an emergency.
- Arranging technical advice for and assistance to the University, County or Community Incident Commander.
- Providing technical advice and contacting specific individuals for unique details of the incident site.
- Providing assistance in determining the recovery after the initial incident is under control, potential loss of revenue, effect on customers, effect on employees; and an estimate of how long the affected area will be out of service.

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Environmental Health and Safety, Director (EHS)

The Safety Director is responsible for ensuring that all response and recovery activities are conducted in a safe manner and comply with all applicable federal and state safety and health regulations. Specific duties include:

- Notifying government agencies as required by law or regulation.
 - Serving as the point-of-contact to local responders and government agencies regarding safety and environmental issues.
 - Assisting in determining the environmental impact of the emergency.
 - Coordinating environmental monitoring activities.
 - Conducting post-emergency investigations regarding environmental issues.
 - Ensuring the safety of NC A&T SU's emergency response personnel.
 - Conducting post-emergency investigations regarding safety issues.
 - Identifying and implementing corrective actions, revisions to procedures and/or training, and improving preventive activities.
 - Preparing and submitting follow-up reports as necessary to meet the local, state, and/or federal requirements.
 - Assisting in maintaining the CEMP, emergency management facilities and organization.
 - Providing risk and insurance evaluations and strategies to the INCIDENT COMMANDER.

Assistant Vice Chancellor for Business and Finance (Comptroller)/Business Services & Finance and Budget

The Assistant Vice Chancellor for Business and Finance is responsible for NC A&T SU's fiscal responsibilities relating to payroll, property insurance, equipment, and supplies to ensure that they are properly funded. Specific duties include:

- The securing of off-site vendor agreements through each department for procurement of goods and services necessary to deliver sustained services to our customers.
 - Identifying critical records and arranging for their duplication and storage off-site.
 - Providing purchase orders for the immediate acquisition of supplies and equipment needed to respond to the emergency.
 - Maintaining records of expenses related to the emergency.
 - Coordinating with Procurement in determining costs recovery from the emergency.

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- Obtaining and dispensing petty cash to employees for emergency purposes and sustenance as necessary.
- Filing the necessary reports for Federal and State disaster relief compensation.

Vice Chancellor of Human Resources

The Vice Chancellor of Human Resource coordinates with the Office of State Personnel, City of Greensboro and the Human Resources Director of Guilford County on issues directly relating to employee concerns relating to the disaster and the effects on the broad community. He or she provides advice and assistance on staffing needs and addresses employee needs during and after an emergency. He or she also serves as the central point for receiving information about evacuees and missing personnel. Specific duties include:

- Assisting in recalling employees.
- Receiving status reports on evacuation and accounting for all employees from the Evacuation Coordinator. (See Emergency Evacuation Plans)
- Notifying families of injured/deceased employees.
- Supervising the Evacuation Coordinators and reporting evacuation status to the Chancellor, Provost, Vice Chancellors, Incident Commander and the EHS Director.
- Implementing Employee Assistance Programs (EAP) following an emergency.
- Providing medical records to the hospital.
- Working directly and in conjunction with the Director of Student Health Services in identification of injured staff, faculty and students.

Assistant Vice Chancellor for Public Relations

The Assistant Vice Chancellor for Public Affairs is responsible for anticipating and handling inquiries from the news media. The Chancellor, Provost and Vice Chancellors are also able to handle the public information duties if necessary. Specific duties include:

- Attending all disaster-briefing sessions.
 - Identifying and training several of the university's management personnel to serve as departmental spokespersons.
 - Keeping a copy of statements released to the media, time issued and the individual to whom it was issued.
 - Maintaining up-to-date list of media contacts and phone numbers to the EOC.
 - Acting as the official University spokesperson for release of information, responding to media request for information and issuing releases as necessary.
 - Obtaining correct and pertinent information from other members of the Emergency Management Group.

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- Receiving data on student occupancy in residence halls or in shelters, damage reports, casualties, etc., as it is confirmed.
- Acting in concert with the County emergency headquarters in matters regarding release of NCA&TSU information. The Chancellor and University Legal Counsel must approve all news releases.
- Conducting press briefings.
- Working with telecommunication representative to develop and insert messages for automated information system. Messages will change as situation develops.
- Preparing press releases and obtaining approval from the Chancellor or Cabinet members.
- Establishing an Emergency Employee Hotline activated by Human Resources at the request of the Incident Commander or Chancellor designee.

Legal Counsel

The Legal Counsel is responsible for determining the legal implications of both emergency and the emergency response. Responsibilities include:

- Determining the university's legal liability for the emergency.
- Determining legal liability for actions taken in response to the emergency.
- Assisting in the development of press releases.
- Develop and review contracts with environmental clean up and debris removal firms and work to ensure they are in place.
- Coordinating activities with the City, County and other agencies.
- Assist in developing and maintaining mutual aid agreements with local entities.

Director of Engineering and Planning

The Director of Engineering and Planning is responsible for providing support to the INCIDENT COMMANDER or designee in all aspects of the recovery process. Responsibilities include:

- Supporting the INCIDENT COMMANDER in advising on damage assessment and restoration service.
- Assisting with contracting arrangements for repairs.
- Running modeling programs to determine method of restoring service in facility affected emergencies.
- Development of an assessment team for the evaluating damage to buildings, facilities and the infrastructure.

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- Providing local emergency building code liaison, technical advisory support for utilities restoration.

Director of Systems and Networking

The Director of Systems and Networking is responsible for security of the Dowdy Administration Building, protection of vital database records, communications systems set up and support, and computer operations for the Emergency Operations Center. Specific duties include:

- Installing specific software applications as indicated by the nature of the emergency.
- Providing technical support/mapping operations as necessary.
- Ensuring that back up systems and support agencies are in place to maintain data and facsimile communications during emergencies. This includes the development of liaisons for and contacts to be used in an emergency and during recovery.
- Setting up computer stations and printers in the EOC.
- Director of Telecommunications and Help Desk Services
- The Director of Telecommunications and Help Desk Services is responsible for any event stimulated by external forces that could negatively impact all or part of the university. The University's Telecommunications Department will provide direct communications to the Emergency Operations Center and provide backup disaster telecommunications. Specific duties include:
 - Review current emergency plan.
 - Meet with Telecommunications personnel and review requirements for activity.
 - Inspect all Telecommunications sites.
 - Back-up computer tapes on telephone system.
 - Inventory emergency supplies.
 - Fuel Telecommunications vehicles.
 - Pre-emergency testing.
 - Report to Emergency Operations Center for duration of the emergency.
 - Plan and direct communications and available internal warning systems, including two-way radio systems through

Comprehensive Emergency Management Plan

- Emergency Shelter Management

- The Emergency Shelter Management responsibilities are to identify the actions necessary to activate shelter facilities for students, staff and faculty in the event of emergencies that displace individuals. Specific duties include:
- Pre-emergency planning and coordination with other state, county and city agencies on shelter availability.
- Maintain one-week supply of food stuff for 500 people (this function should be coordinated with the Auxiliary Services Director).
- Maintain inventory of the shelter supplies to include toiletries and limited bedding.
- Maintain list of Student Union Staff as shelter workers, and their telephone contact numbers.
- Instruct all shelter personnel, to secure personal property and prepare to stay at shelter.
- Provide assistance to Food Services.
- Notify Housing to deliver blankets.
- Begin a manager's log of all shelter events and actions.
- Keep record of all materials borrowed or loaned to other persons or departments (cots, blankets, trashcans, etc.)
- Post interior directional signs for Restrooms, Food Service, Staff Rooms, and Health Services.
- Provide the EOC Coordinator with regular updates of shelter operations and a roster of occupancy.
- Provide updates of shelter occupants as to emergency status.
- Assign housekeeping and other staff to conduct regular inspections of the buildings to maintain sanitary and safe conditions.
- Prepare a schedule for meals (in conjunction with Food Service), information sessions, lights out and other activities.
- Estimate shelter stay-time and report to the EOC Coordinator.
- Check out shelter for structural and electrical hazards.

- Auxiliary Services Director

- The Auxiliary Services Director responsibilities include:
- Coordinating the food distribution to the students on campus and the EOC as needed.

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- Instructing the Food Service Director of his duties in this mission.
- Notifying Physical Plant for maintenance needs.
- Being available to assist in all duties as assigned in the food service area. Organize appropriate staffing for EOC.
- Assistant Director of Auxiliary Services will serve as the alternate for the Director of Auxiliary
- Coordinating food distribution with members of the Shelter management team

- Director of Student Health Center

- The Student Health and Center Director is responsibilities for providing and coordinating medical care for all student medical concerns relating to the emergency. Specific responsibilities include:
 - Establishing emergency medical training for all staff.
 - Checking emergency supplies.
 - Developing and posting emergency instructions and forwarding to the EOC.
 - Shuttling medical personnel to Emergency Shelter.
 - Developing the tracking of students - employees
 - Refer students to local emergency room for urgent care.
 - Close Student Health Center.
 - Develop procedures for joint collaboration with the Dean of Nursing to facilitate emergency staffing needs.
 - Serves as liaison to American Red Cross, County Social Services and FEMA – representatives.
 -
- Dean of Students
-
- The Dean of Students is responsible for providing detailed reports of student related issues and concerns regarding the emergency to the Incident Commander and responding to students with the action plan developed or designed to address their concerns. Specific responsibilities include:
 - Notify Housing and Residence Life Staff that a “watch or warning” has been issued and mandatory meetings with residents need to occur.
 - Prepare roster of all resident students.

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- Communicate with Director of Housing and Residence Life.
- Communicate with University Police as each residence hall is evacuated.
- Respond to incoming questions from parents/family, etc.
- Supervise Student Affairs personnel in shelter.
- Direct the activities of the Counseling Services and coordinate their interaction with Health Services Director
- Maintain contacts with the Vice Chancellor for Student Affairs.
-
- Director of Housing and Residence Life
-
- The Director of Housing and Residence Life is responsible for all student shelter and quality of life issues during an emergency. Specific responsibilities include:
-
- Serve as Shelter Manager for university staff, students, faculty and liaison for County and City Shelter request. Provide details to staff on nature of emergency.
- Review outline for meeting with residents.
- Assign maintenance tasks as needed in conjunction with the Physical Plant.
- Facilities Coordinator - Be available to assist in all duties as assigned in the housing facilities. Organize appropriate staffing for EOC.
- As each hall is evacuated, the Residence Hall Director notifies either the Dean of Students and/or the University Police. The Residence Hall Director is to stay at their respective hall until University Police arrives. Together they verify building/area is empty and pick up travel sheets.
- Each Residence Hall Director should assist RA's in clearing students from halls.
- Report to Emergency Shelter Manager in the Student Union and assist with checking in.
- Monitor students' behavior in shelters.
- Bring radios and portable phones for use in meeting communication needs of the shelter.
-
- Assistant Vice Chancellor of Police & Public Safety

The Assistant Vice Chancellor of Police and Public Safety's responsibilities include:

- Notifying university senior management of emergency.

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- Assisting Director of Physical Plant with emergency preparations.
 - Attending City/Guilford County briefing on emergency if necessary.
 - Attending the EOC briefing.
 - Inspecting campus for hazards after the emergency has ended.
 - Preparing annual training session for emergency preparedness.
 - Implementing University Police Emergency Response Plan.
-
- Assistant Vice Chancellor of Facilities and/or Physical Plant Director

The Assistant Vice Chancellor of Facilities is responsible for ensuring the delivery of any and all NCA&TSU's resources to mitigate the emergency. Their responsibilities include:

- Implementing all or portions of the CEMP.
- Heading the EOC and delegating duties if necessary.
- Providing command and control over university-wide response to an incident through the Physical Plant Director and Staff.
- Ensuring that adequate resources and staffing are available.
- Evaluating the demand for resources and committing them where most needed based on necessity, risk reduction and priority determinations for the restoration of production and/or service to the University and its customers.
- Approving formal or informal agreements with any governmental, community or industrial group.
- Coordinating actions with and support from Guilford County and /or the City of Greensboro.

1.8 DISASTER OPERATIONS AND RECOVERY PLAN

I. OVERVIEW

NCA&TSU recognizes that any interruption of its services to any of its customers would constitute an unacceptable level of responsibility to the mission of the university.

A. Purpose

The Purpose of this Disaster Operations and Recovery Plan (Plan) is to establish a guideline for the university in the preparation of, and response to, a disaster. This Plan provides general guidance and related information to assist in the overall management, response, and application of NCA&TSU and other potentially available resources to a regional or local disaster with the objective of maintaining and/or restoring high quality and reliable services.

B. Guiding Principles

NCA&TSU will manage disaster operations the following guiding principles:

- If requested, NCA&TSU will assist the City of Greensboro and/or Guilford County to the best of its ability with emergency operations that are intended to prevent or reduce the loss of life.
- The safety of NCA&TSU customers and employees will always be of paramount importance.
- Preserving and providing educational services to its customers is NCA&TSU's highest priority.
- NCA&TSU will take all reasonable measures to return to normal operations as soon as practical.
- NCA&TSU will use a system of Emergency Management Command and Control that is compatible with that of Guilford County Emergency Management.

C. Disaster Type and Risk

Due to the location and the nature of its operations, NCA&TSU has the potential to be impacted by a variety of major emergencies such as hurricanes, tornadoes, severe storms, winter storms, and fires. Though the relative threat of major disasters is considered low, the potential impact on the University and the essential services it provides by a major disaster is considered high.

II. IMPLEMENTATION OF EMERGENCY OPERATIONS

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A. Notification and Authority

Major emergencies or disasters may be forecasted (hurricanes, winter storms, etc.) but often can occur with little or no warning (act of terrorism, tornadoes, and fires).

1. Prior Notice

If advanced notice is possible, the Chancellor designee or Provost Designee will, in consultation with NCA&TSU staff and local officials, establish an Operations Plan, Operations Center (EOC). The Chancellor or their designee will keep the Board of Trustees informed as to the situation.

2. No Prior Notice

- a) Normal Business Hours: If notice is not possible and an incident occurs during normal business hours, the on-duty supervisor most directly affected by the event should notify the University Police dispatcher (334-7675) and their Department Head. The Assistant Vice Chancellor and Chief of Police will notify the Chancellor or his designee and make a decision whether to activate the university's emergency siren. The Chancellor or designee will then establish an operational plan (may be formal or informal) and will determine when and to what extent to activate the EOC. The Chancellor or designee will keep the Board of Trustees and/or Governors informed as to the situation.
- b) Non-Business Hours: If advance notice is not possible and an incident occurs during non-business hours, the on-duty University Police Officer in-charge or the departmental supervisor most directly affected by the situation will determine the appropriate initial response (i.e., call 911; activate incident response team or the Emergency Siren) and will then notify his/her immediate supervisor, Department Head and then the Chancellor. The Chancellor or designee will establish an operating plan (may be formal or informal) and will determine when and to what extent to activate the EOC. The Chancellor or designee will keep the Board of Trustees and/or Governors informed as to the situation.
- c.) The university has established its radio station, WNAA 90.1 as the designated point of contact for the dissemination of all emergency information to the campus community. The Incident Commander, in conjunction with the Chancellor will provide updated critical information via this media to assist those affected by the event.

B. Incident Command

The **NCA&TSU Incident Command** will generally consist of the following components (See attached Incident Command organizational chart):

- Incident Commander

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- Incident Command Staff
- Public Information Officer
- Liaison Officer
- Safety Officer
- General Staff of Incident Command
- Planning Section Chief
- Operations Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief (AVC for Business Services)

The **Incident Command Team** will generally consist of one person who has the full responsibility of managing the incident in concert with the following persons who are members of the incident command:

- Assistant Vice Chancellor of Facilities
- Dean of Students
- Associate Vice Chancellor of Academic Affairs
- Assistant Vice Chancellor and Chief of Police
- Executive Assistant to Vice Chancellor for Student Affairs

Members of the **Incident Support Team** will generally consist of, but not limited to, the following persons or their designees:

- Local EOC Liaison
- Dean of Business and Economics
- Dean of Engineering
- Assistant Vice Chancellor of Business and Finance (Comptroller) Business Services and Budget
-

The Incident Command Team organizational structure is shown on figure 4. The Chancellor /or designees on a case-by-case basis depending on the magnitude and duration of the situation would determine the exact structure and staff assignments for the Incident Command.

The **Communication and Personnel Team** has the full responsibility of communicating any and all information consists of the following people:

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- Vice Chancellor of Human Resources
- Assoc. Vice Chancellor of Information Technology and Telecommunications
- Asst. Vice Chancellor of Public Relations
- Dean of Students
- Network Communications
- Director of University Events Center
- Special Assistant to Vice Chancellor, Student Affairs

The **Planning Section Team** will consist of the following people:

- Asst. Vice Chancellor of Facilities
- Director of Engineering and Planning

The **Operations Section Team** will consist of the following people:

- Chief/Director of Police/Public Safety
- Director of EHS
- Director of Physical Plant
- Operations Engineer
- Director of Health Center
- Assistant/Associate Director of Athletics
- Executive Director of Residential Life & Housing

The **Logistics Section Team** will consist of, but not limited to the following people:

- Assistant Vice Chancellor of Business and Finance/Business Services
- Assistant Vice Chancellor of Budget and Planning
- Purchasing Manager

Figure #4 Incident Command Chart

A. EOC EQUIPMENT

- Two (2) telephones—direct lines or cellular
- Two (2) telephones from switchboard—forwarded to EOC
- Computer:
- Disk/CD of each departmental Emergency Response Plan
- Key reports
- Facsimile Machine
- Cellular Telephone
- Scanner
- Radios (3 hours UPS)
 - Physical Plant
 - Police
 - Variable Frequency for Guilford County and/or City of Greensboro Emergency Management, EOCs (change as needed)
- One Radio capable of battery operations
- TV for keeping current with local news. Insure antennae are available for small portable TV's (3)
- AM/FM radio
- VCR & Monitor
- Slide Projector w/stand
- Overhead projector w/stand
- Screen, Audio Visual, LCD Projector
- One Stand Audio Visual
- Dry Erase Board -Large (4x8)
- Butcher Chart Stand
- Pencil Sharpener

B. EOC ADMINISTRATIVE SUPPLIES

- Dry erase markers -2 multi packs

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- Magic markers – red, green, blue, black, and purple
- Pens -black, red, blue, and green
- Butcher pads -2 packs of 4 (8 pads)
- Writing pads -10 yellow or white
- Pencils -1 box

1.10 EMERGENCY ACTION LEVELS

INSERT INITIAL EMERGENCY ACTION FLOW CHART

Emergency Action Levels (EAL) will be developed as part of the preparedness and emergency response processes. EAL are tools which provide NCA&TSU with pre-planned and action criteria to classify emergencies. Classifying emergencies according to the associated hazards, business interruption, and/or potential impacts ensures that resources are appropriated commensurate with the magnitude of the emergency. Determining an EAL for an emergency allows the Incident Command team to quickly begin the response and prepare for the recovery from a major emergency, or organizational emergency. Examples of Emergency Action Levels are as follows:

- Fire
- Bomb (threat or detonation)
- Gas leak
- Criminal Activity
- Severe Weather (Hurricanes, Electrical Storms or Tornadoes)
- Floods
- Acts of Terrorism

Each event requires reciprocal responses according to existing departmental plans and procedures. These events are individually and collectively discussed in separate documents and programs within the organization and are referenced merely for examples.

SEQUENCE OF EVENTS OF EMERGENCY ACTION

EVENTS - 48 HOUR Notice in advance of the event

- Start preparations of vehicles, equipment
- Physical Plant starts preparation. (See Physical Plant emergency response manual)
- Plan initial EOC shifts (recommend 3 people)
- Each department updates recall lists
 - Essential personnel
 - Non-essential personnel
- Pre-coordination with EOC(s)
 - Greensboro

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- Guilford County
- University of North Carolina at Greensboro
- Coordinate with mutual aid organizations
 - Fuel
 - Food
 - Chemicals
 - Transportation
 - Other

(24 HOURS BEFORE EVENT)

- Continue storm emergency preparation
- Update staff's information & internal coordination
- Continue coordination with other EOC's

(12 HOURS BEFORE EVENT)

- Start set-up of EOC
 - Radios
 - Telephone
 - Computer
 - TV's
 - Scanner
- Ask for liaisons to report from or to Mutual Aid Agency(s) as appropriate
- Establish EOC shifts
 - Engineering
 - Other as needed

(8 HOURS OR LESS FROM THE START OF THE EVENT)

- Commence EOC minimum staff
- Start Log
- Final initiation of emergency procedures for facilities

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(4 HOURS BEFORE THE EVENT)

- Full EOC (Radio Operators Staff Number 4 people)
- Set-up Employees Information Board
- Keep EOC Log

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2.0 Response Procedure

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| 2.1 | Notification/Warning |
| 2.2 | Emergency Evacuation Plan |
| 2.3 | Medical Treatment |
| 2.4 | Emergency Public Information |
| 2.5 | Government Notification and Relations |
| 2.6 | Shelter-in-Place Procedure |

2.1 NOTIFICATION/WARNING

***NOTE: All students, faculty and staff are advised to tune in to WNAA 90.1 for updated information regarding all campus emergencies.**

Objectives

Objectives of this procedure are to ensure that each employee is made aware of an impending emergency situation and knows how to quickly summon help and notify emergency response agencies.

Responsibilities

- Individual employees are responsible for summoning help when they discover an emergency.
- Community Emergency Response Agencies are responsible for responding to the request for assistance and for mitigating the emergency.

Procedure

The university has installed an emergency siren on campus to provide a warning service to our students, faculty, staff and visitors in times of emergencies. The Standard Operating Procedures for using this device is detailed in an appendix to this document.

For the discovery of an emergency at any NCA&TSU facility: (Use the University Emergency Evacuation Plan Section 2.2)

Important: Do **not** remain in the area of the emergency.

For Field Crews such as Police, Parking or members of the Skilled Trades group reporting an emergency:

1. Radio or telephone the Physical Plant or Police Dispatch and state you have an emergency (if the situation dictates and a cell phone is available, call 911 after notifying UPD).
2. Give the following information to the appropriate person taking your call:
 - A. Your identity
 - B. Your location
 - C. Nature of the problem (injury, fire, spill, crime, etc.)
 - D. Size of the problem
 - E. Number and type of injuries

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3. The Campus Police or the Physical Plant Operator will notify 911 (if this has not been done prior to their notification) and the appropriate supervisor.

Recording Information:

1. Record the information
2. Dispatch appropriate NCA&TSU assistance/support to the scene.
3. Notify the appropriate Department Manager or Director.

2.2 North Carolina A&T State University, Emergency Evacuation Plan

- I. This evacuation plan will provide general guidance for evacuation of NCA&TSU faculty, staff, students and visitors during an emergency situation. It is important for everyone working in or visiting the facility to evacuate the building as soon as possible when told to do so or upon hearing a fire alarm.
- II. Each area, as shown on the evacuation plan, will have a designated coordinator to assist in the emergency evacuation of the building. The responsibility of the coordinator is:
 - To ensure that NCA&TSU faculty, staff, students and visitors depart the building through designated exits for evacuation.
- III. The designated **Emergency Evacuation Coordinator** (EEC) will have the responsibilities of:
 - Coordinating all emergency evacuations.
 - Verifying safe evacuation of all visitors and NCA&TSU personnel.
 - Coordinating with and informing emergency response agencies of status of personnel and any other information about the emergency.
 - Keeping all supervisors advised of emergency status.

In the absence of the Emergency Evacuation Coordinator (EEC) the Building Representative or their designated alternate EEC will assume the duties.

- IV. Alternate Emergency Evacuation Coordinators (AEEC)
 - The EEC will designate an alternate where needed.
 - Will be familiar with the responsibilities of primary EEC.
 - Will assume EEC duties if the primary EEC is not in the building when an emergency evacuation call has been given.
- V. Types of Emergencies
 - **Fire** – Fire alarm will sound or areas will be notified verbally.
 - **Bomb** – Will be notified by telephone or person to person in each department.
 - **Gas** – For hazardous gas leaks in the building, notification will be by telephone or by person-to-person notification.
 - **Criminal Activity** – Life threatening. Any condition outside of the building in which pose a hazard to personnel in the building or to the physical structure of the building will result in an emergency evacuation.
 - **Terrorist Activity** - Life threatening or any condition that poses a threat to person or property by inference or deed.

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- **Floods** - Impending floods may result in emergency evacuation. Departmental notification will be used to notify all individuals occupying the affected area via the EEC of this type of emergency.
- **Electrical Storm** - These types of storms may cause fires due to direct lightning strikes on or near buildings setting combustible materials on fire. Fires resulting from this type of storm will often render electrical appliances and devices inoperable. Therefore, the alarm system may be rendered inoperable. Anyone noting a fire during such storm should warn all persons by verbal alarm- "FIRE!" If the storm is severe, all persons should evacuate to the lowest level possible in their facility.
- **Tornadoes** - Stay away from all windows and doors. Stay close to walls and other supports in the area. Sit down to reduce your profile until the emergency is over. All notifications to evacuate your facility should be taken seriously and completed as quickly as possible.

VI. Department Heads/Supervisors

- Ensure that all personnel are familiar with evacuation plan and routes.
- Designate primary and alternate Evacuation Coordinators.
- Submit changes to Evacuation Coordinator as they occur.
- Act as Evacuation Coordinator when both primary and alternate are away from building or away from his/her normal work area in the event of an emergency.
- Seek an accurate head count of all personnel who evacuate the building before authorizing their release.

VII. All Faculty, Staff, Students and Visitors

- Upon hearing an alarm, or advised verbally, evacuate building using the route specified on the emergency/fire evacuation plan.
- If you are not in your normal work area, evacuate using the route specified on the evacuation plan located on each floor throughout the facility. Once you are out of the facility, notify your EEC.
- Do not re-enter the building until instructed by the EHS department, EEC or Departmental Supervisor.
- All individuals are to remain in assigned areas until given notification to re-enter the facility or given other instructions by EEC or Departmental Supervisor.
- Seek an accurate head count of all personnel who evacuate the facility before authorizing their release.

EMERGENCY EVACUATION ROUTES ARE SHOWN ON THE EVACUATION MAP LOCATED IN THE HALLWAYS ON EACH FLOOR.

VIII. Other Emergency Instructions

- If the building is filled with smoke, crawl to the nearest exit. Once you are out of the building go to the designated area for your department.
- DO NOT USE THE ELEVATOR DURING FIRE UNLESS SPECIFIED AS EMERGENCY ELEVATOR.
- Do not interfere with activities of the emergency response personnel. (eg.. police fire and emergency rescue services)
- Do not volunteer any assistance to the emergency response personnel unless requested by your EEC or Departmental Head.
- After exiting, move away from building as soon as possible. Do not walk close to building.
- Keys must be accessible to the mechanical rooms, telephone rooms and electrical rooms for emergency personnel.
- If housekeeping is not available, contact the physical plant or EHS department for master keys.

Emergency Numbers

Physical Plant – 336-334-7016

Campus Police – 336-334-7675

Environmental Health and Safety - 336-334-7992 or 334-7032

Cell phone Numbers

Director –336-707-1030

Environmental Safety Officer – 336-215-0704

Life Safety Officer – 336-339-0621

MEDICAL TREATMENT

Purpose

This procedure describes measures to be taken for the immediate treatment of injured persons.

Objective

Objective of this procedure is to ensure the timely and appropriate medical treatment for injured persons.

Procedure

Major or Serious Injury or Illnesses

For injuries or illnesses requiring immediate medical attention (e.g. unconsciousness, bleeding, shock, chest pain, difficulty breathing, burns, chemical exposure, a severe blow to the head, obvious broken bones), employees should: first call 334-7675 to help, render appropriate Basic First Aid, CPR, and defibrillator procedures according to the level of skill and certification. Upon arrival, EMS provider determines the appropriate course of action.

1. The medical provider for all work related injuries is **PRIMECARE FAMILY & OCCUPATIONAL MEDICINE** at 3833 High Point Rd., Greensboro, NC 27407. The telephone number there is 336/852-7530.
2. The supervisor or employee aware of the injury will notify the department head of the injured employee or their manager.
3. The Department Director or Vice Chancellor of Human Resources will ensure that a university representative is sent to the hospital to provide support to the employee and his/her family.
4. The Department Director or Vice Chancellor of Human Resources will notify the employee's next-of-kin by phone and inform them of this situation.
5. If the next-of-kin requests transportation, the Department Director or Vice Chancellor of Human Resources sends an employee to transport the family.
6. Maintain an accurate log of the victim's name and the location they were transported if they have to be transported to an emergency hospital or facility.

For minor injuries, an employee should:

1. Notify the employee's supervisor. The supervisor will notify the Human Resources, Staff Benefit Office and the EHS Office.
2. The Benefit or the EHS office and/or the immediate supervisor shall contact **PRIMECARE FAMILY & OCCUPATIONAL MEDICINE** located at 3833 High

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Point Rd., Greensboro, NC 27407, the telephone number there is 336/852-7530 for instruction if necessary.

3. Transport the injured employee to PRIMECARE FAMILY & OCCUPATIONAL MEDICINE at 3833 High point Rd., Greensboro, NC 27407. for treatment.
4. If PRIMECARE FAMILY & OCCUPATIONAL MEDICINE is closed, transport the injured employee to the nearest medical facility.
5. If the injured employee desires, the Supervisor informs the employee's next-of-kin by phone.

2.4 EMERGENCY PUBLIC INFORMATION

Purpose

The purpose of these procedures is to outline various measures the university staff should generally follow to keep customers, the community and other officials informed about emergencies and non-routine situations that may affect them.

Objectives

The University has a responsibility to notify the public in a timely manner, directly and through the media, about its activities so that customers, government officials and the general public remain properly and appropriately informed.

The university staff will exercise diligence in notifying the public of emergencies and non-routine situations that may directly affect the University and the general public. The University will provide information that is timely, correct and complete to promote an atmosphere of openness, trust, and confidence within the community.

Each emergency or situation will present its unique notification requirement, ranging from whom to contact first to when notification should occur. The University's guiding principle is to promote public confidence by providing information that is accurate, timely and appropriate to the emergency or situation at hand.

The Public Relations Office will consult with the State as soon as practical in developing the notice content and format. However, the initial notifications to broadcast and media will be done as soon as possible and may be prepared without initially contacting the State when time is of the essence.

2.5 SPECIAL & FATALITY NOTIFICATION

Purpose

The purpose of this procedure is to ensure that families or next-of-kin of injured or deceased employees are promptly notified and helped throughout the difficult period following notification.

Objectives

Objectives of this procedure are to promptly notify families and next-of-kin of injured or deceased employees and provide caring support for all those impacted by the situation.

Procedure

In the event of a work-related fatality or serious injury, this procedure is followed:

1. The victim employee's Supervisor notifies the Vice Chancellor of Human Resources and the EHS office.
2. The Vice Chancellor of Human Resources or his/her designee, after conferring with the employee's department director, immediately notifies the family in person or via phone if the in-person notification cannot be accomplished immediately. Next-of-kin information can be obtained from the employee's personnel file.
3. The Vice Chancellor of Human Resources notifies North Carolina OSHA within eight hours of an employee fatality or hospitalization of three or more employees. The Vice Chancellor of Human Resources will act as the liaison during the ensuing investigation.
4. The Vice Chancellor of Human Resources establishes a location where the family and friends of the injured or deceased employee can gather, if necessary. Possible locations could include a church, motel, or restaurant where a private room can be secured. The family is provided with assistance and support and the media is kept away. Refreshments and telephones should be available. A university representative will be present.
5. The Employee Assistance Program representative will be notified by the Vice Chancellor of Human Resources to provide support to family members.
6. The Vice Chancellor of Human Resources explains benefits and compensation policies to the family or next-of-kin.
7. The University Relations Office will address the media as outlined in the University's University Relations emergency procedure.

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8. The Vice Chancellor of Human Resources will notify the Legal and Insurance representative within 24 hours.
9. The Vice Chancellor of Human Resources will offer and arrange counseling services for employees.

2.6 Shelter-In-Place Plan

RESERVED

3.0 Hazard Specific Response

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- 3.1 Fire or Explosion
- 3.2 Hazardous Material (Chemical Accidents)
 - Tornado
 - Winter Weather/Freeze
 - Hurricane
 - Computer Disaster Plan
 - Bomb Threat
 - Hostage
 - Contamination – Water Supply

3.1 FIRES OR EXPLOSION

Purpose

This procedure describes the actions to be taken to initiate evacuation, suppress small fires and support the Fire Department.

Objectives

Objectives of this procedure are to:

- Employees quickly warn others of the fires.
- Notification is made to the appropriate Fire Department, dial 334-7675.
- Fires are extinguished before escalating into major fires.

Responsibilities

The employee is responsible for warning nearby personnel, initiating the evacuation, calling the fire department (dial 334-7675), and attempting to extinguish small fires with portable fire extinguishers if it can be done safely.

The Department Director/Manager is responsible for accounting for all employees, completing shutdowns, and providing technical information to the appropriate Fire Department Incident Commander.

The Environmental Health and Safety office is responsible for regular inspections, providing site maps, and communicating chemical hazards and other information to the appropriate Fire Department.

Procedure

1. Upon discovering a fire, the employee calls to nearby co-workers for help. If the employee is alone, he/she announces a message over the radio or verbally to warn others of the fire.
2. The employee activates the alarm system.
3. The employee dials 334-7675 from the nearest phone to report the fire. If the employee is not near a phone, they use their radio or any other appropriate means of communications to contact the University Police Communications or the Physical Plant Operator to report the Fire. The caller should report the following information:
 - Caller's name
 - Address of the building or facility

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- Location of the fire
 - Size of the fire
 - Any known injuries
 - Return telephone number
4. If the employee(s) has been trained to use a portable fire extinguisher and can do so safely, the employee(s) in the area of a small fire may attempt to extinguish the fire using a portable fire extinguisher.
 5. Personnel shall follow their building or facility evacuation procedure.
 6. The employee should notify the manager or supervisor as soon as possible if they can do so safely.
 7. The Manager/Supervisor notifies the University Police dispatch or the EHS office of the fire.
 8. The Manager/Supervisor will report the status of the evacuation and the fire to Greensboro Fire Department Officials upon arrival.
 9. The Manager/Supervisor remains with the Greensboro Fire Department Incident Commander to provide technical information regarding the facility or building.
 10. The Manager/Supervisor provides information to the Police and EHS office by radio or phone until the situation is mitigated.

3.2 HAZARDOUS MATERIALS (CHEMICAL ACCIDENTS)

Objective

This procedure describes specific responsibilities and actions that should be taken for the containment and control of a hazardous material spill and/or leak.

Responsibilities

- The following individuals/groups have responsibilities for notifying his/her supervisor, NCA&TSU Incident Response Team, and 911 if appropriate.
- The Incident Response Team (IRT) will respond to the spill, identify exposure concerns for employees and responders, and if the spill is small enough to be managed by the employee working in that area.
- The IRT is responsible for the health and safety of all personnel involved with the mitigation of the incident. The IRT will make the necessary notification to the appropriate regulatory agencies and will investigate the spill.
- The IRT is responsible for the mitigation, control, recovery, and disposal of all spills on NCA&TSU property. They are NCA&TSU's spill response unit for Mutual-Aid responses.
- The Incident Commander is responsible for the overall success of the IRT. In the event of a significant spill, the Incident Commander will notify the Chancellor.
- Only employees who have received the proper education and training and have demonstrated proficiency shall participate in spill mitigation in the hazardous area.

Concept of Operation

Spill response is broken into two distinctive response categories: Small Spills and Significant Spills.

A Small Spill is one that does not immediately threaten the health and safety of personnel or the environment. This level of spill requires contact solely with the EHS office.

A Significant Spill could impact the health and safety of NCA&TSU students, employees and/or the public or be of the quantity or toxicity such that environmental impact could occur. The NCA&TSU, and other HAZMAT teams will mitigate significant spills and toxic releases outside agencies.

Procedure

General Employee

Small Spill Response

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1. Upon discovery of small spill that can normally be mitigated by one or two people, notify other people in the area to stay out.
2. Attempt to stop the flow of product and contain the product, then notify Department Director/Manager, Police and the EHS office and provide the following information:
 - A. Product spilled released
 - B. Time spill/release started
 - C. Approximate quantity spill/released
 - D. Exact location of the spill/release
 - E. Action taken so far
3. Follow the procedures for spill response using the appropriate spill kit.

Significant Spill & Toxic Release

1. Upon discovery of spill, notify the people in the area to stay out and call 911.
2. Do not attempt any kind of rescue. Contact the IRT.
3. Evacuate the area as deemed necessary.
4. Notify the Department Director/Manager, Police and the EHS office of the spill. Provide the following information:
 - A. Location of the spill/release
 - B. Approximate quantity spilled/released
 - C. Name and quantity of chemicals involved and their immediate hazards
 - D. Need for medical assistance
 - E. Telephone number where you can be reached
 - F. Time spill/release started
 - G. Action taken by the mitigation team
 - H. If spill/release has stopped
5. If safe to do so, wait for the North Carolina A&T State University, IRT or outside HAZMAT Team in the area. If imminent danger exists, evacuate and report to your Evacuation Assembly Area, making sure to check for any other personnel in the area.
6. Once the NCA&TSU, IRT or the outside HAZMAT Team arrives, inform them of the exact location, chemicals involved, extent of spill, injured personnel, and actions taken so far, the appropriate MSDS and the known potential for fire or other hazard.

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Incident Commander

1. The Incident Commander, with the advice from the Environmental Safety Officer, and other staff assess the release in consideration of various EPA regulations and report the release to the following agencies:
 - a. The Greensboro Fire Department's HAZMAT Team
 - b. Guilford County Environmental Protection Department, Environmental Spills Division
 - c. Guilford County Health Department, Environmental Spills Division, Wells & Septic Tanks if applicable
 - d. CHEMTREC (800-424-9300) to provide emergency response information for accidental hazardous materials spills
 - e. The National Emergency Response Center, if applicable (800-424-8802)
2. Provide the necessary information to the SERC, LEPC and other appropriate State and Federal regulatory agencies. Incident Commander and/or EHS Director will file a written report including all required information regarding the incident with the appropriate regulatory agencies.
3. It may also be necessary to activate the EOC and provide information to North Carolina A&T State University employees, the surrounding community and other officials.
4. Following the emergency phase, the EHS Environmental Safety Officer and/or the Incident Commander of the event will ensure that, in the affected area, recovered waste and other exposed material is treated, stored or disposed of properly and that all equipment is cleaned and fit for its intended use.

3.3 TORNADO

Objectives

This procedure is designed to ensure the proper recognition and response to tornadoes.

Responsibilities

The Associate Vice Chancellor for Facilities or designee is responsible for initiating actions to prepare North Carolina A&T State University for the affects of a tornado or for a high windstorm.

The University Police Department or the Physical Plant Operator is responsible for monitoring radio broadcast warning and notifying NCA&TSU personnel accordingly.

All employees are responsible for carrying out the necessary activities to reduce the amount of possible damage and to protect themselves and their coworkers.

Procedure

1. The University Police Department Dispatcher, Physical Plant Operator or the EHS office will monitor the National Oceanic and Atmospheric Administration (NOAA) radio at all times.
2. If a “Tornado Watch” is issued by the National Weather Service, all personnel will be alert for broadcast warnings, and reports on threatening conditions.
3. If a “Tornado Warning” is issued by the National Weather Service (meaning a tornado, has been sighted in the area) or if a funnel cloud is seen by NCA&TSU personnel, the following steps will be taken:
 - A. The University Police Dispatcher and/or the Physical Plant Operator will notify North Carolina A&T State University personnel by radio or telephone.
 - B. The University Police Dispatcher and/or the Physical Plant Operator will notify personnel in the most immediate path of danger and then notify all facilities that do not maintain a NOAA monitor.
 - C. Notifications will be made to those members of the student body and staff who have provided their contact information.

***Follow shelter-in-place procedures as outlined in Section 2.6.**

3.4 WINTER/FREEZE**

The objective of this procedure is to ensure the timely enactment of activities to reduce the impact of a severe winter storm on NCA&TSU's operations. Severe winter storms bring heavy snow, ice, strong winds, and freezing rain. Winter storms can prevent employees and customers from reaching facilities, leading to a temporary shutdown until roads are cleared. Heavy snow and ice can also cause structural damage and power outages.

Responsibilities

The Physical Plant Director is responsible for initiating actions to prepare NCA&TSU for the affects of a severe winter storm and then to direct the response action. He/she will determine when specific protection and response actions will take place based upon advisories from the weather service, county and state emergency management agencies, and actual conditions in the Greensboro, High Point and Winston-Salem area.

The Department Director/Managers are responsible for determining critical areas/processes, specifying procedures for protecting equipment and personnel, and instituting protective actions in a timely fashion.

Procedure

- 1. All personnel are responsible for listening to NCA&TSU's 90.1 FM Radio, local radio and television stations for weather information.**
2. The National Weather Service has established the following four storm classifications:
 - Winter Storm Watch – Severe winter weather is possible.
 - Winter Storm Warning – Severe winter weather is expected.
 - Blizzard Warning – Severe winter conditions may make driving difficult or dangerous.
 - Traveler's Advisory – Severe winter conditions may make driving difficult or dangerous
3. Upon declaration of any of the four weather advisories, the Chancellor or designee will determine if non-essential employees should be sent home.
4. If it is impossible for employees, customers or contractors to leave one or more facilities because of the weather conditions, shelter will be provided in the facility to the best extent possible.
5. If employees are at home when the storm begins, they will call supervisor for instructions.
 - Advance Preparations for Service Winter Weather
 - Reviewing emergency plans and procedures with staff

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- Ensure the inventory of chemicals and emergency supplies are adequate for **at least** seven days.
- Top off fuel in all vehicles, generators, and other essential equipment.
- Pre-position emergency equipment such as portable generators to areas or facilities that may need assistance and will be difficult to access during or after a winter storm.
- Protect essential equipment from potential damage.
- Have drinking water system storage at or near full before, during, and after a winter storm.
- Establish necessary staffing levels at essential facilities before and during the winter emergency.
- Ensure all personnel are properly protecting themselves to work in adverse weather.

****For additional detail related to Winter Weather procedures, see the Universities Snow Removal Policy, available on the NCA&TSU Physical Plant web site or links from the Business and Finance web page.**

3.5 HURRICANE

Objectives

This procedure outlines basic actions to be taken by NCA&TSU in preparation for and response to a hurricane in the Guilford County area. The procedure assumes that the National Weather Service will provide sufficient early warning, from 24 to 48 hours, to allow the implementation of this procedure.

Responsibilities

The Physical Plant Director, Department Director/Managers and the EHS Office are responsible for initiating actions to prepare the various facilities for the affects of a hurricane and then to direct the response actions. They will determine when specific protective and response actions will take place based upon advisories from the weather service, county and state emergency management agencies, and actual conditions in the Guilford County area. They are responsible for determining critical areas, specifying procedures for protecting equipment and personnel, and instituting protective actions in a timely fashion.

Background

The term “hurricane” describes a severe tropical cyclone and sustained winds of 74 miles per hour or greater. Hurricane season begins on June 1 and runs through November 30; however, hurricanes have occurred in every month of the year. Hurricanes are categorized by intensity on a scale of 1 to 5 on the Staffir/Simpson Hurricane scale.

CATEGORY 1: Winds of 74 to 95 miles per hour. Damage primarily to shrubbery, trees, foliage, and unanchored mobile homes. No real wind damage to other structures. Some damage to poorly constructed signs.

CATEGORY 2: Winds of 96 to 110 miles per hour. Considerable damage to shrubbery and tree foliage; some trees blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings; some window and door damage. No major wind damage to buildings.

CATEGORY 3: Winds of 111 to 130 miles per hour. Foliage torn from trees and large trees blown down. Practically all poorly constructed signs blown down. Some damage to roofing materials of buildings and some window/door damage. Some structural damage to small buildings. Mobile homes destroyed.

CATEGORY 4: Winds of 131 to 155 miles per hour. Shrubs and trees blown down and all signs down. Extensive damage to roofing materials, windows, and doors. Complete failure of roofs on many small residences.

Four types of precautionary information are issued by the weather service:

Gale Warning: Gale warnings are issued for areas whenever winds of more than 34 miles per hour, but of less than hurricane force, are expected to occur. When a gale warning is issued as a hurricane approaches, the gale warning may be changed to a hurricane warning if the hurricane continues moving toward the coast. Gale warnings may be issued for other areas on either side of the expected hurricane path, areas close enough to experience gale winds, but not close enough to feel the full effects of the hurricane.

Hurricane Watch: If the hurricane continues to approach and constitutes a threat to coastal and inland regions, a hurricane watch is announced for the vulnerable area. A Watch means that a hurricane may threaten specific areas with 36 hours. Everyone in the area covered by the Watch should listen for further advisories and be prepared to act quickly if warnings are issued.

Hurricane Warning: The hurricane warning identifies coastal areas where winds of 74 miles per hour or higher are expected to occur within the next 24 hours. A warning may also include coastal areas where dangerously high water or exceptionally high winds are predicted. When a warning is issued, all precautions should be taken immediately.

The North Carolina Emergency Management Agency, the Federal Emergency Management Agency, National Oceanic and Atmospheric Administration, and the National Hurricane Center have established criteria and guidelines for the issuance of statements requiring specific actions based upon the size, location, and projected path of a hurricane. This procedure reflects those guidelines and NCA&TSU will work closely with other local agencies in implementing the correct preparatory and emergency response actions.

Procedure

1. NCA&TSU will annually review its hurricane preparedness and response procedures.
2. When the National Hurricane Center officially upgrades a Tropical Storm to a hurricane, the hurricane indicates a potential track along the northeast coast of Florida, Georgia or the coast of South and North Carolina. All Directors, Managers and Supervisors, EHS Office and the Physical Plant Director shall review the Hurricane Procedure. Key items to be addressed include: status of emergency equipment (generators, batteries, etc.); review personnel requirements to bring all systems to a safe shutdown within 24 hours if applicable; identify hazardous materials that could be moved offsite within a 24 hour period; identify equipment and materials, which would need to be tied down or sheltered; and identify necessary and/or key operating personnel.
3. The EHS Office, Police and Physical Plant Dispatchers will track the hurricane by posting a copy of the hurricane tracking chart in the EOC and plotting the updated hurricane locations as provided by the National Hurricane Center.

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4. Upon declaration of a Hurricane Watch for the coast of either South Carolina or North Carolina (storm will strike land within 36 hours) the following actions will be initiated, if not already completed:
 - All supervisory personnel will review their procedures and meet to determine what actions will be implemented at each time marker.
 - Ensure the inventory of chemicals, fuel, and emergency systems are adequate for at least seven days.
 - Building and grounds will be surveyed to make sure all loose objects, trash cans, boards, etc. that could be blown around by the high winds are stored away or roped/chained down.
 - Remove or tie down all materials that might be removed by wind, such as oil drums, light towers, and small portable buildings.
 - Inspection of roof drainage and debris clearance should begin.
 - The EOC will be made ready for operations.
 - Ensure all communication systems are operational.
 - Check Hurricane supplies for each area and prepare to distribute. Purchase all foodstuffs required and place in storage areas.
 - Report to Assistant Vice Chancellor for Facilities the progress of activities and when all readiness functions are completed.
5. When the National Hurricane Center issues a Hurricane Warning (storm will strike and within 24 hours) for South Carolina or North Carolina, the following actions will take place:
 - Activate EOC. The purpose of the EOC is to coordinate all information about the storm and the required plant preparation. All decisions as to shut downs, evacuations, and similar actions will be communicated from the EOC. The EOC is also the place to call for help and to report any and all facility and environmental problems during the storm. EOC will direct the preparedness procedures.
 - Have drinking water storage system at or near full.
 - Notify all employees.
 - Initiate safe shutdown procedures for non-essential equipment (if applicable) requiring more than 24 hours.
 - Deliveries of materials that will not increase preparations for the hurricane will be suspended and the supplier told not to send any more supplies until further notice.
 - The Assistant Vice Chancellor for Facilities or the Physical Plant Director and management personnel will make a determination as to which personnel, if any,

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will remain at the various facilities during the storm. Personnel not required to remain will be sent home to make appropriate preparations for their families.

- Roof drainage/debris clearance will be inspected and corrected as necessary.
 - The storage of loose materials will be completed.
 - Generators and pumps will be strategically stationed.
 - Remove portable equipment from areas subject to flooding.
 - Company vehicles will be filled with gas and parked in safe, dispersed locations.
 - Secure all information and computer systems. Provide backup of NCA&TSU local area network for off site storage.
6. When the hurricane forecast indicates the storm is 12 hours or less from landfall, all preparatory actions should be completed.
 7. Storm impact. All on-duty personnel must be in a safe location as directed by the EOC.
 8. After the storm, the EOC will indicate where it is safe for personnel to begin damage assessment and recovery procedures.

3.6 COMPUTER DISASTER PLAN

- All Departments and Operating Divisions of NCA&TSU should refer to the university Computer Disaster Plan for directions relating to computer related emergencies or disasters.

3.7 BOMB THREAT

Objectives

The objectives of this procedure are to ensure employee/student know how to respond to a bomb threat. Ensure that offsite response agencies are notified and that no employees are injured.

This procedure outlines activities to be followed upon receipt of a bomb threat. The first priority is employee safety.

Responsibilities

The individual receiving the bomb threat is responsible for carefully recording the information and then immediately notifying their supervisor and the University Police Department.

Any University Police Office that arrives first on the scene is responsible for determining if specific areas, or the entire facility, should be evacuated.

Procedure

Receipt of Threat

1. The individual receiving the bomb threat will:
 - a. Record as much information as possible.
 - b. Advise the caller that the building is occupied by people and the detonation of a bomb could result in death or serious injury to many innocent people.
 - c. Call 334-7675 or 911.
2. The call will be reported to the manager in charge by the receptionist or the employee receiving the call.
3. The manager/supervisor will confer with the individual who received the call and may order an evacuation.
4. If the threat is perceived as real, paggers and radio will not be used for communication as their transmission frequencies may set off the bomb.
5. Investigation and response to a bomb threat or explosion will be directed by local public safety agencies.

3.8 Hostage

Objectives

Ensure that the police department is quickly notified. Ensure the information is communicated to the police department during the incident. Ensure released hostages and affected employees are debriefed and counseled.

Responsibilities

- The University Police Chief or a designated member of their staff is responsible for serving as a liaison to the Greensboro City Police Department
- The Director of Engineering and Planning is responsible for ensuring the police department has accurate building plans or drawings.
- The Vice Chancellor of Human Resources is responsible for arranging counseling for the hostage(s) and affected employees.

Procedure

1. The employee who recognizes or is notified of a hostage situation will call the University Police and provide the following information:
 - Caller's name Location and telephone number.
 - Number of persons being held hostage.
 - Number of hostage takers.
 - Location of the hostages.
 - Condition of the hostages.
 - Demands of the hostage takers.
 - Physical description of the hostage takers (sex, race, age, height, weight, build, glasses, facial hair, hair color, hat, and clothing type and color), if possible.
 - Description of the hostage takers' vehicle.
2. The Police dispatcher will make any additional calls as necessary.
3. Employees directly affected by the hostage situation should take their queue from the hostage takers. If the opportunity arises whereby escape can be accomplished without creating greater harm to themselves or others, then use your own discretion.
4. Employees who have escaped or are not affected should remain away from the location and out of direct sight of the hostage takers.

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5. The Greensboro Police Department will establish a Unified Command Post. The EHS, Human Resources and Director of Engineering and Planning will report to the Unified Command Post to provide information about the facility.
6. The Director of Engineering and Planning will ensure that the Police have accurate drawings or blueprints of the building.
7. If service to customers is affected, the Public Relation Office will provide public notice.
8. The Public Relation Officer will also prepare statements for the families of the hostages.
9. In coordination with the Police Department, the university/designee/or supervisor of the area effected will consider the following actions:
 - Evacuating the entire facility to assembly areas or an offsite location.
 - Conducting a media briefing offsite if the Police Department's spokesperson cannot conduct one.
 - Providing a location for the families of the hostages to congregate for counseling.
10. The Vice Chancellor of Human Resources will provide or arrange counseling for employees and their families if needed.

3.9 Contamination of Water Supply

Objectives

This procedure outlines actions to be taken in response to a contamination of the raw water supply. The campus shall be immediately notified of any situations which may render the water supply unsafe for consumption.

Responsibilities

- The Environmental and Safety Officer is responsible for confirming the presence of contamination in the water supply.
- The EHS Director is responsible for taking actions to inform the Chancellor and other university officials of the situation.
- The Physical Plant Director is responsible for taking actions to prevent contamination of the water distribution system through a proactive back flow prevention program.

Procedure

Contamination of the water supply can come from a wide variety of sources.

The City of Greensboro will be contacted for testing of the water supply by calling 373-7527.

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4.0 RECOVERY PROCEDURES

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- 4.1 Incident Investigation
- 4.2 Damage Assessment, Clean-up and Initial Restoration
- 4.3 Personnel Assistance

4.1 INCIDENT INVESTIGATION

Objectives

The objectives of this procedure are to ensure that the root cause(s) of all incidents or emergencies is identified and that all activities necessary to correct and prevent the occurrence in the future are implemented promptly.

Concept of Operations

All safety-related incidents involving injury or property damage (including near miss where injury or damage almost occurred) would be investigated without exception. Before any investigation is undertaken, NCA&TSU must verify that investigations by outside agencies (police, Fire Marshal, OSHA, etc.) are either not applicable or have already taken place.

Responsibilities

Incident Investigations are to be conducted by an Incident Investigation Team composed of persons assigned by the Chancellor for serious incidents or the EHS Director for less serious incidents. The persons may include NCA&TSU employees with the necessary knowledge and skills and may also include persons from outside agencies.

Procedure

Determining the Proper Level of Investigation

1. All job related injuries, property damage accidents, and near misses will be investigated by the Accident Investigation Team (AIT). The level and intensity of investigations will be determined by the severity of the incident. All incidents will initially receive a safety investigation.
2. The investigation will be conducted for all injuries and property damage incidents. The completed report will be forwarded to the Vice Chancellor of Human Resources and the EHS Director.
3. In the event of a fatality, NCA&TSU will begin an investigation within 24 hours to:
 - Determine most probable cause(s) and take prompt action to prevent recurrence.
 - Determine any third party liability.
 - Thoroughly document all situations, conditions and actions related to the incident.
 - Communicate lessons learned to other university operations.
 - Follow up on recommendations of accident investigation.

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- Review and develop third-party evidence, if applicable.
- Determine the type and amounts of information that will be provided to employees, customers and the general public.

Initial Data Collection

1. Survey the Scene: Once the emergency has been safely mitigated, the Investigation Team will survey the scene and determine:
 - What happened?
 - What led to the accident?
 - What property was damaged?
 - What systems or operations were affected?
 - When did the actions or steps happen?
2. Identify Witnesses: The Investigation Team will identify witnesses to the incident. Each witness will be asked not to discuss the accident with anyone until after he/she has been interviewed by the Investigation Team; however, each witness will be asked to immediately prepare a written account of the experience.
3. Secure the Scene: The incident scene will be secured by personnel under the directions of the Investigation Team to preserve evidence. Any items (such as damaged equipment, spill samples) which might help to explain what happened should be left untouched.
4. Collect and Preserve Evidence: Based upon the nature of the incident and the requirements of outside investigating agencies, the Investigation Team will photograph and/or videotape the area. This includes the point of initiation and the entire affected area. The Investigation Team will collect evidence that contributed to the cause of the accident and is subject to change (e.g., dust, atmospheric vapors) and document where the evidence was found. They will record (e.g., photograph and take notes) the relative locations of people, parts and materials (note the positions of valves, switches, emissions control and any other control devices in the area). The Investigation Team will collect any written documents that may aid the investigation such as waybills, orders, written instructions, containers, container labels, operator logs or training records.
5. Interview Witnesses: The Investigation Team will record statements from the operators, persons near the accident, witnesses, persons contacted about the incident and emergency response personnel. Questions should be related to the events leading up to the accident, including times of day, weather, mood, what happened, why the accident happened and any suggested corrective actions that should be taken to prevent reoccurrence.

Incident Analysis

1. Cause and effect Analysis will be utilized by the Investigation Team to evaluate a serious incident. This technique requires that all Investigation Team members review that evidence and then meet as a group to determine the root causes of the incident. The facts derived from a review of the evidence will be evaluated in relationship to four categories from which problems generally arise:

Methods: The manner in which work is performed; the manner in which the procedure is followed, or where a procedure does not exist; the degree of uniformity of application; quality of the procedure (a judgment of whether they are good or bad); and adequacy of procedures or maintenance.

Materials: What the items involved are constructed or made of, contain (or could potentially contain), come in contact with; or can be replaced with; how these items are used in relations to the issue being investigated; and whether the items are solids, liquids or gases.

Machines: The design, uses, size, capacities, shape, configuration, or components of tools, equipment, and machinery in relation to the issue being investigated.

Manpower: Too many persons; too few persons; ability; agility; physical/medical/mental factors; execution of existing procedures; adequacy of training & documentation; communications; and any other reasons that can be traced directly to people and their actions.

2. **Ranking Root Causes:** Each team member will suggest a possible cause or related issued for each category. All suggestions will be recorded. After all the suggestions for each category are listed, then the group will rank each suggestions as to what they collectively think are the most likely contributing factors.
3. **Determining Corrective Actions:** Once a rank listing of factors are identified, the members of the Investigation Team will determine what corrective actions should be recommended to ensure that adequate hazard controls are implemented to prevent recurrence. Members will determine at what organizational level these corrective actions could be implemented.
4. **Evaluating Emergency Response:** The Investigation Team will also evaluate the effectiveness of the response to the emergency. This review should verify that response personnel followed proper procedures, were properly trained, and equipment was available and adequate for the situation.

Reporting Results

1. The Investigation Team will then develop a detailed report of their findings and suggested corrective actions. It will also include a report on the adequacy of emergency response systems, and lessons learned (good practices needing improvement).
2. The report will clearly state the status of corrective actions which were already implemented at the time the report was written, what actions are currently planned (along with an implementation schedule); actions which are recommended but require higher management approval
3. The report will be submitted to the Chancellor and Provost from the Investigation Team.

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5.0 Preparedness Procedures

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| 5.4 | Facilities, Supplies and Equipment |

5.1 INTRODUCTION

Introduction

Preparedness includes all activities necessary to ensure a high degree of readiness so that response to an incident or business interruption is swift and effective. This section outlines three procedures necessary to ensure the desired levels of preparedness:

1. Training
2. Drills and Exercise
3. Facilities, Supplies and Equipment

Objectives

The objectives of preparedness operations are to ensure that all personnel are adequately trained to perform their emergency duties. Ensure a constant state of readiness through the conduct of drills and simulation exercises. Maintain an adequate stockpile of emergency equipment and supplies.

Responsibilities for the Assistant Vice Chancellor for Facilities and the EHS Director

- Responsible for developing and implementing emergency response training.
- Responsible for coordinating the development of and assisting in conducting facility specific and NCA&TSU-wide drills and exercises.
- In coordination with facility managers, responsible for maintaining emergency equipment in a ready state and for determining the adequacy of equipment.
- Provide authorization for conducting training, drills and exercises.
- Responsible for maintaining the EOC.

Department Directors/Managers

- Responsible for ensuring those personnel receive the required emergency response training in a timely manner.
- Responsible for developing and conducting individual drills for their areas.
- Provide authorization for conducting training, drills and exercises.
- Participate in drills and exercises.

5.2 TRAINING

Objectives

Ensure that NCA&TSU employees are trained to perform their duties as outlined in this plan. Ensure a high degree of competency in all emergency response activities through testing and/or practical demonstration of skills. Ensure that all employees not having a direct role in the emergency response understand how to recognize hazards, initiate warning, and evacuate.

Responsibilities

- The EHS Director responsible for overall administration of training. He/she is also responsible for coordination with each department to implement required safety and emergency response training.
- Department Director/Managers are responsible for ensuring personnel receive the required training manner.

Procedure

Overview of Emergency Training

Training curriculum and course content is based upon the task requirements and special boards/circumstances associated with potential emergency situations. The EHS Director maintains a Training Plan, which details the training requirements for all employees on the annual training calendar.

Training is the joint responsibility of all Department Directors/Managers. Training on emergency management responsibilities and functions is conducted for all new employees and job transferees and reviewed annually with all employees. A record of all training received by an employee is maintained by the EHS Director and is logged into a computer based Training Record system maintained by the Human Resources Department.

All contractor personnel are provided with basic emergency management orientation prior to undertaking any work. Affected contractors are provided with necessary Process Safety Management information. Contractors are responsible for training their people with initial contractor training provided by the EHS office.

Basic emergency training requirements for various individuals include the following:

All employees directly involved in emergency response

- Preventive maintenance, inspection and monitoring, and housekeeping procedure
- Fire safety to include use of fire extinguishers

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- Key partners for automatic cut-off systems
- Hazard Communications (Right-to-Know)
- Hazardous materials safe handling (including MSDSs, etc.)
- HAZMAT recognition and hazards identification
- Reporting emergencies (communications and alarm systems)
- Procedures for using, inspecting, repairing, and replacing emergency monitoring equipment
- Response to fires and spills – consistent with facility EEP
- Evacuation procedures – consistent with facility EEP
- Manual emergency shutdown procedures
- Personal protective equipment
- First Aid/CPR (optional OSH)
- CEMP overview including EMG and EOC activation/operations

Department Directors/Managers

Same as above plus:

- Plan provisions
- Risk assessment/loss control
- Emergency Operations Center usage
- Interacting with the media during emergencies
- Interacting with government agencies during emergencies
- Coordinating with customers

Those employees not on the Incident Response Team who handle chemicals on a routine basis are provided with additional training on the proper and emergency handling of a spill and/or release of the specific chemicals.

Where practical emergency response training and operational training is incorporated into existing safety and training programs include testing of student proficiency where the level of expertise requires demonstrable skills. All training and testing is documented for each employee by the EHS Director.

1. Joint training sessions between NCA&TSU and community emergency response organizations (both government and private) are conducted routinely. This should include:

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- Guilford County Emergency Management
- City of Greensboro Fire, Police & Public Works
- University of North Carolina at Greensboro and Local Hospitals

2. This training includes site orientation tours for off-site personnel. Training content is review annually and modified as necessary to ensure that the training adequately reflects changes in hazards, conditions, equipment, and employees.

| Training Level | Description | For Whom | Initial Length (Hours) | Refresher Length (hours) | Refresher Frequency (Hours) |
|-----------------------|---|-----------------|-------------------------------|---------------------------------|------------------------------------|
| General Employee | Instruct employees in those parts of the CEMP that the employee must know in the event of an emergency. Evacuation procedures are stated and reviewed. Other training includes: Hazard Communication Personnel Protective Equipment Fire System/Fire Prevention Fire Extinguisher, Spill Prevention and Control Confined Space First Aid/CPR Preventive Maintenance, Inspection, Monitoring, & Housekeeping HAZMAT Recognition Hazard Identification, Reporting Emergencies, EAP & Evacuation procedures (facility specific) Use, Inspection Repair, Replacement of Emergency Equipment, Emergency Shut-Down Procedures (where applicable), Key Parameters for Automatic Cut-off (where applicable) | All Employees | 8 | 4 | Annual |

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| Training Level | Description | For Whom | Initial Length (Hours) | Refresher Length (hours) | Refresher Frequency (Hours) |
|-------------------------------|--|------------------------|-------------------------------|---------------------------------|------------------------------------|
| Hazardous Materials Awareness | Awareness Level Training as required by OSHA HAZWOPER standard (29 CFR 1910.120 (q)). | All Employees | 1 | 1 | Annual |
| Emergency Management (Mgt.) | Provide personnel with a thorough understanding of Management responsibilities and EOC use. | All Employees | 2 | 1 | Annual |
| Contractor Briefing | Brief onsite contractor of the evacuation, notification, and personnel emergency actions they are expected to perform. | All Contract Personnel | 1 | 1 | As Needed |

Training Program Documentation

NCA&TSU's procedures for compiling and maintaining documentation of emergency response activities shall include:

1. Requiring each employee to sign-in at all NCA&TSU-sponsored emergency response training sessions, meetings, or activities to verify their attendance.
2. The sign-in sheet shall include the following
 - Date
 - Description of the course subject or activity and title
 - Time and duration of the class or activity
 - Instructor's name
 - Employee number
 - Department
 - Course location
 - Score or indication of passing
3. Information from the sign-in sheets shall be used to input the required data on the individual's manual training record.

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4. The sign-in sheets shall be retained consistent with the NCA&TSU's training records retention procedure.
5. Training Manuals, Instructor's Notes, Course Descriptions, etc. shall be maintained for a period of five (5) years from the date of their last use to verify the content of the materials taught.
6. Test results may either be written examinations or documented skill competencies, which are observed and "signed off" by a qualified instructor. Each member of the Incident Response Team must successfully pass the test portion of any written HAZWOPER Training. Verbal test will not be given.

5.3 DRILLS AND EXERCISES

Objectives

The objective of the NCA&TSU emergency response drill and exercise program is to test the adequacy of plans and procedures; test the effectiveness of emergency response training; test the adequacy (quantity and quality) of existing emergency facilities, supplies and equipment; and increase coordination between all NCA&TSU and off-site emergency response agencies.

Responsibilities

- The EHS Director is responsible for coordinating the development of and assisting in conducting facility-wide drills exercises
- Department Directors/Managers are responsible for developing and conducting individual drills for their areas of responsibility.

Procedures

1. The following types of drills and exercises are used annually:
 - Tabletop exercises – involves presenting a simulated emergency situation to key emergency personnel in an informal setting. The exercise elicits constructive discussion as the participants examine and resolve problems based on the CEMP and emergency procedures.
 - Functional drills – are practical drills designed to test the capability of personnel to perform a specific function (i.e., communications, first aid and rescue).
 - Walk through drills – are training drills designed to instruct personnel in the use of procedures, equipment, and facilities while not requiring rapid response to the drill scenario.
 - Full-scale exercises – are intended to evaluate the overall operational capability of both NCA&TSU and emergency response organizations and the adequacy of this plan using real-time, simulated conditions.
 - “What if” drills – are verbal discussions of possible emergency situations and are intended to quiz personnel on the use of equipment, proper emergency responses, evacuation routes, shut down procedures and other emergency activities.
2. Preparation for drill or exercise varies depending on the type and scope. Generally, preparation and planning includes:

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- Reviewing and identifying possible CEMP problem areas.
 - Establishing exercise objectives.
 - Identifying resources to be used including personnel and equipment.
 - Notifying all involved participants and key supervisors who are not being involved but who should be aware of the drill.
 - Developing exercises scenarios, a major sequence of events list, and expected actions checklists.
 - Developing evaluation forms.
 - Assigning and training controllers and evaluators.
 - Determining the time and location for the exercise critique.
3. The scenario used is realistic and based upon current operating conditions. The primary event (fire, spill, natural hazard, etc.) is determined based on the objectives of the exercise.
 4. A sequence of major events is developed to help simulate an actual emergency incident. Expected responses for each major event are determined. Conditions simulate, as closely as possible, actual emergency situations.
 5. Follow-up. The participants, evaluators, and the EHS Director identify problem areas such as deficiencies in the plan, training, personnel or equipment review results of drills and exercises. The EHS Director is to prepare a final report and submit it to the Chancellor, Vice Chancellor of Human Resources and each of the Department Directors/Managers for implementation of corrective actions. This report is to contain a summary of events evaluation of results recommended corrective actions responsibilities and a time schedule for implementing the corrective actions.

5.4 FACILITIES, SUPPLIES AND EQUIPMENT

Objectives

The objectives of this procedure are to maintain adequate quantities and types of supplies and equipment for use by the Emergency Management personnel. Develop and maintain emergency facilities such as the EOC and Media Briefing Center. Develop a list of vendors who can re-supply the University under emergency conditions. This includes raw materials and emergency response supplies.

Responsibilities

- The AVC of Facilities, Physical Plant Director and the EHS Director have overall responsibility for maintaining emergency equipment in a state of readiness and for determining the safety of all equipment to be used during training or in an actual emergency.
- Department Directors/Managers have the responsibility for maintaining emergency equipment for their area of responsibility.
- The Physical Plant Director and the EHS Director are responsible for maintaining EOC
- The AVC of Public Relations and Vice Chancellor of Human Resources are responsible for maintaining the Media Briefing Center any necessary handout materials or unique news media equipment in the Media Briefing Center.

Procedure

1. An inspection of all emergency equipment is performed on a routine basis, ranging from one to six months by the EHS Director or their designee. Records of inspections and inventory of all emergency equipment are kept on file in the EHS office.

Inspections are to take place on the following schedule:

Monthly – visually inspect portable fire extinguishers, sprinkler systems, valves, fire alarm systems, fire hoses, fire blankets and oil separators. Safety showers and eye wash stations are flow tested and records kept by individual departments.

Annually – Sprinklers are flow tested.

6 Year Interval – Dry chemical fire extinguishers are opened and powder conditions checked, annually, all hoses are pressure tested. Halon systems and dry chemical fire extinguishers are inspected for charge and operability.

As needed – CO2 dry chemical fire extinguishers are hydrostatically tested by an outside contractor.

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2. Procedures for sanitizing such items as respirators are made by the EHS office. Where fit and sanitation are of concern, equipment is pre-assigned and labeled.
3. Items with limited shelf life, or items such as sterile first-aid supplies, are rotated where possible and replaced as required.
4. All items expended during an emergency or exercise, as well as damage, defective or spoiled items are reported to the Physical Plant or EHS Director. The Purchasing Director and AVC of Finance who arranges for their immediate cleaning, repair, decontamination or replacement. Contracts are in place with suppliers to repair or replace emergency equipment.
5. A list of vendors capable of providing the immediate supply of items expended during emergency or sustained operations is maintained by each Department Director/Manager. This information is updated and provided to the AVC of Finance by the appropriate Department Director/Manager.
6. Emergency equipment and supplies for the EOC is maintained in a constant state of readiness by the EHS Director.
7. The AVC of Public Relations and the Vice Chancellor of Human Resources maintain equipment and supplies for the Media Briefing Center in a constant state of readiness.