



MEMORANDUM

TO: Faculty and Staff

FROM: L. Marshall Washington, Ph.D.  
President

RE: Crisis Response Procedures Effective  
August 13, 2014

This Crisis Response Procedures flipchart has been developed for the College community to use as a quick reference tool in the event of a crisis or an emergency.

In the event of a crisis, emergency or disaster, and if the situation dictates, the President may declare a “state of emergency”. The New River Emergency Response Team composed of the President, Director of Facilities and Safety, Chief Communications Officer, Vice President of Academic Affairs, Vice President of Administration, Vice President of Student Services and the Regional Directors of Operations) serves as the primary decision making body in the event of a disaster or serious emergency.

All decisions during a disaster or serious emergency made by the President and the Emergency Response Team will be conveyed to the College with the assistance of the Chief Communications Officer via the Alert Messaging System - email, portal and/or text. In less serious incidents, other means of communication may be used such as All User emails, College’s website and Social Media channels.

The Director of Facilities and Safety, along with information/suggestions provided from the College community, will work with the Safety Committee annually to update the Crisis Response Manual and the flipchart. The President and the Cabinet will approve changes as they are made.

Building Emergency Coordinators are designated employees that will assist in managing a crisis that involves their particular building.

Emergency response procedures are listed below for several potential incidents. **Please note that “9” must be dialed to get an outside line when calling off campus from a campus phone extension, i.e., 9-911.**

[www.newriver.edu](http://www.newriver.edu)

**Greenbrier Valley  
Campus**  
101 Church Street  
Lewisburg, WV 24901  
304.647.6560  
304.647.6561 Fax

**Mercer County  
Campus**  
1397 Stafford Drive  
Princeton, WV 24740  
304.425.5858  
304.425.0860 Fax

**Nicholas County  
Campus**  
6101 Webster Road  
Summersville, WV 26651  
304.872.1236  
304.872.3587 Fax

**Raleigh County  
Campus**  
167 Dye Drive  
Beckley, WV 25801  
304.929.5450  
304.929.5462 Fax

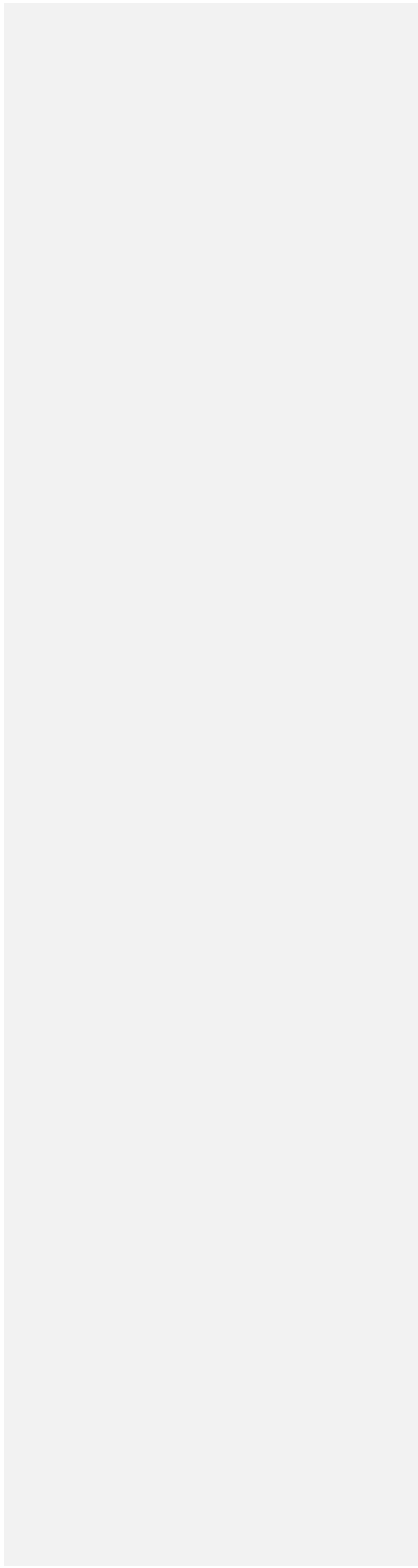
**Central Administration**  
221 George Street,  
Suite 2  
Beckley, WV 25801  
304.929.5445  
304.929.5478 Fax



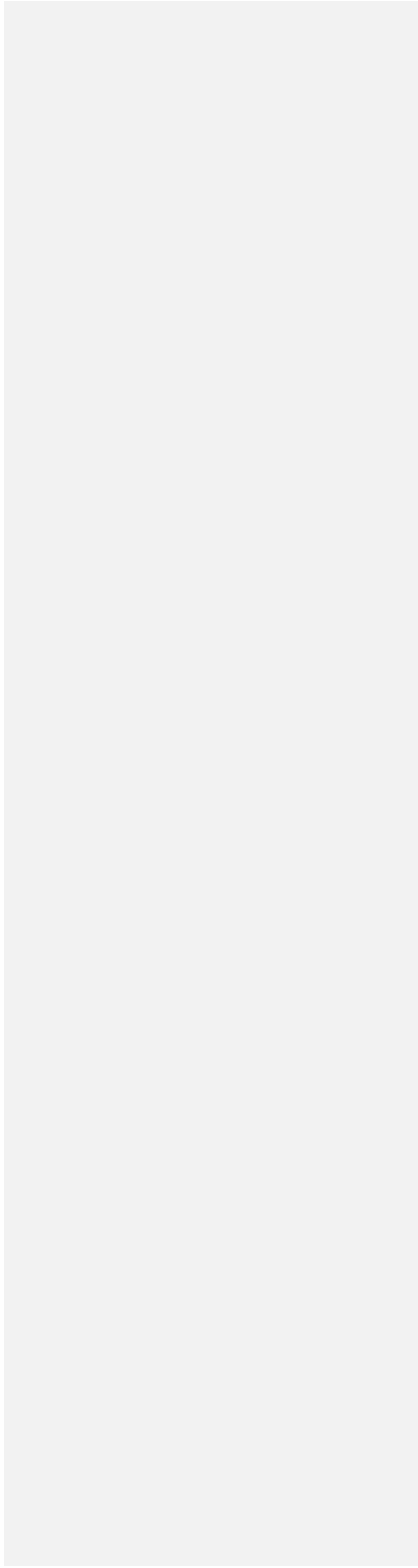
To ensure the College's public information response to an emergency is quick, accurate, sensitive and responsible, the Chief Communications Officer will coordinate all crisis communications with campus and off-campus constituencies and media outlets.

Initial on-campus dissemination of information will be made to the President's Cabinet. Members of the President's Cabinet will be charged with forwarding this statement to division staff, departmental faculty, on-campus students, commuter students and other constituencies.

COMMUNICATIONS

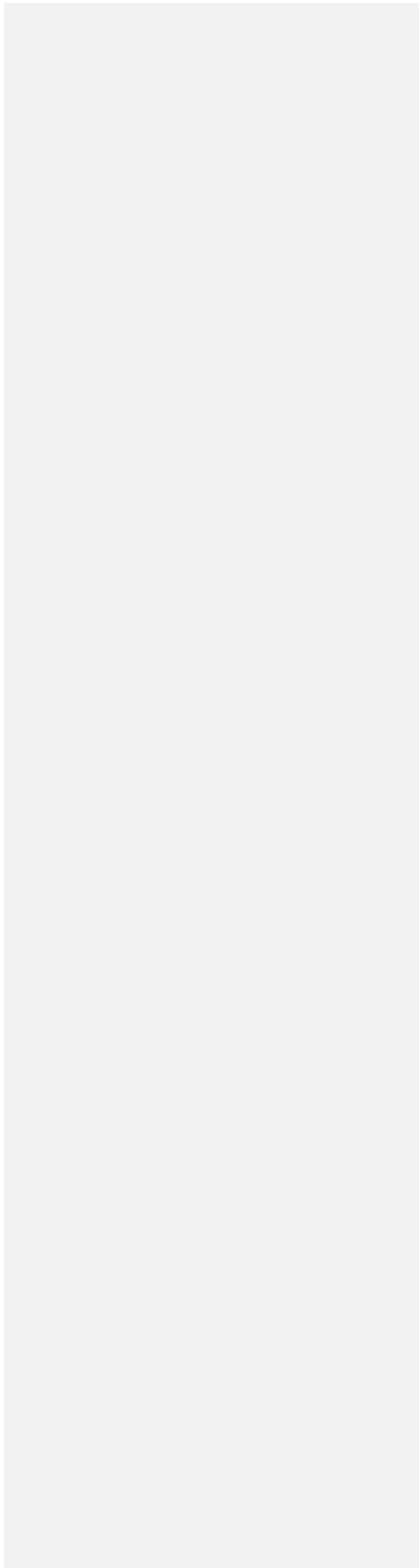


New River Emergency Response Team	<ul style="list-style-type: none"> <li>• President</li> <li>• Director of Facilities and Campus Safety</li> <li>• Chief Communications Officer</li> <li>• Vice President of Academic Affairs</li> <li>• Vice President of Administrative Services</li> <li>• Vice President of Student Services</li> <li>• Chief Financial Officer</li> <li>• Regional Director of Operations (Effected Location)</li> </ul>
New River Emergency Resource Team	<ul style="list-style-type: none"> <li>• Emergency Response Team</li> <li>• Director of Public Relations</li> <li>• Web Developer</li> <li>• Director of Human Resources</li> <li>• Physical Plant Employees (Effected Location)</li> </ul>
LIST OF KEY PERSONNEL AND ROLES BY POSITION	



- ✓ Call **911/9-911** and notify the Regional Director of Operations or designee or an Emergency Resource Team member.
- ✓ Evacuate all persons not involved with the situation to a more remote and safe area.
- ✓ DO NOT ATTEMPT TO NEGOTIATE.
- ✓ If possible secure/lock all interior and exterior doors.

HOSTAGE SITUATION



- ✓ Assess the situation.
- ✓ Do not draw attention to the weapon
- ✓ Get help. For example, seal a note with the information and have a student or coworker take it to the Regional Director of Operations or designee or an Emergency Resource Team member.
- ✓ Do not agitate the potential attacker.
- ✓ If a weapon is found, do not pick it up. Contact an Emergency Resource Team member.
- ✓ Provide as much information as possible. Prepare to act as a liaison and resource between department and police.
- ✓ Gather as much detailed information as possible. Try to determine:
  - Location, identity and detailed description of individual.
  - Location and description of weapon.
  - Any pertinent background information on the individual, including possible reason for carrying a weapon.

SUSPICIOUS WEAPONS

- ✓ Call **911/9-911**.
- ✓ Whenever a staff member, student or visitor on campus is injured by violent action, the following procedures should be followed:
  - Notify the Regional Director of Operations or designee or an Emergency Resource Team member.
  - Determine injuries and provide first aid as necessary.
  - Restore calm by having students, staff and visitors go to a designated area away from incident.
  - Assess extent of situation by determining who was involved or committed the act.
  - Evacuate if necessary.
- ✓ Steps to take in case of sudden death from accident or homicide:
  - Secure the scene until law enforcement personnel and EMS arrives.
  - Try to ensure safety of the area to prevent additional deaths or injury.
  - Ask those not involved in the investigation to leave the area until the injured and/or bodies are removed and investigations are complete.
  - When the situation allows, contact the President or a Vice President.

**QUESTIONS TO CONSIDER**

- ✓ Is it safe?
- ✓ How many victims?
- ✓ Mechanism involved in accident?
- ✓ Exit route for foot traffic?
- ✓ Write down everything when possible. Do not rely on memory alone.

DEATH OR SERIOUS INJURY BY VIOLENCE

This type of incident is unpredictable, and your immediate response depends on the situation you encounter.

- ✓ If it is possible to do so SAFELY, exit the building immediately, moving away from the immediate path of danger and take the following steps:
- ✓ Evacuate to a safe area away from the danger and take protective cover, notify anyone you may encounter. Keep hands visible at all times.
- ✓ If not safe to evacuate, to go the nearest room.
  - Close and lock the door.
  - Turn off the lights.
  - Stay away from doors and windows.
  - Keep quiet.
  - Stay there until assistance arrives.
- ✓ If unable to evacuate or seek a secured location, fight with everything you have in order to save your life.
- ✓ Individuals not in harm's way are to take protective cover, staying away from windows and doors until notified otherwise.
- ✓ Protect yourself and those around you by keeping the class in the room and immediately securing the door. Those located in the common areas should evacuate to the exits away from the sound of gunfire.
- ✓ Keep out of sight.
- ✓ Call **911/9-911** and remain on the phone with them.
- ✓ Do not enter hallway until police or team member signals all clear.

SHOOTING INCIDENT



- ✓ Call **911/9-911** and notify the Regional Director of Operations or designee or an Emergency Resource Team member.
- ✓ Determine if the perpetrator is still on premises.
- ✓ Be prepared to give description of the perpetrator and whether a weapon was displayed.
- ✓ Determine the number of victims and identify witnesses.
- ✓ Follow-up announcements will be necessary to keep everyone informed. Prepare a general statement of the facts.
- ✓ Implement necessary first aid procedures through trained staff (if available).
- ✓ Record all significant events, actions and individuals that are involved.
- ✓ Keep staff informed through a memo or emergency staff meeting.
- ✓ Crisis counseling for staff may be needed. Re-open building(s) as soon as possible.
- ✓ Call emergency staff meeting.
- ✓ All media comments are to go through the Chief of Communications.
- ✓ Call or send for the Regional Director of Operations or designee or an Emergency Resource Team member.
- ✓ Try to stall.
- ✓ Knife or scissors:
  - Create distance between you and the attacker.
  - Place an object between you and the attacker.
  - Keep your body perpendicular to the attacker.
- ✓ Gun:
  - FREEZE in a nonthreatening position.
  - Communicate with the attacker by name, if known.
  - Do not agitate the attacker.

SHOOTINGS/WOUNDINGS/ATTACKS

Menacing behavior is expressing or showing an intention to inflict injury or damage upon someone or something. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

If you are a victim, witness to any on-campus criminal act or observe a suspicious person on campus, avoid risks and call Director of Facilities and Campus Safety or Regional Director of Operations or designee or Regional Director of Operations or designee immediately.

- ✓ Call **911/9-911**.
- ✓ Have someone else call if you are unable to do so.
- ✓ When reporting the incident, promptly include the following:
  - Nature of incident
  - Provide the address, location and all possible details to the dispatcher
  - Description of person(s) and property involved
- ✓ De-escalate the situation if possible; if not, get to a safe place.
- ✓ Do not provoke or become involved in the disruptive behavior.
- ✓ Do not argue, yell or joke with the individual.
- ✓ Limit eye contact with the individual.
- ✓ Stay out of arm's reach of the individual.
- ✓ Do not touch the individual.
- ✓ If the disturbance is outside, stay away from doors and windows. Remain inside.
- ✓ Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
- ✓ Should gunfire or discharged explosives be a hazard on the campus, you should take cover immediately, using all available concealment. After the disturbance, seek emergency first aid if necessary.
- ✓ Always remember, if you see something, say something.

MENACING BEHAVIOR

A mental health emergency is a situation in which an individual is experiencing mental, emotional and/or psychological disturbances and stress that may result in a threat or harm to her/himself and/or others.

In the event of a mental health emergency, constituting an immediate threat to self or others, notify Director of Facilities and Campus Safety or Regional Director of Operations or designee.

In non-emergency situations, refer students to Student Services; refer faculty and staff to Human Resources. If appropriate, walk the individual over to Student Services or Human Resources.

- ✓ Express your concerns directly to the individual.
- ✓ Make referral in the presence of the individual and offer to accompany them.
- ✓ Watch for changes in behavior.
  - Significant changes in academic or work performance;
  - Changes in hygiene, speech, attentiveness or social interaction;
  - Excessive drinking or drug use;
  - Severe loss of emotional control;
  - High levels of irritability;
  - Impaired speech or garbled/disjointed thoughts;
  - Excessively morbid, violent or depressing themes in written assignments;
  - Expression of suicidal or violent thoughts.

Concerns for an individual's emotional well-being should be reported to Student Services at (304) 929-5011 regardless of whether or not the individual wishes to seek services.

Report any violence or threat of violence to Director of Facilities and Campus Safety or Regional Director of Operations or designee immediately.

#### ***THREATENED SUICIDE OR HOMICIDE***

- ✓ Take all threats seriously.
- ✓ A situation of extreme danger exists if a person is threatening harm to him/herself or others and has the means and strength to follow through with this threat.
- ✓ Protect yourself and others as much as possible and call **911/9-911**. Also call the Regional Director of Operations or designee. Suicide attempters can be potentially dangerous.
- ✓ Buy time. Listening may be exactly what a suicide attempter wants and needs from you. The odds of tragedy occurring decrease with the passage of time and good communication.
- ✓ Keep in mind that some people bent on killing themselves have already made up their minds. Sometimes nothing we say or do can deter them.

#### ***DISPUTES OR THREATS OF VIOLENCE***

- ✓ If disputants are engaged in verbal or physical conflict, call for help **911/9-911**. Also notify Director of Facilities and Campus Safety or Regional Director of Operations or designee and the Regional Director of Operations or designee.
- ✓ Take precautions.
- ✓ Avoid being alone.

MENTAL HEALTH EMERGENCY

In the event of an explosion or downed aircraft on campus:

- ✓ Immediately take cover under tables, desks and other such objects which will give protection against falling glass or debris. Hold onto the furniture, if possible.
- ✓ When safe to do so, notify the **911/9-911** and the Regional Director of Operations or designee. Give your name and describe the location and nature of the emergency.
- ✓ If able to get outside, move to a distance of at least 200 feet away from the area.
- ✓ If trapped, signal for help.
- ✓ Do not take unsafe actions, such as returning to the building before it has been declared safe, getting too close to the aircraft or lighting matches, candles, etc.

EXPLOSION, AIRCRAFT DOWN/CRASH ON CAMPUS

Comment

**Comment [1]:** Other documents suggest a distance of at least 500 feet.

- ✓ Do not touch, handle, lift, or bump the suspicious object. If object must be moved, please wait for Hazmat to arrive. Don't shake or bump. Don't open, smell, touch or taste.
- ✓ Then leave the room and close the door or section off the area to prevent others from entering (i.e., keep others away).
- ✓ Wash your hands with soap and water to prevent spreading any powder to your face.
- ✓ What to do next...
  - Call **911/9-911**, notify your Regional Director of Operations or designee or an available supervisor and report the incident to the local FBI office.
  - List all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.
- ✓ Question of Room Contamination by Aerosolization
- ✓ Notify the Regional Director of Operations or designee or any member of the Campus Emergency Response Team to turn off local fans and/or ventilation units in the area.
- ✓ Leave area immediately.
- ✓ Close the door or section off the area to prevent others from entering.

ANTHRAX AND OTHER BIOLOGICAL AGENTS THREATS

***IF SPILL ORIGINATES INSIDE***

- ✓ Any spillage of a hazardous chemical or radioactive material is to be reported immediately to the Regional Director of Operations or designee and **911/9-911**.
- ✓ When reporting, be specific about the nature of the involved material, exact location, name of material(s) released, if known, quantity, type and hazards of the chemical, injuries, property damage or threat to environment. 911 will contact the necessary specialized authorities and medical personnel.
- ✓ Any person on site should evacuate the affected area at once. Do not walk into or touch spilled materials. When evacuating, stay upwind, upstream and updrift of spillage.
- ✓ Avoid inhaling fumes, smoke and vapors, even if no hazardous materials are involved.
- ✓ Anyone who may be contaminated with a radioactive material must stay isolated from others. If it is a chemical contamination, refer to MSDS (Material Safety Data Sheet). Each campus keeps them in different locations and the Regional Director of Operations or designee should notify you of its location.
- ✓ Required first aid and clean-up by specialized authorities should be started at once.
- ✓ If necessary, follow evacuation procedures.
- ✓ Students are to be cleared from the halls immediately and to report to nearest available classroom or other designated location.
- ✓ Close and tape (if available) all windows and doors and seal the gap between bottom of the door and the floor (external gas/chemical release).
- ✓ Turn off all air handler systems.
- ✓ Notify people in neighboring offices or classrooms.
- ✓ Take attendance; report according to Student Accounting and Release procedures.
- ✓ If the spill is outside, do not allow anyone to leave the classroom.
- ✓ Stay away from all doors and windows.

***IF SPILL IS OUTSIDE***

- ✓ Immediately call the Regional Director of Operations or designee to report the accident.
- ✓ Stay upwind, upstream and updrift of spillage. Leave the area when you are instructed to do so. Take care to avoid fumes or fires.

CHEMICAL OR RADIATION SPILL

**FLOOD**

- ✓ Secure vital equipment, records and chemicals. Shut off all electrical equipment. Secure all laboratory experiments.
- ✓ Move to higher ground.
- ✓ DO NOT drive or walk through moving water. Even small amounts of water can be very dangerous.

**SEVERE WINDSTORM/TORNADO**

The National Weather Service has developed a system of "watches" and "warnings" that are issued when severe weather conditions exist. A "warning" is more severe than a "watch!"

- ✓ A watch is issued when a thunderstorm with winds in excess of 55 M.P.H. or a tornado may develop in a given area and during a specific time frame.
- ✓ A warning indicates that a thunderstorm with winds in excess of 55 M.P.H. or a tornado has been sighted in the area and precautions to minimize potential risks should be taken.
- ✓ REMAIN ALERT for additional weather advisories if a severe windstorm "watch" has been issued.
- ✓ IF THERE IS NO ADVANCE WARNING, TAKE COVER immediately in interior rooms or along an inside wall at the lowest point of the building. Try to find a place away from large, heavy objects and windows. Corridors running north and south are generally good. Wide-roofed areas should not be used.
- ✓ Stay away from windows and doors to prevent injury from glass or other flying debris.
- ✓ OPEN DOORS to reduce pressure, if possible.
- ✓ Remain in that area until the threatening conditions pass.
- ✓ DO NOT go outdoors to see the storm.
- ✓ Once storm has cleared, notify Director of Facilities and Campus Safety or Regional Director of Operations or designee of any damages or injuries.

**SEVERE WEATHER SAFE AREA**

When the announcement is made or alarm sounded:

- ✓ Take the closest, safest route to shelter in designated safe areas (classroom or office with no exterior walls or windows), use secondary route if primary route is blocked or dangerous.
- ✓ Instructors should take class roster with them for student accounting.
- ✓ Take attendance; report missing students to the Regional Director of Operations or designee.

NATURAL DISASTERS

In the event of a major utility failure occurring during regular working hours, immediately notify the Regional Director of Operations or designee or Maintenance. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists. Follow evacuation procedures. Assist individuals with disabilities and those that may need help in exiting the building!

**ELECTRICAL OR LIGHT FAILURE**

- ✓ Electrical sparks have the potential of igniting natural gas if it is leaking. It is wise to teach all responsible staff and faculty where and how to shut off the electricity. Always shut off all individual circuits before shutting off the main circuit breaker.
- ✓ Campus buildings equipped with emergency lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is, therefore, advisable to have flashlights and portable radios available for emergencies.
- ✓ Turn off and unplug computers and other voltage-sensitive equipment.

**PLUMBING - FAILURE/FLOODING**

- ✓ Cracked lines may pollute the water supply. It is wise to shut off the water until you hear from authorities that it is safe for drinking.
- ✓ Cease using all electrical equipment. Notify maintenance of the emergency. Avoid contact with the water. If necessary, evacuate the area.

**SERIOUS GAS LEAK**

- ✓ If you smell gas or hear a blowing or hissing noise, open a window and get out quickly.
- ✓ If you turn off the gas for any reason, a qualified professional must turn it back on. Never attempt to turn it back on yourself.
- ✓ Evacuate the facility using a verbal notification process.
- ✓ Do not switch lights or any electrical equipment on or off! Remember: Electrical arcing can trigger an explosion! When evacuating the area, leave doors and windows open.
- ✓ Do not use telephones, cell phones, portable radios, the fire alarm system, motorized wheel chairs or anything that may possibly cause an electrical arc.
- ✓ The shutoff valve should be turned to the off position by a member of the Campus Emergency Response Team.

**VENTILATION PROBLEM**

- ✓ If smoke or odors come from the ventilation system, immediately notify the Regional Director of Operations or designee. If necessary, cease all operations and evacuate the area.
- ✓ In laboratories, fume hoods do not operate during power outage and most laboratories should not be used until the ventilation is properly restored.

UTILITY FAILURE



- ✓ If demonstrators are asked but refuse to leave by regular facility closing time, arrangements will be made by the Administration to monitor the situation during non-business hours. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.
- ✓ The Vice President for Student Services or designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.
- ✓ If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of the police, the remaining demonstrators will be warned of the intention to arrest the demonstrators in violation.
- ✓ In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the President will be notified.
- ✓ During business hours, the Vice President for Student Services will notify the Regional Director of Operations or designee and call 911/9-911, if necessary, to prevent injury to persons or property.
- ✓ After business hours, the Regional Director of Operations or designee should be immediately notified of the disturbance. They, in turn, will investigate the disruption and report to and notify the President or designee.

#### PSYCHOLOGICAL CRISIS

- ✓ Contact the Regional Director of Operations or designee and/or 911/9-911. Clearly state that you need immediate assistance. Give your name, the nature of the incident and location of incident.
- ✓ The Vice President of Academic Affairs should be informed.
- ✓ NEVER try to handle a situation on your own that you feel is dangerous. Assess your best resources for the situation.

#### CRISIS INTERVENTION PROCESS WITH DISRUPTIVE PERSONS

##### Pre-Contact Stage

- ✓ Survey the situation for possible danger before becoming involved.
- ✓ Take a deep breath or two to calm yourself while you plan your course of action. Protect yourself on approach; you cannot help if you are injured.
- ✓ Position yourself so you have an escape route and try not to place a troubled person where he/she has no exit.
- ✓ Don't touch the disturbed person.
- ✓ Use your voice and manner to calm the person down. Give calm, simple, direct instructions.
- ✓ Watch for non-verbal signals that may give indications of potential violence (e.g., clenched fists or the shuffling of hands into the pockets).
- ✓ Ask them to walk with you outside and to tell you what is upsetting them. Try to identify feelings.
- ✓ Listen and do not interrupt to argue. Do not make threats, issue ultimatums or shout at the troubled person.
- ✓ Buy time, let the situation cool down. Don't rush or crowd them.

##### Problem Identification Stage

- ✓ Encourage the person to talk with you while walking away from the scene of the disturbance.
- ✓ Ask open-ended questions so that the person must think in order to formulate an answer. (Don't ask questions that can be answered with a simple "Yes" or "No".)
- ✓ Listen without judging.
- ✓ Acknowledge their feelings (empathize).
- ✓ Reassure frequently.
- ✓ Clarify, paraphrase, summarize.
- ✓ Don't let the disturbed person switch the focus to you.

#### CIVIL DISTURBANCE OR DEMONSTRATIONS

When a fire alarm sounds, complete evacuation is REQUIRED. Close doors and windows as you leave if feasible. Walk, do not run, to the nearest stairway exit and proceed to ground level.

The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops. Notify police and/or firefighters on the scene if you suspect someone may be trapped inside the building.

- ✓ In all cases of fire, **911/9-911** MUST be notified immediately! Also dial Director of Facilities and Campus Safety or Regional Director of Operations or designee and report. Give your name, describe the location of the fire and give a call back number if possible.
- ✓ Always call from a safe location.
- ✓ Know the location of fire extinguishers, fire exits and alarm systems in your area and how to use them. Each instructor must inform his/her class about assembly points in case of fire.
- ✓ If an emergency exists, activate the building alarm. **Caution: The building alarm may only ring in one building on certain campuses - you must report the fire by calling the Fire Department (911/9-911) and Director of Facilities and Campus Safety or Regional Director of Operations or designee.**
- ✓ On large fires that do not appear controllable, **IMMEDIATELY EVACUATE all affected rooms, closing all doors** to confine the fire and reduce oxygen. (Do not lock doors!) Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic. Cover your mouth and nose; crawl as the smoke rises.
- ✓ If a minor fire appears controllable, **IMMEDIATELY** contact the Fire Department (911/9-911). If you have been previously trained in using fire extinguishers, then promptly direct the charge of the fire extinguisher toward the base of the flame.
- ✓ If you must use a fire extinguisher:
  - **P**ull the safety pin on the grip handle
  - **A**im the nozzle at the base of the fire
  - **S**queeze the handles all the way together.
  - **S**weep the extinguisher from side to side.

**NOTE:** There are different types of fire extinguishers for use in different types of fires. Familiarize yourself with the type and operation of fire extinguishers in your area.

- ✓ When the building evacuation alarm is sounded or an emergency exists, walk quickly to the nearest exit and alert others to do the same.
- ✓ If you find smoke in your path, use alternate exit route.
- ✓ If heat or flames block your exit route, stay in the room with the door closed. Consider ways to signal for help, including calling **911/9-911** or signaling from the window if possible.
- ✓ Once outside, move to a clear area at least 200 feet away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and crews.
- ✓ A Campus Central Command Center may be set up near the emergency site. Keep clear of the Central Command Center unless you have official business.
- ✓ Report all fires, even those which have been extinguished, to Director of Facilities and Campus Safety or Regional Director of Operations or designee.

#### ***SURVIVING A BUILDING FIRE***

- ✓ Know the building. Take time to familiarize yourself with the layout of the building, such as:
  - Emergency evacuation for your floor.
  - Locations of all pull stations on your floor.
  - Locations of all fire extinguishers on your floor.
- ✓ If you are caught in smoke, get down and crawl on your hands and knees. Cleaner air will be near the floor.
- ✓ Go to the nearest exit or stairwell. If the nearest exit or stairwell is blocked, go to another exit. Close doors behind you to confine fire and smoke.

FIRE

**NOTE:** If you become trapped in a building during a fire, place an article of clothing (shirt, coat, etc.) outside a window, if available, as a marker for rescue teams. If the window doesn't open, then place some type of message on the window that can be seen from the outside indicating you need help and there are people in that room. If there is no window, stay near the floor, shout at regular intervals to alert emergency crews of your location.

***IF YOU ARE ON FIRE***

- ✓ Stop, drop and roll wherever you are; rolling will smother the flames.
- ✓ Immediately use cool water on burns. DO NOT use ointments, butter or lard. Seek medical attention immediately.

***FIRE DRILLS***

Periodic unannounced fire drills will be conducted as required by West Virginia State Law. ANY TIME a fire alarm sounds, building occupants must vacate in accordance with instructions given by the proper authorities. Failure to vacate may result in citation, fine or disciplinary action.

***STAFF RESPONSIBILITIES***

- ✓ No staff member shall silence an alarm until after the proper authorities have secured the building
- ✓ All staff members will comply with requests from Director of Facilities and Campus Safety or Regional Director of Operations or designee and/or other emergency response. No staff member should enter any area that appears unsafe. Staff priority is to evacuate the building and instruct and assist others to do the same.
- ✓ Staff members are required to file an incident report with the proper authorities by 8:00 a.m. the following day.

***AFTER A FIRE ALARM***

No person shall return to the building until directed by campus officials or the Fire Department.

FIRE (CON'T.)

**ALL BOMB THREATS ARE TO BE REPORTED TO THE FBI!**

- ✓ Take the following steps immediately after the call:
  - Call **911/9-911**. Identify your location.
  - Notify the Regional Director of Operations or designee.
  - Notify your Administrator/Supervisor.
- ✓ The FBI satellite office in Beckley may be reached at (304) 253-6874.
- ✓ If you observe a suspicious object or potential bomb on campus, do not handle the object! Clear the area and immediately call the Regional Director of Operations or designee.
- ✓ Any person receiving a phone call bomb threat should follow the Bomb Threat Record.
- ✓ Follow evacuation procedures as directed.
- ✓ Do not use any device which emits a radio frequency, such as a cell phone or wireless devices.
- ✓ The person taking the call should complete the bomb threat checklist/form immediately.

**TELEPHONE THREAT**

- ✓ Refer to the Bomb Threat Record Sheet.
- ✓ Keep the caller on the line as long as possible.
- ✓ Obtain as much information as possible:
  - WHY did you pick this facility?
  - Where is the bomb located?
  - When is the bomb set to go off?
  - IS there a specific target?
  - WHAT type of bomb?
  - HOW is it to be detonated?
  - WHAT does it look like?
  - WHAT is your name?
- ✓ Take good notes. Law enforcement will need this information.
- ✓ Police will then report a telephone bomb threat and they will follow instructions given.
- ✓ Police will conduct a cursory search of premises.
- ✓ If a suspicious object or package is discovered, follow the procedure for Suspicious Packages on this chart.

**WRITTEN THREAT**

- ✓ Save all materials received. DO NOT handle unless absolutely necessary. Fingerprints are important to finding the perpetrator. (If anything unusual is noted, such as a ticking sound or leakage, skip this section and treat it as a Suspicious Package - see below)
- ✓ Call police and report a written bomb threat and how received (i.e., mailed, hand delivered, etc.). They will then give further instructions.
- ✓ Police will conduct a cursory search of premises.

**SUSPICIOUS PACKAGES OR OBJECTS**

- ✓ If a suspicious object is discovered, DO NOT approach it or touch it.
- ✓ DO NOT use a cell phone as it can trigger an explosive device.
- ✓ Move away from the suspicious items.
- ✓ Gently set the item down on a solid surface or on the floor. If there is powder or liquid, try to set item down in a container, such as a trash can or bucket.
- ✓ Management at the site will determine whether to evacuate, based on input from the Bomb Squad.
- ✓ Provide the following information:
  - Approximate size of the package
  - Any noises made by the package
  - Any leaks or wet spots
  - Any odors
  - Color of the package or leaking liquid
  - Any unusual shape to the package
- ✓ Follow instructions given by fire/police departments.

BOMB THREAT

**SHELTER IN PLACE**

When the announcement is made:

- ✓ Students are to be cleared from the halls immediately and to report to nearest available classroom or other designated location.
- ✓ Assist those needing special assistance.
- ✓ Close and tape all windows and doors and seal the gap between bottom of the door and the floor (external gas/chemical release).
- ✓ Turn off all air handler systems.
- ✓ Take attendance; report according to Student Accounting and Release procedures.
- ✓ Do not allow anyone to leave the classroom.
- ✓ Stay away from all doors and windows.

**WHEN IN SHELTER AREA**

- ✓ Seal windows and vents with plastic and duct tape.
- ✓ Seal all but one door with plastic and duct tape. Seal one door on top and sides with plastic and duct tape and the bottom with wet towels.
- ✓ Attempt to account for all students, staff and visitors.
- ✓ At announcement, evacuate building. Do not re-enter building until notified it is safe to do so.

**LOCKDOWN**

When the announcement is made:

- ✓ Remain in your assigned area so a full accounting can be made of everyone inside of the building.
- ✓ Students are to be cleared from the halls immediately and to report to nearest available classroom or other designated location.
- ✓ Assist those needing special assistance.
- ✓ Close and lock all windows and doors; do not leave for any reason. If the door cannot be locked, place a chair or desk up against the door.
- ✓ Cover all room and door windows
- ✓ Stay away from all doors and windows; move students to interior walls, drop to floor out of sight.
- ✓ Shut off lights.
- ✓ If you see someone other than emergency personnel attempting to enter the building, notify Director of Facilities and Campus Safety or Regional Director of Operations or designee IMMEDIATELY.
- ✓ NO ONE SHOULD LEAVE THE SECURED ROOM UNTIL DIRECTED TO DO SO BY THE AUTHORIZED EMERGENCY PERSONNEL.
- ✓ If building becomes unsafe, evacuate only if safe to do so.

SHELTER IN PLACE AND LOCKDOWN

**BUILDING EVACUATION**

- ✓ All building evacuations will occur when an alarm sounds continuously and/or upon notification by your Administrator/Supervisor or Regional Director of Operations or designee.
- ✓ When the building evacuation alarm is activated during an emergency, vacate the building using the nearest marked exit and alert others to do the same.
- ✓ Personnel to turn off equipment and natural gas, as necessary, if time permits.
- ✓ Turn off electronics.
- ✓ Once outside, proceed to predetermined assembly area that is at least 200 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- ✓ Account for all faculty/staff, students and visitors. Stay with your class/office so a full accounting can be made.
- ✓ Notify Director of Facilities and Campus Safety or Regional Director of Operations or designee or emergency personnel immediately of any missing person(s).
- ✓ Follow all directions from Director of Facilities and Campus Safety or Regional Director of Operations or designee or other authorities present.

**CAMPUS EVACUATION**

- ✓ Evacuation of all or part of the campus grounds will be announced by Administration, as directed.
- ✓ All persons (students, faculty/staff and visitors) are to immediately vacate the site in question and relocate to another part of the campus grounds or to a site designated off campus, as directed.
- ✓ When necessary to leave the campus by personal vehicle, exit nearest to where you are parked and follow traffic patterns, as directed by the Regional Director of Operations or designee and/or the police.

**ASSISTING BLIND/VISUALLY IMPAIRED**

- ✓ Clearly announce the type of emergency
- ✓ Offer your arm for guidance.
- ✓ Tell the person where you are going and alert him/her to obstacles along the way.
- ✓ Keep them informed of what is happening.

**ASSISTING DEAF/HEARING IMPAIRED**

- ✓ Turn lights on and off to gain the person's attention.
- ✓ Indicate directions with gestures or a written note.

**ASSISTING MOBILITY IMPAIRED/WHEELCHAIR USERS**

- ✓ Elevators should not be used to move people with disabilities.
- ✓ Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairway or designated area(s) for rescue assistance.
- ✓ One individual should remain with the person(s) if it can be done without unreasonable personal risk.
- ✓ Others should advise emergency personnel of the location so that the evacuation can be completed.
- ✓ If an imminent danger situation exists and the person requests assistance in evacuation before emergency personnel can arrive, assist in finding volunteers to evacuate the person per his/her instructions.

EVACUATION PROCEDURES

**EMERGENCY GUIDELINES**

- ✓ **NOTIFY 911/9-911 AND THE REGIONAL DIRECTOR OF OPERATIONS OR DESIGNEE FOR ALL EMERGENCY SITUATIONS.**
- ✓ In the event of an emergency the following communication methods will be implemented in this order: email ([allusers@newriver.edu](mailto:allusers@newriver.edu)), Alert Messaging System (email, portal and text), post bulletins on the College's website home page and social media channels.
- ✓ **REMEMBER: WHEN CALLING FROM ANY CAMPUS PHONE, YOU MUST DIAL "9" TO GET AN OUTSIDE LINE BEFORE DIALING 911.**
- ✓ **DO NOT HANG UP UNTIL TOLD TO DO SO BY THE 911 OPERATOR OR IF IT IS UNSAFE TO STAY ON THE PHONE!** Briefly describe the incident, nature of the injuries, location and any dangerous existing conditions of the victim. Give your name, a callback number, type of emergency and condition of the victim. If possible, identify any medication the victim is prescribed. Answer all questions asked by the 911 operator.
- ✓ Do not move an injured person unless he/she is in further danger (e.g., advancing fire).
- ✓ Stay with the victim, making them as comfortable as possible, until emergency personnel arrive. Reassure the victim that help is on the way.
- ✓ Never put yourself at risk by assisting a victim unless you assess the scene first and are **ABSOLUTELY** certain that the environment in which the victim is located is safe and does not represent a life-threatening situation for you.
- ✓ If you detect the victim is not breathing and has no pulse, establish a clear airway and begin CPR (cardiopulmonary resuscitation), but only if you have been properly trained in the life saving technique.
- ✓ If hazardous materials are involved, you will need special personal protective equipment before coming in contact with the victim.
- ✓ The use of gloves and other personal protective equipment is required if blood or body fluids are involved.
- ✓ If not able to assist medically, keep clear of the area for emergency personnel.
- ✓ During an emergency, campus phones must be restricted to official College notification only. When there is a prolonged power failure only cell phones, pay phones or non-campus phones will operate.
- ✓ **DO NOT PANIC.**
- ✓ **KEEP CALM.**
- ✓ **BE QUIET.**
- ✓ **KNOW THE PRE-DETERMINED ASSEMBLY AREA(S).**
- ✓ **DO NOT USE THE ELEVATOR DURING AN EMERGENCY.**
- ✓ **ASSIST INDIVIDUALS WITH DISABILITIES AND THOSE NEEDING ASSISTANCE EXITING THE BUILDING.**
- ✓ **TAKE STUDENT ROSTER.**
- ✓ **DO NOT STOP FOR PERSONAL BELONGINGS.**
- ✓ **ONCE SAFE, TAKE ATTENDANCE AND IMMEDIATELY REPORT ANY STUDENT UNACCOUNTED FOR.**
- ✓ **REMAIN IN THE SAFE AREA UNTIL THE "ALL CLEAR" IS GIVEN.**
- ✓ **WAIT FOR FURTHER INSTRUCTIONS FROM ADMINISTRATION.**

**SAFETY TIPS**

- ✓ Always be aware of your surroundings and walk in a group, if at all possible.
- ✓ After dark, be cautious, do not be preoccupied and pay attention to what you are doing and where you are going.
- ✓ Try not to carry too much when traveling to and from your car. This can hamper your view; it can also cause inability for movement in case of an emergency.

GENERAL EMERGENCY GUIDELINES

<b>INTERNAL CONTACTS</b>	<b>CAMPUS</b>	<b>PHONE NUMBER</b>
President	All campuses	304-929-5446
Regional Director of Operations or designee	ATC	304-256-0262
Maintenance	ATC	304-929-3314
Security	ATC	304-207-1614
Main Number	ATC	304-929-6735
Regional Director of Operations or designee	GVC	304-645-4139
Maintenance	GVC	304-667-1331
Security	GVC	304-207-2057
Main Number	GVC	304-647-6560
Regional Director of Operations or designee	MCC	304-256-0262
Maintenance	MCC	304-929-3314
Security	MCC	304-320-9972
Main Number	MCC	304-818-2013
Regional Director of Operations or designee	NCC	304-929-5493
Maintenance	NCC	304-883-2442
Security	NCC	304-640-1726
Main Number	NCC	304-872-1236
Regional Director of Operations or designee	RCC	304-256-0262
Maintenance	RCC	304-929-5481
Security	RCC	304-207-1766
Main Number	RCC	304-929-5450
<b>CAMPUS CONTACT INFORMATION</b>		



**BOMB THREAT RECORD**  
COMPLETE FORM AND REPORT TO POLICE

Exact time of call:	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	Caller:	<input type="checkbox"/> Male <input type="checkbox"/> Female	Campus/Building:
Phone number where call was received:				
Person receiving the call:				
Exact words of the caller:				

**Questions to ask caller:**

When is the bomb going to explode?
Where is the bomb?
What does the bomb look like?
What kind of bomb is it?
What will cause the bomb to explode?
Who placed the bomb?
Why was the bomb placed?
Where are you calling from?
What is your address?
What is your name?

**Caller's Voice: Describe (check all that apply)**

<input type="checkbox"/> Accent	<input type="checkbox"/> Angry	<input type="checkbox"/> Broken	<input type="checkbox"/> Calm
<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	<input type="checkbox"/> Disguised	<input type="checkbox"/> Excited
<input type="checkbox"/> Giggling	<input type="checkbox"/> Lisp	<input type="checkbox"/> Loud	<input type="checkbox"/> Nasal
<input type="checkbox"/> Normal	<input type="checkbox"/> Rapid	<input type="checkbox"/> Sincere	<input type="checkbox"/> Slow
<input type="checkbox"/> Slurred	<input type="checkbox"/> Squeaking	<input type="checkbox"/> Stressed	<input type="checkbox"/> Stutter

FORMS
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**CHEM-BIO THREAT RECORD**

COMPLETE FORM AND REPORT TO THE REGIONAL DIRECTOR OF OPERATIONS OR DESIGNEE

Exact time of call:	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	Location - Campus/Building:
Phone number where call was received:		
Person receiving the call:		
Exact words of the caller:		

**Questions to ask caller:**

When will the event occur?
What is the chem./bio agent being used?
What type of delivery system will be used?
Where is the device located?
What does the device look like?
How will the device be activated?
Who placed the device?
Why was/did you pick this facility?
Is there a specific target?
What is your name?
What is your address?
From where are you calling?

**Caller's Voice: Describe (check all that apply)**

<input type="checkbox"/> Accent	<input type="checkbox"/> Angry	<input type="checkbox"/> Broken	<input type="checkbox"/> Calm
<input type="checkbox"/> Crying	<input type="checkbox"/> Deep	<input type="checkbox"/> Disguised	<input type="checkbox"/> Excited
<input type="checkbox"/> Giggling	<input type="checkbox"/> Lisp	<input type="checkbox"/> Loud	<input type="checkbox"/> Nasal
<input type="checkbox"/> Normal	<input type="checkbox"/> Rapid	<input type="checkbox"/> Sincere	<input type="checkbox"/> Slow
<input type="checkbox"/> Slurred	<input type="checkbox"/> Squeaking	<input type="checkbox"/> Stressed	<input type="checkbox"/> Stutter
If the voice is familiar, whom did it sound like?			

**Other Information:**

Describe all background noises:
Additional comments:
FORMS (CON'T.)