**Emergency Management and Response at Warren Wilson College**

Warren Wilson College (WWC) has a comprehensive Emergency Management (All Hazards) Plan that establishes the policy, procedures, and organizational structure to respond, control and recover from emergency situations, using the National Incident Management Training System (NIMS). A complete copy of the plan can be found at https://www.fema.gov

An Emergency Response Team consisting of directors and staff from various areas on campus are trained to respond to the Emergency Operations Center and evaluate emergency situations using the Incident Command System (ICS).

An Emergency Operations Center (EOC) is a location used by the Emergency Response Team to evaluate situations and plan for the effective management of the incident which will include people, organizations, and resources utilized in response to emergencies.

EOC Primary Location – Bannerman

EOC Secondary Location – Mobile Command Units

The Director of Public Safety at Warren Wilson College also serves as an Emergency Manager. This position further enhances the campus’ ability to manage and integrate its comprehensive security and emergency management programs into existing campus organizations and activities.

**Communication During an Emergency**

Warren Wilson College has a Communication Plan for emergency responders using cell phones, email, and traditional telephones to ensure communication and interoperability with each other and external agencies such as the Buncombe county Office of Emergency Services (OES), local law enforcement agencies and Swannanoa Fire Department (SFD). Emergency information is communicated to the campus community by way of a voice and text messaging using Text Alert, External Speaker system, Fire alarm systems, the College Web site, and external media sources.

College Web Site: In the event of an on-campus or local emergency the home page of the Warren Wilson College’s web site may be regularly updated with information bulletins.

myWWC: myWWC is the Web based portal that provides campus users with single point of access for major campus Information Technology applications.

WWC Text Alert: Warren Wilson College subscribes to an emergency messaging system that can simultaneously send safety alerts to telephones, e-mail addresses, text/SMS and TTY/TDD devices. It will only be used for emergency communication purposes and required drills. Students, faculty, and staff members are able to manage their contact information through myWWC.

Fire Alarm Systems: WWC has a comprehensive fire alarm system that is used to alert individuals when they are required to evacuate a building. RA’s within each building have been trained to facilitate an evacuation and provide guidance to students, faculty, and staff.

Faculty and staff responsibilities in emergency management and preparedness include:

* Be familiar with your building’s floor plan. Know where the stairs, fire extinguishers and first aid kits are located.
* Know the location and content of the building evacuation maps including the designated outside meeting area.
* Know about campus emergency procedures such as how to respond to a medical emergency, fire/explosion, hazardous materials spill, active shooter, bomb threat, earthquake, evacuation, etc.
* Be informed about appropriate safety information relevant to any hazards encountered in your work place.
* Ensure your emergency contact information is up-to-date within your department and the Human Resources office.
* To report an emergency, dial 911. Then dial (828) 230-4592 to contact Public Safety. Outdoors on campus use Blue Light emergency phones to report an emergency.

**Emergency Blue Phone Locations:**

Kittredge Parking Lot

Devries Parking Lot

Lower Carson Parking Lot

Ballfields Parking Lot

**Medical Emergency**

Injury and illness are the most common of all campus-related emergencies. If there is a serious injury or illness occurs, remain calm and proceed as follows:

Call Public Safety at (828)230-4592 or 911.

* Give your name.
* Describe the nature and severity of the medical problem.
* Give the campus location of the victim.
* Provide an estimated age and gender of the victim.
* Describe whether or not the victim is conscious and breathing.
* Look for emergency medical ID and give all information to the Police.
* Administer first aid to the extent possible based on your level of training.
* In case of minor injury or illness at work, an injured person should notify their supervisor.
* When in doubt, contact Public Safety.

**Fire/Explosion**

If you discover fire or see smoke:

Gather the following information and call 911 or (828) 230-4592 phone, identify yourself and report the following:

* Building name and address
* Room/location of fire
* Type of fire
* Smoke or flame
* Smoke odor

For minor fires such as smoke in a waste basket, locate the fire extinguisher. If you are comfortable using a fire extinguisher, see instructions below.

Fire Extinguisher Instructions:

P PULL safety pin from handle.

A AIM nozzle at base of fire.

S SQUEEZE the trigger handle.

S SWEEP from side to side (watch for re-flash).

For larger fires, evacuate the building and pull a fire alarm.

If you are the last person out of a room, close the door behind you – DO NOT LOCK THE DOOR.

If you become trapped inside a building during a fire:

* Call 911 or Public Safety at (828) 230-4592 and tell them your location and that you need Fire Department assistance to get out.
* Stay near a window and close to the floor.
* If possible, signal for help.

**Bomb Threat or Suspicious Object**

Report ALL bomb threat calls to Public Safety at (828) 230-4592. Public Safety will notify Buncombe County Sheriff’s Department.

Public Safety may conduct a detailed bomb search with Buncombe County Sheriff’s Department. Affected Faculty and Staff are requested to make cursory inspections of their areas for suspicious objects and report their location to the Public Safety at (828) 230-4592 or 911. If you find a suspicious object, DO NOT TOUCH THE OBJECT-report the location to Public Safety!

If you observe a suspicious object or potential bomb on campus, do not handle the object! Clear the area immediately and leave the building. Dial 911 or (828) 230-4592. Public Safety will establish exit routes and assist in building evacuation if necessary.

Any person receiving a phone call that a bomb or other explosive device has been placed on campus is to ask the caller:

* When is the bomb going to explode?
* Where is the bomb located?
* What kind of bomb is it?
* What does it look like?
* Why did you place the bomb?

*Keep the caller on the phone as long as possible. Listen carefully to the caller and try to determine and record the following:*

* Date and time of the call
* Exact words of the caller
* Age and sex of the caller
* Speech pattern and/or accent
* Emotional State
* Background noises (i.e. traffic)

See attached checklist.

 BOMB THREAT CHECK LIST

Questions to ask: Exact wording of the threat:

1. When is the bomb going to explode? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Where is the bomb right now? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. What does the bomb look like? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. What kind of bomb is it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 5. Did you set the bomb to explode? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Why did you place the bomb? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sex of Caller: M/F Age: \_\_\_\_\_\_\_\_ Race: \_\_\_\_\_\_\_ Length of call: \_\_\_\_\_

**Workplace Violence**

You must take seriously any information you become aware of that signals a potentially violent situation.

Warning Signs of Violence (FBI’s National Center for the Analysis of Violent Crime):

* Direct or veiled threats of harm;
* Intimidating, belligerent, harassing, bullying, or other inappropriate & aggressive behavior;
* Numerous conflicts with others;
* Bringing a weapon to the campus, brandishing a weapon, making inappropriate references to guns, or fascination with weapons;
* Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;
* Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide;
* Drug/alcohol abuse; and extreme changes in behaviors

***If you become suspicious or grow concerned for a co-worker, contact Public Safety and we will partner with you and other campus and community resources to resolve the situation.***

* Dial 911 in the event of imminent danger but in all other instances, call Public Safety at (828) 230-4592
* Carefully explain the problem and location. Do not hang up until you are told to do so.

The College has a well-established Threat Assessment / Behavioral Intervention Team that meets regularly to assess these types of situations and takes steps to intervene in an effort to prevent campus violence.

**Surviving an Active Shooter Event**

If you were ever to find yourself in an active shooter event, your survival may depend on whether or not you have a plan.

There are three things you can do to make a difference: Run. Hide. Fight.

*RUN*

When an active shooter is in your vicinity:

* If there is an escape path, use your best judgement, attempt to evacuate
* Evacuate whether others agree to or not
* Leave your belongings behind
* Help others escape, if possible
* Prevent others from entering the area
* Call 911 when you are safe

 *HIDE and LOCKDOWN*

If evacuation is not possible, find a place to hide

* Lock and/or blockade the door
* Silence your cell phone
* Spread out, do not group together
* Hide behind large objects
* Remain very quiet

Your hiding place should:

* Be out of the shooter’s view
* Provide protection if shots are fired in your direction
* Not trap or restrict your options for movement
* Prepare a plan

*FIGHT*

As a last resort, and only if your life is in danger:

* Attempt to incapacitate the shooter
* Act with physical aggression
* Throw items and yell at shooter to distract
* Improvise weapons, throw pencils, books, water bottle etc.
* Commit to your actions

When Law Enforcement Arrives:

* Remain calm and follow instructions
* Keep your hands visible at all times
* Avoid pointing or yelling
* Know that help for the injured is on its way

Try to be aware of your environment, and always have an exit plan.

**Missing Person Reporting**

A student may be deemed missing if it is reported to appropriate College officials (Residence Life Staff, Public Safety, or other Student Life staff) that the student has been unreachable via personal contact, telephone, e-mail, or other means of electronic communication for 24 hours or more. All reports will be immediately reported to Public Safety. Upon determination by Public Safety that a student is missing, the designated emergency contact will be notified as soon as possible but no later than 24 hours after that determination. The student’s custodial parents or guardian will also be notified if that person is not the designated emergency contact or if no missing person contact is listed.

In situations where the student is a non-resident (resides off-campus), Public Safety will help notify the proper law enforcement agency in the jurisdiction where the student resides or was last seen and assist with the investigation. This notification will be done within 24 hours of receiving a credible report. Nothing in the policy requires Public Safety to wait 24 hours before reporting to the law enforcement agency with jurisdiction. Students are encouraged to periodically review and update their emergency contact information in MyWWC.

Students may enter in MyWWC a separate “Missing Person” emergency contact or contacts, which will

Remain confidential and shared only with appropriate College personnel.

Upon receiving a report of a missing student and conducting a preliminary check of the student’s room and other areas on campus the student may frequent, Public Safety will notify the Vice President for Student Life.

 **Evacuation**

Building evacuation will occur via one of the following mechanisms:

* When a building evacuation alarm is sounded: or
* Upon notification by a Public Safety officer, or first responder.
* When a signal to evacuate the building is sounded, walk quickly to the nearest marked exit and ask others to do the same.
* Direct visitors and students to the closest stairwell for prompt evacuation to the assembly point outside. Building and floor marshal will be required to report on whether any staff are missing or are known to have remained in the building due to disability or injury.
* Assist people with disabilities in exiting the building.
* Once outside the building, move to your designated evacuation area. Stay at least 100 feet away from any affected buildings or structures.
* Keep streets and walkways clear for emergency vehicles and personnel.
* An Incident Command Post (ICP) may be established near the emergency site.
* **DO NOT** return to an evacuated building unless directed to do so by public safety, fire personnel or law enforcement.

Await further instructions from public safety, fire personnel or law enforcement

Under no circumstances should an employee unilaterally decide to ignore a fire alarm, fire drill or a request for evacuation in order to continue working without interruption.

**Shelter in Place**

Some emergencies may require you to take shelter in your office. If you are notified to shelter in-place or you find you cannot exit because of greater dangers outside the building:

* Move to an interior room or building space away from as many windows as possible.
* Do not use elevators.
* Bring everyone into the room.
* If available, take a radio or television with you to monitor the news.
* Place wet towels or clothing around doors and windows to seal
* Keep calm and review evacuation procedures with staff members.
* If available, check your WWC email, texts, cell phone or web site regularly for messages giving you further instructions.
* Stay where you are until otherwise notified to move. Wait for a police officer or further directions.
* Follow instructions of emergency response personnel.
* Do not leave your room until notified to do so by emergency personnel

Important note regarding phones during any type of emergency:

Overloading will likely bring down all telephone services, including cellular phones. Avoid using any telephone services except for life safety and emergency calls.

**Emergency Preparedness**

Emergency preparedness begins at home. How well you and your family survive in an emergency often depends upon how well you prepare beforehand. The information provided below can be applied to emergency planning at home as well as in the work place. Visit https://emergency.cdc.gov/preparedness/ to obtain further information on how you can prepare yourself.

Before an Emergency:

Conduct an office and home hazard hunt – know the safe and danger spots. Know how to shut off utilities. Secure and anchor furniture. Know where fire extinguishers are and how to use them. Have smoke and carbon monoxide detectors.  Create an emergency plan with your family that includes:

* A communication plan
* An evacuation plan
* An emergency financial plan
* Alternate transportation plans
* Practice your plans with your family!
* Create an emergency supplies kit of food, water and supplies for your home, car and your workplace.
* Know the emergency plans at your children’s school, child care, etc.
* Learn first aid and CPR.

Emergency Supplies Checklist

* Keys–extra set of car and house keys
* Water–3 days to 1week supply–1 gallon/person/day
* Food–3 days to 1 week supply of non-perishable food, manual can opener, utensils
* First Aid kit–with manual and medical supplies
* Radio–extra batteries  Flashlights–extra batteries, matches, lighter
* Medications–over-the-counter, prescriptions and prescription lists
* Cash and important documents–small bills, coins, deeds, insurance papers, family photos, medical cards, etc.
* Clothing and sturdy shoes, bedding, and personal hygiene items
* Tools–adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, etc.
* Sanitation and hygiene supplies  Special needs–supplies for kids, pets, seniors, and people with disabilities
* Out-of-state contact list

Please visit the web site for the American Red Cross for further emergency preparedness information at: http://www.redcross.org

**Emergency Contacts**

911

(828) 230-4592 WWC Public Safety Department

**Non-Emergency Numbers**

(828) 250-6670 Buncombe County Sheriff’s Department

(828) 686-3335 Swannanoa Fire Department

(828) 298-2456 Riceville Fire Department

(828) 230-4592 WWC Public Safety Department