



EMERGENCY PROCEDURES QUICK REFERENCE OUTLINE

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MISSION STATEMENT:

Concord University is an essentially open environment, easily accessible with large capacity areas, therefore, many opportunities exist which could affect thousands. It is our mission in the event of an incident that disrupts the normal operation of campus activity, to provide basic information without further injury to persons or property. Keep in mind that every situation is different and may variables may be applied. Remember, employees are the strongest and weakest link in defense and teamwork, response, and communication are critical prerequisites for success.

*Most information contained herein derived from the Mercer County Health Department, the "Pocket Partner" (4th Ed.), and the National Institute of Justice.

Bomb Threats:

Note: All bomb threats are to be reported to the F.B.I.

As you know, there is a wealth of information dealing with this subject. This section of the manual will attempt to narrow the field. TAKE ALL THREATS SERIOUSLY and ALWAYS make a cursory sweep of the room when you first enter and the last thing prior to leaving. There are two areas that will be covered:

WRITTEN:

- Handle the note sparingly.
- Contact Public Safety
- Contact F.B.I.
- Report how the threat was received (Public Safety will question the individual who first found the note).
- DO NOT engage the fire alarm as a device may target stairwells.
- Public Safety may request trained professional to conduct a search to determine if the threat is real or a hoax.
- Consider anyone who has recently expressed anger toward a faculty/staff member.
- Check class absentee list.

REMEMBER: DO NOT USE ANY DEVICE WHICH EMITS A RADIO FREQUENCY SUCH AS A CELL PHONE.

DO NOT MOVE OR TOUCH A SUSPICIOUS OBJECT.

TELEPHONE:

- Use the Bomb Threat Call List.
- Remain Calm

There are two reasons for reporting a bomb threat:

1. The caller knows or believes that a bomb has been or will be placed and wants to minimize personal injury or property damage. The caller may be the one who placed the device or someone who is aware of such information.
2. The caller wants to disrupt normal activities at the location of the reported bomb.

DESTINATION POINTS:

If evacuation is needed, the location of the threat determines where the destination point will be. This may take time. It should be noted that the sources that have been researched cautions using parking lots as a rendezvous point as a secondary device may be planted inside of a vehicle. If you are in class, remember to take along your roster to account for everyone. Do not rely on memory. During this time, it could be chaotic and the log will make it much easier for authorities to ascertain who may be responsible. Other than the possibility of a fire, the fire alarm should not be utilized, as a device may target stairwells also. If it is feasible, use the main entrance to exit the building. This is a high traffic area, with the minimal chance to place something there unnoticed.

JERRY BEASLEY STUDENT CENTER:

- If the threat is believed to be in the front facing south (the road) evacuate to the Valley. If needed, the Administration, Library and Science Buildings should evacuate to the area between Administration and Fine Arts. Transportation can travel from behind North Towers.
- If the threat comes from the Cafeteria or the Ground Floor, evacuate to the grassy area in the front across from College Drive. Sarvay and Wilson should also be considered.

LIBRARY, ADMINISTRATION AND SCIENCE BUILDINGS:

- If the threat comes from the South (road side) evacuate to the area between Fine Arts and Carter Center. The Fine Arts Building will act as a buffer
- If the threat is to the rear (North side), evacuate to the grassy area in the front of campus.

FINE ARTS (ART SIDE):

- Evacuate to behind Wooddell

FINE ARTS (MUSIC SIDE):

- Evacuate to behind Wooddell

CARTER CENTER:

- If the threat is on the upper levels, evacuate to behind Wooddell.
- If the threat comes from the lower levels, evacuate everyone to the football field.

NOTE: The maintenance building should not be considered because this could be a staging area for outside agencies.

RESIDENT HALLS:

SOUTH TOWERS, NORTH TOWERS:

- Evacuate to grassy area by Sarvay

SARVAY, WILSON:

- Evacuate to in front of Student Center

WOODDELL:

- Evacuate to area between Fine Arts and Administration Building

IF BUILDING IS KNOWN BUT NOT LOCATION:

JERRY & JEAN BEASLEY STUDENT CENTER:

- Evacuate to Parking lot behind Sarvay

LIBRARY, ADMINISTRATION, SCIENCE:

- Evacuate to area between Fine Arts and Carter Center.

FINE ARTS:

- Evacuate to grassy area in front of campus.

CARTER CENTER:

- Evacuate to area between Fine Arts and Administration

RESPONDING TO ANGER:

1. Be prepared mentally for possible violence.
2. Anger should not escalate to violence, nor does it constitute immediate danger.
3. Respond in a calm, lowered tone of voice.
4. Listen to the individual, and do not interrupt to argue.
5. Keep your distance.
6. Avoid crowds or distractions.
7. Watch for non-verbal signals warning of potential violence. For Example: clenched fists.
8. Agree with what you can of their statement, and explain your position.
9. Set a time for a later conference if needed, and consider having a third person present.
10. End the conversation respectfully.
11. Refer to supervisors if necessary and contact Public Safety.

NOTE: Meeting with students behind closed doors present some inherent danger. Therefore, please be aware of this when student conferences are scheduled.

DE-ESCALATING STUDENT CONFLICTS:

Remember: Most people do not want to fight.

1. Use a calm, firm tone of voice.
2. Direct the individual not to fight.
3. Identify yourself.
4. Have someone call Public Safety if possible.
5. Do not leave the combatants.
6. Send combatants to separate areas.
7. Offer mediation until trained professionals can intervene.

SUSPICIOUS WEAPON:

1. Do not draw attention to the weapon.
2. Send for help. For Example: Seal a handwritten note with a brief description and send it by a student to a team member or department secretary to contact Public Safety.
3. Do not handle the weapon.
4. Do not agitate the potential attacker.

ANGRY STUDENT IN CLASS:

1. Avoid escalating the situation. The anger may still be present.
2. Respond to anger calmly.
3. Demonstrate a willingness to listen.
4. Try to reach a peaceful compromise.
5. If the student continues to be disruptive, ask the student to leave.
6. When possible, notify Public Safety.

ANGRY PARENT:

1. Find an excuse to leave and end the conversation as quickly and politely as possible.
2. Avoid being isolated.
3. Notify Public Safety.

SPECIFIC THREAT:

1. Notify Public Safety
2. Take threats seriously.
3. Take precautions.
4. Avoid being alone.

REMEMBER: Most attacks were planned in advance.

WRITTEN THREAT:

1. Handle note sparingly, as this may add more fingerprints.
2. Report how the written threat was received. Get the name of the individual who first found the note.
3. Consider anyone who has recently expressed anger towards a faculty or staff member.
4. Check absentee list. Without specific suspects, the threat may be real.

Public Safety will look for specific information and determine the probability of a hoax.

INTERNET HIT LIST:

Bullying and/or harassment are serious threats. If you or a student become a victim, stay where you are and contact the Public Safety Office immediately. Preserve the written evidence. Releasing a student or leaving the area could be the opportunity the sender is waiting for.

TELEPHONE THREATS:

1. Alert others if possible while callers is still on the phone.
2. Clarify threat.
3. Do not hang up until caller hangs up.
4. Describe the caller using Telephone Threat Sheet.

WEAPONS ATTACK ON YOU:

Remain calm. Call or send for Public Safety if possible. Try to Stall.

KNIFE OR SCISSORS:

- Create distance between you and the attacker.
- Place an object (Chair, Trashcan, or Desk) between you and the attacker.
- Keep your body perpendicular. This lessens the target area.

GUN:

- Stand in a non-threatening position.
- Communicate with the attacker – call by name if known.
- Do not agitate the attacker.

ASSESSING A SUICIDE THREAT:

FOUR TYPES OF THREATS:

1. Inferred:
 - Perceived indirectly from a person's behavior. For example: through art, music, or poetry with a helpless, depressed, or a macabre focus.
2. Specific Without a Plan:
 - No time or method.
3. Specific With a Plan:
 - Individual has thought about method, but not when.
4. Immediate:
 - Specific about time, place and method.

Take all threats seriously. Contact Public Safety.

Treat a potential suicide as a call for help.

REMEMBER: The need for attention may escalate into something worse.

EVACUATION OFF SITE:

1. Account for all class occupants.
2. Make a roster of all persons while in transit.
3. Keep all students, visitors and staff together at the destination point.
4. Release those in your care only after completion of the release form.

SHELTER IN PLACE:

1. Shut and lock all doors and windows.
2. Turn off air handling equipment (Air Conditioning /Heat Units).
3. Go to shelter area. If one is not available, it may be necessary to use the room as a temporary shelter. Assist those with disabilities.

WHEN IN SHELTER AREA

1. Notify the Public Safety Office or call 911 and supply officials with your current location.
2. Seal windows and vents with plastic and duct tape and move away from any window to minimize injury from broken glass.
3. Seal all but one door with plastic and duct tape. Seal one door on top and sides with plastic and duct tape and on the bottom with wet towels.
4. Account for all students, staff and visitors.
5. If an announcement is made, evacuate building. Do not re-enter building until Public Safety advises it is safe to do so.



CONCORD UNIVERSITY RELEASE FORM

I _____ am requesting to be released under my own free will. I realize I am not required to stay and I have taken it upon myself to provide for transportation. I understand that in doing so, I can in no way hold Concord University or its staff liable for any harm that may befall me once I have left their care and direction.

Signed _____

Witness _____

Staff _____

Date _____ Time _____



Threat By Telephone:

1. Who is this? _____
2. Where are you calling from? _____
3. Why are you threatening me? _____
4. What are you planning to do? _____
5. Sex of Caller: M _____ F _____
6. Phone Number on the Caller ID: _____

Caller's Voice:

Accent	Angry	Calm	Clearing Throat
Crying	Cracking Voice	Deep	Deep Breathing
Disguised	Distinct	Excited	Familiar
Laughing	Lisp	Loud	Nasal
Normal	Ragged	Rapid	Raspy
Slow	Slurred	Soft	Stutter



Bomb Threat Call Checklist:

1. When is the bomb going to explode? _____
2. Where is the bomb located? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. What will cause the bomb to explode? _____
6. Did you (the caller) place the bomb? _____
7. Why did you (the caller) place the bomb? _____
8. What is your name? _____
9. What is your address? Where do you live? _____

Sex of Caller _____ Age _____ Race _____ Length of Call _____
Phone Number on the Caller ID: _____

Caller's Voice

Accent	Angry	Calm	Clearing Throat
Crying	Cracking Voice	Deep	Deep Breathing
Disguised	Distinct	Excited	Familiar
Laughing	Lisp	Loud	Nasal
Normal	Ragged	Rapid	Raspy
Slow	Slurred	Soft	Stutter

SAFETY TIPS:

1. Be aware of your surroundings. For example: when walking through the halls, look around. You may prevent a situation just by being observant.
2. When entering a building after hours, ensure the exterior door is shut and locked behind you.
3. If you are in a building late, contact the Public Safety Office. Please provide the Officer with your name, room number, and phone extension number to make them aware of your location should a situation arise or you become in need of assistance.
4. If you encounter an individual in a building after hours you are not familiar with, contact the Public Safety Office. This person may not have any business there.
5. If you witness an incident, do not rely on memory. Write down what you have seen and/or heard as soon as possible. This also applies to individuals you encounter.
6. While walking to and from your vehicle, do not try to 'get it all in one trip'. Balance and mobility are key factors.
7. Always be observant while talking or texting on a cell phone. Look up, look around.