

WINGATE UNIVERSITY

Founded in 1896

Crisis Management Response

2016-2017



Revised June 2016

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WINGATE UNIVERSITY CRISIS AND EMERGENCY PLAN 2016-2017

I. Purpose

The purpose of this Crisis Management Plan is to coordinate the use of the University and community resources to protect life, provide necessary communication to key constituencies, and maintain or restore normal University operation as soon as possible during or immediately after any natural or human-caused emergency at Wingate University. However, it is impossible to appropriately plan for every crisis or emergency ahead of time. For this reason, this Crisis and Emergency Plan is a guideline for the Crisis Management Team to decide what actions are necessary and how to handle each individual, unique occurrence when it happens.

II. Goals

1. To save lives,
2. To protect human health and safety,
3. To protect University operation,
4. To communicate with key constituencies, and
5. To support community needs.

III. What is an Emergency?

An emergency is any unplanned event or series of events that seriously disrupts the operation of the University. For the purposes of this plan, there are several different categories of crises/emergencies: life threatening emergencies, natural disaster, and human-caused crisis/emergency.

A. Life Threatening Crises/Emergencies

A life threatening crisis/emergency is classified as any unplanned event or series of events that necessitate the involvement of local law enforcement or fire officials.

A Life Threatening Crisis may include the following:

- Bomb threat
- Terrorism
- Death, murder, or suicide on campus
- Explosion

- Fire or major damage to University property
- Rape or sexual assault
- Theft of property from the University, students, employees, or visitors
- Highway 74 traffic accident (endangering University)
- Train derailment
- Active Shooter

B. Human-Caused Crisis/Emergency

A human-caused Crisis/Emergency may be classified as any:

- Epidemic
- Gas leak
- Hazardous materials incident
- Loss of electricity
- Civil disturbance
- Disorderly gathering of students
- Disorderly conduct of fans or fight on or off field
- Safety hazard on campus
- Radiological accident

C. Natural Disaster

A natural disaster is classified as any natural occurrence. Class 1 natural disasters allow time for officials to make necessary preparations. Class 2 natural disasters are spontaneous occurrences that allow little or no time for preparation, and the aftermath is the central focus for officials.

Class 1

- Hurricane
- Winter Storm

Class 2

- Tornado
- Earthquake
- Flood

D. Emergency Mass Notification System

In the event a situation arises, whether on campus or in the immediate vicinity, that constitutes a direct or potential threat to the campus community, the University will, without delay, and taking into account the safety of the community, disseminate a timely warning to the campus community. Campus Safety, in conjunction with the CMT if necessary, will determine the content of the notification and initiate the emergency notification, unless issuing a notification will, in the professional judgment of the responsible authorities,

compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

Methods of communication which may be employed to alert community members of a potential threat or during an immediate emergency situation include those listed below. The type of emergency will dictate which method of communication, or combination of methods, will be used:

- Siren system
- Cell phone text/voice messaging
- All campus email alerts
- University website notification via MyGate
- Public media (TV, radio, news websites)
- Direct on foot and in person notifications

The institution will conduct periodic drills and tests to ensure operability, accuracy, and timeliness of emergency mass notification systems. These tests may be either announced or unannounced.

AUTHORIZED ENTRY: Authorized individuals may enter student rooms for purposes of routine maintenance, housekeeping, inspection, or search. These individuals include, but are not limited to, residence hall staff, maintenance and housekeeping personnel, security officers, University officials, health inspectors, and fire inspectors. When authorized individuals enter rooms, they shall exercise reasonable effort to maintain the safety and security of persons and property.

ROOM INSPECTION: In order to encourage health and safety, your room will be inspected periodically by authorized individuals, including, but not limited to, residence hall staff. Although such entry is not for purposes of search, if, in the course of such inspections, items are discovered which suggest violation of university policies or legal statutes, they will be seized and disciplinary action may result. In the event that both students are under 21, alcohol will be considered an illegal substance. In the event that halls have been designated alcohol-free, alcohol will be considered a violation of university policies.

ROOM SEARCH: Where reasonable cause exists, authorized university officials, including residence hall staff, may enter and search rooms should life or property appear to be in danger or to investigate alleged violations of university policies or municipal, state, or federal laws.

E. Course of Action for Specific Crises and Emergencies

During emergencies, where deemed appropriate, the University's siren system and the Blackboard Messaging System will be activated to communicate the following:

- **Emergency Weather Tone:** (Rise and Fall Tone) Activated for Tornado Warnings and other weather related emergencies. Take cover in a designated safety area for your particular location and prepare for weather emergency as appropriate. A cell phone message from the University will follow tone activation. Remain in the designated area until notified with specific instructions or "All Clear" by staff or cell phone message.
- **Emergency Incident Tone:** (Solid-Consistent Tone) Activated for immediate danger event (Active Shooter, railroad accident, etc.) which signifies immediate lockdown. Take cover in your current location and stay away from windows or doors. Prepare for cell phone message from the University following tone activation. Additional safety instructions will be provided. Remain in this location until notified by emergency personnel or "All Clear" by cell phone message.

Blackboard Messaging System - This system allows designated administrators to send either voice or text messages concerning a situation to all students, faculty, staff, and parents of students. It may be employed following the use of the siren system.

The decision to activate the Siren System and send out a Blackboard Message is made from the Vice President/CFO, the Vice President of Operations, Chief of Campus Safety, or the Director of Residence Life. Use of these two resources allows the University to quickly and accurately spread information regarding a situation which may affect the campus community.

Crisis Management Wingate University

The primary concerns in managing a crisis is the safety, health, and well-being of faculty, staff, students, and the public, restoring academic programs, university property, and resources.

Introductory Information

- Dial 911 for emergencies.
- Dialing 9-911 from any campus phone reaches the Union County Communication Center.
- For the emergency call boxes – Press the button; and when you receive a response, state your problem.
- Non-emergency calls for Campus Safety 24 hours a day, dial 704-233-8999
- Wingate Police Department: 704-233-1697
- Union County Sheriff's Office: 704-283-3789
- N. C. State Highway Patrol: 704-283-8101
- Union County Communications: 704-289-1591 (non-emergency)
- Carolinas HealthCare System - Union: 980-993-3100
- American Red Cross: 704-283-7402
- Wingate University Infirmary: 704-233-8102
- Carolinas HealthCare System Urgent Care - Monroe: 704-283-8193

IDENTIFICATION CARDS: All students must carry student identification cards which may be obtained from Residence Life. Identification cards must be presented to security officers, city police working on campus, and University officials upon request.

LIABILITY: Although Wingate University seeks to protect the property of members of the Wingate community, the University cannot be responsible for property that is lost, stolen, or damaged by accident, by nature, or by others. Therefore, the University recommends personal property insurance, especially when you bring valuables to campus, including, but not limited to, vehicles.

Confidential and Anonymous Reporting

If you are a victim of a crime or would like to report a crime confidentially, the University has a Campus Conduct Hotline which is a confidential, independent, call-in service that provides a simple, anonymous way for you to help preserve the values and reputation of our institution. The number you can call is 866-943-5787. If you are the victim of a crime and do not want to pursue action within the University system or the criminal justice system, you should still consider making a confidential report. To report crimes confidentially, individuals may contact the Office of Campus Safety or the Office of Residence Life by dialing 704-233-8999 and stipulating you, as the caller, would like to remain anonymous. With your permission, the Chief of Campus Safety, Dean of Students, or their designee can file a report on the details of the incident without revealing your identity. The purpose of a confidential report is to comply with your wish to keep the matter confidential, while taking steps to ensure the future safety of yourself and others. Should local authorities or Campus Safety need to be notified to protect the campus community, appropriate action will then be taken. With such information, the University can keep an accurate record of the number of incidents involving students and employees, identify any emerging crime patterns with regard to location, method, or assailant, and alert the campus community to potential danger. Reports filed in this matter are counted and disclosed in the annual crime statistics for the institution.

Types of issues that may be reported, but are not limited, to the following:

- Donor gifting concerns
- Research grant misconduct
- Data privacy violation
- Accounting/Audit irregularities
- Misappropriation of costs
- Conflicts of interest
- Falsification of university records
- Fraud
- Policy issues
- Theft of cash, goods, services, or time
- Workplace violence threats
- NCAA violations
- Academic fraud

CONTROLLED SUBSTANCES OTHER THAN ALCOHOL

In compliance with the Drug-Free Schools and Communities Act of 1989, the University provides the following information descriptive of the effects of selected controlled substances and the types of sanctions which may be imposed either by the University or as a result of legal statutes. Although summaries contained herein constitute a good-faith effort to provide information mandated by law, Wingate University does not guarantee that they are error-free or exhaustive.

University Policy: The illegal possession, use, or distribution of drugs or paraphernalia associated with drug use is specifically prohibited.

Illegal Possession of Drugs: The illegal possession and/or use of any narcotic drug, hallucinogenic drug, or other controlled substance by any person on University property or at University-related functions is specifically prohibited.

Sanctions: Sanctions include mandatory referral to the Dean of Students for assessment. Additional sanctions, including, but not limited to, fines or suspension may be imposed.

Illegal Possession of Drug Paraphernalia: The illegal possession and/or use of drug paraphernalia, including, but not limited to, roach clips, bongs, pipes, or rolling papers, while on University property or while attending a University-related function is specifically prohibited.

Sanctions: Sanctions include mandatory referral to the Dean of Students for assessment. Additional sanctions, including, but not limited to, fines, the loss of campus housing, or suspension, may be imposed.

Illegal Distribution: The illegal distribution, delivery, or sale of any narcotic, hallucinogenic drug, or other controlled substance while on University property or while attending a University-related event is strictly prohibited.

Sanctions: Members of the Wingate University community who distribute illegal drugs should expect expulsion or termination.

North Carolina Statutes: Article 5 of Chapter 90 of the North Carolina General Statutes makes it unlawful for any person to manufacture, sell, deliver, or possess with the intent to manufacture, sell, or deliver drugs designated as "controlled substances". Sanctions include terms of imprisonment and heavy fines.

United States Statutes: Portions of the summary which follows were provided by the federal government. Although the summary represents a good-faith effort to provide information, Wingate University does not guarantee that it is error-free or exhaustive.

18 U.S.C. 922(g). Conviction: Ineligibility to receive or purchase a firearm.

21 U.S.C. 844(a). First conviction: Imprisonment for up to one year, a fine of at least \$1,000 but not more than \$100,000, or both.

After one prior drug conviction: Imprisonment for at least fifteen days but not more than two years, a fine of at least \$2,500 but not more than \$250,000, or both.

After two or more prior drug convictions: Imprisonment for at least ninety days but not more than three years, a fine of at least \$5,000 but not more than \$250,000, or both. See special sentencing provisions for possession of crack cocaine.

21 U.S.C. 884(a). Civil fine of up to \$10,000.

21 U.S.C. 835(a). Denial of federal benefits, such as student loans, grants, contracts, and professional and commercial licenses, up to one year for first offense, up to five years for second and subsequent offenses.

21 U.S.C. 853(a)(2) and 881(a)(7). Forfeiture of personal and real property used to possess or to facilitate possession of a controlled substance if that offense is punishable by more than one year imprisonment. See special provisions for the possession crack cocaine.

21 U.S.C. 881(a)(4). Forfeiture of vehicles, boats, aircraft, or any other conveyance used to transport or conceal a controlled substance. [Vehicles may be impounded in cases involving any controlled substance in any amount.]

Special sentencing provision for possession of crack cocaine: Mandatory at least five years in prison, not to exceed twenty years, and fine of up to \$25,000, or both, if (a) first conviction and the amount of crack possessed exceeds five grams; (b) second crack conviction and the amount of crack possessed exceeds three grams; (c) third or subsequent crack conviction and the amount of crack possessed exceeds one gram.

Miscellaneous: Authorization to revoke certain federal licenses and benefits, e.g., pilot licenses, public housing tenancy, are vested within the authorities of individual federal agencies.

Effects of Selected Drugs: The following is a summary of health risks associated with the use of certain illicit drugs. Although a part of the summary was provided by the federal government, Wingate University does not guarantee that the summary is error-free or exhaustive.

Marijuana: Marijuana and related compounds are ordinarily used to encourage relaxation or to produce an altered sense of reality. Marijuana is usually smoked, and it is toxic to the lungs. Disorders of memory, including loss of memory and of mood, including apathy about life, school or work, often occur in chronic users.

Cocaine (stimulant): Cocaine, crack and related forms, are usually used for stimulation or because they produce a sense of euphoria. All forms of cocaine are highly addictive, producing a habit that is extremely difficult to abandon. Criminal activity to support the habit often results. In some individuals, cocaine may produce fatal cardiac rhythm disturbances.

Amphetamines (stimulants): Amphetamines and their derivatives, “crystal” and “ice”, are used for stimulation. These compounds are very addictive and may produce psychotic and violent behaviors.

LSD and PCP (hallucinogens): These chemicals are used to produce “altered states,” in an effort to escape reality. They are very dangerous and can cause psychosis.

Valium, Barbiturates, et cetera (depressants): These and similar prescription drugs are ordinarily used for their sedative or hypnotic effects. Some of these drugs are highly addictive, and others can cause seizures (convulsions) in individuals who take them over long periods of time.

Heroin, codeine, et cetera (narcotics): These are some of the most addictive substances known. They produce a high or euphoria. Withdrawal can produce convulsions or even coma. Overdose is common and can result in death. Persons who use needles to support consumption are in a high-risk group for infection with human immunodeficiency virus, believed to be the cause of AIDS.

Other: Many medications and drugs, including those which are prescribed for you, have the potential for abuse.

ACTIVE SHOOTER

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people; and in most cases, there is no pattern to their selection of victims. These situations can develop rapidly, and will be met with immediate deployment of law enforcement resources, both from Campus Safety and Law Enforcement.

How do you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter.

Due to the potential for violence in the form of an active shooter, hostage taker, barricaded subject, threat of a weapon of mass destruction, assault, sexual assault, or other act of violence, students, faculty, and staff should take the following actions to ensure their safety.

Active Shooter outside your building:

- Lock the door(s) to the room you are in (if you are in a building or a room that cannot be locked, move to a room with a lock, **if you can do so safely**), close and lock all the windows and turn off all the lights.
- Everyone should lie down on the floors away from doors and out of view from windows.
- One person in the room should call 911: tell the dispatcher what is happening and where you are.
- Remain in place until the police advise you it is safe.
- Verify that voice commands are being issued by a police officer, not the shooter.

Active Shooter in your building:

If you know the location of the shooter, call 911 and provide that information. Follow the same procedure described in the previous paragraph. If your room cannot be locked, determine if there is a nearby location that can be reached safely or if you can safely exit the building. If you decide to move from your current location, remember the shooter may be on your floor or the floor below. If you are on a lower level, it may be safer to leave by a window. Do not carry anything with you. If you encounter a police officer, follow his/her instructions completely. Police officers will probably be in groups of four and will use their weapons to stop an active shooter. Police officers will assist injured parties when it is safe to do so.

BUILDING EVACUATION

All building evacuations will occur when an alarm sounds continuously and/or upon notification by emergency personnel or by the University Campus Safety.

Please follow the building evacuation guidelines below:

- If necessary or if directed to do so by a designated emergency official, activate the building alarm.
- Be aware of people with disabilities in your area who might require assistance in an emergency evacuation. Be prepared to render assistance if necessary. (NOTE: It is suggested that people with disabilities prepare for emergencies by learning the locations of exit corridors and smoke tower stairwells and by informing co-workers, professors, and/or classmates of best methods of assistance during an emergency.)
- Do not use elevators during emergency evacuation; emergency response personnel may use an elevator for evacuation after review of the circumstances.
- When the building evacuation alarm is sounded or when told to leave by an emergency official, walk quickly to the nearest marked exit and ask others to do the same.
- Once outside, move to an emergency assembly point (see map page: Cuddy Arena).
- Remain at the emergency assembly point until a head count is taken, and further instructions are provided by emergency personnel or the University Personnel.
- Do not return to an evacuated building until advised by the Fire Department or the University Campus Safety.

Restrictive Access:

- Some emergency situations may warrant securing campus buildings, roads, or campus entrances.
- Campus buildings – Buildings with card access may be programmed to restrict card entry. Buildings without card access may be secured by key lock, controlled by an officer posted at the doors, or restricted by perimeters with yellow caution tape.
- Roads/streets, sidewalks, and open areas may be restricted by officers directing traffic, barricades, or perimeters with yellow caution tape.
- It is important for everyone to always have their Campus ID and vehicle registration in the event of a situation that warrants limited access.

Quick Response:

- When the alarm sounds, leave immediately.
- Alert others to the emergency and ask if they will need help in evacuation.
- Do not use elevators unless instructed to do so by emergency personnel.
- Go to an emergency assembly point.

BOMB THREATS

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. However, building evacuation is not a decision for anyone to make except the proper authorities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

Call 911 and report the incident.

If a suspicious object is observed:

- Don't touch it!
- Evacuate the immediate area.

Important: After evacuation, report to an Emergency Assembly Area. Do not re-enter the building until instructed to do so by appropriate personnel (University Campus Safety, Law Enforcement, or Fire Department).

Respond in the following manner:

- If a suspicious object or potential bomb is discovered, do not handle the object. Evacuate the immediate area, and call 911. Be sure to include the location and appearance of the object, your name, location, and phone number. Stay on the line with the Police Communications until told you can hang up.
- If a phone call bomb threat is received, ask the caller the following questions and record the answers:
 - 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?
 - Exactly what did the caller say (word for word)?
- Keep the caller talking as long as possible and try to determine and record the following information:
 - Time of call
 - Sex and appropriate age of caller
 - Speech pattern (accent, possible nationality, slur, etc.)
 - Emotional state of caller
 - Background noise

Immediately call 911, and notify University Campus Safety. Do not evacuate unless directed to do so by the University Campus Safety, Law Enforcement, or the Fire Department. Early evacuation before the route of travel has been searched may place more people in jeopardy than not evacuating at all.

FIRE AND EXPLOSION

Quick response...Protect yourself.

Fire

- Everyone should evacuate to an assembly area (see map page).

Explosion

- Take cover.
- Assist the injured.
- Everyone should evacuate to assembly area.
- Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them.

Small Fire Procedures

- Avoid personal injury and excessive risks.
- Alert people in the immediate area and activate the alarm.
- Call 911. Give details of the fire location.
- Know your exits.
- Avoid smoke and fumes. Stay low.
- Do not re-enter the building until advised by the Fire Department or the University Campus Safety.

If you are trapped in a building:

- If a window is available, place an article of clothing (shirt, coat, etc.) outside a window as a marker for rescue crews.
- If there is no window, stay near the floor. Shout at regular intervals to alert emergency crews of your location. Do not panic.
- If the door is warm, do not open it. If smoke is entering through the cracks around the door, stuff something in the cracks to slow the flow.

WINGATE UNIVERSITY

*Wingate University Fire Safety
Evacuation Procedure
Office of Residence Life*

Fire Safety Evacuation Procedure Office of Residence Life

In the event of a fire on campus, Residence Life personnel will play a key role as primary University responders to the event. In the event of a fire, Residence Life personnel should have a clear understanding of their role and responsibility, as well as the evacuation plan as set by the Office of Residence Life and Campus Safety.

Roles and Responsibilities

Resident Assistant:

In the event of a fire in a residential facility, Resident Assistants' responsibilities include:

- Evacuating the building
- Notifying the appropriate emergency personnel
- Notifying Campus Safety and Resident Director on Duty
- Gathering as much information as possible from residents as to the location and cause of fire and notifying appropriate emergency personnel
- Moving students to the designated evacuation area (see Map of Fire Evacuation Points)

Resident Director:

In the event of a fire in a residential facility, Resident Directors' responsibilities include:

- Evacuating the building
- Notifying the appropriate emergency personnel
- Notifying Campus Safety and the appropriate On Call Professional or Level I Responder (see Call Protocol)
- Gathering as much information as possible from residents as to the location and cause of fire and notifying appropriate emergency personnel
- Acting as University Liaison to emergency personnel, and assisting first responders until relieved by on call professional
- Moving students to the designated evacuation area (see Map of Fire Evacuation Points)

On Call Professional:

In the event of a fire in a residential facility, the on call professional's responsibilities include:

- Evacuating the building
- Notifying the appropriate emergency personnel
- Notifying Campus Safety and the appropriate Level II Administrator (see Call Protocol)
- Gathering as much information as possible from residents as to the location and cause of fire and notifying appropriate emergency personnel

- Acting as University Liaison to emergency personnel, and assisting first responders
- Moving students to the designated evacuation area (see Diagram 1.a)

General Policies and Procedures

Residence Life staff are prohibited from putting themselves in harm's way. In the event of a fire alarm, Resident Assistants are required to do all that is necessary to evacuate their areas, only as they themselves are exiting the building. This can include knocking on doors and informing residents as the building clears. **Primary responsibility should include IMMEDIATELY calling 911.**

When a Resident Director is informed of a potential fire in a residential facility, they must immediately respond. As they respond, they should make sure that they can contact the appropriate administrators and emergency personnel.

If at any time personnel see or smell smoke, or any other indicator that the presence of a real fire exists, it is important to make emergency personnel (911) aware.

Call Protocol

Level 1: On Call Professional

Resident Director – 704-324-1408
Brandy Shott – 704-233-8028

Level 2: Student Affairs Representative

Mick Reynolds – 704-233-8242

If the issue involves the safety of a Wingate University student, or is as a result of a maintenance concern, the following individuals can be contacted.

Level 1: Campus Safety Officer – 704-233-8999
Chief Mike Easley – 704-400-2698

Level 2: Richard Helms

Level 3: Scott Hunsucker

FIRE EVACUATION AREAS FOR STUDENT RESIDENTS

Alumni Residence Hall
Cannon Residence Hall
CM Black Residence Hall

Faculty Drive Apartments
Helms Residence Hall

JM Smith Residence Hall

South Village Complex (Buildings 1-6)
UPA Apartments
Watson Village

Academic Quad
McGee Promenade
South Village Parking Lot on Wilson
Street
JM Smith Parking Lot
Across Haskins Street near Baseball
Field
Commuter Lot in front of George A.
Batte, Jr. Fine Arts Center
South Village Clubhouse
Levine Health Sciences Parking Lot
North Parking Lot at Batte Fine Arts
Center

FIRE EVACUATION POINTS FOR CLASSROOM BUILDINGS AND ADMINISTRATIVE BUILDINGS

Alumni	McGee Promenade
Athletic Training	Intramural
Austin Auditorium	Courtyard at JM Smith Residence Hall
Baseball Clubhouse	Baseball Field
Bridges Science	Faculty/Staff Parking Lot across Cedar Street
Burris	McGee Promenade
Burnside Dalton	McGee Promenade
Byrum School of Business	Field by Parking Lot
Campus Safety	Parking Lot
Cannon Athletic Complex	Baseball Field
Dickson Palmer Student Center	LaVerne Field
Ethel K. Smith Library	South Village Parking Lot – Elm Street
Efird	South Village Parking Lot – Elm Street
Football Fieldhouse	Practice Field
George A. Batte, Jr. Fine Arts Center	North Side Commuter Lot
Goodman Service Center	Front Lawn
Guest House	South Village Parking Lot – Wilson Street
Hayes	McGee Promenade
Hinson Art Gallery	Faculty/Staff Lot on Cedar Street
Holbrook	South Village Parking Lot – Wilson Street
Levine Health Sciences	Back of Student Parking Lot
Outpost at Wingate University	Gravel Parking Lot Behind Building
Smith Science	Faculty/Staff Parking Lot across Cedar Street
Soccer Fieldhouse	Parking Lot
Softball Clubhouse	Intramural Field
South Village Clubhouse	South Village Parking Lot on Elm Street
Stegall Administration	Baseball Parking Lot
W. T. Harris Dining Hall and LaVerne Banquet Hall	LaVerne Field
Wingate Baptist Church	Playground – Back Side of Church
Wingate Outfitters	Gravel Parking Lot Behind Building



Academic & Administrative

Buildings

WT Harris Dining Hall, LaVerne Banquet Hall,
 Dickson-Palmer Center, LaVerne Field
 George A. Batts Jr. Fine Arts Center, North Side
 Commuter Lot
 Holbrook Building, Guest House, South Village
 Parking along Wilson St
 Byrum School of Business, Field by Parking Lot
 Austin Auditorium, J M Smith Hall Courtyard
 EKS Library, Efrid Archives, South Village Lot
 South Village Clubhouse, along Elm St
 Wingate Baptist Church & Church Playground
 Fellowship Hall, Cannon Athletic Complex,
 Baseball Clubhouse, J M Smith
 Sanders Sykes Gymnasium, Parking Lot
 Burris, Hayes, Alumni, McGee Promenade
 Burnside Dalton, K & C Lot
 Smith Science, across Cedar St
 Bridges Science
 Timson Art Gallery, Faculty Lot across Cedar St
 Levine Health Science, Rear of Parking Lot
 Football Field House, Practice Field
 Softball Clubhouse, AI Building, Intramural
 Soccer Complex, Field
 Goodman Service Center, Parking Lot
 Campus Safety Station, Front Lawn
 Wingate Outfitters & Outpost at Wingate, Parking Lot
 Gravel Parking lot to rear of Building

Residential Buildings

J M Smith, East Batts Center Lot
 Faculty Drive Apts, J M Smith Lot
 Watson Village, North Batts Center Lot
 CM Black, South Village Lot along Wilson St
 Helms, Across Haskins St. near Baseball Field
 University Place Apts, Parking Lot near street
 South Village, South Village Clubhouse
 Cannon, McGee Promenade
 Alumni, Academic Quad



Questions? Call Campus Safety at
 704-233-8999 or stop by the station

FIRE EVACUATION POINTS

Wingate University

General Evacuation Procedures are to:

- R** – Remove all persons in immediate danger to safety to include patients, visitors, students, and employees.
- A** – Activate manual pull alarm/dial 911. Give the following information: The exact location of the fire (Building and Location-Area, Building Zone or color or Zone Floor, Room Number) and the name of the person calling and phone number.
- C** – Close all doors and windows to prevent the spread of fire and smoke.
- E** – Extinguish the fire with a portable fire extinguisher or evacuate the area. Do not use the elevator.

Fire Alarm Evacuation Policy

Evacuation is mandatory for all individuals when the fire alarm is sounding. Anyone who fails to evacuate may face disciplinary action.

Once a fire alarm sounds, do not assume that a fire alarm is a drill or false alarm. Remain calm and evacuate the facility. Remember to follow the instructions of the emergency responders. Do not re-enter the facility until authorized. If you have any information regarding the alarm, present that information immediately to the responding emergency personnel.

While evacuating, remain attentive for dangerous or criminal activity that may be associated with the evacuation notice. Fire alarm activations may be associated with incidents other than fire. It is possible that an individual has falsely activated the alarm system. If you observe criminal or suspicious activity, report it immediately to Campus Safety.

CRIMINAL BEHAVIOR

Between Campus Safety, Residence Life, and Wingate Police Department, the campus is staffed 24 hours a day for your assistance and protection. This service is provided seven days a week on a year-round basis.

Quick Response....

In-Progress Incidents – Do not attempt to apprehend or interfere with the crime except in case of self-protection. When calling the Police, give your name, location, phone number, and make sure the dispatcher understands that the incident IS IN PROGRESS.

Reporting crimes still in progress:

Call 911 and provide the following information:

- Nature of the incident. Advise that the incident IS IN PROGRESS.
- Location
- Description of suspect(s) involved
- Description of weapons
- Description of property
- Auto license of vehicle
- Direction of travel upon escape

NOTE: Stay on the line with the Police Communications.

Report all threats and suspicious activities or persons. **Remember – No firearms or weapons of any kind are allowed on campus.**

Reporting crimes which have already occurred: All crimes should be reported.

- Call 911. Do not touch or move anything that may relate to the crime.
- When the Police Department responds, provide a description of property and the names/descriptions of any suspects or witnesses.

Crime intervention

- Always lock your office, car, and room door(s) when you leave (even if it is just for a few minutes).
- Avoid walking or jogging alone. Avoid poorly lighted areas.
- Engrave driver's license number on all valuables. Keep a record of all credit cards and property serial numbers. An engraver is available in Residence Life.
- When walking to a parking lot at night, have your keys ready so that you can get into your car quickly and without attracting someone's attention. Be alert to your surroundings.

- Do not leave keys in your car or valuables in view. Lock all valuables, (radios, cell phones, sporting equipment, camera, briefcase, luggage, etc.) in the trunk.
- Never leave ThinkPads, iPods, wallets, purses, book bags, etc., unsecured or unattended.

SEVERE WEATHER AND NATURAL DISASTERS

Violent weather is by its nature unpredictable; however, the approach of such weather is often known in advance. Good communication and quick response throughout the Wingate University community will minimize serious injuries. Every reasonable effort will be made to advise faculty, staff, students, and visitors of the approach of violent weather (via voicemail, email, building announcements, etc.)

Ice Storms and Freezing Rain

The University will make every effort to clear the streets and sidewalks for the safety of the campus community. In doing so, staff members will be working in and around slick and dangerous areas. Please do not interfere with their efforts and understand that they are working diligently to make the campus safe for you.

Remain inside as much as possible; but if you must go outside, remember:

- Adhere to all safety signs and cautioned off areas.
- Stay clear of icy trees, rooftops, and power lines as falling ice/icicles are very dangerous.
- Do not walk near ice and snow removal equipment.

Tornado Warning/Severe Thunderstorm Warning

- Move away from open doors and windows and move into an interior hallway.
- Do not use electrical equipment or phones.
- Do not use elevators. Go to the lowest level of the building. Take shelter.
- Sit on the floor and put your head in your lap. Cover head with arms.
- Remain calm.

Earthquake

- Stay inside.
- Watch for falling objects.
- Crawl under a table or desk or stand in a doorway and hang onto something.
- Do not use open flame.
- Do not use phone or elevators.
- Remain calm and be prepared for aftershocks.
- If evacuation is ordered, proceed to assembly area.

Quick Response....

Remain calm and act - Don't react! Seek refuge away from windows. Call 911, if assistance is necessary. Evacuate, if alarm sounds.

University Closings and Delays Due to Inclement Weather

The University offers students, faculty, and staff a variety of ways to learn about campus closings and delays due to inclement weather. Announcements can be found in a timely manner through:

- Email messages to students, faculty, and staff
- Voicemail messages to students, faculty, and staff on campus telephones
- Wingate University website

HAZARDOUS MATERIALS

The range and quantity of hazardous substances used in laboratories requires pre-planning in order to respond to chemical spills.

Quick Response....

Protect yourself from spills, leaks, and incidents. Secure the area. Assist the injured. Evacuate, if necessary.

Chemical Spills Procedures

For major spills:

- Call 911 and ask for Safety Response Team.
- Do not enter the contaminated area.
- Alert people in the area to evacuate.
- If spilled material is flammable, turn off ignition and heat sources.
- Close doors to affected area.
- Locate appropriate Material Safety Data Sheets.
- Have persons knowledgeable of area assist emergency personnel.

For minor spills:

- Alert people in the immediate area of the spill, and avoid breathing vapors from the spill.
- Put on protective equipment, including eye protection, suitable gloves, and long-sleeved lab coat.
- Confine spill to small area.
- Use appropriate kit to neutralize and absorb inorganic acids and bases. Collect residue, place in appropriate container, and dispose as chemical waste.
- For other chemicals, use appropriate kit or absorb spill with vermiculite, dry sand, or absorbent pads.
- Clean spill area with water.

Biological (blood) Spills Procedures

Healthcare or custodial personnel trained in spill cleanup should follow established protocols.

For blood or body fluid spills in residence halls, academic buildings, administrative buildings, or on outside surfaces, contact Facilities and Campus Services at Ext. 8999.

- Wear disposable gloves and absorb fluids using blood spill kit.
- Clean area of all visible fluids with detergent (soap and water).
- Decontaminate area with an appropriate disinfectant, (e.g. bleach).
- Place all disposable materials into a plastic leak-proof bag.

Radiological Spills Procedure

A major radiological spill is one which the laboratory staff is not capable of handling safely without the assistance of safety and emergency personnel.

- Call 911 and protect yourself first.
- Attend to injured or contaminated persons and remove them from the spill area.
- Alert people in the area to evacuate.
- Have potentially contaminated personnel stay in one area until they have been monitored and shown free of contamination.
- Close doors and prevent entrance into affected area.
- Have a person knowledgeable of the incident and area assist emergency personnel.
- Document names of persons potentially contaminated.

Wingate University Crisis Management Team

In the event of a crisis or emergency involving Wingate University, the Crisis Management Team (CMT) will assemble and make decisions on measures to be taken.

Crisis Management Team Members

- Team is overseen by the President of Wingate University
- Vice President and CFO
- Vice President and Athletic Director
- Vice President of Resource Development
- Provost
- Vice President of Enrollment Management/Student Affairs
- Vice President of Operations
- Dean of School of Pharmacy
- Chief of Campus Safety
- Director of Marketing and Communications
- Specialists for certain areas of the University:
 - Coordinator of Event Operations and Conferencing
 - Director of Residence Life
 - Director of Administrative Computer System
 - Director of Health Services
 - Director of Food Services
 - Director of Wellness and Counseling
- External Specialist:
 - Union County Sheriff's Office

I. Objectives of the Crisis Management Team

- A. Assess the situation and campus-wide conditions. Gather, discuss, and assess up to the minute facts and unknown status of situation. Develop a recovery strategy. Decide if declaration of state of emergency on campus is necessary.
- B. Prioritizes actions and determine the resources necessary to cope with emergency.
- C. Locates resources available to cope with the emergency.
- D. Establishes liaisons with other agencies.
- E. Determine individual actions for faculty and staff.
- F. Monitors the progress of the emergency operations and respond accordingly.
- G. Keeps the President informed of the events to allow for his/her guidance in overall decision.

II. Responsibilities and Action Plan for CMT Members

- A. Vice President/CFO
 - 1. Notifies all CMT members of safest meeting location and time.
 - 2. Updates the President and provides CMT with feedback.
 - 3. Makes decisions on using Blackboard Message System and Campus Siren.
- B. Vice President of Operations
 - 1. Notifies Wingate Police of any life-threatening crises/emergencies.
 - 2. Advises Campus Safety of their responsibilities in the situation.
 - 3. Assists CMT team with decisions regarding buildings, utilities, etc.
 - 4. Keeps an updated Crisis Box on hand.
 - 5. Contacts outside organizations for any additional assistance necessary.
 - 6. Activates Blackboard Message System for faculty and staff.
 - 7. Implements campus-wide voicemail, broadcasts, and siren system.
- C. Director of Marketing and Communications
 - 1. Communicates with key external constituencies.
 - 2. Updates information on the university webpage, emergency hotlines, and media outlets.
 - 3. Provides information to the President for press conferences, if necessary.
 - 4. Designates specific staff members to assist with calls from external constituencies.
- D. Vice President of Enrollment Management/Student Affairs
 - 1. Keeps students, parents, and RA's informed.
 - 2. Implements and oversees evacuation process of residence halls and relocation of students with the assistance of Chief of Campus Safety.
 - 3. Maintains communication with relocated students.
 - 4. Serves as main contact with prospective students and parents.

- E. Vice President for Resource Development
 - 1. Notifies alumni and friends.
 - 2. Serves as back-up to Vice President/CFO
 - 3. Advises Marketing and Communications Department.
- F. Provost
 - 1. Decides on and communicates class cancellations to CMT and all faculty.
 - 2. Keeps faculty informed.
 - 3. Maintains contact with academic deans, including Ballantyne and Hendersonville Campuses.
- G. Dean of School of Pharmacy
 - 1. Decides and communicates class cancellations.
 - 2. Notifies pharmacy students, faculty, and staff.

III. Crisis Management Plan Implementation

- A. Immediate Action
 - 1. Vice President/CFO notifies all CMT members of meeting location and time.
 - 2. Vice President of Operations assesses damage and danger to human life.
 - 3. Vice President/CFO updates the President and provides CMT with feedback.
 - 4. CMT creates plan to handle situation.
 - 5. Vice President of Operations contacts outside organizations for assistance.
 - 6. Vice Presidents inform their staff members of their duties.
 - 7. Director of Marketing and Communications gathers necessary information in order to address external constituencies.
 - 8. Vice President of Enrollment Management/Student Affairs keeps students and parents informed, oversees residence hall evacuation process and relocation plan for students, and maintains log of students' individual destinations.
- B. Communication Plan
 - 1. A crisis may or may not ultimately undermine confidence in an institution; however, mismanagement of communications during a crisis is almost certain to damage the institution's integrity and reputation. Wingate has a fundamental responsibility to provide accurate and timely information to those affected by a crisis.

This plan is designed to complement and enhance the University's Crisis Management Plan by providing the communication strategies warranted by the situation. Upon the determination by the CMT and the President that an emergency or crisis exists that necessitates a communication's response, this plan will be immediately implemented by the Director of Marketing and Communications.

2. Constituencies

a. Internal Constituencies

- Students of all categories (resident, commuter, graduate, and undergraduate)
- Employees, full and part time
- Immediate family of students
- Immediate family of employees
- Trustees
- Board of Visitors
- Alumnae
- Donors

b. External Constituencies

- Law enforcement (Police, FBI, SBI, etc.)
- Environmental safety agencies (EPA, etc.)
- Government agencies (city, county, or state agencies, FEMA, etc.)
- Local community
- Mass media (newspapers, radio, or television)

3. Identify and Prioritize Important Constituencies

Identify the key internal and external constituencies affected by the crisis. Prioritize constituencies by those most directly affected to the least directly affected or at the discretion of the Director of Marketing and Communications.

4. The spokesperson for the University will generally be the Director of Marketing and Communications, unless the President prefers to address the media or designates another official to represent the University.

5. Formulate and Disseminate Information

- Director of Marketing and Communications will attend CMT meeting in order to compile the facts relating to the crisis.
- Director of Marketing and Communications will then get the necessary information to the key constituencies in the order determined in Step 3.
- Director of Marketing and Communications will determine which method of disseminating information below will be most efficient for the crisis at hand.
- Director of Marketing and Communications will determine the frequency of updates based on availability of information on immediate and long-term factors until the University is restored to pre-crisis status.
- Monitor communications and interpretations of situation and correct any misinformation or misconceptions as quickly as possible.

6. Contacting Internal Constituencies

a. *Students*

Students should give their cell phone numbers at the beginning of each semester to Student Affairs. In the event of an evacuation, any student who cannot be accounted for should be contacted by cell phone. Students should forward their Wingate mail to an account that they check regularly. In case of an emergency, students may be notified of schedule changes or building closings through email.

b. *Employees*

Employees may be notified of changes or emergencies through email. Notification may be passed down from building coordinators/secretaries. In the case of a crisis, a university-wide message will be sent as a voicemail with instructions or important information.

c. *Immediate Family of Students and Employees*

Information may be presented to the families of students and employees through media outlets. If deemed necessary, Director of Marketing and Communications may change the inclement weather hotlines into emergency hotlines which will provide information about the situation and where or when further information will be available. Information can be programmed to scroll across the University webpage. A broadcast message system for parents will be used in the event of a crisis for immediate communication.

d. *Trustees and Board of Visitors*

The President will notify Trustees. The Vice President of Resource Development will be responsible for acquiring appropriate information and determining the best means necessary to notify alumni and friends. They will have access to the emergency hotlines and the University webpage. The Director of Alumni Relations will handle any questions or calls from Alumnae and Donors during and after the crisis.

e. *Alumnae and Donors*

Director of Alumni Relations will be responsible for determining the best means necessary to notify these constituents. They will have access to the emergency hotlines and the University webpage. The Director of Alumni Relations will handle any questions or calls from Alumnae and Donors during and after the crisis.

7. Contacting External Constituencies

a. *Government, Environmental, and Law Enforcement Agencies*

Vice President of Operations will be in charge of contacting and providing the appropriate information, paperwork, or request for aid to these agencies.

b. Local Community and Media Outlets

Director of Marketing and Communications will be responsible for providing information to the media which is the most likely where the community will obtain their information. These constituents will have access to the web. Depending on the crisis, media outlets should be notified by whatever means possible: fax, phone, cell, email, etc.

8. Post Crisis Evaluation

- a. Notes should be taken during the crisis pertaining to the effectiveness of different forms of communication.
- b. Effectiveness of the plan should be considered and altered if necessary.

C. Course of Action for Specific Crises and Emergencies

1. Natural Disasters

In the event of a Class 1 natural disaster, the CMT will assemble immediately after the course of the storm is determined. The Vice President of Operations will give the best location for students who cannot or will not evacuate. If at all possible, Residence Life will determine the most efficient way to evacuate students and do their best to maintain a record of the location of all students evacuated and present. Director and Assistant Director of Marketing and Communications will be responsible for posting information to the web, notifying the media, and all other constituencies involved of the decided course of action. Vice President/CFO and Vice President of Enrollment Management/Student Affairs will be responsible for organizing locations and meals for evacuating students. Preparation should not take longer than a day, which would give students time to reach their destinations.

2. Epidemic

In the event of a campus-wide epidemic, Student Affairs and Health Services will be responsible for determining course of action. All affected students should be quarantined to their apartment or dorm. Medical care should be provided as necessary by the hospital or visiting doctor.

3. Explosion or Gas Leak

In the event of an explosion, call 911. Local officials will determine necessary action. The CMT will assemble in the safest location and determine the severity of the situation and how to communicate to the concerned constituencies. Students may need to be relocated or receive immediate medical attention. The infirmary may be converted into an emergency treatment center for minor injuries.

4. Terrorism or Bomb Threat

In the event of a bomb threat or terrorist act, call 911 and notify them with as much of the information as you have on the bomb threat worksheet in Appendix I. The CMT will assemble in the safest location and determine the severity of the situation and how to communicate to the concerned constituencies. The CMT will be available to help the Police, FBI, etc., in any way possible. The primary concern of the CMT is to provide information to the University's constituencies.

5. Train Derailment or Highway 74 Accident Endangering University

In the event of a train derailment, call 911. The CMT will assemble in the safest location and determine the severity of the situation and how to communicate to the concerned constituencies. If necessary, the University may need to relocate students and employees.

6. Hazardous Materials Incident or Safety Hazard on Campus

In the event of hazardous materials or safety hazard incident, notify Campus Safety, Wingate Police, and Wingate Fire Department. The CMT will assemble in the safest location and determine the severity of the situation and how to communicate to constituencies. Evacuation may be necessary in which Student Affairs, Residence Life, and Campus Safety will be responsible for accounting for students and their safe departure.

7. Radiological Accident

In the event of a radiological accident, the CMT will assemble in the safest location and determine the severity of the situation and how to communicate to the concerned constituencies. Everyone should stay indoors until they receive notification that it is safe to go outside. If anyone experiences any health related concerns, call 911 and notify Campus Safety.

IV. Post Crisis Evaluation

- A. CMT will meet as soon as possible immediately following the resolution of the crisis or emergency in order to evaluate the team's response to the situation.

The team should discuss the following and any other issues pertinent to the crisis:

- Time taken to notify and assemble CMT
- Effective communication with the constituencies
- Knowledge of CMT members of the plan
- Outside sources of aid knowledgeable of the plan
- Accomplishment of goals

- Fulfillment of objectives
- Time taken to resolve the crisis
- Opinion of those involved on how crisis was handled
- Evaluation of media coverage

QUICK REFERENCE GUIDE FOR CRISIS MANAGEMENT TEAM

Vice President/CFO should be notified as soon as possible of a crisis or emergency: The primary duty of the below members is to create a plan to best handle the crisis situation. The team will use its knowledge about the University to determine the steps necessary to protect persons on campus and keep the University functioning as smoothly as possible. The team as a whole should determine internal and external constituencies.

President – advisory member of the team

A. Vice President/CFO

1. Notifies all CMT members of safest meeting location and time
2. Updates the President and provides CMT with feedback
3. Determines when to send Blackboard Message to students, parents, faculty, and staff.

B. Vice President of Operations

1. Assesses damage and danger to human life
2. Notifies Wingate Police of any life-threatening crises/emergencies
3. Advises Campus Safety of their responsibilities in the situation
4. Assists CMT team with decisions regarding buildings, utilities, etc.
5. Keeps an updated Crisis Book on hand
6. Contacts outside organization for any additional assistance necessary
7. Records and sends campus-wide voicemail message to faculty and staff
8. Implements the Blackboard Message to faculty and staff during non-work hours

C. Director of Marketing and Communications

1. Communicates with key external constituencies
2. Updates information on the University webpage, emergency hotlines, and media outlets
3. Provides information to the President for press conferences, if necessary
4. Designates specific staff members to assist with calls from external constituencies

D. Vice President of Enrollment Management/Student Affairs

1. Keeps students, parents, RA's informed
2. Implements and oversees evacuation process of residence halls and relocation of students with assistance of the Vice President of Operations
3. Maintains communication with relocated students
4. Implements Blackboard Message to students and parents
5. Serves as main contact with prospective students and parents
6. Advises Marketing and Communications Department

E. Vice President for Resource Development

1. Notifies alumni and friends
2. Serves as back-up to Vice President/CFO

F. Provost

1. Decides on and communicates class cancellations to CMT and all faculty
2. Keeps faculty informed.
3. Maintains contact with academic deans, including Ballantyne and Hendersonville Campuses

G. Dean of School of Pharmacy

1. Decides and communicates class cancellations.
2. Notifies pharmacy students, faculty, and staff