

<b>SOP-I-0028</b>	<b>Visitor and Safety Protocols for DELTA Offices</b>	
<b>SOP Type:</b>	<input checked="" type="checkbox"/> <b>Internal SOP - DELTA-level that does not directly affect entities outside of DELTA</b> <input type="checkbox"/> <b>External SOP - DELTA-level that affects these entities:</b> <input type="checkbox"/> <b>Unit SOP - DELTA individual unit(s) affected:</b>	
<b>Contact:</b>	<b>DELTA Business Office</b>	
<b>Effective Date:</b>	<b>March 22, 2018</b>	<b>Last Revision Date:</b>

**I. Introduction:**

This procedure pertains to DELTA offices located on Centennial Campus and main campus. The procedure includes [DELTA Center for Technology and Innovation \(CTI\)](#) Front Desk/Reception protocol and guidelines, outlining front desk procedures when a visitor arrives to the suite(s), including “active shooter” warning signs and emergency evacuation plans all employees should use if an emergency situation should arise. This procedure also covers visitor and student access to the [DELTA Testing Center](#) located at Venture IV and [DELTA Video Communication Services](#) in Ricks Hall and Park Shops. If you are not assigned to a DELTA-specific space, then follow the building protocols for your assigned location.

**II. DELTA Main Office, Center for Technology and Innovation, 1010 Main Campus Drive, Suites 220 and 230:**

**A. The First Contact:**

The Business Office Receptionist is the first point of contact in the department. This person should gain the skills to establish front desk procedures, evaluate the visitors to the department, identify warning signs, and have knowledge of an emergency action plan to respond to any type of a possible threat.

**B. Front Desk Procedures:**

1. Visitors can see the receptionist at the front desk in CTI Suite 220 between 8 a.m. and 5 p.m. (regular business hours) for help finding the party they are looking for. The door to Suite 220 is locked prior to and after these regular operating hours. Suite 230 doors will remain locked and only employees have access using their campus ID card once the card is activated.
2. Greet and assist all visitors that enter the suite at Reception desk.
3. If a visitor is scheduled to meet with a particular individual, ask the visitor who they are here to meet with and contact or call the staff member when a visitor arrives, allowing that staff member to greet the visitor in the reception area or advise the Receptionist to direct the visitor to appropriate office or conference room.
4. For visitors scheduled to meet in conference room CTI 230-01 located in Suite 230, walk visitor over to that suite (if not met by staff conducting the meeting) to give them access as the suite door remains locked and only staff of DELTA will have access to unlock doors.
5. Recognized individuals such as delivery workers, staff, students, etc., will be greeted and will always have access to enter Suite 220, the reception area, as a general rule during normal operating hours.

6. Direct students to Venture IV Testing Services Center. [Maps](#) and parking information copies are provided for students to give as a hand out directing them to testing.

**C. Emergency Action Plan:**

1. Suspicious individuals - Individuals displaying and using a weapon/ call 911 and/or campus police: 919.515.3000 immediately. Alert staff members and others by elevating voice using keywords such as “hostile situation” or “intruder in the building — call for help” at DELTA main office on Centennial Campus, 1010 Main Campus Drive, Suite 220
2. Active shooters – According to the Active Shooter Response Training conducted by campus police the recommendation is to **Run – Hide – Fight**. Further details are outlined in Appendix B.
3. In case of an active shooter:
  - a) Press the panic button located under the front desk. Panic button connects to campus police.
  - b) Call 911 as soon as possible when it is safe to do so.

**D. Response During an Emergency Evacuation:**

1. Remain calm.
2. Call 911 (or Campus Police - [919.515.3000](#)) to report additional information relevant to the event: status and location of injured persons, specific location of a fire or active shooter, etc.
3. Gather only essential belongings (cell phone, ID, keys, medications, wallet/purse).
4. Leave immediately. DO NOT use elevators.
5. Assist any person in immediate danger.
6. If requested, check nearby restrooms, copier room, storage rooms, break room or other common areas where someone may not have heard the evacuation signal/notice or anyone with disabilities who may need additional assistance.
7. Move quickly. Walk with a purpose. DO NOT PUSH or SHOVE others.
8. Once outside the building, do not re-enter the building until directed by emergency personnel called to the scene.



1. **First recommendation is to: RUN**
  - a. Exit the building immediately.
  - b. Notify anyone you may encounter to exit the building immediately.
  - c. Notify the police by calling 911.
  - d. Give the 911 Operator the following information:
    - i. Your name
    - ii. Location of the incident (be as specific as possible)
    - iii. Number of shooters (if known)
    - iv. Identification of shooter (if known)
    - v. Number of persons who may be involved
    - vi. Your location
  
2. **If you are directly involved and exiting the building is not possible, the following actions are recommended: HIDE**
  - a. Go to the nearest room or office.
  - b. Close the door, lock if possible.
  - c. Cover or blockade the door/ windows and shut off lights if time allows.
  - d. Keep quiet, silence cell phones, spread out, and act as if no one is in the room.
  - e. DO NOT answer the door.
  - f. Notify the police by calling 911.
  - g. Give the 911 operator the following information:
    - i. Your name
    - ii. Your location (be as specific as possible)
    - iii. Number of shooters (if known)
    - iv. Identification of shooter (if known)
    - v. Number of persons who may be involved
    - vi. Wait for the police to assist you out of the building. Always show hands open as to not pose a threat and listen to all their commands.
  
3. **As a last resort: FIGHT**
  - a. If you are trapped and an active shooter enters your area you will need to protect yourself and others. Take action immediately!
  - b. Throw anything at the shooter to cause a distraction
  - c. Join others to tackle/immobilize shooter
  - d. Restrain shooter until help arrives

**III. DELTA Testing Services Center, Venture IV, 1730 Varsity Drive, Suite 236**

<b>Emergency Number</b>	<b>9-1-1</b>
<b>Campus Police</b>	<b>919-515-3000</b>
<b>Our Address</b>	<b>1730 Varsity Dr. Venture IV, Suite 236</b>
<b>Our Phone</b>	<b>919-513-1513</b>

**A. Emergency Action Plan (EAP)**

1. In case of an emergency, always use your best judgement. If there is a threat of injury, be sure that you and the students get to a safe place.
2. Report all incidents to Sharon or Melissa as soon as possible
3. In the event that a test taker has a physical disability, please assist them personally to egress as much as possible or assign this duty to someone capable of doing so.

**B. In case we lose power:**

1. Make sure students save their exam progress by hitting "Next" or "Save without Submitting"
2. Print list from Admin tool of all students in the testing center at the time of incident.
3. Everyone should stay in place (there will be emergency lighting). Flashlights are attached to the walls by the copier
4. If the power is out for more than 15 minutes, release the students and inform the faculty what students were at the testing center when the incident occurred. We can make arrangements with LearnTech to re-open the exam
5. Before students may leave; collect all exam materials, and lock in exam cabinet.

**C. In case of a fire alarm:**

1. Ask temp staff or other employee on duty to inform students to stop their exam and orderly exit the building.
2. Make sure students save their exam progress by hitting "Next" or "Save without Submitting"
3. Students will leave all their belongings in the testing room including scrap paper
4. Plan A: Exit front of building to Varsity Dr. proceeding to the courtyard between Venture II and III
5. Plan B: Use the stairs next to the "Emergency Exit" door near testing room B; proceeding to the courtyard between Venture II and III
6. Keep students in single area (no talking)
7. Print list from Admin tool of all students in the testing center at the time of incident or when in a safe area, call the other location to get a list of all of the students at the office
8. Lock the cabinets with blank exams and completed exams
9. Once outside, take attendance to ensure all test takers are in the same area and accounted for
10. If anyone separates from the group be sure to report this to the instructor via email once you are able to do so safely
11. Once all clear, return to test center to resume exams
12. Notify faculty of the incident

13. If the alarm takes longer than a few minutes or students exams are timed out while they are out of the building, notify faculty for any exception

**D. In case of a tornado:**

1. Make sure students save their exam progress by hitting "Next" or "Save without Submitting"
2. Students will leave all their belongings in the testing room including scrap paper
3. Be sure to lock the cabinets with testing materials
4. Go to the innermost part of the building on the lowest possible floor. In Venture IV, that would be down the stairs on the ground floor in the hallway. (Cox Hall 205 is a designated tornado safe space)
5. **Note: Do not use elevators because the power may fail, leaving you trapped. Move away from windows and glass doorways.**
6. Protect your head and make yourself as small a target as possible by crouching down.

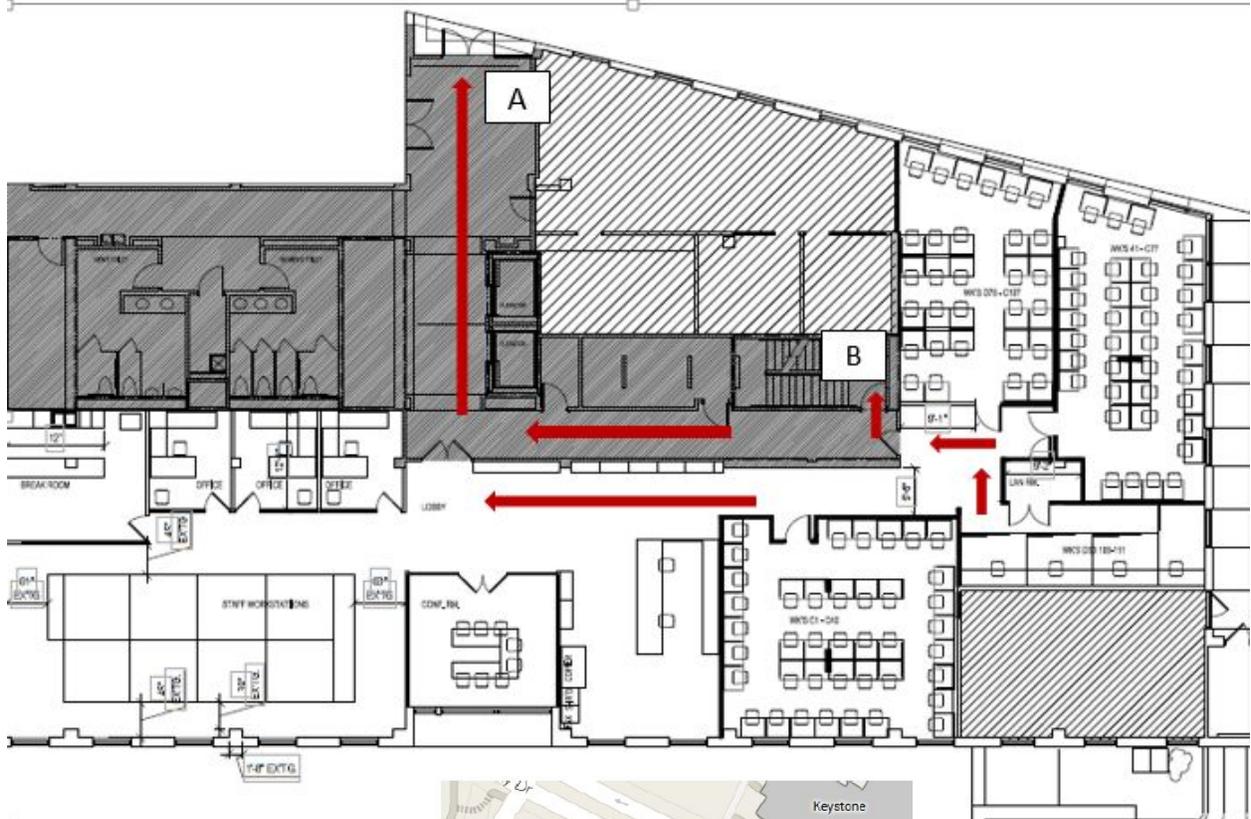
**E. In case of a severe thunderstorm:**

1. **Hopefully, students will be released prior to a thunderstorm becoming severe enough for these actions**
2. Make sure students save their exam progress by hitting "Next" or "Save without Submitting"
3. Print list from Admin tool of all students in the testing center at the time of incident.
4. Go to the innermost part of the building on the lowest possible floor. In Venture IV, that would be down the stairs on the ground floor in the hallway.
5. Close your window blinds, shades or curtains, and keep a safe distance from them.
6. Stay away from faucets, sinks, showers and bathtubs. Plumbing and bathroom fixtures can conduct electricity.
7. Avoid using a corded (landline) telephone during a thunderstorm, for the same reason. Cellular/mobile phones are safe to use.
8. Report incident to instructors once it is safe to do so

**F. In case of an active shooter:**

1. Call 911 as soon as possible when it is safe to do so.
2. Press the panic buttons located under the front desk. Panic button connects to campus police.
3. Be prepared to either get out via the emergency exit by testing room B leading students to safety down back stairwell or hide out via barricading everyone into the testing room blocking views and doorways with testing carrels.
4. If you are unable to get out or hide out, stay calm and use your best judgement
  - a) Press the panic buttons located under the front desk if you have not already done so
  - b) Try to inconspicuously dial 9-1-1 on the campus phone and allow the operator to hear the conversation

The diagram assists staff, students, and visitors to leave the building by showing different routes. *In case of fire, do not use elevators.* Reference the diagram below.



**IV. DELTA Video Communication Services, Ricks Hall 1 Lampe Drive – Rooms 130 and 150, Park Shops 01 Current Dr., Room 120**

**A. Suite Access:**

1. Visitors should contact the party they are visiting prior to arrival. The doors to Ricks Hall 130, 150, and Park Shops 120 remain locked at all times. DELTA employees and other designated university employees have access using their campus ID card.
2. Both locations have doorbells to notify staff that a visitor is waiting.
3. If a visitor is scheduled to meet with a particular individual, ask the visitor who they are here to meet with and direct the visitor to appropriate office or conference room.
4. Recognized individuals such as delivery workers, staff, students, etc., will be greeted at each door.

**B. Emergency Action Plan:**

1. In case of an emergency, always use your best judgement. If there is a threat of injury, be sure that you get to a safe place.
2. Suspicious individuals — Individuals displaying and using a weapon/ call 911 and/or campus police: 919.515.3000 immediately. Alert staff members and others by elevating voice using keywords such as “hostile situation” or “intruder in the building — call for help” at DELTA Video Communication Services, Ricks Hall 1 Lampe Drive – Rooms 130 and 150, Park Shops 01 Current Dr., Room 120.
3. Should an emergency occur inside a classroom you are assigned to or monitor remotely, evaluate the situation and call 911 or Public Safety. Remain calm and use your best judgment as to notifying faculty and or the occupants of the room through the talkback system.
4. Report all incidents to your immediate supervisor or unit directors as soon as possible.

**C. Active Shooters:**

1. Active shooters – According to the Active Shooter Response Training conducted by campus police the recommendation is to **Run – Hide – Fight**. Further details are outlined in Appendix B.
2. If you are unable to get out or hide out, stay calm and use your best judgement.
  - a) Try not to do anything that will provoke the active shooter. If there is no possibility of escape or hiding, “Fight” as a last resort when it is imminent that your life's in danger.
  - b) If the active shooter(s) leaves the area, barricade the room or proceed to a safer location.
3. In case of an active shooter in a DELTA classroom (Monitored from the Rick’s Hall Central Control Center):
  - a) Use the following procedures if you witness an active shooter situation while engaged remotely monitoring a course session from one of nine DELTA classrooms located on both centennial and main campus.
  - b) Remain calm.
  - c) Call 911 (or Campus Police - 919.515.3000) to report additional information relevant to the event: status and location of injured persons, specific location of a fire or active shooter, etc.
  - d) Do not interact with the classroom.
  - e) Continue to record the course.
  - f) Contact the local control room to ensure that local staff is aware of the situation.

- g) Alert your immediate supervisor and next level managers of the situation.
  - h) Alert all staff and support teams that may be in route to location for regular assignments to remain clear of building.
4. In case of an active shooter in a DELTA classroom (Monitored from the local equipment room):
- a) Use the following procedures if you witness an active shooter situation while located in the equipment room located adjacent to or across the hall from a DELTA classroom.
  - b) Remain calm and do not exit the room. Make sure door is closed..
  - c) Call 911 (or Campus Police - 919.515.3000) to report additional information relevant to the event: status and location of injured persons, specific location of a fire or active shooter, etc.
  - d) Do not interact with the classroom.
  - e) Continue to record the course.
  - f) If possible allow the 911 operator to hear the conversation from the room.
  - g) Contact the Rick's Hall Central Control Center to ensure that the remote team is aware of the situation.
  - h) Alert your immediate supervisor and next level managers of the situation.
  - i) Alert all staff and support teams that may be in route to location for regular assignments to remain clear of building.
  - j) Wait patiently until a uniformed police officer, or a college official provides an "all clear." Unfamiliar voices may be an active shooter trying to lure you from safety. Do not respond to voice commands until you can verify with certainty that they are being issued by a police officer or college official. Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.

**D. Response During an Emergency Evacuation:**

1. Remain calm.
2. Call 911 (or Campus Police - 919.515.3000) to report additional information relevant to the event: status and location of injured persons, specific location of a fire or active shooter, etc.
3. Gather only essential belongings (cell phone, ID, keys, medications, wallet/purse).
4. Leave immediately. DO NOT use elevators.
5. Assist any person in immediate danger.
6. If requested, check nearby restrooms, copier room, storage rooms, break room or other common areas where someone may not have heard the evacuation signal/notice or anyone with disabilities who may need additional assistance.
7. Move quickly. Walk with a purpose. DO NOT PUSH or SHOVE others.
8. Once outside the building, do not re-enter the building until directed by emergency personnel called to the scene.

**V. Resources and Important Links:**

- A.** Active Shooter Survival Training, <https://police.ehps.ncsu.edu/support-services/training-2/active-shooter-survival-training/>
- B.** REG 06.05.01 - Firearms, <https://policies.ncsu.edu/regulation/reg-06-05-01>
- C.** REG 04.05.02, Campus/Workplace Violence Prevention and Management, <https://policies.ncsu.edu/regulation/reg-04-05-02>
- D.** Wolfalert, <https://www.ncsu.edu/emergency-information/>
- E.** Online Crime Reporting (OCR), [https://ncsu.qualtrics.com/jfe/form/SV\\_2aUyghTemdkf3vL](https://ncsu.qualtrics.com/jfe/form/SV_2aUyghTemdkf3vL)
- F.** Bluelight Map, <https://police.ehps.ncsu.edu/blue-light-map/>