



EMERGENCY QUICK REFERENCE

ROANOKE COLLEGE · OFFICE OF CAMPUS SAFETY

Campus Safety (24/7)

540-375-2310

Salem Fire-EMS

911

HCA Lewis-Gale Medical Center

540-776-4000

Virginia Crisis & Counseling

1-800-451-5544

Roanoke Gas Emergency

540-777-4GAS (4427)

Salem Police / 911

540-375-3078 / 911

Carilion Roanoke Memorial

540-981-7000

988 Suicide & Crisis Lifeline

988

City of Salem Electric Dept.

540-375-3030

Find your emergency tab below.
When in doubt — call Campus Safety: 540-375-2310

RC CAMPUS SAFETY

SEVERE WEATHER / EARTHQUAKE

SEVERE WEATHER / TORNADO

- TORNADO WARNING (not watch): shelter immediately — do not wait for confirmation of touchdown.
- Maroon Alert issued immediately upon WARNING.
- Interior rooms, LOWEST floor, away from ALL windows.
- RC shelter locations: Trout Hall basement • Colket Center lower level • Bast Center lower level.
- Campus Safety clears all outdoor areas and suspends all outdoor events.
- NWS Blacksburg: weather.gov/rnk | 540-553-8900.
- Issue all-clear Maroon Alert once NWS lifts warning and grounds confirmed safe.

EARTHQUAKE

- DURING shaking: DROP — COVER — HOLD immediately.
- Drop to hands and knees; take cover under sturdy desk or table; hold on.
- Do NOT run outside during shaking — most injuries occur from this.
- Stay away from windows, exterior walls, and anything that can fall.
- After shaking stops: await Campus Safety assessment before moving.
- Do NOT re-enter any building until engineering clearance is obtained.
- If gas smell: do NOT use electrical switches; exit immediately; call Roanoke Gas 540-777-4GAS.

SNOW / ICE / WINTER STORM

- Class cancellation: Announced by 6:00 a.m. for morning classes, 10:00 a.m. for afternoon.
- Facilities activates salt/plowing contractors immediately — emergency vehicle routes first.
- Black ice on parking lots and walkways: report hazards to Facilities 540-375-2280.

SEVERE WEATHER / EARTHQUAKE

SHELTER IN PLACE

IMMEDIATE ACTIONS

- Upon Maroon Alert or Campus Safety directive: move inside immediately.
- Close and lock all windows and exterior doors.
- Move to interior rooms — away from windows and all exterior walls.
- Silence all phones; move to floor level if active threat.
- Do not exit until Campus Safety or Maroon Alert issues an explicit all-clear.
- Maroon Alert updates every 30–60 minutes during active shelter-in-place.

ACTIVE THREAT

- Lock and barricade doors.
- Lights off; phones silent.
- Floor level; away from windows.
- Do not open for any reason.

SEVERE WEATHER

- Lowest interior floor.
- Away from all windows.
- Trout Hall basement.
- Colket / Bast lower level.

HAZMAT / CHEMICAL

- Seal windows/doors if directed.
- Shut off HVAC immediately.
- Do not recirculate indoor air.
- Await HazMat / VDH all-clear.

EXTENDED SHELTER-IN-PLACE (>4 hours — Annex 5)

- Incident Commander assesses at 2-hour mark; activates extended SIP protocol if needed.
- Identify medical needs, ADA requirements, and dietary needs building-by-building.
- Facilities deploys emergency supply caches: water, food, first aid, flashlights.
- Family hotline staffed by College personnel.
- Counseling Center provides telephonic or text-based mental health support.

SHELTER IN PLACE

SEXUAL ASSAULT / RAPE — EMERGENCY RESPONSE

| SURVIVOR-CENTERED RESPONSE

- Ensure the survivor is in a safe location; assess for immediate physical injury.
- Call Campus Safety (540-375-2310); a trauma-informed officer will be dispatched.
- Do NOT pressure the survivor into any decision — they retain full autonomy at every step.
- Do NOT allow the survivor to bathe, change clothes, or clean up before SANE exam if at all possible.
- Do NOT promise confidentiality — Campus Safety officers are mandatory reporters under Title IX.

SURVIVOR'S RIGHTS — ADVISE OF ALL

- Right to seek medical care and evidence preservation (SANE exam).
- Right to speak with a confidential advocate (no reporting required).
- Right to make — or decline to make — a police report. Their choice.
- SANE exam: HCA Lewis-Gale Medical Center or Carilion within 120 hours of assault.
- SARA Advocate (24/7): Family Service of Roanoke Valley — 540-981-9352.

TITLE IX — MANDATORY REPORTING

- Campus Safety officers are mandatory reporters under Title IX.
- Notify Title IX Coordinator within 24 hours of receiving any report.
- Required even if survivor declines to participate in an investigation.
- Title IX Coordinator issues supportive measures and initiates grievance process.
- Title IX is NOT the same as a police report — explain this distinction clearly to survivor.

RC Title IX Coordinator

540-444-2079

RAINN National Hotline

1-800-656-4673

SARA Advocate (Family Service RV)

540-981-9352 (24/7)

RC Counseling Center

540-375-2287

PUBLIC HEALTH EMERGENCY / INFECTIOUS DISEASE

IMMEDIATE ACTIONS

- Report suspected outbreak to VDH Roanoke City Health District: 540-857-7800.
- Campus Safety and SVP for Finance & Operations convene with VP Academic Affairs to assess scope.
- Isolate symptomatic individuals — activate residence hall isolation/quarantine rooms.
- Implement enhanced cleaning protocols through Facilities immediately.
- Coordinate with VDH on case investigation, contact tracing, and reporting requirements.
- Consult VDH on testing availability and whether a campus testing site is warranted.

COMMUNICATION RULES

- ALL campus communications must align with VDH guidance.
- Route all messaging through VP for Marketing & Communications.
- Do NOT identify specific individuals who are ill (FERPA / HIPAA).
- Refer media questions to VDH — RC does not speak independently on public health data.

ACADEMIC CONTINUITY

- Remote instruction decision: VP Academic Affairs after VDH consultation.
- Communicate modality changes with at least 24 hours' notice when possible.
- Notify students, faculty, and staff simultaneously.
- SACSCOC notification required if disruption exceeds 3 days.

VDH Roanoke City Health District

540-857-7800

Campus Safety

540-375-2310

Virginia Dept. of Health Emergency

1-888-532-4827

CDC Emergency Operations

770-488-7100

PUBLIC HEALTH

MISSING STUDENT

INITIAL STEPS

- Contact Campus Safety (540-375-2310) immediately.
- Campus Safety initiates inquiry: last known location, time last seen, wellness check attempts, known associates, vehicle info.
- Attempt to locate through RC systems, Residence Life, friends, and faculty.
- Notify SVP for Finance & Operations.

24-HOUR PROTOCOL (Residential Students)

- If residential student cannot be confirmed safe within 24 hours — or sooner if circumstances suggest danger — notify Salem PD.
- Check for confidential Clery Act emergency contact on file.
- Notify that contact within 24 hours of missing determination.
- Do NOT disclose student identity without law enforcement authorization.

PRESERVE ALL EVIDENCE

- Building card access logs.
- Camera footage (Campus Safety coordinates).
- ID card swipe history.
- LMS login records (time-stamped).
- Social media and communications.
- Vehicle location if applicable.
- Do NOT allow room to be cleaned or belongings moved.

Campus Safety
540-375-2310
SVP for Finance & Operations
540-375-2283

Salem Police Department
540-375-3078
FBI Richmond (if kidnapping suspected)
804-261-1044

MENTAL HEALTH CRISIS / SUICIDAL IDEATION

IMMEDIATE RESPONSE

- Stay calm — speak slowly and listen actively without judgment.
- Do NOT leave the individual alone if risk is imminent.
- Call Campus Safety (540-375-2310) AND Counseling Center (540-375-2287).
- If armed or escalating violently: call 911 immediately; withdraw to safe distance.
- Avoid arguing, minimizing, or offering unsolicited advice.
- Remove access to potential means of self-harm if safely possible.
- SVP for Finance & Operations notified if a student is involved.

TDO PROCESS

- TDO (Temporary Detention Order): Virginia Code §37.2-808.
- Activated when individual poses imminent danger to self or others.
- Campus Safety contacts Salem PD to initiate TDO.
- Carilion Behavioral Health or HCA Lewis-Gale provides psychiatric evaluation.
- Do NOT transport the individual in a personal vehicle.

AFTER THE CRISIS

- Schedule follow-up appointment before or concurrent with hospital discharge.
- Re-entry meeting: student + VP for Student Success + Counseling Center.
- Brief Residence Life with non-identifying guidance to support community.
- CARE Team case should be opened or updated if not already active.
- Postvention review within 7 days if death or attempt occurred.

Campus Safety

540-375-2310

988 Suicide & Crisis Lifeline

988

RC Counseling Center

540-375-2287

Carilion Behavioral Health

540-981-8750

MENTAL HEALTH CRISIS

MEDICAL EMERGENCY / MASS CASUALTY

SINGLE VICTIM

- Call 911 AND Campus Safety (540-375-2310) simultaneously.
- Do NOT move victim unless there is immediate environmental danger.
- Begin CPR if trained; individual is unresponsive with no pulse.
- Deploy AED and / or Stop the Bleed kit — locations maintained by Campus Safety.
- Campus Safety escorts Salem EMS from building entrance.
- Notify SVP for Finance & Operations; activate counseling for witnesses.

MASS CASUALTY

- Call 911 — request mass casualty response.
- Campus Safety establishes triage area in open, accessible location.
- Designate triage officer; restrict access to triage area.
- Notify Carilion Roanoke Memorial (Level I Trauma Center) via 911.
- Issue Maroon Alert if campus-wide impact.
- Document: name, ID, nature of injury, hospital destination.

IMPORTANT

- Drug overdose: call 911 — administer Naloxone if trained and available.
- Do NOT release scene until all patients and destinations are documented.
- Clery Act report required if incident meets criteria — coordinate with Legal Counsel.

Salem EMS / 911

911

HCA Lewis-Gale Medical Center (Level II)

540-776-4000

Carilion Roanoke Memorial (Level I)

540-981-7000

Campus Safety

540-375-2310

HAZARDOUS MATERIALS (HAZMAT)

IMMEDIATE ACTIONS

- Do NOT touch, smell, or attempt to clean up any hazmat spill.
- Evacuate the immediate area; alert others verbally — do not use alarms.
- Call Campus Safety (540-375-2310) and 911.
- Provide: substance name (if known), quantity, location, any injuries.
- Shut off HVAC in affected building to prevent ventilation spread — Facilities coordinates.
- Account for all potentially exposed individuals — do not let them leave.
- 300-foot perimeter for unknown substances or potential biohazard/radiological.

SALEM FIRE HAZMAT ARRIVAL

- Campus Safety meets Salem Fire HazMat at building entrance.
- Provide Safety Data Sheet (SDS) for substance — maintained by Campus Safety and Facilities.
- Do NOT allow re-entry until Salem Fire HazMat provides written clearance.
- Scene may be a crime scene — preserve evidence if suspicious.

REPORTING REQUIREMENTS

- Virginia DEQ if spill meets reportable quantity thresholds.
- OSHA Virginia (VOSH) for all workplace exposures.
- EPA Region 3 if federal threshold met.
- General Counsel advises on all regulatory notifications.
- Medical evaluation required for every exposed individual.

Campus Safety
540-375-2310
CHEMTREC (24/7)
1-800-424-9300

Salem Fire HazMat
911
Virginia Poison Control
1-800-222-1222

FIRE

| IMMEDIATE ACTIONS

- Activate nearest fire alarm pull station.
- Call 911 AND Campus Safety (540-375-2310) simultaneously.
- Evacuate immediately — STAIRS ONLY, never elevators.
- Campus Safety meets Salem Fire-EMS at building entrance and escorts them to the fire.
- Establish command post at least 300 feet from the affected building.

ADA / MOBILITY

- Areas of Refuge: stairwell landings on each floor.
- Announce your location to Campus Safety via radio or phone.
- Floor wardens assist and report remaining individuals to Campus Safety.
- Do NOT attempt to carry individuals down stairs unless specifically trained.

DO NOT

- Use elevators during a fire evacuation.
- Re-enter any building until Salem Fire Department issues all-clear.
- Prop doors open.
- Attempt to fight a fire beyond its earliest incipient stage.
- Use the same stairwell as the fire if avoidable.

Salem Fire-EMS
911
RC Facilities / Maintenance
540-375-2280

Campus Safety
540-375-2310
RC Insurance — SVP Finance & Ops
Report within 24 hours — TBD

FACILITIES / MAINTENANCE EMERGENCIES

FIRST STEPS FOR ALL MAINTENANCE EMERGENCIES

- Contact RC Facilities / Maintenance: 540-375-2280.
- Notify Campus Safety: 540-375-2310.
- Identify which buildings, systems, and occupants are affected.
- Check generator status for critical facilities (health services, server rooms, residence halls).
- Establish restoration timeline with utility provider — update every 30–60 minutes.

BY UTILITY TYPE

- POWER OUTAGE: City of Salem Electric Dept. 540-375-3030.
- GAS LEAK / OUTAGE: Roanoke Gas 540-777-4GAS — evacuate immediately if gas smell present.
- WATER / SEWER: City of Salem Public Works 540-375-3011.
- HVAC FAILURE: Contact Facilities; assess habitability.
- INTERNET / TELECOM: Campus ISP (TBD by CIO).

ESCALATION THRESHOLD

- Outage >4 hours or habitability impacted → convene CRT.
- Outdoor temp below 55°F or above 90°F + no HVAC → recommend class cancellation.
- Gas or structural hazard → evacuate first; notify after.
- FEMA documentation begins Day 1 of any qualifying event.

RC Facilities / Maintenance

540-375-2280

Roanoke Gas (Emergency)

540-777-4GAS (4427)

City of Salem Electric Dept.

540-375-3030

City of Salem Public Works

540-375-3011

BUILDING & CAMPUS EVACUATION

| BUILDING EVACUATION

- Use STAIRS ONLY — never elevators, even if the fire alarm has not sounded.
- Move quickly and calmly to the nearest exit.
- Proceed to designated assembly point for your building.
- Account for all occupants; report missing persons to Campus Safety immediately.
- Do not re-enter until Campus Safety or Salem Fire issues all-clear.

ADA / MOBILITY

- Areas of Refuge: stairwell landings on each floor.
- Announce your location to Campus Safety via radio or phone.
- Floor wardens assist and report remaining individuals to Campus Safety.
- Do NOT attempt to carry individuals down stairs unless specifically trained.

CAMPUS CLOSURE (President authority only)

- PRESIDENT ONLY has authority to order full campus closure.
- Maroon Alert issued with evacuation deadline and essential personnel guidance.
- Students unable to leave (disability, financial, visa): SVP for Finance & Operations coordinates alternate housing.
- Salem PD coordinates perimeter security upon closure.

Campus Safety (24/7)

540-375-2310

Salem Police

540-375-3078

Salem Fire-EMS

911

SVP for Finance & Operations

540-375-2283

CYBERSECURITY INCIDENT / DATA BREACH

IMMEDIATE ACTIONS

- Notify CIO (540-375-2225) and Campus Safety immediately upon discovery.
- Do NOT power off affected computers — this destroys forensic evidence.

IMMEDIATE ACTIONS — VP FINANCE & INFORMATION TECHNOLOGY

- Disconnect affected devices from the network (unplug cable or disable Wi-Fi).
- Campus Legal Counsel notified immediately — attorney-client privilege applies.
- Assess whether FERPA, health, or financial aid data is involved.
- Notify cyber insurance carrier as soon as breach is identified.

CRITICAL RULES

- DO NOT power off machines.
- DO NOT communicate externally about the breach until Legal Counsel advises.
- DO NOT email about the breach on potentially compromised systems.
- DO preserve all logs, records, and forensic evidence.

CIO / IT Help Desk

540-375-2225

Campus Safety

540-375-2310

Campus Legal Counsel

540-375-2200

FBI / IC3

804-261-1044 / ic3.gov

CIVIL UNREST / DEMONSTRATION

IF ACTIVITY IS LAWFUL

- Campus Safety monitors from a respectful distance — do NOT interfere with protected expression.
- Document (photos/video) without confrontation or engagement.
- Consult General Counsel if First Amendment status is uncertain.
- Protect individuals in adjacent buildings; secure building access if needed.

IF ACTIVITY IS UNLAWFUL

- Blocking access, property destruction, threats, or trespassing = unlawful.
- Incident Commander may issue dispersal warning.
- Contact Salem PD if activity escalates or becomes violent.
- Preserve all evidence of unlawful activity for potential disciplinary or legal action.

KEY PRINCIPLES

- Campus Safety maintains a neutral, professional presence at all times.
- Only the President or Incident Commander authorizes law enforcement contact.
- Do NOT make statements identifying individual demonstrators by name.
- All external communications through VP for Marketing & Communications only.

Campus Safety

540-375-2310

Salem Police Department

540-375-3078

General Counsel

540-375-2200

SVP for Finance & Operations

540-375-2283

BOMB THREAT / SUSPICIOUS PACKAGE

TELEPHONE THREAT

- Keep caller on the line — do NOT hang up.
- Note caller's voice, accent, exact words, and background sounds.
- Use Bomb Threat Checklist (at all reception desks and Campus Safety).
- Note time of call and phone number if visible.
- Notify Campus Safety immediately after call.

SUSPICIOUS PACKAGE

- Do NOT touch, move, or open it.
- Clear immediate area of all personnel.
- No cell phones or radios within 50 feet.
- Call Campus Safety (540-375-2310) and 911 immediately.
- 500-foot command post required.
- Salem PD — not Campus Safety — authorizes evacuation.

| IF EVACUATION IS ORDERED

- Use stairs only — NEVER elevators.
- Do NOT pull fire alarms (may trigger a device).
- Move to designated assembly area and await further direction.
- All-clear must come from Salem PD before re-entry.

Campus Safety

540-375-2310

ATF Richmond

804-287-5600

Salem Police / 911

540-375-3078 / 911

FBI Richmond

804-261-1044

ACTIVE THREAT / HOSTILE INTRUDER / HOSTAGE

AVOID

- Evacuate immediately if safe to do so.
- Leave all belongings behind.
- Prevent others from entering the area.
- Call 911 when you are safe.

DENY

- Lock and barricade doors.
- Turn off lights; silence all phones.
- Move to floor level, away from windows.
- Do not open the door for any reason.

DEFEND

- LAST RESORT — when life is in immediate danger.
- Improvise weapons from the environment.
- Act aggressively; commit fully.
- Do not stop until the threat is over.

HOSTAGE / BARRICADE SITUATION

- Do NOT enter or attempt to breach the location.
- Evacuate surrounding area; establish 300-foot perimeter.
- Salem PD assumes tactical command — Campus Safety serves as liaison only.
- Do not negotiate or communicate with subject unless directed by law enforcement.
- Await explicit law enforcement all-clear before anyone re-enters.

UPON ACTIVATION — MAROON ALERT

- Issue Maroon Alert immediately: include location, action directive (AVOID / DENY / DEFEND), and shelter-in-place building list.
- Holding statement: 'Roanoke College is responding to an active incident on campus. Law enforcement is on scene. Follow Maroon Alert instructions.' Update every 15–30 minutes.
- After scene is cleared by law enforcement: issue all-clear Maroon Alert and provide reunification location.

Campus Safety (24/7)

540-375-2310

President's Office / General Counsel

540-375-2200

Salem Police / 911

540-375-3078 / 911