



Emergency Procedure Manual



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Emergency Notification

In the event of an emergency, Lees-McRae has the following options available for notifying faculty, staff, students, parents, and community members:

Rave Alert System

Lees-McRae utilizes the Rave Alert System This alert system allows faculty, staff, students, parents, and community members the opportunity to receive text messages, voicemails, or emails in the event of an emergency. Users can select a preferred method of contact which the college can choose to override if there is a significant threat to campus.

Text the word LMCALERT to 67283 to receive campus alerts

The Executive Director of Campus Operations and/or the Vice President for Planning and External Relations is responsible for executing the alert system. The Executive Director of Marketing and Communications is secondary.

Alertus Desktop Notification

In the event of an emergency, Lees-McRae can utilize the Alertus Desk top notification system to send an alert to all campus desktop computers. These alerts are remotely activated either by the Executive Director of Campus Operations or the Vice President for Planning and External Relations

Campus-wide Email (sent to @lmc.edu accounts)

This email, which is sent to faculty, staff, and on-campus students only, includes pertinent details about any incident that is affecting the campus. It is not sent to extended campus or online learning students because they are not often on the main campus in Banner Elk and are, therefore, under the jurisdiction of their home site. This message is sent by the Vice President for Planning and External Relations or the Executive Director of Marketing and Communications.

Lees-McRae College Website (www.lmc.edu)

The Lees-McRae College website will broadcast a large banner at the top of every page in the case of an emergency. This banner would only contain the most pertinent information. Additionally, the security section of the website houses a page specifically for incidents. All other communications refer faculty, staff, students, parents and community members to this page. It includes time stamps for convenient reference. All website updates are implemented by the Executive Director of Marketing and Communications.

College Switchboard (828.898.5241)

The college's main phone line, the switchboard, includes an answering machine that will contain the same broadcast message as the alert sent through Rave. This message is broadcast by the Executive Director of Marketing and Communications.

Social Media

In the event of an emergency, the college uses social media to notify faculty, staff, students, parents, and community members. Lees-McRae moderates a Facebook and Twitter account ([facebook.com/lmc.edu](https://www.facebook.com/lmc.edu) and [@leesmcrae](https://twitter.com/leesmcrae)). The Executive Director of Marketing and Communications is responsible for sending messages via social media.

Emergency Siren

In the event of a major emergency or disaster, Lees-McRae can utilize an emergency siren located centrally on the main campus. These sirens are remote activated either by the Executive Director of Campus Operations or the Vice President for Planning and External Relations. The sirens may also be manually activated by the Office of Campus Safety.

Media Outlets

In the event of a major emergency or disaster, Lees-McRae may notify the following television and radio stations:

Television – Charlotte

- WBTV (Channel 3)
- WSOC (Channel 9)
- WCNC (Channel 36)
- WJZY (Channel 46)

Television – Tri-Cities

- WCYB (Channel 5)
- WKPT (Channel 19)
- WJHL (Channel 11)

Radio

- WECR 102.3 FM & 1130 AM
- WZJS 100.7 FM
- WQUT 98.5 FM
- WKYK 940 AM

Reporting a Crime

All crimes should be reported to Office of Campus Safety. The Officer on Duty will respond and contact outside agencies for assistance as necessary.

If you witness a crime in progress, dial 911 or call the Officer on Duty at 828.260.0505 immediately. Give your name, location, and phone number. Do not hang up until the instructed to do so. Remain at the location until an officer makes contact with you, unless it is not safe to do so.

Emergency Procedures

Help protect yourself during an emergency by knowing what's safe and what's not during a crisis event or dangerous situation. Learn procedures for campus emergencies and what you should do to keep yourself as safe as possible.

Active Shooter

The College has adopted ALICE proactive strategies as our active shooter response program. ALICE (Alert, Lockdown, Inform, Counter, Evacuate) provides preparation and a plan for individuals on how to more proactively handle the threat of an aggressive intruder or active shooter event.

A – Alert

The sooner you understand that you're in danger, the sooner you can save yourself. A speedy response is critical. Seconds count.

Alert is overcoming denial, recognizing the signs of danger and receiving notifications about the danger from others. Alerts should be accepted, taken seriously, and should help you make survival decisions based on your circumstances.

L – Lockdown:

Barricade the room. Prepare to EVACUATE or COUNTER if needed. If EVACUATION is not a safe option, barricade entry points into your room in an effort to create a semi-secure starting point.

I – Inform:

Communicate the violent intruder's location and direction in real time. The purpose of INFORM is to continue to communicate information in as real time as possible, if it is safe to do so. Armed intruder situations are unpredictable and evolve quickly, which means that ongoing, real-time information is key to making effective survival decisions.

C – Counter:

Create Noise, Movement, Distance and Distraction with the intent of reducing the shooter's ability to shoot accurately. Counter is NOT fighting. Actively confronting a violent intruder is NOT the best method for ensuring the safety of those involved. Counter is a strategy of last resort.

E – Evacuate:

When safe to do so, remove yourself from the danger zone. ALICE provides techniques for safer and more strategic evacuations. Evacuating to a safe area takes people out of harm's way and hopefully prevents civilians from having to come into any contact with the shooter.

If you hear shots fired on campus or witness an armed person shooting people Call 911.

Evacuate If Possible:

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible to responding police officers.

Hide Out:

- Hide in an area out of the active shooter's view.
- Block entry to your hiding place, turn off lights, and lock doors.
- Place yourself and others strategically in the room; do not huddle together.
- Silence cell phones.
- Ignore fire alarms, unless you see smoke or fire.

Take Action:

- As a last resort and only when your life is in imminent danger.
- Spread out to avoid being an easy target.
- Attempt to incapacitate the shooter.
- Act with physical aggression. Throw items at the shooter if possible.
- Evacuate the scene and call 911 or contact the Officer on Duty at 828.898.8756 when it is safe to do so.

Bomb Threat

Understand the steps to take if you receive a written or telephone threat related to the detonation of a bomb or other device.

What To Do

If you receive a bomb threat, act quickly and notify the police immediately.

Written Threat

1. Do not touch or move the letter. Keep others from handling it or going near it so it's not altered or destroyed.
2. Dial 911 and Campus Police.
3. State your location and report the information from the threat. Stay on the phone until released by the dispatcher.

Telephone Threat

1. Do not hang up. Remain calm and keep the caller on the line as long as possible.
2. Listen carefully. Obtain as much information as possible. Ask questions like:
 - When is the bomb going to explode?
 - Where is the bomb right now?
 - What kind of bomb is it?
 - What does it look like?
 - What will cause it to explode?
 - Where did you place the bomb?
 - What's your name?
3. Take notes about the call and caller:
 - Identity: Age range, gender
 - Voice and Speech
 - Background Noise
 - Mood
 - Time of Call
 - Exact Words
 - Phone Number or Caller ID
4. Call or have someone else call 911. State your location and report the threat information. If you are unable to speak, dial 911 and leave the line open to allow the officer to listen to the conversation.
5. Campus Police will decide whether to evacuate the building or not. Do not pull the fire alarm to start an evacuation.

Chemical Spill

What To Do

Alert and Evacuate Area

1. Dial 911 and the Officer on Duty
2. Do not attempt to clean up the spill.
3. Remove yourself and others from the area.
4. Barricade off the area and do not let others enter the area.
5. Anyone who had contact with the hazardous material should be isolated and await treatment by emergency personnel.
6. Do not pull the fire alarm unless there is a fire.
7. Provide first responders with information about the spill, chemical, and the spill area.
8. Evacuate the building if first responders issue the evacuation order.
9. Re-enter the building only when an "all clear" is provided by first responders.

Crowd Behavior

In the event of an unruly crowd on campus grounds or in campus buildings.

What To Do

1. Call Campus Police.
2. Lock all entrances to the facility.
3. If the incident occurs in a residence hall during visitation, visitation ends, and all guests are to leave the building.
4. Have a staff member stationed inside each entrance. If enough staff members are not available, recruit the necessary help from trusted students.
5. If in a residence hall, ask students to return to their rooms, and remain there with the door locked until the problem is resolved. If in an academic or administrative building, ask students, faculty and/or staff to return to their offices and/or classrooms with the door locked.
6. Do not open the entrances until a Campus Police or Safety Officer or other law enforcement have resolved the situation.

Evacuation of Buildings

What To Do

Building Evacuation

1. All building occupants are required to evacuate when the fire alarm sounds or upon the order of an authorized college official such as the Officer on Duty.
2. If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.
3. Move to the closest exit and proceed down the exit stairwell in a safe and orderly manner. Take personal belongings with you. Do not use elevators.

4. Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles. Notify emergency responders of anyone trapped or any special conditions in the building.
5. Do not go back in the building for any reason until an authorized college official deems it safe to re-enter.

Large-Scale Evacuation

1. If an evacuation occurs during business hours, the Office of Campus Safety will notify the facilities staff for transportation assistance needs.
2. If an evacuation occurs outside of business hours, the Office of Campus Safety will notify the Vice President of Student Affairs as well as any faculty and staff that remain on campus or maintain 24-hour coverage of campus (including Residence Life staff) for transportation assistance needs.
3. Monitor social media, text message, email, and the college website for additional information.

Evacuation of the Disabled

1. If the building has a staging area, assist the disabled person to that area.
2. Ask others leaving the building to notify emergency responders that a disabled person needs assistance in evacuating. Give the specific location.

Visually Impaired Persons

1. Announce the type of emergency, offer your arm for guidance, tell the person where you are going, and ask if further help is needed once you reach safety.

People with Hearing Limitations

1. Turn lights on/off to gain the person's attention or indicate directions with gestures or write a note with evacuation directions and assist to safety as needed.

People with Crutches, Canes, or Walkers

1. Evacuate these individuals as injured persons; assist and accompany to the evacuation site if possible or use a sturdy chair (or one with wheels) to move the person or help carry the individual to safety.

Wheelchair Users

1. Check with the individual on their preference, determine if an evacuation chair is available, remove any immediate dangers, and immediately advise arriving first responders of special evacuation cases.

Facilities Emergencies

Students with facilities emergencies (such as no heat, no water, property damage, etc.) should take action to ensure comfortable and safe environment.

What To Do

1. Report it to Residence Life staff (RA, Area Coordinator, Director of Residence Life).
2. Contact Campus Facilities.
3. If you are unable to contact Campus Facilities or Residence Life staff, contact the Officer on Duty.

For a non-emergency facilities repair, submit a [Facilities Services Work Request](#).

Fire Alarms and Drills

What To Do

Alert

- Activate the fire alarm system by pulling a fire alarm station on your way out of the building.
- Call police at 911.
- If time permits, stabilize lab procedures, turn off stoves and ovens, and unplug or disable any device that could make a dangerous situation even worse.

Evacuate

- Leave the building via the nearest exit. Warn others as you leave.
- Do not use elevators.
- Feel doors before opening. If door is hot, DO NOT OPEN. Close doors and windows as you leave, if safe to do so.
- Staff and faculty members should direct students and visitors out of the building.
- Notify emergency responders of anyone trapped or any special conditions in the building.
- Remain at least three hundred (300) feet outside of the building and await further instructions. Keep roadways open and beware of approaching emergency vehicles.
- Do not go back in the building for any reason until an authorized college official deems it safe to re-enter.

If Trapped

- Keep the doors closed and place a cloth under them to keep out smoke. Signal for help by hanging an object (e.g., such as a jacket or shirt) out a window to attract attention.

When there is a fire alarm, staff members should do the following:

1. If in a residence hall, the RA on duty should call the Area Coordinator on duty and then immediately start knocking on doors and evacuating the building. The Area Coordinator will then notify the Office of Campus Safety, and go to the appropriate hall, check the firebox to see where the alarm originated, and immediately start knocking on and keying doors to evacuate the building (always lock the door after opening).
2. In an academic or administrative building, notify the Office of Campus Safety immediately and then all students and personnel should follow the fire evacuation plans placed strategically throughout each building.

Residence Halls are required to participate in fire drills each semester. When there is a fire drill, students should do the following:

1. Close windows.
2. Leave the room and shut the door behind you. Residence Life staff will check the building to see that all residents are out of the building.
3. Proceed in a quiet and orderly manner through an assigned exit to a safe distance from the building.
4. Do not reenter the building until you are told to do so by a member of the Residence Life Staff.

Food-related Emergency

Should the college experience a food-related emergency, the college's food service contractor's emergency communication plan is followed. This can include the arrival of food trucks, the modification of menus, and the relocation of food services.

Health-related Emergency

Understand how to act in the event of a medical emergency or what behavior is effective in the event of a medical epidemic.

What To Do

1. Call 911. Tell the dispatcher your location as well as the victim's injury or illness, status and age. Stay on the phone until you're released by the dispatcher.
2. Check the scene for hazards. Exposed electrical wires, broken glass, chemicals and other hazards.
3. Only provide life support aid if you are properly trained. If you are not trained in first aid or CPR, wait for professional help.
4. Do not move a victim unless they are in immediate danger. Do not jeopardize your health or the victim's health.

A Registered Nurse is available on campus and on-call by phone and email to assist students in treating illnesses and injuries. The nurse will assist in obtaining a doctor's appointment or hospitalization, if needed. Any student self-administering injections (allergy, insulin, etc.) must pick up OSHA-approved SHARPS boxes from the Office of Health Services for safe syringe disposal.

Cannon Memorial Hospital is located between Linville and Newland (about 15-20 minutes' drive from campus) and is staffed with several physicians and dentists. Students are advised to see the campus nurse before going to the hospital (except in emergencies). The emergency room is staffed 24 hours a day. Ballad Health Urgent Care is located in Banner Elk.

Lees-McRae has seven AED machines strategically placed across campus.

Housing Displacement

In the event of an emergency that displaces a minimal number of students, Lees-McRae maintains a small number of open rooms that are utilized for a temporary or permanent basis.

If the emergency is more widespread, such as a fire or flood, the college has several facilities that are able to hold a large capacity of students. These facilities include Evans Auditorium, Student Recreation Complex, Williams Gymnasium, Indoor Tennis Courts, and the Shelton Learning Commons. If the situation were to be long-term, such as the loss of a residence hall, additional plans would be made dependent on the severity of the situation.

Lockdown

An imminent threat of violence may be cause for a lockdown of all or part of campus. Lockdown procedures mean all daily operations will be halted, as soon as the threat is confirmed. All faculty, staff, and students are required to remain in a secure classroom, office, or building.

Lock any nearby exterior doors. The goal is to limit exposure of students, faculty, and staff to danger by preventing dangerous persons from entering campus buildings.

If a lockdown is ordered:

1. Stay inside! Do not leave the building unless an imminently dangerous situation arises inside. If outside, seek shelter in the nearest building.
2. Take shelter in a lockable room if possible.

3. Close windows, shades and blinds, and avoid being seen from outside the room if possible.
4. Report any emergency or unusual condition to the Officer on Duty at 828.260.0505.
5. Do not admit anyone into a secure building.
6. Once in a secure location, do not leave until receiving the “all clear” from an authorized official or RAVE Alert.

Natural Disasters

You may not have time to plan for a natural disaster, but you can know what to do should one of these dangerous situations arise.

What To Do

Earthquake

1. Drop to the ground.
2. Take cover under a sturdy table or other piece of furniture. Avoid bookcases or furniture that can fall on top of you.
3. Stay indoors until the shaking ceases and it's safe to exit.

Flash Flood

1. DO NOT drive onto a flooded road or through flowing water.
2. If you approach a flooded roadway, turn around.
3. DO NOT drive unless absolutely necessary.
4. DO NOT walk, swim or play in flood water.

Severe Thunderstorms

1. Pick a safe area to gather in your home away from windows, skylights and glass doors.
2. If you have time, secure large outdoor items or stow them inside.
3. Avoid outdoor activities if lightning is a possibility — even if it's not raining.
4. Avoid being inside dangerous or dilapidated structures. Sheds, dugouts and picnic shelters are not safe.
5. If you are driving, try to safely exit the roadway and wait to travel until it's safer.
6. If you're outdoors and cannot reach a building, avoid the following areas:
 - high ground
 - water
 - tall, isolated trees
 - metal objects such as fences or bleachers.

Tornado

1. Find a safe place at home where you can gather such as a basement, a lower-floor, interior room free of windows.
2. In a multilevel building, if you can't get to the lowest floor; get to the center of the building.

Winter Weather

1. Keep supplies on-hand to support you for at least three days.
2. Keep any heat sources away from all furniture and drapes.
3. Know how to shut off your water in case a pipe ruptures.
4. Prepare your car for winter weather and keep an emergency kit inside with an ice scraper, blanket and other essentials.
5. Bring pets inside during extreme cold.

Power Outage

In the event of a power outage on campus, don't panic. Here's what do if the power doesn't come back on after going out.

What To Do

1. Remain calm and stay where you are.
2. Lock all doors and windows.
3. Evacuate only if instructed to do so by a college official or a first responder.
4. Call Residence Life staff on-duty or Campus Police and relay the following information:
 - Your location
 - The area affected
 - How long the power has been out
 - Any significant water damage, flooding, gas leak or major utility failure
 - Any injuries
5. Stay on the phone until you are released.
6. Turn off all electrical devices.

If you're in an elevator:

- Remain calm and do NOT try to open the doors.
- Press the emergency button or call 911.
- Tell the dispatcher your location and of any injuries.
- Stay on the phone until you are released.

If you're in a laboratory and it's safe to perform the following:

1. Secure all experiments.
2. Restore all chemicals to their proper storage location.
3. Open all windows and doors to provide appropriate ventilation. If you cannot, evacuate immediately and call the Officer on Duty.
4. Do NOT open cold storage, refrigerators, or other temperature-sensitive equipment.

Psychological Trauma

In the event of a psychological emergency or a trauma to the campus, Counseling Services is a resource for students. Individual appointments can be made, and group sessions are also offered on an on-going basis. Counseling Services offers seminars throughout the school year focused on psychological and emotional health.

Lees-McRae College is affiliated with the Presbyterian Church, USA; however, the College welcomes students, faculty and staff of all faiths. Throughout the week, students have opportunities to engage in several non-denominational programs with the Campus Chaplain.

Relationship Violence

Relationship violence affects men and women of all ages. Learn about unsafe behaviors and how you can stay recognize the signs of a dangerous partner or relationship.

If You're Experiencing Violence In Your Relationship...

1. Contact Counseling Services or Campus Police.
2. Consider a no-contact or restraining order.
3. If you feel you are at risk, consider a restraining order or an order of protection.

- If someone is violating a restraining order or order of protection, call 911 immediately and document exactly what happened.
4. Talk to Someone
- Individual appointments are available with Counseling Services.

Sexual Assault

Lees-McRae College recognizes the importance of assisting individuals who are victims of sexual assault and helping them to regain a sense of personal control over their lives and decisions.

Reporting Sexual Assault

If you are sexually assaulted, you should do the following:

1. Go to a safe place.
2. Preserve evidence: do not shower or bathe, destroy or wash the clothes you were wearing. If you change, place your clothes in a paper bag.
3. Contact Campus Police. Even if you are unsure, Campus Police can provide campus-based and other local resources to assist you.
4. Seek medical treatment (preferably within 24 hours).

Response to Sexual Assault:

College personnel shall observe the following guidelines when responding to a sexual assault report:

1. Compassionately ask if the victim is in any imminent pain or danger or has any immediate needs.
2. Encourage the victim to seek medical treatment (preferably within 24 hrs.)
3. Do not question the victim about the details of the incident. Questioning will be handled by trained personnel.
4. Notify Campus Police and the Executive Director of Title IX and Compliance.
5. Note any identified assailant(s).
6. Make sure the victim is in a secure place.
7. Do not leave the victim unattended.
8. Secure the crime scene and prohibit others from accessing the area.
9. Assist law enforcement or medical personnel responding to the incident if and as requested.
10. Do not touch, move, or collect any evidence unless that evidence may be lost if you do not. If evidence is given to you, notify Campus Police immediately.

Sexual Assault Victim Rights:

- To have all medical records kept confidential
- To be treated with dignity and without prejudice based upon race, class, lifestyle, sex, sexual orientation, age, occupation, or religious beliefs
- To receive private and confidential examination/treatment for personal injuries, sexually transmittable infections, and pregnancy
- To be considered as credible as a person reporting any other crime
- To be made aware of the options available through both the college and the judicial system
- To receive emotional and psychological support and advocacy
- To receive current information on campus and other local resources
- To answer only those questions relevant to the crime
- To be ensured freedom from harassment

- To be provided feasible class schedule adjustments (without academic or financial penalty) to minimize the potential for contact with the alleged perpetrator(s). The Office of Student Affairs will assist victims with any academic concerns or change in class schedule requests that are feasible.

Child Sexual Offense and Assault:

North Carolina General Statutes 7B-301 and 115C-400 require the reporting of any known or suspected case of child abuse or neglect (a child is an unmarried victim under age 18) by a “parent, guardian, custodian or caretaker” to the local Department of Social Services within 24 hours.

North Carolina General Statute 108A-102 also requires the reporting of any known or suspected abuse, neglect or exploitation of disabled adults (age 18 and over) by their caretaker to the Department of Social Services. The disability can be mental or physical.

Shelter in Place

During an emergency, faculty, staff, students, and campus visitors may be required to seek shelter in place in the nearest secure classroom, office, or building. Shelter in place implies the use of a structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor atmosphere.

What To Do

1. Lock all doors.
2. Close and lock all windows and close the blinds/curtains (if available).
3. Turn off all lights.
4. If there are resources available, create a barrier in front of any entrances.
5. Limit phone and internet-based communications until otherwise notified so those resources will stay available for emergency personnel
6. Visit www.lmc.edu/security and/or wait for official college communications to let you know when you may leave your area.
7. Please help assist emergency personnel by not recounting personal accounts of the situation on social media or through word of mouth. The college will release official statement regularly throughout the emergency situation.

Suspicious Activity or Package

If you notice a situation or activity that seems odd or out of place, speak up!

What To Do

If you see suspicious activity...

1. Call 911 or contact Campus Police and share the following information:
 - Your location
 - The person's behavior and what you saw
 - The person's physical description and location/direction of travel
 - Where and when it happened
2. Stay on the phone until you are released.
3. DO NOT engage in a physical confrontation with the person or block their exit.

Types of suspicious activity include:

- A person running or leaving quickly, as if being watched or chased.
- A person hauling property (equipment, laptops, books, bikes) at an unusual time or location.
- A person going door to door in a residence hall or office building.
- A person pulling on multiple doorknobs or trying to open residence hall/office rooms.
- A person pulling on car door handles or looking into multiple vehicles.
- A person forcibly entering a locked vehicle or door.
- A person or vehicle repeatedly circulating the area.
- A person being forced into a vehicle.
- Strange noises such as arguing, yelling, gunshots, etc.
- A person exhibiting unusual mental or physical symptoms
- A person who photographs, videotapes, sketches, or asks detailed questions about buildings, bridges, utility infrastructure, student housing access, etc.
- A person who appears not to belong or who tries to gain access into a restricted area.

If you see a suspicious package...

1. Stay away from the package.
2. Do not allow anyone to handle or go near the package. Do not use cell phones, radios, or other wireless devices around the package.
3. Call 911 or contact Campus Police.
4. Share the location of the package and give a description. Stay on the phone until you are released.
5. If you touched the package, report the incident to Campus Police and wash your hands with soap and water for at least fifteen minutes.

Signs of a Suspicious Package

- Unexpected package sent by someone unfamiliar to you
- No return address, or one that can't be identified as legitimate
- Marked with restrictive labels such as "fragile", "personal", "confidential" or "rush-do-not-delay".
- Poorly written or typed address
- Misspelling of common words or names
- Addressed to someone no longer at the address
- Outdated postmarks
- Excessive postage
- Return address not consistent with postmark
- Unusual weight, given the package size
- Lopsided or oddly shaped
- Unusual amount of tape, string or other wrapping material
- Package or envelope with suspicious substance
- Strange odor, stains or noises such as rattling, clicking or ticking
- Appears to contain electrical wire or aluminum foil
- Country of foreign origin, unfamiliar to you or the recipient

Consider the specific circumstances when evaluating these signs. The presence of one characteristic may not necessarily mean a package is dangerous, but if in doubt, call Campus Police.

Emergency Contact List

To Report an Emergency

Off Campus: Dial 911

On Campus: Dial 911 or contact the Office of Campus Safety at 828.898.8756 or 828.260.0505

On-Campus

Office of Campus Safety	828.898.8756 (office)	828.260.0505 (Officer on Duty cell)
Maintenance	828.898.8730	
Housekeeping	828.898.3173	
On-Call Maintenance	828.260.4703	
Emergency Alert System	www.lmc.edu/eas	
Emergency Updates	www.lmc.edu/security	

Radio Channels

LMC1	CH 1	Avery County Sheriff 2	CH 6
LMC2	CH 2	LMC Main	CH 7
Avery County Sheriff	CH 3	LMC Main 2	CH 8
Banner Elk Police	CH 4	Watauga County Sheriff	CH 9
Avery Rescue	CH 5	NOAA Weather	CH 10

Banner Elk

Admin/Town Hall	828.898.5398 x222	www.townofbannernelk.org
Chamber of Commerce	828.898.8395	www.bannernelk.org
Town of BE Maintenance Bldg.	828.898.4041	
Fire Department	828.898.4623 or 5623	
Banner Elk PD	828.898.4300 x2	
Banner Elk PD Drug Task Force	828.898.5313	
Beech Mountain VFD	828.387.4646	
Beech Mountain PD	828.387.2342	captain@townofbeechmountain.com

Avery County

Avery County Manager	828.733.8201	
Sheriff Central Dispatch	828.733.3858 or 5855	www.averycountync.gov
Rescue	828.733.2607	
Emergency Management Office	828.733.8210 or 8213	
Emergency Manager and Fire Marshall		emergency.management@ncmail.net
Emergency Medical Services	828.733.8286	
Cannon Hospital	828.737.7000	
Avery Health Dept	828.733.6031	
Central VFD	828.733.4011	
Rescue Squad	828.733.2607	
Sheriff's Dept (ACSD)	828.733.2071	

Seven Devils PD	828.963.6760
Sugar Mountain PD	828.898.4349

Watauga County

Sheriff	828.264.3761	
Boone PD	828.262.4500	
Watauga Medical Center	828.262.4100	
Watauga Med Emergency Dept	828.262.4164	
Red Cross	828.264.8226	www.wataugareddcross.net

State/National

NC Highway Patrol	828.466.5500	www.nccrimecontrol.org
NCHP Troop G, District I <i>Yancy, Mitchell, Avery, and Madison Cty, Burnsville, NC 28714</i>	828.682.2579	
NCHP Troop G, District I <i>Avery Substation, Newland, NC 28657</i>	828.733.0489	
NC Dept. of Crime Control and Public Safety; Disaster Response and State Emergency Response Team (SERT)	919.733.2126	www.ncrimecontrol.org
North Carolina Division of Forest Resources (NCDFR)		www.dfr.state.nc.us
Raleigh Office	919.857.4801	
Public Information Officer	919.857.4828	
Region Three, District Two	828.265.5375	watauga.ncfs@ncagr.gov
Avery County Ranger <i>242 Prison Camp Road, Newland, NC 28657</i>	828.766.8043	avery.dfr@ncdenr.gov
Missing Persons NC Center	800.522.5437	www.nccrimecontrol.org/AMBERALERT/
NC Statewide Victim Assistance	877.627.2826	www.ncsavan.org
Wings Air Rescue, TN	800.946.4701	
Johnson City Med Ctr, TN	423.262.9218	
Alcohol, Tobacco, Firearms, and Explosives (ATF)	704.716.1800 800.800.3855	www.atf.gov
Drug Enforcement Administration (DEA)	704.770.2050	www.usdoj.gov/dea/
Federal Bureau of Investigation (FBI) <i>Charlotte</i>	704.377.9200	charlotte.fbi.gov
National Toxic/Hazardous Material Spills	800.424.8802	www.nrc.uscg.mil/hrchp.html
Poison Center	800.222.1222	www.poison.org
Drug Helpline	800.662.4357	
SBI	919.662.4500	www.ncsbi.gov
Suicide Crisis Intervention	800.784.2433	suicidehotlines.com/national
U.S. Marshall	704.344.6234	www.usmarshals.gov
U.S. Secret Service (Charlotte)	704.442.8370	www.secretservice.gov/ectf_charlotte.shtml
Homeland Security	800.237.3239	www.ready.gov

Federal Emergency Management Agency (FEMA)	800.621.3362	www.fema.gov
U.S. Geological Survey	703.648.4000	www.usgs.gov

Utilities

Mountain Electric	828.733.0159	www.mountainelectric.com
Banner Elk Water/Sewer	828.898.5398, 8233, 4041,	828.387.1550
Piedmont Natural Gas	800.356.2593	www.piedmontng.com
Skyline (local telephone)	611 or 828.898.9250	www.skyline.org
AT&T (long distance telephone)	800.222.0300	www.att.com

Maintenance

Director of Facilities	Office: 828.898.8776 Fax: 828.898.8735 Cell: 703.304.4716	Leenhouts-James@aramark.com
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Useful Lees-McRae Numbers

Admissions	828.898.5241
Fax	828.898.8814
Switchboard	828.898.7300
Voice Mail	828.898.8800
Shelton Learning Commons	828.898.8727
The Summit Dining Hall	828.898.8795
Athletic Complex, Williams Gymnasium	828.898.8725
Exchange Bookstore	828.898.8728
May Wildlife Rehabilitation Center	828.898.2568
Student Rec Complex (SRC)	828.898.8848
Banner Elk Presbyterian Church	828.898.5406