New River Community College

Code Adam/Amber Alert Policies and Procedures

General Information:

These plans and procedures are intended to be executed when a child is reported missing by a parent or guardian on the main campus of New River Community College or at the New River Valley Mall Site in Christiansburg. In addition, these policies and procedures are intended to educate and train college personnel in the implementation of a Code Adam or Amber Alert. Periodic review and testing of these policies and procedures will be coordinated by the Emergency Coordination Officer (or designee).

Because conditions vary depending on the time of day, location, staffing levels, and academic calendar, the implementation of Code Adam alerts will vary, as demonstrated below. Amber Alerts will be coordinated by the Emergency Coordination Officer (ECO), in conjunction with the Vice President for Planning and Advancement and the NRCC Security staff.

Section I. Campus Plan for Code Adam, Normal Operating Hours

A. Implementing a Code Adam Alert

When a child is reported missing, the ***college employee receiving the report*** should take the following steps:

1. Announce a Code Adam and secure the facility.

   a. Notify the ECO immediately. Methods for announcing the alert include phone, public address system, electronic signs, walkie-talkies, text messaging, and face-to-face conversations.

   b. The ECO is responsible for mobilizing the search and security team. He/she should immediately notify individuals assigned to monitor entrances and exits to secure the building.

2. Get a detailed description of the missing child.

   If possible, the description should include:
   - Name
   - Age
   - Gender
   - Height and weight
   - Distinguishing features (hair color, eye color, birthmarks, etc.)
   - Clothing color and type
   - Shoe color and style (shoes are not usually changed by an abductor)

3. Share the child's description with the agency coordinator and the Security Office.

4. Escort the parent/guardian report the missing child to the Security Office.

The ***Emergency Coordination Officer (ECO)*** will:

1. Secure the facility.

   As soon as a Code Adam alert is received, the ECO will notify any and all building/event coordinators to secure the building(s). This communication should be executed via phone, walkie-talkies, text messaging, or face-to-face conversations.

2. Inform the campus of the Code Adam.

   a. By the most expedient means possible, the ECO and building coordinators will inform college personnel of the Code Adam status.

   b. Once a basic description is available, the ECO (or designee) will send an e-mail message to all college employees with the description.

3. Set up a base of operations in the Security Office.

4. Coordinate search efforts with building managers.

5. Cancel the Code Adam alert following Sheriff's instructions or after reuniting the child with the parent or guardian.

   a. First, the building managers should be informed that the alert has been cancelled.
   b. An e-mail should be sent to all college personnel cancelling the alert.

6. Perform additional duties as described in Section C below.

The ***Security officers*** will:

1. Distribute the child's description to each officer.

2. Monitor each entrance to the campus (Route 11 and Route 100) for the missing child.

3. Attempt to detain suspicious vehicles.

4. Report any sightings or suspicious vehicles to the agency coordinator.

Each ***building manager*** will:

1. Inform college personnel in their respective buildings of the Code Adam alert.

2. Distribute the description of the missing child (as needed) to building employees.

3. Coordinate the implementation of search teams and monitors. (Refer to Appendix A for search teams, building managers, and suggested assignments.)

4. Assign someone to visit each occupied classroom in the building and instruct faculty members and students to remain the classrooms until the Code Adam alert is cancelled.

5. Report search results to the ECO.

6. Notify monitors, search teams, and other employees in the building when the Code Adam alert has been cancelled.

Search Teams will:

1. Search restrooms, stairs, closets, classrooms, meeting rooms, offices, elevators, hallways, exit foyers, and other areas inside their respective buildings.

2. Use cell phones or other methods of instant communication (such as walkie-talkies) to report observations to the building manager.

Monitors will:

1. Use cell phone or other methods of instant communication (such as walkie-talkies) to report observations to building managers.

2. Ask visitors and employees with any children to remain in the building until the Code Adam alert is cancelled.

3. Remain at designated areas until the Code Adam alert is cancelled.

B. General Guidelines for Searchers

If a child matching the description of the missing child is found during the search, ask the child to state his/her name. If he/she is identified as the missing child, notify the building manager and escort the child to the Security Office. If the child has been harmed in any way, notify the building manager and stay with the child until instructed to act differently.

If the child is accompanied by an adult, ask for both names. Regardless of whether the child and the adult have the same last name, do not attempt to detain anyone. Rather, use reasonable efforts to delay the person and child from leaving the building. Sometimes, a simple conversation with the child will work.

Report all sightings to the building coordinator and include a basic description of the child. (See Item A.2 above.)

C. Concluding a Code Adam Alert

The Emergency Coordination Officer (ECO) is responsible for concluding a Code Adam alert.

1. The child is found unharmed.

    a. Reunite child with his/her parent or guardian.
    b. Inform building managers that the Code Adam alert has been cancelled.
    c. Issue an e-mail to college personnel

2. The child is found, but has been harmed in some way.

    a. Instruct the searcher to remain with the child until otherwise notified.
    b. Notify the Pulaski County Sheriff's Department.
    c. Follow all instructions provided by the Sheriff's Department.

3. The child is not found in 10-15 minutes.

    a. Notify the Pulaski County Sheriff's Department.
    b. Follow all instructions provided by the Sheriff's Department.
    c. Assist appropriately in issuing an Amber Alert. (Appendix B provides guidelines on the information necessary for issuing an Amber Alert in Virginia.)

4. Report the incident and results.

    a. Prepare a written report of the incident.
    b. Share the report with the Sheriff's Department, as appropriate.
    c. Schedule and hold a debriefing with building managers to evaluate the effectiveness of the response.

Section II. Campus Plan for Code Adam, Before/After Hours

A. Implementing a Code Adam Alert

When a child is reported missing, the ***college employee receiving the report*** should take the following steps:

1. Announce a Code Adam and secure the facility.

    Notify the Security Office immediately. (The college Security Office will have home and cell phone numbers for the agency coordinator.)

2. Get a detailed description of the missing child.

    If possible, the description should include:
    - Name
    - Age
    - Gender
    - Height and weight
    - Distinguishing features (hair color, eye color, birthmarks, etc.)
    - Clothing color and type
    - Shoe color and style (shoes are not usually changed by an abductor)

3. Share the child's description with the ECO and the Security Office.

4. Escort the parent/guardian report the missing child to the Security Office.

The ***Security Office*** will:

1. Contact the Pulaski County Sheriff's Department.

2. Contact the ECO.

3. Set up a base of operations in the Security Office.

4. Follow the instructions received from the Sheriff's Department or the agency coordinator.

Section III. Plan for Code Adam Alert, New River Valley Mall Site

D. Implementing a Code Adam Alert

When a child is reported missing, the ***college employee receiving the report*** should take the following steps:

1. Announce a Code Adam and secure the facility.

    a. Notify the site coordinator immediately. Methods for announcing the alert include phone, public address system, electronic signs, walkie-talkies, text messaging, and face-to-face conversations.

    b. The site coordinator is responsible for mobilizing the search and security team. He/she should immediately notify individuals assigned to monitor entrances and exits to secure the building.

2. Get a detailed description of the missing child.

    If possible, the description should include:
    - Name
    - Age
    - Gender
    - Height and weight
    - Distinguishing features (hair color, eye color, birthmarks, etc.)
    - Clothing color and type
    - Shoe color and style (shoes are not usually changed by an abductor)

3. Share the child's description with site staff.

4. Escort the parent/guardian report the missing child to the Administrator's Office.

The ***site coordinator*** will:

1. Secure the facility.

    As soon as a Code Adam alert is received, the site coordinator will notify any and all building/event coordinators to secure the building(s). This communication should be executed via phone, walkie-talkies, text messaging, or face-to-face conversations.

2. Inform the campus of the Code Adam.

    a. By the most expedient means possible, the site coordinator will inform college personnel of the Code Adam status.

    b. Once a basic description is available, the site coordinator (or designee) will send an e-mail message to all college employees with the description.

3. Set up a base of operations in the Administrator's Office.

4. Coordinate search efforts with building managers.

5. Cancel the Code Adam alert following Sheriff's instructions or after reuniting the child with the parent or guardian.

    a. First, the building managers should be informed that the alert has been cancelled.
    b. An e-mail should be sent to all college personnel cancelling the alert.

6. Perform additional duties as described in Section C below.

Search Teams will:

1. Search restrooms, stairs, closets, classrooms, meeting rooms, offices, elevators, hallways, exit foyers, and other areas inside their respective buildings.

2. Use cell phones or other methods of instant communication (such as walkie-talkies) to report observations to the building manager.

Monitors will:

1. Use cell phone or other methods of instant communication (such as walkie-talkies) to report observations to building managers.

2. Ask visitors and employees with any children to remain in the building until the Code Adam alert is cancelled.

3. Remain at designated areas until the Code Adam alert is cancelled.

E. General Guidelines for Searchers

If a child matching the description of the missing child is found during the search, ask the child to state his/her name. If he/she is identified as the missing child, notify the building manager and escort the child to the Security Office. If the child has been harmed in any way, notify the building manager and stay with the child until instructed to act differently.

If the child is accompanied by an adult, ask for both names. Regardless of whether the child and the adult have the same last name, do not attempt to detain anyone. Rather, use reasonable efforts to delay the person and child from leaving the building. Sometimes, a simple conversation with the child will work.

Report all sightings to the building coordinator and include a basic description of the child. (See Item A.2 above.)

F. Concluding a Code Adam Alert

The site coordinator is responsible for concluding a Code Adam alert.

1. The child is found unharmed.

    a. Reunite child with his/her parent or guardian.
    b. Inform building managers that the Code Adam alert has been cancelled.
    c. Issue an e-mail to college personnel

2. The child is found, but has been harmed in some way.

    a. Instruct the searcher to remain with the child until otherwise notified.
    b. Notify the Montgomery County Sheriff's Department.
    c. Follow all instructions provided by the Sheriff's Department.

3. The child is not found in 10-15 minutes.

    a. Notify the Montgomery County Sheriff's Department.
    b. Follow all instructions provided by the Sheriff's Department.
    c. Assist appropriate in issuing an Amber Alert. (Appendix B provides guidelines on the information necessary for issuing an Amber Alert in Virginia.)

4. Report the incident and results.

    a. Prepare a written report of the incident.
    b. Share the report with the Sheriff's Department, as appropriate.
    c. Schedule and hold a debriefing with building managers to evaluate the effectiveness of the response.

Section IV. Campus Plan for Code Adam, Special Events on Campus

When a special event is held on campus (such as graduation ceremonies or community events), the event coordinator will serve in the role of agency coordinator and building manager for the implementation of Code Adam alerts should the college's ECO not be present. The event coordinator will assign other roles to event staff.

A. Implementing a Code Adam Alert

When a child is reported missing, the ***college employee receiving the report*** should take the following steps:

1. Announce a Code Adam and secure the facility.

    a. Notify the agency coordinator immediately. Methods for announcing the alert include phone, public address system, electronic signs, walkie-talkies, text messaging, and face-to-face conversations.

    b. The agency coordinator is responsible for mobilizing the search and security team. He/she should immediately notify individuals assigned to monitor entrances and exits to secure the building.

2. Get a detailed description of the missing child.

    If possible, the description should include:
    - Name
    - Age
    - Gender
    - Height and weight
    - Distinguishing features (hair color, eye color, birthmarks, etc.)
    - Clothing color and type
    - Shoe color and style (shoes are not usually changed by an abductor)

3. Share the child's description with the agency coordinator and the Security Office.

4. Escort the parent/guardian report the missing child to the Security Office.

The ***agency coordinator*** will:

1. Secure the facility.

   As soon as a Code Adam alert is received, the agency coordinator will notify any and all building/event coordinators to secure the building(s). This communication should be executed via phone, walkie-talkies, text messaging, or face-to-face conversations.

2. Inform the campus of the Code Adam.

   a. By the most expedient means possible, the agency coordinator and building coordinators will inform college personnel of the Code Adam status.

   b. Once a basic description is available, the agency coordinator (or designee) will send an e-mail message to all college employees with the description.

3. Set up a base of operations in the Security Office or other appropriate location.

4. Coordinate search efforts with building managers.

5. Cancel the Code Adam alert following Sheriff's instructions or after reuniting the child with the parent or guardian.

   a. First, the building managers should be informed that the alert has been cancelled.
   b. An e-mail should be sent to all college personnel cancelling the alert.

6. Perform additional duties as described in Section C below.

The ***Security officers*** will:

1. Distribute the child's description to each officer.

2. Monitor each entrance to the campus (Route 11 and Route 100) for the missing child.

3. Attempt to detain suspicious vehicles.

4. Report any sightings or suspicious vehicles to the agency coordinator.

Each ***building manager*** will:

1. Inform college personnel in their respective buildings of the Code Adam alert.

2. Distribute the description of the missing child (as needed) to building employees.

3. Coordinate the implementation of search teams and monitors. (Refer to Appendix A for search teams, building managers, and suggested assignments.)

4. Assign someone to visit each occupied classroom in the building and instruct faculty members and students to remain the classrooms until the Code Adam alert is cancelled.

5. Report search results to the agency coordinator.

6. Notify monitors, search teams, and other employees in the building when the Code Adam alert has been cancelled.

Search Teams will:

1. Search restrooms, stairs, closets, classrooms, meeting rooms, offices, elevators, hallways, exit foyers, and other areas inside their respective buildings.

2. Use cell phones or other methods of instant communication (such as walkie-talkies) to report observations to the building manager.

Monitors will:

1. Use cell phones or other methods of instant communication (such as walkie-talkies) to report observations to building managers.

2. Ask visitors and employees with any children to remain in the building until the Code Adam alert is cancelled.

3. Remain at designated areas until the Code Adam alert is cancelled.

B. General Guidelines for Searchers

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If the child is accompanied by an adult, ask for both names. Regardless of whether the child and the adult have the same last name, do not attempt to detain anyone. Rather, use reasonable efforts to delay the person and child from leaving the building. Sometimes, a simple conversation with the child will work.

Report all sightings to the building coordinator and include a basic description of the child. (See Item A.2 above.)

C. Concluding a Code Adam Alert

The agency coordinator is responsible for concluding a Code Adam alert.

1. The child is found unharmed.

    a. Reunite child with his/her parent or guardian.
    b. Inform building managers that the Code Adam alert has been cancelled.
    c. Issue an e-mail to college personnel

2. The child is found, but has been harmed in some way.

    a. Instruct the searcher to remain with the child until otherwise notified.
    b. Notify the Pulaski County Sheriff's Department.
    c. Follow all instructions provided by the Sheriff's Department.

3. The child is not found in 10-15 minutes.

    a. Notify the Pulaski County Sheriff's Department.
    b. Follow all instructions provided by the Sheriff's Department.
    c. Assist appropriate in issuing an Amber Alert. (Appendix B provides guidelines on the information necessary for issuing an Amber Alert in Virginia.)

4. Report the incident and results.

    a. Prepare a written report of the incident.
    b. Share the report with the Sheriff's Department, as appropriate.
    c. Schedule and hold a debriefing with building managers to evaluate the effectiveness of the response.

Section V. Effective Date

This plan was originally implemented in January 2005, as a result of legislation in the Virginia General Assembly requiring all state agencies to develop and publish a Code Adam plan.

Updates and revisions have been performed as follows:

July 2008
February 2013