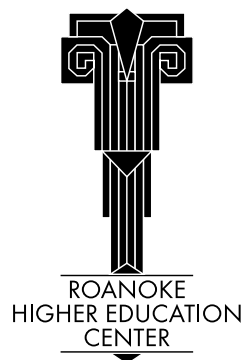


Roanoke Higher Education Center

MEMBER HANDBOOK



February 27, 2002
Revised January 7, 2005

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Purpose of the Member Handbook

The purpose of the Member Handbook is to disseminate information to the members of the Roanoke Higher Education Center Community. This Handbook should be used as a reference to determine established policies and procedures as well as rights and privileges. The intention of the Roanoke Higher Education Center staff is to provide not only the members, but the staff, students and visitors with the best service and educational environment possible. It was with this purpose in mind that this Handbook was developed. Please feel free to offer suggestions or comments for future revisions and updates.

Maintenance Request Form

The Roanoke Higher Education Center has its own in-house Maintenance Staff. We are here to assist you in anyway that we can. If you have any kind of Maintenance problem, whether it be Heating/Cooling, Janitorial, Lights Out, Keys, Locks, Doors, Windows, Ceiling, Carpet or any other miscellaneous problem, we ask that use our online Maintenance Request Form at <http://www.education.edu/fms>, or go to our website at <http://www.education.edu> instead of calling us directly, in order for us to serve you better. In case of emergency always call Security at 767-6001, and they will get in touch with Maintenance immediately. Extra items not covered by the normal operations of the maintenance staff may involve small fees, and they are listed under a separate heading elsewhere in this handbook.

The screenshot shows a web browser window titled "Roanoke Higher Education Center - Maintenance Request - Microsoft Internet Explorer". The address bar shows "http://www.education.edu/fms/". On the left is a green navigation menu with the following items: About RHEC, Authority, A/V Request, Background, Center Programs, Closing Info, Directions/Parking, Employment, Library, Maint Request, Schedule, Staff Directory, and Welcome. The main content area has a red warning: "In case of emergency, please call Security at 767-6001". Below this is the question "What type of request would you like to make?" with radio buttons for "Urgent", "Routine", "Low Priority", and "Suggestion". The next section is "Select a maintenance category from the menu below:" with a dropdown menu that says "Click here to select a category ----->". This is followed by "Enter your comments in the space provided below:" and a large text input area. The final section is "Tell us how to get in touch with you:" with input fields for "Name:", "Room:", "E-mail:", and "Phone:". There is also a checkbox labeled "Please contact me as soon as possible regarding this matter." and two buttons at the bottom: "Submit" and "Clear Form".

Key Policy

The online Maintenance Request form must be filled out to obtain additional keys. The cost for additional keys is \$2.00 per key. Under no circumstances should a key be copied. This policy is to insure that no keys to a member's area are made and not accounted for. All keys must be signed for and accounted for through the Building Maintenance Department. Any cylinder change will result in an additional charge of \$15.00 plus the key charge per key needed.

Additional Maintenance Work Policy

The Roanoke Higher Education Center is responsible for maintenance of the building including repairs required as a result of fair wear and tear. Repairs of this nature are not charged to members. Work outside this scope including discretionary changes in electrical wiring, room configuration requiring carpentry, is not included. Work performed by the RHEC maintenance staff for discretionary changes to leased space will be billed to members at \$35 per hour, one hour minimum, plus materials. Rearranging furniture or set-ups in classrooms other than those in the Meeting Room are subject to be charged at the \$35 per hour billing rate. Changes that require outside contractors will be billed at actual cost of the complete job.

Picture or Wall Hangings

Within reason, members are allowed to hang pictures, bulletin boards, display racks or other hangings within their offices or classrooms. Our staff will assist you in hanging these items and unless it takes a special hanger or extended time in labor, in most cases this is free of charge. The exception to this rule is that you must contact our office prior to hanging any items yourself, especially on the third floor where the walls are actually glass partitions. Simply fill out a maintenance request form and we will get back with you shortly. Members are asked not to hang or post items in the halls, kitchens or common areas on their floors, but to make use of the special bulletin board on the 4th floor for that purpose.

Painting

The RHEC is making every effort to keep the walls of the facility neat and clean in appearance and ask that you do all that you can to assist in this as well. Keep all boxes and furniture away from the walls, etc. We will be continuously painting different areas, and will try to paint your offices, classrooms and common areas at least once every three years at no additional charge to you. The areas that need painting the most within the three-year period will get first priority. We hope to set up a schedule of a floor-by-floor painting and we will be notifying you once we have a definite schedule. In the event a classroom or office has already been painted once within a 3-year period and needs to be painted again within that time frame, the member will be charged a minimum of \$35.00 for offices, and \$70.00 per classroom to have it repainted once again. Common areas within your areas will be priced separately. If you have an office or area that needs to be painted simply fill out our maintenance request form and we will schedule it for you.

Loaned Furniture

The RHEC has allowed Center members to utilize chairs and desks on an as needed basis. Any furniture loaned to a member will be loaned only on a short-term basis, i.e. the duration of an event, etc.

Storage

The RHEC will make 8' x 8' storage areas available to members. The fees for this will be nominal. To make it convenient to members, the storage areas will be in the mechanical rooms on each floor, depending upon demand. The only items that will be allowed to be stored will be files, boxes, etc. No liquid items will be allowed to be stored in the storage areas.

Smoking Areas

The designated smoking areas for the Roanoke Higher Education Center are the Courtyard Area adjacent to the front entrance (West Entrance) and the area adjacent to the Centre Ave. Entrance. Both of these locations have cigarette urns so that the smokers can properly extinguish their cigarettes. The area around the Main Entrance should be used after 7:30 PM, as the Centre Ave area will only allow egress after this time.

Recycling

Members are encouraged to recycle, if they so desire. The current vendor performing trash pick-up for the Center does not provide recycling services, so arrangements have to be made with the City of Roanoke. Any member interested in recycling should contact the Director of Operations or the Building Maintenance Superintendent for information on recycling.

Custodial Services

The RHEC will endeavor through its contract housekeeping staff to keep the facility as clean as feasible. Currently a custodian works during the day hours, and night custodians are scheduled to clean up Monday – Thursday and on Sundays. In the event that the offices are not vacuumed or the trash is not emptied, please let the Building Maintenance Staff know by filling out a maintenance request form on the RHEC website. We are requesting that we be notified when the ordinary and routine items such as trash not being emptied occurs. If you see any items that need immediate attention, please contact the Building Maintenance Superintendent as soon as possible, so that the situation can be resolved.

Cafe/Catering

Whistle Stop Cafe currently provides a varied menu for eat-in or take-out and limited catering at the RHEC. Their hours are 8 AM – 2 PM. Monday – Friday, unless otherwise posted. Saturday hours are sporadic at this time, depending upon business needs. They can be reached at 767-6017 for catering needs.



SPACE RENTAL AGREEMENT

To be eligible to use the facilities of the Roanoke Higher Education Center, your program or function must:

2. have a clearly identifiable continuing education component, or otherwise
3. be related to the teaching, economic development, and/or public service missions of the Center.

Please complete the following information:

Event Title: _____ **Date:** _____ **No of Attendees:** _____

The following audio/visual equipment will be provided in ROOM 212 ONLY at no additional cost. Rental of audio/visual equipment for classrooms and other conference rooms are available at a fee.

Please check all that apply to your event:

Podium stand w/mic
 Wireless hand held mic
 Wireless lapel mic
 Panel discussion set-up w/mics
 Overhead Proj.
 LCD Proj.
 regular TV
 satellite feed.

1. Is this your first visit to our facility? Yes No
2. How did you hear about our facility? Newspaper Brochure Business Associate Other
3. Why did you choose our facility over others? _____

Brief description of the event _____ _____ _____ _____
--

Contact person and phone number if the event is of a public nature: _____

I am authorized to act on behalf of this organization, and I am authorized to reserve space and services for the event as described in the estimate. I understand that charges will be made for the facilities and services described unless this reservation is cancelled in writing not less than ten (10) days prior to the program. I hereby certify that the proposed program meets the criteria specified above and will abide by the terms and conditions of the Roanoke Higher Education Center Space Rental Agreement set forth on the reverse side and incorporated by reference herein.

Signature of Authorized Organizational Representative	Date
Print Name	Title
For the Roanoke Higher Education Center	Date

Sign and return the Agreement & Parking Validation to: Roanoke Higher Education Center, Reservations, Suite 208, 108 North Jefferson Street, Roanoke, Virginia 24016, Phone: (540) 767-6013, Fax: (540) 767-6020

Reservation No :	Room No:	Date Out:	By:
Reservation No:	Room No:	Date Out:	By:
Reservation No.:	Room No:	Date Out:	By:
Reservation No.:	Room No:	Date Out:	By:

PARKING: Parking fees for any event are **NOT** included in the price of the rental of space at the Roanoke Higher Education Center. The cost for parking from 7:00a – 4:00p is \$.50 per hour or a maximum of \$4.00 per day for use of the parking facilities adjacent to the RHEC, which are owned and operated by the City of Roanoke. The parking lot has an honor box and accepts coins and dollar bills, or you may park in the Gainsboro Parking Garage. You will receive a ticket as you enter the garage and pay for the parking when you leave the garage. Parking is free for events held after 4:00p and on Saturday. The Roanoke Higher Education Center does not provide parking receipts. When planning a day event and parking validation is needed, please contact us at 540-767-6013 to request that parking validation be included in your rental contract. Please complete the Parking Validation Request that is attached.

PARKING VALIDATION REQUEST

Name of Event: _____

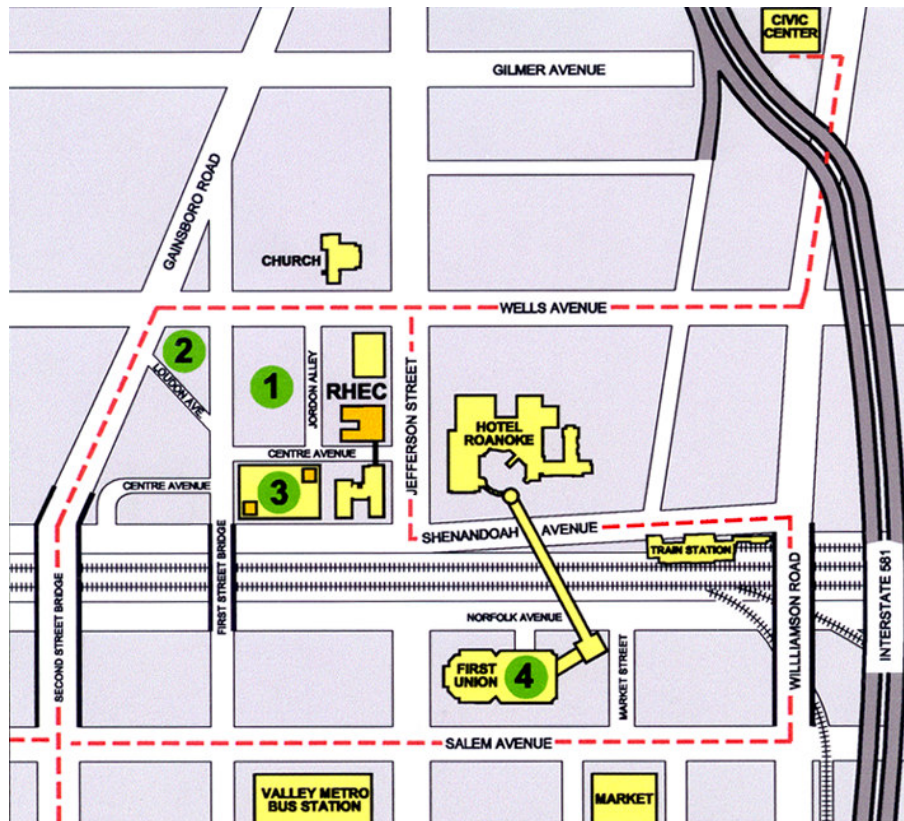
Date of Event: _____

Time of Event: _____

No. of Attendees Expected: _____

Request Parking Validation: Yes ___ No ___

If parking validation has been requested please inform your event attendees to park in the parking garage, which is lot 3 on the map. The parking lot attendant will provide you with a ticket that is to be brought to the RHEC receptionist desk for validation. RHEC will keep a count of validations and bill your company accordingly.



Directions to the Center:

The Roanoke Higher Education Center is housed in the renovated Norfolk & Western Railroad building at 108 North Jefferson Street, next to the Hotel Roanoke.

From 581 heading South, take Exit 5. Turn right onto Wells Ave. Proceed past the Hotel Roanoke. Turn left onto Jefferson St. RHEC is the second building on the right.

From 220/581 heading North, take Exit 4E, turn right onto Williamson Road. Proceed south to Wells Ave., and turn right onto Wells. Pass the Hotel Roanoke on your left. Turn left onto Jefferson St. RHEC is the second building on the right.

Terms and Conditions of the Roanoke Higher Education Center Space Rental Agreement

Lessee agrees to abide by the following terms and conditions:

Distance Learning and Computer Classrooms: Rental of Distance Learning and Computer Classrooms include technical support from Roanoke Higher Education Center Technical staff. Classroom equipment must be operated by or under close supervision of RHEC staff. Roanoke Higher Education Center will permit _____ to utilize RHEC's local area network (LAN) and computer equipment for, training, education and access to the Internet. _____ Shall have responsibility to secure its own computer system used in RHEC facilities, including hardware and software, and the information therein against caused by viruses or any other destructive agent. RHEC makes no representations as to the security of its LAN, which is offered, to users for their convenience. Sending, receiving, viewing, downloading, or displaying illegal materials and graphics which may reasonably be construed as obscene is prohibited. RHEC disclaims all warranties, express and implied, whether based in contract, tort, strict liability or otherwise, including all implied warranties of merchantability or fitness for a particular purpose, with regard to the LAN and all of its computer hardware and software relied upon or used by _____. RHEC does not warrant that the use of the LAN or other equipment will be uninterrupted. In no event shall RHEC be liable for lost profits or any special, incidental or consequential damages.

Rooms and Rental Policy: Space will be assigned based on set-up requirements and the expected number of participants. **The Roanoke Higher Education Center reserves the right to reassign function rooms as needed to ensure maximum efficiency and client service.** Meeting rooms must be vacated promptly on schedule or an additional rental charge may be assessed. If the meeting is extended up to 30 minutes beyond the schedule ending, a charge for the next full hour may be added.

Copies: Copy services are available in the library at a cost of \$.10 per copy.

Liability Policy: Liability for Personal Property of Lessee. The Roanoke Higher Education Center shall not be responsible for the loss or damage to personal property of the Lessee resulting from theft, fire, or any other cause.

Smoking Policy: The Roanoke Higher Education Center is a non-smoking facility.

Open Flames: Candle burning and other open flames are not permitted in the facility at anytime.

Rates Policy: Rates are subject to change each fiscal year and at other times by action of the Board of Trustees.

Billing Policy: Clients of the Roanoke Higher Education Center agree to pay all applicable charges for use of the center facilities and services and payment of invoices is due within thirty (30) days of receipt. Invoices paid after 30 days will be subject to a late payment charge of 5% of the total bill. Any reservation that has multiple months will be billed monthly.

Indemnification: To the extent permitted by law, Lessee shall indemnify and hold the Roanoke Higher Education Center harmless from and against any and all liability for property damage or personal injuries resulting from or in any way connected with, the condition or use of the premises covered by this Agreement, except liability for personal injuries or property damage caused solely by the negligence or willful misconduct of the Roanoke Higher Education Center.

Care of premises. At the conclusion of this Agreement, Lessee shall remove all of its property and any litter from the premises. Lessee shall maintain the premises in at least as good condition as that in which they were delivered, allowing for ordinary wear and tear. Lessee shall be liable for any damage to the premises caused by Lessee or Lessee's employees, agents, representatives or invitees.

Definition: "Roanoke Higher Education Center" as used in this Agreement shall mean Roanoke Higher Education Authority and its member institutions and the officers, employees, agents, and representatives of the Authority and its member institutions.

Weather Cancellation Policy: A cancellation policy fee will be incurred in the event of weather if a cancellation is not called into the Center by the day of the event.

Cancellation Fees: Cancellation fees for events may be imposed with the following schedule:

- 50% of the fee amount if cancelled within 48 hours
- 75% of the fee is cancelled within 24 hours of the of the event
- 100% of the fee if the event is cancelled the day of the event.

If the reservation consists of multiple rooms, the percentage of cancellation will be based upon the room with the highest room charge. Only that room will be assessed the late fee amount.

Credit Pool Room Rental

If a Member has designated any or all Member space as "Available Space", the Authority must be notified of the days and times that such space is available. The amount of available space that the Member designates is a portion of the "Credit Pool." The revenue, which the Authority collects from rentals to other parties of Available Space, shall be deposited in the Credit Pool. Fifty percent (50%) of the pool shall be credited at the end of each year against payment of rent for the following year to all of the Members in the "Project" making space available. The "Project" is the Roanoke Higher Education Center. Each Member shall receive credit against rent a portion of the fifty percent (50%) based upon the amount of Available Space it has designated as a percent of the total available space the Authority has to rent.

If a Member makes a Computer Classroom or Distance Learning Lab available for rental, the amount charged shall be credited against the payment of rent for the following year at fifty percent (50%).

Roanoke Higher Education Center

**EMERGENCY OPERATIONS
PLAN**



Revised September 3, 2002

Roanoke Higher Education Center Emergency Operations Plan

The Roanoke Higher Education has designed the Emergency Operations Plan (EOP) to assist Center Members and staff a system for protection of life and property in the event of a fire, explosion, spill or other emergency requiring building evacuation. This plan is designed as a template for customization by the Director and the Center's facility managers, and is required by Federal law. Additional copy of the Emergency Operations Plan can be obtained by contacting the Director of Operations.

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THE ROANOKE HIGHER EDUCATION CENTER

Emergency Operations Plan

(EOP)

Section I: Purpose and Objectives

Potential emergencies at the Roanoke Higher Education Center (Center), such as fire, explosion, spill, chemical releases and all other emergencies require employees and students to evacuate the Center. An Emergency Operations Plan (EOP) and adequate occupant familiarity with a building minimize threats to life and OSHA 29 CFR 1919.38(a) mandates the Center to have a written Emergency Action Plan (EOP). This plan applies to all emergencies where employees and students may need to evacuate for personal safety.

This EOP is intended to communicate the policies and procedures for employees to follow in an emergency situation. This written plan shall be made available, to all Center members, including students and employees by the Director of Operations for the Center.

Under this plan, employees and students will be informed of:

- The plan's purpose.
- Preferred means of reporting fires and other emergencies.
- Emergency escapes procedures and route assignments.
- Procedures to be followed by employees who remain to control critical plant operations before they evacuate.
- Procedures to account for all students and employees after emergency evacuation has been completed.
- Rescue and medical duties for those employees who perform them.
- The alarm system.

The Director of Operations and is the Emergency Coordinators for this facility and the overall responsibility for the preparation and implementation of this plan.

The Building Maintenance Superintendent is the Alternate Emergency Coordinator. The Emergency Coordinator will review and update the plan as necessary. Copies of this plan will be maintained and available at Roanoke Higher Education Center Administrative Office.

Each Center member will have a designated Safety Monitor or designated representative(s).

Section II: General Guidelines

The following guidelines apply to this EOP:

1. All personnel must be trained in emergency evacuation procedures. Refresher training is required whenever employee's responsibilities or designated actions under the plan change or whenever the plan itself is changed.
2. The training may include use of floor plans and workplace maps, which clearly show the emergency evacuation routes included in the EOP. Floor plans and maps shall be posted at all times in main areas (i.e., stairwells, lobbies, elevator lobbies, exit corridors) of the Center to provide guidance in an emergency.
3. Stairwells are the primary means for evacuation. Elevators are to be used only when authorized by a fire or police officer.
4. No employee or student is permitted to re-enter the building until advised by the Roanoke City Fire Department or Center Administrative Staff.

Section III: Responsibilities of Emergency Coordinator and Safety Monitors

The Emergency Coordinator is responsible for:

- Obtaining and posting floor plans and route evacuation maps.
- Overseeing the development, communication, implementation and maintenance of the overall EOP.
- Ensuring the proper training of building occupants, Safety Monitors, and Critical Center Operational Personnel, and notifying all personnel of changes to the plan.
- Maintaining up to date lists of building occupants, critical operations personnel, and other personnel with assigned duties under this plan.
- In the event of a fire or other emergency, relaying applicable information to emergency personnel, occupants and Safety Monitors.
- Establishing Emergency Evacuation Areas for evacuees.

The Safety Monitors are responsible for:

- Familiarizing personnel with emergency procedures.
- Acting as liaison between Center management and their work area.
- Ensuring that occupants have vacated the premise in the event Of an evacuation, and for checking assigned areas.
- Ensuring that occupants, students and employees have vacated the premises in the event of an evacuation, and for checking assigned areas.
- Knowing where their Emergency Assembly Areas are and for communicating this information to occupants.
- Ensuring that disabled persons and visitors are assisted in a timely manner for evacuation.
- Evaluating and reporting problems and observations to the Emergency Coordinator.
- Having a list of personnel or representatives in their area of coverage, so a head count can be made at the Emergency Assembly Areas.

- Posting the “Emergency and Evacuation Plan” in their work areas, communicating plans to occupants and students, revising and updating the plan as needed with a minimum of annual updates.

Section IV: Alerting or Signaling Building Occupants in Case of Fire or Other Emergency

- In case of a fire, employees or students should actuate the nearest fire alarm box and/or make a telephone call to call the **Roanoke Fire Department at 9-911** or **Security Office at 6001**. The fire alarm boxes are noted on the evacuation floor plans. The voice alarm alerts building occupants of the need for an evacuation and sends a signal to the alarm monitoring company, which notifies the Roanoke Fire Department that there is an alarm condition in the building.
- It may be necessary to activate additional fire alarm boxes, or shout the alarm, if people are still in the building and the alarm has stopped sounding, or if the alarm does not sound. This can be done while exiting.
- Persons discovering a fire, smoky condition, or explosion should pull the fire alarm box. Any pertinent fire or rescue information should be conveyed to the Roanoke Fire Department.
- To report all other emergencies, employees and students should contact the RHEC Center Security at 6001. State your name, your location, and the nature of your call. Speak slowly and clearly. Please be prepared to give the Security Officer additional information.

False Fire Alarms

- All false alarms should be reported to the alarm monitoring facility, which will notify the fire department.
- Using a floor plan of the Center, locate each fire alarm station on this plan. Each time an alarm is sounded, record the exact location, date, and time of alarm. The purpose is to develop a pattern to the alarms. By establishing a time pattern, one can assign staff to provide greater adult presence in halls and stairwells.

Section V: Bomb Threat Procedures

In the event you are contacted by phone regarding a bomb threat, these steps should be followed:

1. Remain calm, listen and take notes.
2. Remember what you hear!

3. KEEP the caller taking while you notify someone near you that you are on a bomb threat call and ask him or her to contact Security and have Security contact the Roanoke City Police.
4. If the call is received on a telephone instrument with the caller ID display –
RECORD THE DISPLAYED NUMBER
5. Try to get as much information as possible – questions should include:
 - Where is the bomb?
 - What does it look like?
 - Why did you choose this building?
 - Location of bomb?
 - Why would you want to hurt innocent people?
 - Could you repeat the message?
 - Can you tell me the reason you are doing this?
6. Record a description of the caller's voice:
 - Male, female
 - Juvenile, adult
 - Local, foreign, southern
 - Impediment, slurred
 - Excited, quiet calm
 - Education
7. Listen for background noises such as railroads, streets, aircraft
8. Do not discuss the call with anyone but appropriate authority-in-charge to prevent alarming others.
9. Responses to be implemented will be based on the content of the bomb threat and course of action selected by the authorities.
10. Responses to be implemented will be based on the content of the bomb threat and course of action selected by Center authorities in consultation with police officials.
 - Do not sound an alarm
 - The Decision for the type of response procedures will be made by police or Center authorities
 - If an evacuation plan is implemented, the evacuation procedures in Section VIII are to be followed.

Section VI: Tornado/Severe Weather

Tornado/Severe Weather

Tornado Watch -

(No funnel clouds have been sighted but weather conditions exist that are conducive to their formation.)

Director of Operations

1. Advise Center Member Administrators and staff a tornado *watch* is in effect.
2. Advise Center Member Administrators to review the “drop and tuck” command and designated *areas of shelter* with Center Members and staff.
3. Designate staff to monitor NOAA and television broadcasts for additional information.
4. Advise the custodian or building engineer to be prepared to shut off the main gas supply valve in the event of a tornado *warning*.
5. Ensure that a plan is in place to assist special needs students and staff.
7. Have an alternate plan of communication ready should there be a loss of power (e.g., bull horn, phone tree, runners, etc.)

Teachers

1. Review the “drop and tuck” command and designated *areas of shelter* with center members, students and staff.
2. Close windows and blinds.
3. Be prepared to “drop and tuck” under desks if the immediate command is given over the P.A. system or if there is an immediate need to do so.

Tornado Warning -

(A funnel cloud(s) has been sighted or indicated on radar. The approximate location and direction is usually broadcast during the warning.)

Director of Operations

1. Advise Center Members and staff of the tornado *warning*.
2. Advise all teachers to escort classes to their pre-designated *areas of shelter*.
3. Notify pre-designated staff to keep a look out in order to “spot” tornado funnels. Depending on their position, these staff may need a means to make immediate contact with the Director of Operations if a funnel cloud is sighted.
4. Be prepared to give the “drop and tuck” command via the P.A. system if danger is imminent. Occupants may need to “drop and tuck” under desks if they have not yet been moved to *areas of shelter* in the school.

Center Member Administrators

1. Escort students to the pre-designated *areas of shelter*.
2. Take a class roster and account for all students.
3. Ensure that students sit quietly against a wall on the floor and that they understand the “drop and tuck” command.
4. Close all fire doors and gates along the corridor to minimize injury from flying debris.

Director of Operations/Building Maintenance Superintendent

1. Shut off main gas supply valve.
2. Be prepared to shut off all other utilities if necessary.

Building Is Struck by a Tornado -

Director of Operations

1. Ensure utilities are shut off.
2. Contact Center Maintenance Staff and Security and give a situation report.
3. Determine who was injured and administer first aid.
4. Carefully evacuate damaged areas.
5. Notify: Director of Operations
Security
6. Take roll and conduct a search for missing students and staff, if safe to do so.
7. Account for and release students to parents only after a complete roll call have been reported.
8. Maintain a list of all injured students and staff. Keep an accurate record of the hospitals to which any were sent.
9. Establish a means to disseminate information to parents and media.

Tornados Danger Signs:

Severe Thunderstorms - thunder, lightning, heavy rains, and strong winds

Hail - pellets of ice from dark-clouded skies

Roaring Noise - like a hundred railroad locomotives; a crashing thunderous sound

Funnel - dark, spinning “rope” or column from the sky to the ground

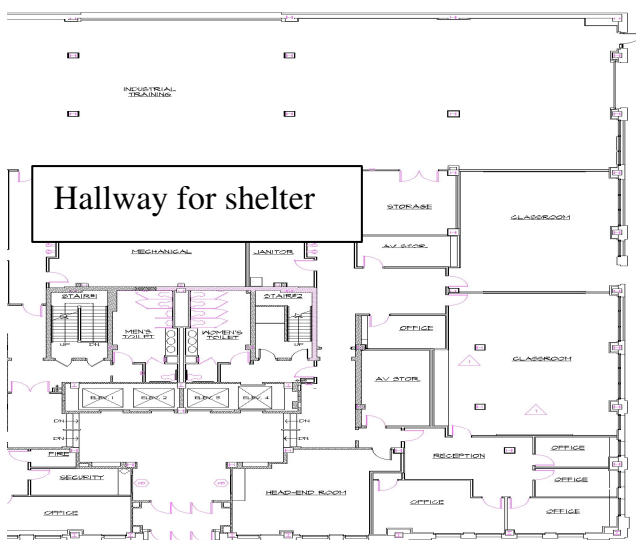
Drop and Tuck

- **Protect Yourself -**
- **Lie Face Down -**
- **Draw Your Knees Up Under You -**
- **Cover The Back of Your Head with Your Hands -**

Fujita Tornado Scale

- F-0:** 40-72 mph, chimney damage, tree branches broken
- F-1:** 73-112 mph, mobile homes pushed off foundation or overturned
- F-2:** 113-157 mph, considerable damage, mobile homes demolished, trees uprooted
- F-3:** 158-206 mph, roofs and walls torn down, trains overturned, cars thrown
- F-4:** 207-260 mph, well-constructed walls leveled
- F-5:** 261-318 mph, homes lifted off foundation and carried considerable distances, autos thrown as far as 100 meters

Areas designated in the event of tornado include the hallway adjacent to Room 114 (See Diagram) and the basement of the Center. In the event of a tornado warning Security will be notified so that the basement area can be unlocked and accessible to the students.



Information obtained at: www.doe.state.in.us/safety/level3/tornado.htm and
www.fema.gov/library/tornado.htm

(Source: Department of Risk Management and Security, Prince William County Public Schools, Manassas, VA)

Section VII: Biomedical or Chemical Agent Handling Procedures

The procedures outlined below address the threat of anthrax and other biological agents. They particularly address the safe handling of packages and letters and what to do in the event they are encountered.

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC

1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do, so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

Suspicious Unopened letter or PACKAGE MARKED WITH THREATENING MESSAGE SUCH AS "ANTHRAX":

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with **soap and water** to prevent spreading any powder to your face.
6. What to do next...
 - If you are at **HOME**, then report the incident to local police.
 - If you are here at **WORK**, then report the incident to an available Supervisor, to Security at 6001 and either the Director of Operations, Building Maintenance Superintendent or

an available staff member of the Roanoke Higher Education Center. Security or a staff member of the Roanoke Higher Education Center will contact the Roanoke City Police.

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

Envelope with powder and powder spills out onto surface:

1. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!

2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

3. WASH your hands with **soap and water** to prevent spreading any powder to your face.

4. What to do next...

- If you are at **HOME**, then report the incident to local police.
- If you are here at **WORK**, then report the incident to an available Supervisor, to Security at 6001 and either the Director of Operations, Building Maintenance Superintendent or an available staff member of the Roanoke Higher Education Center. Security or a staff member of the Roanoke Higher Education Center will contact the Roanoke City Police.

5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.

6. SHOWER with **soap and water** as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*

7. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:

For example: small device triggered, warning that air-handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next...
 - If you are at **HOME**, then **dial "911"** to report the incident to local police and the local FBI field office.
 - If you are here at **WORK**, then report the incident to an available Supervisor, to Security at 6001 and either the Director of Operations, Building Maintenance Superintendent or an available staff member of the Roanoke Higher Education Center. Security or a staff member of the Roanoke Higher Education Center will contact the Roanoke City Police and the local FBI office.
5. SHUT down air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following...

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address

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Section VIII: Evacuation Procedures and Emergency Assembly Areas

The procedures outlined in this section are designed for the safety of every member of the Roanoke Higher Education Center community in the event that the Center must be evacuated. Take the time now to learn the primary and secondary exit routes from the building.

When to Evacuate

To prevent confusion, do not evacuate the Center unless you hear a fire alarm sounding continuously followed by voice instruction over the public address system and/or you are directed to evacuate by a Security Officer or Center staff member.

If there is an obvious present danger, like a fire, evacuate on your own authority. Remember that during some emergencies, such as a tornado it is generally considered safer to remain in the building (in such cases move to interior rooms away from windows).

Evacuation Procedures

When the evacuation “signal” is given, remain calm; leave the building immediately, following the primary exit route. If this route is unsafe, use your secondary exit route. Do not waste time collecting personal belongings before exiting.

Use stairs to evacuate. Elevators can jam and trap you inside.

Remember to stay calm.

Help people around you to evacuate, particularly those that are physically disabled. Knock on doors, check bathrooms and yell to others as you leave. Assist anyone with disabilities in exiting the building.

Upon reaching the street level, clear the exit ways immediately. KEEP all streets, fire lanes; fire hydrants and walkways clear for emergency vehicles and crews.

Emergency Assembly Areas (EAA)

Several areas have been designated as Emergency Assembly Areas (EAA) for the Roanoke Higher Education Center. Take the time to locate the primary EAA for your floor on the list below. If the primary EAA for your floor is unsafe, the Director of Operations, Building Maintenance Superintendent or Center Security Officer will inform you of an alternative EAA. The areas outlined below are the EAA designated for the Center:

Primary EAA – Floor 1

1st Floor - Jefferson Street Entrance (East) all classrooms have been posted with the appropriate diagram designating the Primary Emergency Assembly Area.

Primary EAA – Floors 2 – 5/ Secondary EAA – 2 - 5

2nd Floor - Main Entrance (West) (Including the exit from the Café Area) all classrooms have been posted with the appropriate diagram designating the Primary Emergency Assembly Area.

Persons on Floors 3 - 5 should use Stairwell 2, the stairwell adjacent the women’s restroom, when proceeding to the designated EAA.

Primary EAA – Floors 6 – 8

2nd Floor - Main Entrance Street (West)

Persons on Floors 6 – 8 should use stairwell 1, the stairwell adjacent to the Men’s Restroom when proceeding to the designated EAA.

All classrooms have been posted with the appropriate diagram designating the Primary Emergency Assembly Area.

Secondary EAA – Floors 6 – 8

1st Floor- Centre Avenue Area Entrance (South)

Note: In the event the designated stairwell is not safe to use, use an exit on the other stairwell.

After the Building is evacuated

If the emergency affects only a limited area of the Center, move to the EAA designated for the floor you are on at the time of the emergency. In some emergency situations, all of these areas may not be safe. The Director of Operations, Building Maintenance Superintendent or Center Security Officer will inform you of an alternative EAA in these situations. Once people have gathered in the designated EAA, a member of the Center staff will confer with the designated Safety Monitors so that a head count can be conducted for the students and staff of the respective member organizations. Do not return to the evacuated building until Center personnel or Roanoke City Fire officials give “all clear” instructions.

Section X. Assault/Fight or Intruder

- Ensure the safety of students and staff first.
- Contact Security at 6001 or Call 911, if necessary.
- Notify CPR / first aid certified persons in Center of medical emergencies.
- Notify Director of Operations

- Seal off area where assault took place.
- Defuse situation, if possible.
- Director of Operations notifies police if weapon was used, victim has physical injury causing substantial pain or impairment or if assault involved sexual contact. (Intentional touching of anus, breast, buttocks, or genitalia of another person in a sexual manner without consent. This includes touching of those areas covered by clothing.)
- Director of Operations notifies Executive Director.
- Document all activities. Ask victim(s) / witness(es) for their account of incident.
- Assess counseling needs of victim(s) or witness(es). Implement post-crisis procedures.

Intruder / Hostage

Intruder - An unauthorized person who enters Center property.

- Ask another staff person to accompany you before approaching intruder. Politely greet intruder, identify yourself, and ask intruder the purpose of his / her visit.
- Inform intruder that all visitors must register at the main office.
- If intruder's purpose is not legitimate, ask him / her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- Warn intruder of consequences for staying on school property. Inform him / her that you will call police.
- Notify security at 6001 or police and Director of Operations/Building Maintenance Superintendent/Executive Director if intruder still refuses to leave. Give police a full description of the intruder.
- Walk away from intruder if he / she indicates a potential for violence. Be aware of intruder's actions at this time. (i.e. where he / she is located in school, whether he / she is carrying a weapon or package, etc.)
- Director of Operations notifies Executive Director who may issue lock-down procedures for the Center.

Hostage

- If hostage taker is unaware of your presence, do not intervene.
- Call 911 immediately and Security at 6001. Give

dispatcher details of situation; ask for assistance from hostage negotiation team.

- Seal off area near hostage scene and notify Director of Operations and Executive Director.
- Give control of scene to police and hostage negotiation team.
- Keep detailed notes of events.

If taken hostage:

- Follow instructions of hostage taker.
- Try not to panic. Calm students and staff if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful to hostage taker. Ask permission to speak and do not argue or make suggestions.

Section XI. Serious Injury/Death

- Contact Security at 6001 or Call 911.
- Notify CPR / first aid certifies persons in Center of medical emergencies. If possible, isolate affected student / staff member.
- Notify Director of Operations/Executive Director.
- Designate staff person to accompany injured / ill person to hospital.
- Center Member Administrator notifies the appropriate next kin.
- Determine method of notifying students, staff, and center members as is appropriate.

Section XII: Training and Communications

Each occupant should know that evacuation is necessary and what his/her role is in carrying out the plan. Employees should also know what is expected of them during an emergency to assure their safety. Training on the EOPs content is also required by OSHA 29 CFR 1910.38(a)

A method of training Center occupants in the requirements of the Emergency Evacuation Plan is to give all employees and students a thorough briefing and demonstration. The Center Administration encourages all Center tenants to present this plan to respective students and staff. Annual proactive drills will be implemented and documented by the Emergency Coordinator.

Emergency Evacuation Plan Personnel

Title	Name	Location	Suite #	Telephone
Emergency Coordinator				
Alternate Emergency Coordinator				
Safety Monitors				
Alternate Safety Monitors				
Other Management Staff with related EOP Duties				

References

Harvard University Emergency Evacuation Plan
 Houston Community College Safety Plan Manual
 University of Maryland Emergency Evacuation Plan
 The Center for Disease Control
 Model School – Crisis Management Plan
 Rhode Island Public Schools

Security Information

The management of the Roanoke Higher Education Center will always endeavor to provide a safe environment for the members, students, staff and guests of the Roanoke Higher Education Center. In order to carry out this mission, the Center has contracted with a private security firm to accomplish this task. In the event of any emergency, Security can be reached at 767-6001. In the event that the number is busy when you call, be assured that your called will be forwarded to a pager, which will alert the Security staff that a message has been left. They will respond as promptly as possible to any matter you may have. There are approximately 24 security stations throughout this facility that the security staff monitors on a daily basis. The schedule below is the frequency and number of officers on duty:

Security Standard Operating Procedures:

<u>Shift</u>	<u>Personnel</u>	<u>Hours</u>	<u>Location</u>	<u>Duties</u>
MONDAY THRU FRIDAY SHIFT #1	1 Guard	0600-1400	1 st floor	Ongoing monitoring ATM Entrance/internal cameras

				<p>Fire/furnace Assist w/ access and egress Monitor visitor parking spaces Building walk-thru's at times to be determined using stairways Respond to emergencies in accordance with emergency procedures Brief relief 1545 – 1600 Log activity</p>
SHIFT #2	1 Guard	1400-2200	1 st floor	<p>Following duties to be shared with second guard on duty after 1600: Ongoing monitoring ATM Entrance/internal cameras Fire/furnace Assist w/ access and egress Monitor visitor parking spaces Building walk-thru's using stairways at times to be determined Exterior walk-about -- Plaza Respond to emergencies in accordance with emergency procedures Log activity</p>
SHIFT #3	1 Guard	1600-2400	1st floor	<p>Following duties to be shared with second guard on duty until 2200: Ongoing monitoring ATM Entrance/internal cameras Fire/furnace Assist w/ access and egress Monitor visitor parking spaces Building walk-thru using stairways at times to be determined Exterior walk-about Respond to emergencies in accordance with emergency procedures Log activity Lock down first floor at 2300* *Subject to change Secure building at 2345</p>
SHIFT #4	1 Guard	1730-2230	2nd floor	<p>Patrol the perimeter of the building both second and first floor Monitor ingress/egress of students on second floor Patrol parking areas and be visible after classes end at 2000, 2100, and 2200 Ongoing monitoring ATM Entrance/internal cameras Monitor visitor parking spaces</p>

Respond to emergencies in accordance with emergency procedures
Log activity

SATURDAY	2 Guards 1 Guard	0800 - 1700 1700 - 2000	1 st/ 2 nd floor	Open doors Ongoing monitoring ATM Entrance/internal cameras Fire/furnace Assist w/ access and egress Monitor visitor parking spaces Building walk-thru using stairways at times to be determined Respond to emergencies in accordance with emergency procedures Log activity Secure building at 1800
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SUNDAY	1 Guard	0800 - 2000	1 st floor	Open doors Ongoing monitoring ATM Entrance/internal cameras Fire/furnace Assist w/ access and egress Monitor visitor parking spaces Building walk-thru using stairways No exterior walk-about Respond to emergencies in accordance with emergency procedures Log activity
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The RHEC will provide uniformed security officers at all time. The Center will be secured at the following times:

Main Entrance (West Entrance)

Monday – Friday 7:00AM - 10:30PM

Saturday 8:00AM - 5:30PM

Sunday – Closed (Can be opened with key, or open by calling ahead to Security alerting them to your arrival)

Center Avenue Entrance

Monday – Friday 7:00 AM – 5:30PM

Saturday Closed

Sunday – Closed (Can be opened with key, or open by calling ahead to Security alerting them to your arrival)

Jefferson Street Entrance

Monday – Friday 7:00AM - 7:30PM

Saturday Closed

Sunday – Closed (Can be opened with key, or open by calling ahead to Security alerting them to your arrival)

Parking Information/ Rates

Roanoke Higher Education Center Parking Map



Directions to the Center:

The Roanoke Higher Education Center is housed in the renovated Norfolk & Western Railroad building at 108 North Jefferson Street, next to the Hotel Roanoke.

From 581 heading South, take Exit 5. Turn right onto Wells Ave. Proceed past the Hotel Roanoke. Cross Jefferson St. Take next left into Jordan Alley to Parking Lot **1** (see numbered circle on map above).

From 220/581 heading North, take Exit 4E, immediately turn right onto Williamson Road. Proceed south to Wells Ave., and turn right onto Wells. Cross Jefferson St. Take next left into Jordan Alley to Parking Lot **1** (see numbered circle on map above).

Where to Park:

Parking is available as follows:
(See numbered circles on map above)

Day - Monday through Friday

Permits required 7:00 a.m. to 4:00 p.m.

1 West side of RHEC (surface parking lot)

2 Lot on Shenandoah Ave. (between Shenandoah and Centre)

Free Parking for Students with a Permit

3 Parking Garage (use entrance on Centre Ave., across from RHEC parking lot)

Evening - Monday through Friday

Free parking 4:00 p.m. to 10:00 p.m. in lots 1 and 2 listed above plus:

3 Parking Garage (use entrance on Centre Ave., across from RHEC parking lot)

4 First Union Tower garage (with pedestrian overpass connection to Shenandoah Ave.)

Saturday - Free parking all day in lots 1 & 2 and garages 3 & 4.

Parking Permits:

Parking permits are required for all above locations during the day. Parking permits may be purchased at the Market Street Parking Garage (Phone: 540-343-0585) located at 15 East Campbell Ave. Parking is on a space available basis.

Prices

Lots **1** and **3** - 7:00 a.m. to 4:00 p.m. Monday through Friday

Students: \$17.50 per month.

Faculty & Staff: \$35.00 per month.

Downtown Express:

(Dashed line on map above represents route)

A **FREE** city bus (marked Shuttle) will run to and from the Roanoke Higher Education Center – stopping near the corner of Jefferson St. and Centre Ave. – every 10 minutes during the day starting at 6:30 a.m. and ending at 6:30 p.m. five days per week. Street signs marked **DOWNTOWN EXPRESS** indicate shuttle stops along the designated routes.

Parking on the Street:

Students and staff may park on City streets in designated areas for designated time periods. **Read parking related signs carefully; parking regulations are strictly enforced.** Students, faculty, and staff are requested not to park in residential areas near the Center.

Parking Safety:

Parking garages and lots are well lighted and patrolled frequently. As always, for your personal safety, exercise caution going to and from your vehicle. Walking between parking areas and the Center in groups is always recommended.

Assistance for Persons with Handicaps/Disabilities:

The entrance for persons with handicaps/disabilities is located in front of the West Entrance (Main Entrance) on Jordan Alley. There are designated handicap/disability parking spaces in the parking lot adjacent to the entrance. Both Valley Metro and Radar provide public transportation for those who require assistance.

Winter Considerations:

During the winter, storms may cause the [cancellation of activities at the RHEC](#). Please check your local broadcasting station for cancellation notices.

Please use caution going to and from your vehicle when snow or ice is present.

Information Technology Policy

Technical Support

The Center maintains an Information Technology (IT) department that is available to service Members and Guests technical needs. The IT Department will provide fast courteous, and technically proficient service to all Members and Guest of the Center.

Dale Leeson, Charles Brown and Thomas Alderman are responsible for the Centers computer network and audiovisual equipment. If you have a technical failure, contact your Members Information Technology Department personnel first, they will contact the Center IT personnel for assistance. The Center IT department has operating hours from 9am to 6pm Monday through Friday and from 9am to 5pm on Saturdays. If needed, Center Security can reach the IT Department personnel for issues that fall outside these hours of operations.

The Center IT department offers its services to all Members and Guests of the Center. Generally, for services that require little time and effort, Members and guests will not be billed. For services that require more time and effort from the Center IT Department, an hourly charge will be billed through the monthly phone billing system.

Phone Services

The Center maintains a NEC PBX (Public Branch Exchange) phone switching System in-house. This system can support both digital and analog phone lines. Members needing phone support for moves, adds, and changes to the phone system, need to contact the Center IT department for support. The Center offers voice mail services to all Members. Phones can be restricted to in-house, local calls, long distance, and International dialing. Members are charged for each phone port that is used by the PBX system. Purchasing phones (analog and digital) are the responsibility of the Members. The Center can assist with procuring the correct types of phones for the NEC PBX system. The Center must approve any phones that are placed in service in the Center. Members are charged for all long distance calls made. The Center participates in the Virginia State Contract with MCI for long distance service. This contract offers very low long distance rates, generally fewer than five cents a minute. The Center maintains 5 phones (local calls only) for public use. Two phones are located on each side of the elevators on the second floor, and one phone is located in the student lounge on the fourth floor.

Computer Services

Full-time Internet connection is provided to members of the Roanoke Higher Education Center. This assures around the clock accessibility to the Internet. There is a DS-3 (45 mbps) bandwidth capability connected to Network Virginia (NWV) with Sprint as the ISP. Gigabit Ethernet LAN serves the member institutions. There are 100 mbps connections to the desktop. Contact the Center IT Department for Internet connection moves, adds, and changes.

RHEA will permit tenant to utilize RHEA's local area network (LAN) to access the Internet. RHEA makes no representations as to the security of its LAN, which is offered, to tenants and users for their convenience. Tenant shall have the responsibility to secure its computer system, including hardware and software, and the information therein against unauthorized access or entry as well as protection of its computer system from damage or loss caused by viruses or any other destructive agent. RHEA disclaims all warranties, express and implied, whether based in contract, tort, strict liability or otherwise, including all implied warranties of merchantability or fitness for a particular purpose, with

regard to the LAN and all of its computer hardware and software relied upon or used by tenant. RHEA does not warrant that the use of the LAN will be uninterrupted. In no event shall RHEA be liable for lost profits or any special, incidental or consequential damages.

CCTV Services

The Center has available COX in the Classroom and other Cox Cable basic tier services. The Center can also provide Satellite programs that are “In the clear” C-band video feeds. Most Centers rooms are equipped with a CCTV output jack. These jacks must be activated for use. Contact the Center IT Department for CCTV activation and channel lineups.

Live Video Services

The Center maintains a high technology Video Teleconferencing room in 608. This room is equipped with a V-TEL teleconferencing system. It can seat over thirty persons. The room is equipped four video monitors, and two Trackman Cameras in the front and rear of the conference room. The conference room is also equipped with a mounted Video projector that can project PC feeds as well as Internet services. Contact the Center administration to rent the room.

The Center also maintains a “Roll Around” V-TEL video teleconferencing system. The Center can hookup the “Roll Around” V-TEL system in most rooms. Contact the Center administration to rent this V-TEL system.

The two-way interactive TV equipment (V-TEL) is highly sensitive. DO NOT change settings or make any adjustments to the computer that operates the system. It is dedicated exclusively to the transmission/reception of TV courses and *cannot* be used for anything other than the V-TEL equipment.

Meeting Room 212 IT Services

The Center IT Department maintains all audio and video needs for Members and Guests in Conference Room 212. Conference Room 212 is equipped with a state of the art Public Address (PA) system. The PA system is equipped with a six-speaker audio output system for clear precise audio. The PA system is equipped with a hand held wireless microphone, a lapel wireless microphone, a four tabletop panel discussion microphone system, and a podium microphone system. The PA system is equipped with an audio mixing system, so that all microphones can operate at the same time with clear crisp audio output.

Conference Room 212 is also equipped with a state of the art Video System. A mounted projector that can project video on a large screen is available for use. A floor-mounted connection is provided for connecting computers to the projector for presentations. CCTV feeds (Cox Cable & Satellite), are available for this Video system. The Video system also is equipped with VCR (VHS), and DVD (DVD, CD, CDR, CDRW, and MP3) players. The audio outputs of these video systems are integrated into the PA system.

The Center IT Department maintains all audio and video needs for Members and Guests in Conference Room 212.

Roanoke Higher Education Center

July 1, 2002

Email Policy

The purpose of this policy is to ensure the proper use of Roanoke Higher Education Center's (RHEC) email system. All messages distributed via the company's email system, even personal emails, are RHEC property. You must have no expectation of privacy in anything that you create, store, send or receive on the company's email system. Your emails can be monitored without prior notification if RHEC deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, RHEC reserves the right to take punitive action. If you have any questions or comments about this Email Policy, please contact your supervisor.

It is strictly prohibited to:

Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.

Forward a message or copy a message or attachment belonging to another user without acquiring permission from the originator first.

Send unsolicited email messages or chain mail.

Forge or attempt to forge email messages, or disguise or attempt to disguise your identity when sending mail.

Duty of care

Users must take the same care in drafting an email as they would for any other communication. Confidential information should not be sent via email.

Personal usage

Although the company's email system is meant for business use, RHEC allows personal usage if it is reasonable and does not interfere with work.

RHEA will permit tenant to utilize RHEA's local area network (LAN) to access the Internet. RHEA makes no representations as to the security of its LAN, which is offered, to tenants and users for their convenience. Tenant shall have the responsibility to secure its computer system, including hardware and software, and the information therein against unauthorized access or entry as well as protection of its computer system from damage or loss caused by viruses or any other destructive agent. RHEA disclaims all warranties, express and implied, whether based in contract, tort, strict liability or otherwise, including all implied warranties of merchantability or fitness for a particular purpose, with regard to the LAN and all of its computer hardware and software relied upon or used by tenant. RHEA does not warrant that the use of the LAN will be uninterrupted. In no event shall RHEA be liable for lost profits or any special, incidental or consequential damages.

Library Services

The Roanoke Higher Education Center offers full library services to its members and their constituents. The Roanoke Higher Education Center Library features 16 state-of-the-art Dell computers with high speed Internet access and a number of popular software programs including Microsoft Office 2000. The Library is a member of VIVA (The Virtual Library of Virginia). Via the Library's web page <http://www.education.edu/library>) members have access to almost 200 databases, over 8,000 full-text journals and newspapers, nearly 10,000 full-text words of poetry and verse drama, and over 300,000 additional full-text materials. Call 767-6011 for more information.

Library Hours of Operation

Monday	9-8
Tuesday	9-8
Wednesday	9-8
Thursday	9-8
Friday	9-5
Saturday	Hours as posted on the entrance
Sunday	Closed

Library Services

Interlibrary Loan Service
Virtual Reference Service
Hands-on computer workshops
Photocopying and fax services
Test Proctoring

Hours will vary by semester and may change without notice.

APPENDIX

The Appendix shall include a copy of the original Membership Agreement.