

# Western Technical College

## **EMERGENCY OPERATIONS PLAN**

~~February 2014~~  
Updated June 2014

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### LETTER OF PROMULGATION


In the event of a natural, human-caused or technological disaster affecting this Campus or the surrounding area, we must be prepared to implement plans and procedures to protect lives and property.

Officials of Western Technical College (Western), in conjunction with the local, county and state emergency management and public safety agencies have developed an Emergency Operations Plan (EOP) that will enhance their emergency response capability for any large scale emergencies or disasters on any Western Campus. This document is the result of that effort.

This plan, when used properly and updated annually, will assist Western personnel in accomplishing their primary responsibilities: Life Safety, Incident Stabilization and Property Preservation. This plan and its provisions will become official when it has been signed and dated below by the concurring Western officials, and hereby gives authority and responsibility to Western officials to perform their duties, as indicated in this plan, before, during and after an incident.

This EOP shall be distributed to all personnel included in the EOP distribution list and others as deemed necessary.

April 15, 2014  
Date

  
College President  
Lee Rasch, EdD, President

April 15, 2014  
Date

  
Board Chair  
Daniel Hanson, District Board Chair

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## APPROVAL AND IMPLEMENTATION

This is the only approved Emergency Operations Plan (EOP) for Western Technical College (Western). It supersedes all other EOP's and has been developed exclusively for Western and its satellite campuses. This EOP consists of 4 parts; The Base Plan, Functional Annexes, Threat/Hazard-Specific Annexes and Attachments.

The **Base Plan** provides an overview of the approach to operations before, during, and after an emergency. This section also addresses the overarching activities to be undertaken regardless of the function, threat, or hazard. The content in this section provides a solid foundation for the IHE's operations.

**Functional Annexes** focus on critical operational functions and the courses of action developed to carry them out. While functions are described separately, it is important to remember that many functions will occur consecutively. Often, multiple functions will also be performed concurrently. For example, during an evacuation, once all individuals are safely out of the building, the accounting for students, faculty, staff, and visitors function will begin. The evacuation function, however, will still be in effect as personnel or first responders work to locate and evacuate any persons not accounted for.

**Threat/Hazard-Specific Annexes** describe the courses of action unique to particular threats and hazards. These are developed based on the prioritized list of hazards determined in the risk assessment process. As the planning team develops courses of action for threats and hazards, they should consider the federal, state, and local regulations or mandates that often apply to specific hazards. If there is a functional annex that applies to one of the threat or hazard annexes, the latter will include it by reference.

**Attachments** are pertinent to other information which will be useful before, during or after an incident. Examples of attachments would include, but are not limited to, forms, checklists, maps, contact lists and resource lists.

**\*\*\* IMPORTANT \*\*\***

This EOP may not be modified in anyway, by anyone, without the approval of the Emergency Management Director. All approved modifications must be implemented by the Emergency Management Director, after which all modifications must be applied to all distributed and electronic copies of this EOP. Further, all modifications must be registered in the Record of Changes section of this EOP.

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## DEFINITIONS

"Campus Violence Threat Assessment Plan (CVTAP)" means the written plan of a higher education institution describing the creation of multi-disciplinary and multi-jurisdictional violence prevention strategies, including forming and implementing of a Behavior Intervention Team to address aberrant, dangerous or threatening behavior on campus.

"Concept of Operations" means the overall approach of the higher education institution to the preparation and management of a disaster/emergency, including response efforts and how the higher education institution will implement the concepts and procedures of an incident command system.

"Disaster" means an occurrence or threat of widespread or severe damage, injury or loss of life or property resulting from any natural or technological cause, including but not limited to fire, flood, earthquake, wind, storm, hazardous materials spill or other water contamination requiring emergency action to avert danger or damage, epidemic, air contamination, blight, extended periods of severe and inclement weather, drought, infestation, critical shortages of essential fuels and energy, explosion, riot, hostile military or paramilitary action, or acts of domestic terrorism.

"Emergency Management" means the efforts of higher education institutions to develop, plan, analyze, conduct, provide, implement and maintain programs for disaster/emergency prevention, mitigation, preparedness, response and recovery.

"Emergency Management Director" is a position assigned to the individual responsible for overall management and administration of the emergency management program.

"Emergency Operations Center (EOC)" means a location where strategic management decisions are made in support of field operations during a disaster or disaster exercise.

"Emergency Operations Center Manager", hereafter referred to as "EOC Manager", is the individual in command of the EOC. NIMS refers to this position as Incident Commander which is often confused with the Incident Commander in the field. For purposes of clarity, the individual in charge of the EOC will be the EOC Manager, and the individual in charge of field operations will be the Incident Commander.

"Emergency Operations Plan (EOP)" means the written plan of a higher education institution describing the organization, mission and functions, and supporting services for responding to and recovering from disasters/emergencies.

"Emergency Planning Team" is responsible for the development, maintenance, review and revisions of the EOP, as well as, coordinating and providing recommendations regarding emergency management policies and procedures, continuity of operations and emergency management training.

"EOC Activation Team" is a group of personnel trained to set up the EOC when activated for an event or incident.

"EOC Team" is defined as any and all personnel assigned a function in the EOC as Primary or Backup. The list of these personnel, by position title, is found in the "EOC Staff Organization and Assignments" pages of the Direction and Control section.

"Exercise" means a planned event realistically simulating a disaster/emergency, conducted for the purpose of evaluating the higher education institution's coordinated emergency management capabilities, including, but not limited to, testing emergency operations plans.

"Incident Commander" means the individual in charge of field operations. This position is not to be confused with the EOC Manager. The Incident Commander may very well be someone from an outside agency such as the local Police or Fire Department.

"Incident Command Post (ICP)" means the location at which the primary command functions for field operations are executed.

"Incident Command System (ICS)" means a system that combines facilities, equipment, personnel, procedures, and communications to operate within a common organizational structure and that designates responsibility for the management of assigned resources to effectively accomplish stated campus goals and objectives.

"Mitigation" means to take action to reduce the likelihood of death, injury or property damage for emergencies that cannot be prevented, such as, tornadoes, earthquakes, etc.

"National Incident Management System (NIMS)" means the comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents.

"Preparedness" means actions taken and programs and systems developed prior to a disaster/emergency to support and enhance response to and recovery from a disaster/emergency.

"Prevention" means to take action to reduce or eliminate the likelihood of death, injury or property damage for emergencies that can be prevented.

"Recovery" means restoration actions and programs associated with recovering from a disaster/emergency, including, but not limited to, academic recovery, physical/structural recovery, business/fiscal recovery and psychological/emotional recovery for students and campus personnel.

"Response" means the actions taken to address the immediate and short-term effects of a disaster/emergency.

"Targeted Violence" means an incident of physical violence in which both the perpetrator and targets are identified or identifiable prior to the incident.

"Threat Assessment" means a process of evaluating the actions and conduct of individuals, and the circumstances surrounding those actions and conduct, to uncover any facts or evidence that indicate that violence is likely to be carried out. A threat assessment should occur when a person (or persons) threatens or induces others to commit a violent act or engages in behavior that appears to threaten "targeted violence".

**BASE PLAN**

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## PURPOSE AND ASSUMPTIONS

There is the possibility that an emergency requiring rapid mobilization and maximum coordination of all campus and emergency service agencies could occur at any time. Conditions that could cause an emergency are storms, earthquakes, acts of violence, extensive fire, aircraft crashes, terrorism, national security emergencies, extreme pollution, hazardous materials incidents, public health threats, riots or any other man-made, natural or technological Disaster.

### Purpose

The basic emergency procedures outlined in this plan are designed to enhance the protection of lives and property through effective use of campus and community resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President, or his/her designate may declare a state of emergency. An appropriate emergency response team will be assembled to direct and conduct the response and recovery efforts. This Emergency Operations Plan shall remain in compliance with the National Incident Management System (NIMS).

### Assumptions

The Emergency Operations Plan, hereafter referred to as "EOP", is predicated on a realistic approach to the problems likely to be encountered on this campus. The following are assumed:

- ❑ An emergency may occur at any time of the day or night, weekend or holiday, with little or no warning.
- ❑ The succession of events in an emergency is not predictable; hence, this EOP will serve only as a guide and checklist, and may require field modification to meet the needs of the situation. Appropriate campus personnel will assess each situation to determine the most effective and appropriate response.
- ❑ Disasters may affect residents in the geographical area of the campus; therefore City, County, State and Federal emergency services may not be available. A delay in off-campus emergency services may be expected. In this case, campus personnel will make every effort to respond to the situation appropriately based on their training and in accordance with the appropriate EOP annex.

## MISSION

The mission of the EOP is to ensure the greatest possible survival of the population and protection of property and the environment through Prevention, Mitigation, Preparedness, Response and Recovery as well as to maintain continuity of operations in the event of an emergency or disaster.

## CONCEPT OF OPERATIONS

The Policy Group will consist of senior leadership as noted in the direction and control section.

The Incident Commander (IC) is responsible for directing and controlling emergency operations in the field. The field operations officer acts as chief advisor to the IC during disaster operations and is responsible for the direct conduct of activities necessary to the operation of the emergency management program. On-campus forces supplemented by volunteer staffing and other contracted services will conduct emergency operations in cooperation with local emergency services organizations.

Faculty and staff are responsible for emergency functions as specified in this plan. Existing departments will perform emergency activities closely related to those they perform routinely in some cases. The efforts that would normally be required for those functions will be expanded to accomplish the emergency functions needed in an emergency or disaster.

The Emergency Planning Team is responsible for the development, maintenance, review and revisions of the EOP, as well as, coordinating and providing recommendations regarding emergency management policies and procedures, continuity of operations and emergency management training.

Incident management operations will be conducted in accordance with National Incident Management System (NIMS) standards and provide for natural and human-caused disaster planning, guidance, assistance during periods of increased international tension, post-event conservation, distribution and use of resources, maintenance of essential activities.

The preservation and protection of vital and official records, the implementation of measures to ensure continuity of services and civil order during or after emergencies, disasters or national security emergencies is vital.

The Policy Group will provide policy and professional assistance to the EOC Manager if needed, and will include officials with certain legal and policy-making responsibilities.

When conditions of a local emergency or disaster are present, or are imminent and a need for assistance can be reasonably estimated, requests for assistance will be made to other appropriate emergency service agencies. When the emergency exceeds the organization's capability to respond, assistance will be requested from outside agencies including, local, county and state government.

This plan covers an all hazards approach to Emergency Management. The Base Plan and Direction and Control section provide guidance for handling all types of emergencies, while the remainder of the annexes deals with specific functional responsibilities, types of emergencies and related topics. This plan will be reviewed a minimum of once each year by the Emergency Planning Team and updated as required.

### **Phases of Emergency Management**

This plan follows the National Incident Management System (NIMS) and utilizes both a functional and hazard specific approach and therefore includes the appropriate emergency functions within each hazard annex. Campus personnel shall receive training in NIMS standards. The plan accounts for activities before and after, as well as during emergency operations and deals with the major phases of Emergency Management defined by FEMA, (Prevention, Mitigation, Preparedness, Response and Recovery).



**Organization**

This EOP is designed to be utilized in concert with the EOP's of outside agencies that will respond to this campus during an emergency.

All employees are included in the Emergency Management structure. Departments will conduct operations under the control of their respective directors or supervisors unless assigned otherwise by the EOC Team.

The emergency response structure is made up of the EOC Team and field forces from specified departments.

Volunteer organizations are authorized to augment the emergency response structure as needed.

The primary purpose of actions taken before an emergency is to prevent, protect from, and mitigate the impact on life or property; the primary purpose of actions taken during an emergency is to respond to the emergency and minimize its impact on life or property; and the primary purpose of actions taken after an emergency is to recover from its impact on life or property

## **ADMINISTRATION AND LOGISTICS**

Existing administrative, fiscal and procurement procedures will be followed whenever possible.

Documentation to substantiate reimbursement for emergency expenditures, including both time and materials, will be maintained by each involved department. This will be coordinated by the Finance/Administration Section Chief in the EOC and will follow appropriate guidelines.

Priority for the use of resources will be given to activities essential for survival and welfare of people, protection of property and the assurance of the continuity of operations.

## **INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION**

It is important to address the role of information collection, analysis and dissemination, and to identify the types of information that will be helpful in the successful implementation of the activities that occur before, during, and after an emergency. Such as:

- ❑ Before and during: weather reports, law enforcement alerts, National Oceanic and Atmospheric Administration radio alerts, Clery Act crime statistics and crime logs, and local crime reports.
- ❑ After: mental health, emergency management, and relief agencies' websites and hotlines assisting in all aspects of recovery.

Each department or functional area on campus should identify means by which to collect and analyze information that will be useful in emergency planning, response and recovery, and ensure that information is disseminated appropriately.

## REGULATORY COMPLIANCE

### **Americans with Disabilities Act (ADA)**

Plans must comply with the Americans with Disabilities Act (ADA), among other prohibitions on disability discrimination, across the spectrum of emergency management services, programs, and activities, including preparation, testing, notification and alerts, evacuation, transportation, sheltering, emergency medical care and services, transitioning back, recovery, and repairing and rebuilding. Plans should include students, staff, and parents with disabilities. Among other things, emergency plans must address the provision of appropriate auxiliary aids and services to ensure effective communication with individuals with disabilities (e.g., interpreters, captioning, and accessible information technology); ensure individuals with disabilities are not separated from service animals and assistive devices, and can receive disability-related assistance throughout emergencies (e.g., assistance with activities of daily living, administration of medications, etc.); and comply with the law's architectural and other requirements.

In planning for emergency services, you should consider the needs of people who use mobility aids such as wheelchairs, scooters, walkers, canes or crutches, or people who have limited stamina. Plans also need to include people who use oxygen or respirators, people who are blind or who have low vision, people who are deaf or hard of hearing, people who have a cognitive disability, people with mental illness, and those with other types of disabilities.

### **Notification**

Many traditional emergency notification methods are not accessible to, or usable by, people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or who have low vision may not be aware of visual cues, such as flashing lights. Warning methods should be developed to ensure that all citizens will have the information necessary to make sound decisions and take appropriate, responsible action. Often, using a combination of methods will be more effective than relying on one method alone. For instance, combining visual and audible alerts will reach a greater audience than either method would by itself.

Provide ways to inform people who are deaf or hard of hearing of an impending disaster if you use emergency warning systems such as sirens or other audible alerts. When the electric power supply is affected, it may be necessary to use several forms of notification. These might include the use of telephone calls, auto-dialed TTY (teletypewriter) messages, text messaging, E-mails, and even direct door-to-door contact with pre-registered individuals. Also, you should consider using open-captioning on local TV stations in addition to incorporating other innovative uses of technology into such procedures, as well as lower-tech options such as dispatching qualified sign language interpreters to assist in broadcasting emergency information provided to the media.

### **Evacuation**

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies on voice. Procedures

should be in place to ensure that people with disabilities can evacuate the physical area in a variety of conditions and with or without assistance.

Adopt policies to ensure that evacuation plans enable people with disabilities, including those who have mobility, vision, hearing, or cognitive disabilities, mental illness, or other disabilities, to safely self-evacuate or to be evacuated by others. Consider instituting voluntary, confidential registries of persons with disabilities who may need individualized evacuation assistance or notification. If you adopt or maintain such a registry, have procedures in place to ensure it is voluntary, guarantee confidentiality controls, and develop a process to update the registry. Also consider how best to publicize its availability. Whether or not a registry is used, your plan should address accessible transportation needs for people who use wheelchairs, scooters, or other mobility aids as well as people who are blind or who have low vision.

Both public and private transportation may be disrupted due to overcrowding, because of blocked streets and sidewalks, or because the system is not functioning at all. The movement of people during an evacuation is critical, but many people with disabilities cannot use traditional, inaccessible transportation. Identify accessible modes of transportation that may be available to help evacuate people with disabilities during an emergency. For instance, some communities have used lift-equipped school or transit buses to evacuate people who use wheelchairs during floods.

### **Sheltering**

When disasters occur, people are often provided safe refuge in temporary shelters. Some may be located in schools, office buildings, tents, or other areas. Historically, great attention has been paid to ensuring that those shelters are well stocked with basic necessities such as food, water, and blankets. But many of these shelters have not been accessible to people with disabilities. Individuals using a wheelchair or scooter have often been able somehow to get to the shelter, only to find no accessible entrance, accessible toilet, or accessible shelter area.

Survey shelters for barriers to access for persons with disabilities. For instance, if you are considering incorporating an athletics center into your sheltering plan, early in the process you should examine its parking, the path to the center, and the toilets serving the center to make sure they are accessible to people with disabilities. If you find barriers to access, work with the facilities department to try to get the barriers removed. If you are unable to do so, consider another nearby facility for sheltering needs.

Until all of your emergency shelters have accessible parking, exterior routes, entrances, interior routes to the shelter area, and toilet rooms serving the shelter area; you should identify and widely publicize to the public, including persons with disabilities and the organizations that serve them, the locations of the most accessible emergency shelters.

Shelter staff and volunteers are often trained in first aid or other areas critical to the delivery of emergency services, but many have little, if any, familiarity with the needs of people with disabilities. In some instances, people with disabilities have been turned away from shelters because of volunteers' lack of confidence regarding the shelter's ability to meet their needs. Generally, people with disabilities may not be segregated or told to go to "special" shelters designated for their use. They should ordinarily be allowed to attend the same shelters as others. Invite representatives of group homes and other people with disabilities to meet with you as part of your routine shelter planning. Discuss with them which shelters they would be more likely to use in the event of an emergency and what, if any, disability-related concerns they may have while sheltering. Develop site-specific instructions for your volunteers and staff to address these concerns.

Many shelters have a “no pets” policy and some mistakenly apply this policy to exclude service animals such as guide dogs for people who are blind, hearing dogs for people who are deaf, or dogs that pull wheelchairs or retrieve dropped objects. When people with disabilities who use service animals are told that their animals cannot enter the shelter, they are forced to choose between safety and abandoning a highly trained animal that accompanies them everywhere and allows them to function independently.

Adopt procedures to ensure that people with disabilities who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. While you cannot unnecessarily segregate persons who use service animals from others, you may consider the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.

Individuals whose disabilities require medications, such as certain types of insulin that require constant refrigeration, may find that many shelters do not provide refrigerators or ice-packed coolers. Individuals who use life support systems and other devices rely on electricity to function and stay alive and, in many cases, may not have access to a generator or other source of electricity within a shelter.

Ensure that a reasonable number of emergency shelters have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). These shelters should be made available on a priority basis to people whose disabilities require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration. The public should be routinely notified about the location of these shelters. In addition, if you choose to maintain a confidential registry of individuals needing transportation assistance, this registry could also record those who would be in need of particular medications. This will facilitate your planning priorities

People who are deaf or hard of hearing may not have access to audible information routinely made available to people in the temporary shelters. Individuals who are blind or who have low vision will not be able to use printed notices, advisories, or other written information. Adopt procedures to provide accessible communication for people who are deaf or hard of hearing and for people with severe speech disabilities. Train staff on the basic procedures for providing accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Train staff to read printed information, upon request, to persons who are blind or who have low vision.

### **Limited English Proficiency (LEP)**

Effective communication with individuals with limited English proficiency (LEP), including students and parents, is an essential component of emergency planning and response. Plans must comply with applicable legal requirements on language access.

For cultural and linguistic minorities with LEP, readying optimal communication channels is a time-intensive task that should be accomplished at the local level prior to an emergency. These communication channels can include translation services, story boards, community and religious groups, multi-lingual emergency information and signs, and English immersion programs to name a few.

Also, the American Red Cross has spokespeople trained in several languages who often provide translation services and media interviews. In addition, they work with many partners who provide services to non-English speaking communities. They can also provide information and printed materials for distribution. Red

Cross disaster preparedness and safety information is available in Spanish, Vietnamese, Creole, Chinese and a variety of other languages.

### **Clery Act**

Among other things, the Clery Act requires Institutes of Higher Education (IHE) to provide timely warnings to the campus community of certain crimes reported to campus security authorities that represent a threat to students and employees. IHE's should take steps to ensure the emergency notification planning, testing, and implementation will provide such notifications and related information to individuals with disabilities, including those with vision or hearing disabilities, as effectively as they are provided to others.

### **Timely Warnings**

The Clery Act requires IHEs to alert the campus community to certain crimes that are reported to campus security authorities or local police agencies, and are considered by the IHE to represent a threat to students and employees. These alerts must be done in a manner that is timely and that will aid in the prevention of such crimes. The Clery Act does not include a specific definition of "timely". However, the intent of a timely warning is to enable people to protect themselves; therefore, warnings should be issued as soon as pertinent information is available. The decision to issue a timely warning should be made on a case-by-case basis, taking into account the nature of the crime, the danger to the campus community, and the possible risk of compromising law enforcement efforts.

### **Emergency Notification**

IHEs must also develop and disclose emergency response and evacuation procedures, including emergency notification procedures that describe their response to significant emergency or dangerous situations involving an immediate threat to the health or safety of students or employees occurring on the campus. This requirement is intended to ensure that an IHE has sufficiently prepared for an emergency situation on campus, has tested those procedures to identify and improve on weaknesses, and has considered how it will inform the campus community and other individuals, such as parents and guardians.

### **Family Educational Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA)**

This plan shall not conflict with FERPA and HIPAA laws and should function in concert with the IHE's current policies on each.

## **DECLARATION OF A CAMPUS STATE OF EMERGENCY**

The authority to declare a campus state of emergency rests with the Office of the President or his/her designate as follows:

- ❑ During the period of any campus emergency the Campus Security Department shall place into effect the appropriate procedures necessary to; meet the emergency, safeguard persons and property, and maintain educational facilities. Campus Security will immediately consult with the Emergency Management Director, or designate, regarding the emergency and the possible need for a declaration of a campus state of emergency.
- ❑ When this declaration is made only registered students, faculty, staff and affiliates (persons required by employment) are authorized to be present on campus. Those who cannot present proper identification showing their legitimate business on campus will be asked to leave the property.
- ❑ Authority for certain public safety operations will be relegated to the appropriate outside agency.
- ❑ Emergency operations will comply with all ordinances and statutes as appropriate for the situation.

## TASKS BY POSITION OR DEPARTMENT

The following tasks apply to emergencies and disasters. Specific tasks for each hazard are assigned in the appropriate Annex.

- Annexes to this plan have been prepared which outline the emergency functions performed by departments in controlling the various emergencies that might occur. Departments that are emergency-oriented in their normal operations (such as Campus Security) will be involved in all emergencies and will conduct emergency operations in accordance with their own standard operating procedures (SOPs). Other departments may be required to assist by furnishing personnel and/or logistics support.
- President or Designee
  - The President or designee has the authority and responsibility in an emergency to implement emergency powers. These powers include:
    - Making emergency policy decisions.
    - Declaring a Campus State of Emergency.
    - Establishing curfews, blockades and limitations on utility usage.
    - Cancelling classes and closing campus.
    - Notifying and conducting liaison activities with administration, governmental emergency service agencies, Emergency Planning Team and others as necessary.
- Emergency Management Director
  - The Emergency Management Director's primary responsibilities will be conducted in the Prevention, Mitigation and Preparedness phases. He/she will also have Response and Recovery responsibilities including, but not limited to:
    - Acting as chief advisor to the EOC Manager when the EOC is functional.
    - May serve as EOC Manager if assigned.
    - Implement the policies and decisions of the Policy Group.
    - Approve outside assistance when necessary.
    - Authorize evacuation orders and approve rules for ingress and egress to the affected area.
    - Establish guidelines for the preservation of vital records.
    - Coordinate requests for critical resources and mutual aid.
    - Maintain the EOC in a condition to permit activation with minimal notice and, when activated, supervise activities of the emergency staff until an appropriate transfer of command can be completed upon the arrival and briefing of the EOC Manager.
    - Effect liaison and coordination with other EOC's.
    - Keep the Policy Group apprised of the situation upon request.
    - Disseminate general emergency public information as authorized by the EOC Manger through the PIO.
    - Conduct an after action review of the situation, response and overall effectiveness.
    - Coordinate Disaster assistance on behalf of the organization if State or Federal Disaster

- relief funds are made available.
  - Develop, coordinate and maintain the EOP and other applicable emergency resource documents.
  - Maintain a listing of resources available to respond to an emergency.
  - Maintain overall readiness.
- The Campus Security Department will:
- Provide security for the EOC.
  - Make appropriate administrative notifications regarding emergencies.
  - Monitor campus emergency warning and evacuation systems.
  - Take immediate and appropriate actions to protect life, property and to safeguard records as necessary.
  - Request assistance from City, County and Federal Government as required.
- The Physical Plant will:
- Provide a representative for assignment to the emergency staff at the EOC.
  - Provide current campus information including maps, route planning and alternative response options.
  - Assist Campus Security in traffic and area control, perimeter security, and in rescue and evacuation missions.
  - Maintain emergency facilities, to include backup power sources.
  - Provide equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
  - Provide vehicles, equipment and operators for movement of personnel and supplies.
  - Obtain the assistance of utility companies as required for emergency operations.
  - Furnish emergency power and lighting systems as required.
  - Survey habitable space and relocates essential services and functions.
  - Provide facilities for emergency generator fuel during actual emergencies or disasters.
  - Provide for storage of vital records at an alternative site.
- Student Service will:
- Serve as liaison to the Red Cross for emergency lodging, feeding, clothing and other services should they respond.
  - Serve as liaison with other social services groups.
  - Make official announcements to the student population of the school in coordination with the PIO.
  - Provide staff to coordinate the relocation of students as necessary.
  - Coordinate communication and contact between outside emergency response personnel and students.
  - Communicate with parents of affected students.



- Finance and Operations will:
  - Prepare to mobilize staffing resources.
  - Establish procedures for utilizing volunteers for Disaster operations, who are not associated with outside volunteer organizations (e.g. Red Cross).
  - Coordinate deployment of reserve personnel to departments requiring augmentation.
  - Establish emergency purchasing procedures and a disaster contingency fund.
  - Maintain records of emergency-related expenditures for personnel, equipment, facilities and materials.
  - Compile cost-estimates of damage for use by organization officials in requesting Disaster assistance.
  - Evaluate the financial effects of damage.
  - Advise officials on emergency powers and necessary procedures for invocation of emergency measures and provide general legal counsel as needed for:
    - Contract review
    - Emergency agreements
    - General guidance to EOC and Policy Group on specific activities as related to the disaster.
    - Review and advise officials on possible liabilities arising from disaster operations, including the exercising of any or all of the above powers.
    - Prepare and/or recommend rule changes for the implementation of emergency powers that may be required during an emergency.
    - Advise officials and departments on record keeping requirements and other documentation necessary for the exercising of emergency powers.
  
- Marketing and Communications will:
  - Provide the emergency response team with an immediate and ongoing media exposure assessment, which anticipates which media outlets may be interested in covering the event and when. This assessment will also identify what information is needed to respond to media inquiries.
  - Select (or serves as) the campus spokesperson to deal directly with media inquiries.
  - Produce any prepared statements and/or news releases regarding the inquiry, seeking approvals as necessary from other members of the emergency response team.
  - Establish the lines of communication with external media, coordinating their visits to campus.
  - Advise other members of the emergency response team regarding the need for, and extent of internal communications, particularly as it relates to media/public relations exposure.
  - In the period ensuing an emergency, advise the emergency response team regarding the potential for media follow-up and further inquiry.

## SUPPORT FROM OUTSIDE ORGANIZATIONS

Emergency Services and Disaster Agencies, the American Red Cross and Salvation Army are a valuable resource during emergency situations. They can be contacted directly or through other emergency responders. Contact information for these and other outside resources should be kept in the resource section of this plan. They are typically equipped to:

- ❑ Provide professional and technical assistance, training and response material, assistance with local, state and federal funding, etc.
- ❑ Provide care to disaster victims and displaced persons, to include shelter, feeding, clothing, medical care, registration, and inquiry. Additionally, Red Cross will maintain a current list of shelter locations.
- ❑ Assist individuals and families in recovering from the disaster, to include casework services, home repair, furnishings, medical and nursing care, occupational supplies, and equipment.
- ❑ Provide mental health assistance to disaster victims.
- ❑ Conduct private sector damage assessments.
- ❑ Feed emergency workers in the field.
- ❑ Provide training for volunteer groups.

## **EMERGENCY OPERATIONS CENTER ACTIVATION**

The Emergency Operations Center (EOC) will be activated when an emergency reaches such proportions that it requires a closely coordinated effort on the part of leading campus officials. The EOC Team and other personnel having duty assignments in the EOC will report to their assigned locations upon notification of the EOC activation. The following personnel have the authority to activate the EOC:

- ❑ President
- ❑ EOC Manager and back-up
- ❑ Dean of Students
- ❑ Director of Operations, Regional Learning Centers
- ❑ Emergency Management Director

The EOC Activation Team is responsible for setting up the EOC when activated for an event or incident.

The EOC Team is responsible for supporting the activities of field personnel necessary to maintain and restore operations both during and after an emergency situation. These personnel are led by the EOC Manager, and are supported by the operations, planning, logistics, and finance/administration sections, as well as public information, safety and liaison teams.

## EMERGENCY OPERATIONS CENTER ACTIVATION LEVELS

From time to time advance notification may be available on hazardous events that could affect operations, health and safety of campus personnel and students or degradation of quality of life. Maintaining 24-hour vigilance at full EOC staffing levels for potential or minor events is not feasible due to the impact of continued alert status of personnel and the impact of routine operations. To address this need, the EOC will operate in three modes to address a varying level of event probability and severity and maintain flexibility for the EOC Manager to address needs as they arise.

- Stand By
  - Stand By should be implemented when an alert has been received or staff recognizes the potential for a high hazard event that could result in the opening and staffing of the EOC. This level consists of:
    - Setting up the EOC.
    - Placing the Emergency Management Director, or designate, on 10-minute response (plus 10) to the EOC.
    - Placing the EOC Team on a 30-minute response (plus 30) to the EOC.
- Partial Activation = Command Staff (EOC Manager, Deputy EOC Manager, Safety, PIO, and Liaison)
  - Partial Activation is appropriate when a minor event has occurred. It requires support of field operations and coordination with local, county or state emergency operations centers. It does not warrant full opening of the EOC. Actions shall consist of:
    - Setting up the EOC.
    - Emergency Management Director shall report to the EOC.
    - Members of the EOC Team identified by the EOC Manager shall staff the EOC on a limited basis. NOTE: This provides a high degree of flexibility to address a contained event and can be rapidly expanded to a full activation if needed.
- Full Activation
  - Full Activation is appropriate when there is a need to support multiple events or a major event that adversely affects the quality of life or the health and safety of campus personnel and students, and/or threatens property damage. Actions shall consist of:
    - Setting up the EOC
    - This includes all implementation steps included in the Stand By and Partial Activation Levels with the addition of calling in all key personnel to staff all functions as required.
    - Full activation is a full effort directed at containing, controlling and minimizing the effects of a major event. The EOC Manager can re-designate from a Full Activation to a lesser level based upon prevalent conditions and changing tactical situations.

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## TRAINING

The Emergency Management Director will maintain an annual training schedule and insure this training is conducted and the schedule is updated annually. This schedule should be kept as an attachment to this EOP. This schedule should describe the critical training and exercise activities to be used in support of the plan. This includes the core training objectives and frequency to ensure that staff, students, faculty, families, and community representatives understand roles, responsibilities, and expectations. The schedule should also establish the expected frequency of exercises to be conducted. Exercises may range from basic fire and shelter-in-place drills to full-scale communitywide drills.

## PLAN MAINTENANCE

This EOP will be reviewed and updated at least annually. Each annex indicates a responsible party for these reviews and updates. It is the responsibility of the Emergency Management Director to ensure these reviews and updates are completed. The Emergency Management Director shall also be responsible for the review and update of all other components of the EOP.

Every time there is a change to the EOP, new copies of the entire plan, or just the updated section, annex or attachment, must be distributed to all personnel included in the EOP distribution list and appropriately recorded in the Record of Change.

## DIRECTION AND CONTROL

### **Purpose**

To provide direction, control, and coordination of campus forces to include liaison with any and all outside agencies/entities as is appropriate. Provide emergency information and direction to the occupants of the campus during an emergency. A line of succession will be established for the EOC and each function, and should be in accordance with the operating procedures established within this plan.

### **Policy Group**

Policy group should include officials with certain legal and policy-making responsibilities including the President or designee. The Policy Group will be housed separately from the EOC and will provide policy direction to the EOC Manager.

### **Command Staff**

The command staff consists of the EOC Manager, Public Information Officer, Liaison Officer and Safety Officer. Duties of the command staff are:

- Provide support to field personnel.
- Coordinate the response and early recovery activities.
- Supervise the activities of the various sections in the EOC.
- Interpret operational policy.
- Keep the Policy Group informed about the emergency situation.

### **EOC Manager:**

- Manage EOC resources and direct EOC operations.
- Information processing which involves the collection, evaluation, and dissemination of information about the incident to help support response operations.
- Maintain a significant events log.
- Identify resource needs.
- Prepare briefings for the Policy Group and ensure they are delivered on a regular basis.
- Coordinate logistical support for response personnel.
- Assign staff to fill command and general staff positions.

### **Public Information Officer:**

- Assume emergency public information functions assigned by EOC Manager.
- Interact with other EOC sections to provide and obtain information relative to the incident.
- Contact media outlets and provide information related to the incident as cleared by the EOC Manager.
- Monitor media reports and telephone inquiries for accuracy and respond as appropriate to correct rumors.

- ❑ Coordinate with the EOC Manager for releasing information updates to public.
- ❑ Make recommendations to the EOC Manager as to holding a press conference or issuing an official statement.
- ❑ Evaluate information available in the EOC to determine the areas in which additional public information is appropriate.
- ❑ Coordinate information on the disaster if it affects adjacent municipalities. This information should be released via the Emergency Alert System (EAS) where available – Access through local law enforcement, County Sheriff’s Office, or County Department of Emergency Management.
- ❑ Operate in a joint information center (JIC) as needed.

**Safety Officer:**

- ❑ Brief EOC staff on potential EOC evacuation plans.
- ❑ Evaluate conditions and advise EOC Manager of any conditions and actions that might result in liability and identify any oversights or improper response actions.
- ❑ Coordinate with the Finance/Administration Section on any personnel injury claims or records preparation as necessary for proper case evaluations.
- ❑ Exercise emergency authority to stop and prevent unsafe acts.
- ❑ Investigate accidents that have occurred within the incident area.
- ❑ Addressing general welfare and safety of EOC personnel.

**Liaison Officer:**

- ❑ Compile a list of outside agency representatives and make available (Agency name, phone numbers and contact person) to all sections of the EOC as needed.
- ❑ Respond to requests from sections of the EOC and take necessary actions to satisfy request with outside agencies.
- ❑ Communicate with all outside organizations as necessary (excluding on-scene public safety agencies).
- ❑ Monitor incident operations to identify current or potential inter-organizational problems.



## General Staff

### **Operations Section**

- ❑ Elements of the operations section are:
  - Fire/Rescue (if applicable)
  - Police (if applicable)
  - Maintenance
  - Facilities
  - Shelter Management
  - EOC Support Staff

The Operations Section is responsible for the management of operations directly applicable to the incident and the collection, evaluation, dissemination, and use of information concerning the development of the incident. This information is needed to: 1) understand the current situation; 2) predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident. Responsibilities include:

- ❑ Obtaining briefings from the EOC Manager.
- ❑ Support on-scene operations.
- ❑ Manage and carry out the operations portion of the incident action plan as directed by the EOC Manager.
- ❑ Briefing and assigning operations personnel.
- ❑ Determining needs and requests for additional resources.
- ❑ Reporting information about specific activities, events and occurrences to the EOC Manager.
- ❑ Reviewing suggested list of resources to be released and initiating recommendations for release of resources.
- ❑ Addressing general welfare and safety of operations section personnel.
- ❑ Providing any additional services, as indicated in respective departmental annexes or SOPs.
- ❑ Establishing information requirements and reporting schedules for each incident.
- ❑ Assembling information on alternative strategies.
- ❑ Identifying needs for use of specialized resources.
- ❑ Performing operational planning in conjunction with the Planning Section.
- ❑ Providing periodic predictions on the incident.
- ❑ Compiling and displaying incident status summary information.
- ❑ Advising the EOC Manager of any significant changes in the incident status.
- ❑ Maintaining resource status information.
- ❑ Preparing and distributing EOC Manager's orders.

### **Planning Section**

- ❑ Elements of the Planning Section are:

- Strategic Planning
- Documentation
- Records Management

The Planning Section is responsible for the collection, evaluation, dissemination and use of information concerning the development of the incident. Information is needed to: 1) understand the current situation; 2) reasonably predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident. Responsibilities include:

- ❑ Devise an incident action plan (IAP) to be approved by the EOC Manager, and provide the plan to the Operations Section.
- ❑ Obtaining briefings from the EOC Manager.
- ❑ Establishing information requirements and reporting schedules for each incident.
- ❑ Assembling information on alternative strategies.
- ❑ Establishing a weather data collection system when necessary.
- ❑ Identifying needs for use of specialized resources.
- ❑ Providing periodic predictions on the incident.
- ❑ Compiling and displaying incident status summary information.
- ❑ Advising the command staff of any significant changes in the incident status.
- ❑ Maintaining resource status information.
- ❑ Addressing the general welfare and safety of the Planning Section personnel.
- ❑ Preparing and distributing the EOC Manager's orders.

### **Logistics Section**

- ❑ Elements of the logistics section are:
  - Procurement/Purchasing/Supply
  - Staff Food Distribution
  - Communications
  - Information Services

Logistics Section is responsible for providing equipment, facilities, materials, supplies, and services in support of the incident. The Logistics Section participates in the development and implementation of the incident action plan (IAP) and supervises resources procurement if necessary. It is recommended that the leading department consider assigning a representative to the logistics section (i.e. if this is a Security event, assign a Security representative to this section). Responsibilities include:

- ❑ Obtaining briefings from the EOC Manager.
- ❑ Assigning work locations and preliminary work tasks to section personnel.
- ❑ Notifying the Planning Section of logistics units activated, including names and locations of assigned personnel.
- ❑ Participating in the preparation of the IAP.
- ❑ Identifying service and support requirements for planned and anticipated operations.
- ❑ Providing input to and review communications plan, medical plan and traffic plan.

- ❑ Coordinating and processing requests for additional resources.
- ❑ Providing technological infrastructure to include hardware, software and technical support for EOC use.
- ❑ Advising on current service and support capabilities.
- ❑ Estimating future service and support requirements.
- ❑ Receiving demobilization plan from the Planning Section.
- ❑ Recommending release of unit resources.
- ❑ Addressing general welfare and safety of logistics section personnel.

#### **Finance/Administration Section**

- ❑ Elements of the Finance/Administration Section are:
  - Legal Services
  - Finance/Fiscal Office
  - Human Resources
  - Risk Management

The Finance/Administration section is responsible for all documentation of the incident including financial and cost analysis aspects of the incident and for coordinating legal information and recommendations. Responsibilities include:

- ❑ Obtaining briefing from the EOC Manager.
- ❑ Attending briefings with responsible agencies to gather information.
- ❑ Identifying and procuring supply and support needs for the finance/administration section.
- ❑ Develop an operating plan for finance function for the incident.
- ❑ Preparing work objectives for subordinates, briefing staff and making assignments
- ❑ Determine need for commissary operations.
- ❑ Informing the EOC Manager when the section is operational.
- ❑ Meeting with assisting and cooperating agency representatives as required.
- ❑ Providing input in all planning sessions on financial and cost analysis matters.
- ❑ Maintaining contact with all agency administrative headquarters on financial matters.
- ❑ Documenting all financial costs of the incident including documenting for possible cost recovery for service and supplies.
- ❑ Advising the command staff on possible liabilities arising from disaster operations.
- ❑ Collecting and compiling input data and after action reports.
- ❑ Evaluating the effects of damage on the economic index, and insurance ratings for use in long-range recovery planning.

# EOC ORGANIZATIONAL CHART

