



**Community Colleges
of Spokane**

EMERGENCY MANAGEMENT PLAN

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Human Resources Office

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CCS EMERGENCY MANAGEMENT PLAN

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Emergency Management Plan (EMP)

1.0 **PURPOSE AND SCOPE**

1.1 **Purpose**

The purpose of the Emergency Management Plan (EMP) is to establish a continuing state of emergency readiness and response. The EMP will be used to manage college emergency incidents to the maximum extent possible to protect life, the environment and property, and to restore the college to normal operating conditions in the shortest possible time. While it is not possible to cover every conceivable situation, the EMP provides the basic administrative structure and protocols necessary to cope with emergency situations through effective use of college and campus resources.

The EMP is designed to provide a single source of information to protect Community Colleges of Spokane (CCS) employees, students and visitors during emergency situations. It is also intended to facilitate an effective response to emergencies by outside responders by providing the early initiation of a recognized command, control, and communication structure.

1.2 **Scope**

This EMP covers emergencies on the campuses of Spokane Community College (SCC), Spokane Falls Community College (SFCC) and all sites owned and controlled by CCS.

The scope of this Emergency Management Plan (EMP) does not cover the many college programs and courses offered in community public schools, churches and other sites not controlled by the CCS. CCS employees working in community-based sites should be aware of the emergency plans specific to their site. This EMP is an all-hazards plan that covers natural and man-made emergencies that may arise on the CCS campuses, including but not limited to:

- ▶ Severe Weather
- ▶ Threats/Violence
- ▶ Bomb Threat
- ▶ Volcanic Eruption
- ▶ Civil Disturbance
- ▶ Aircraft Crash
- ▶ Earthquake
- ▶ Fire
- ▶ Hazardous Material Release
- ▶ Community Disaster (on or near campus)

The EMP is designed to be flexible in order to accommodate contingencies of various types and severity. The EMP also recognizes the need for trained, responsible individuals to use their reasonable judgment in case of an emergency.

1.3 Training, Review and Update of the Emergency Management Plan

Community Colleges of Spokane (CCS) is committed to ensuring that the CCS Emergency Management Plan is dynamic. The EMP will be tested and evaluated regularly to ensure maximum preparedness. Key staff will participate in table-top and full-scale exercises to enhance skills and evaluate plan protocols. All CCS employees will be required to have a basic understanding of the EMP and their role in the successful execution of critical protocols.

The CCS Incident Commander (IC) and Emergency Operations Center (EOC) members will debrief following the termination of an emergency incident or training drills, identifying those aspects of the EMP that worked well and those aspects that can be improved based on the experience.

The CCS Emergency Management Plan will be reviewed on an annual basis to ensure that the EMP reflects the current conditions and status of the campus facilities and personnel. During this process the roster of Incident Command System personnel (and alternates) will be reviewed and updated, if needed, along with the state of emergency preparedness and response. Appropriate recommendations will be made to revise any programs and/or procedures for the Chancellor's approval.

2.0 LEVELS OF EMERGENCY INCIDENTS

2.1

Level I

Level I events generally can be controlled by a minimum number of personnel and require only limited (or no) evacuation of the building or area. Level I emergency incidents affect a minimum number of people, individual rooms of a building or a localized outside area. No formal campus-wide declaration is usually made. Examples of Level I emergencies include minor medical events or minor disturbances not normally requiring outside assistance.

2.2

Level II

Level II events may affect larger numbers of people, interrupt normal operations for a longer period of time than a Level I incident, and may involve evacuation of a building or area. Level II emergency incidents affect an entire building or a large outside area and require a coordinated effort by designated campus emergency responders (security officers, facilities personnel, public information officer (PIO), information technology (IT) personnel, building evacuation coordinator(s), and/or other emergency response personnel). A formal, campus-wide emergency notification is usually made. Level II emergencies include small fires, localized suspicious odors, ruptured oil-filled transformers, small chemical spills, criminal disturbances or injuries requiring medical attention.

2.3

Level III

Level III emergencies typically involve the interruption of normal operations throughout the campus for an unknown period of time. Level III emergency incidents affect more than one building or a major portion of the campus and include major events in the surrounding community that affect the campus. Sheltering large numbers of people on campus or evacuating numerous campus areas, buildings or the entire campus may be required. This level of emergency also may include a campus isolated from normal emergency personnel response for an extended period of time. Campus self-sufficiency, sustainable up to 72 hours, should be planned for in an incident of this magnitude. A formal all-campus emergency notification will be made. Examples of Level III emergencies include major earthquakes, airplane crashes, and acts of violence or large chemical spills including natural gas.

3.0 RESPONSIBILITY AND CONTROL

It is the responsibility of all CCS employees to protect, to the best of their abilities, the safety and health of students, staff and visitors on campus. This responsibility includes assisting in the safe and orderly evacuation of people from buildings and from campus when such evacuations are required. (Per Board of Trustees Policy 2.30.05).

3.1

Level I and II Emergencies

Community Colleges of Spokane personnel, students and visitors who become aware of Level I or Level II emergencies in their area should notify 911 first (if appropriate) and then call the 24-hour campus security phone 533-3333 immediately and follow any directions provided. Faculty and staff are responsible for controlling Level I and Level II emergencies (through calm direction and delegation of tasks) until designated campus emergency responders arrive on-scene, and for providing needed assistance to the responders until the emergency concludes.

All CCS personnel must be familiar with the appropriate emergency procedures, including “Immediate Actions for Specific Emergencies” outlined in this EMP, and use their best judgment to respond and protect the safety and health of the people affected.

3.2

Level III Emergencies

Emergency situations of the nature and magnitude defined as Level III require an organized, well-coordinated response. The college executive or designee will formally declare a campus emergency.

In general, the CCS procedure during a Level III emergency will be either to evacuate the CCS population from a campus or shelter in place. CCS students, staff and visitors to campus should follow “Immediate Actions for Specific Emergencies” included in this EMP.



All campus employees are expected to participate in the safe and immediate evacuation of students and campus visitors. All campus personnel, students and visitors should cooperate fully with the instructions of the Incident Command Team during an emergency.



AN EMPLOYEE, STUDENT OR VISITOR IS NOT REQUIRED TO PUT HIM/HERSELF AT RISK NOR CONDUCT ANY ACTIVITY THAT HE/SHE FEELS IS UNSAFE.

4.0 **MOBILIZATION AND EMERGENCY MASS COMMUNICATIONS**



Refer to CCS Administrative Procedure 2.30.05-R.

Two actions must occur rapidly in the event of an emergency on a CCS campus.

4.1 **Mobilization**

First, emergency responders (campus and/or community) must be notified. At the same time, it is important that key CCS executives are quickly notified.

Mobilization begins when the first person on the scene calls 911 (if appropriate) and campus security. The use of two-way radios by campus security officers will alert the District Facilities dispatch center. Dispatch will notify the District Public Information Officer (PIO), campus facilities manager, campus student services administration office, and the campus IT help desk. The PIO will notify the Chancellor's office. The student services administration office will notify the campus president's office.

4.2 **Emergency Mass Communications**

Second, in the event of some level II and all level III emergencies, students, faculty, staff and visitors on the campus must be quickly alerted.

Campus emergency mass communications is accomplished by the Emergency Communications Team (PIO personnel), Dispatch and Security at the direction of the Incident Commander or Emergency Operations Center (EOC).

Campus emergency mass communications will employ an array of communications methods including, but not limited to, computer screen messaging; text, voicemail and e-mail messaging (RAVE Alerts), fire alarms, phone trees and building evacuation coordinators.

No single method will reach all students, faculty, staff and visitors. A combination of tools and assistance from faculty and staff is required to reach as many people as possible.

5.0 CCS EMERGENCY MANAGEMENT STRUCTURE

5.1 Requirements

If a campus-based incident occurs, campus personnel are the immediate responders. They will notify emergency responders, provide first aid, and give command and management directives -- all in advance of the arrival of emergency responders. Campus personnel must be prepared to: provide an immediate and effective response; transfer command to emergency responders, and work with emergency responders and other community response agencies. Although campus personnel are not tasked to be highly trained first response emergency management personnel, they play a vital role in the process. The CCS EMP is designed as a dynamic document to prepare all faculty and staff for their important roles in emergency events that impact the campus environment.

The National Incident Management System (NIMS) was established by Homeland Security Presidential Directive-5 (HSPD-5): Management of Domestic Incidents on March 1, 2004. NIMS was established to address emergency events from severe weather to the threat of a terrorist event with significant impact.

HSPD-5 requires adoption and implementation of NIMS by all local jurisdictions -- defined as including higher education institutions -- across the full spectrum of potential incidents and hazards.

NIMS uses a core set of concepts, procedures, standards and terminology that comprises a single, comprehensive system for managing domestic incidents. The NIMS structure features six (6) integrated components that are the foundation of the systematic approach for response to incidents:

1. Command and Management
 - a. Incident Command System (ICS)
2. Preparedness
 - a. Planning, training, exercises

3. Resource Management
 - a. Mobilize, track and recover resources
4. Communications and Information Management
 - a. Framework for all communications and information sharing
5. Supporting Technologies
 - a. Voice and data communication systems, etc.
6. Ongoing Management and Maintenance
 - a. Strategic direction and oversight for NIMS development

6.0 INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System is the management process of the “Command and Management” component of NIMS. The ICS is universally recognized by emergency personnel as one of the most important features of emergency management. The system is designed to expand and contract in size and scope in accordance with the demands of the specific emergency. ICS provides clear authority and a coordinated response to the diverse activities necessary to successfully address emergency events. ICS maximizes efficient use of resources and responds in a controlled and well-organized manner.

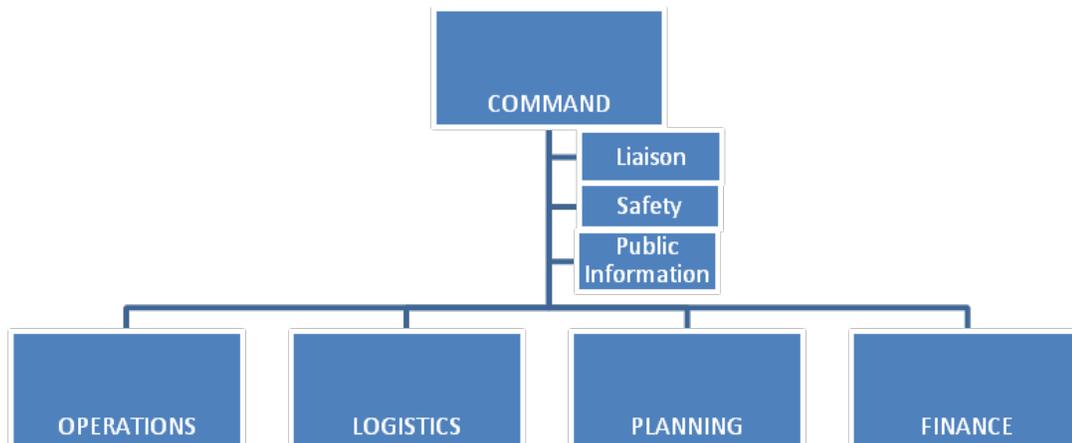
ICS Features

1. Establishment and transfer of command is the key to ICS. From the beginning of an incident, someone is in charge. Initially, the first person in charge is usually the person who discovers the emergency and makes the decision to call for assistance and to alert others in the area. That person is replaced by campus personnel or trained campus responders who in turn may be replaced by professionally trained emergency managers as the event evolves.
2. ICS develops in a top down, modular fashion that is based on the size and complexity of the event, as well as the hazards involved. Modular design allows for expansion and contraction of the management structure and resources as needed. Each module represents a function such as Building Evacuation Team or Perimeter Security Team. Most minor emergencies on campus will require only a command module and a scene containment module.
3. ICS establishes common terminology and procedures that enable diverse organizations to work together effectively.

- ICS has five basic functions: Command, Operations, Logistics, Planning, Finance/Administrative and Support.

Announcement!

During all emergencies, the Incident Command System management structure (below) replaces the standard CCS organizational structure.



6.1 Incident Command Team (ICT) Roles and Responsibilities

6.1.1 Incident Commander (IC)

The Incident Commander is the person in charge of the incident. The Incident Commander assesses the emergency and provides direction for the campus response.

6.1.2 Incident Command Team

To support the Incident Commander, the following Incident Command Team positions are available: Liaison Officer, Safety Officer, Public Information Officer (PIO), Operations Leader, Logistics Leader, Planning Leader and Finance Leader.

6.1.2.1 Liaison Officer

The Liaison Officer is the lead campus contact for communication with other emergency responders such as fire and police departments; city, county, state, and federal emergency organizations; American Red Cross, and hazardous materials (HazMat) teams.

6.1.2.2 Safety Officer

The Safety Officer identifies the known and potential hazards associated with campus facilities, materials and equipment that emergency responders may encounter.

6.1.2.3 Public Information Officer (PIO)

The Public Information Officer's primary responsibility is to disseminate accurate and timely information to CCS, the community and news media during an emergency incident.

6.1.2.4 Operations Leader

The Operations Leader is responsible for managing the deployment of all response activities related to the emergency (e.g., establishing a perimeter or evacuating a building).

6.1.2.5 Logistics Leader

The Logistics Leader is responsible for obtaining and organizing all equipment, supplies and facilities needed for the response.

6.1.2.6 Planning Leader

The Planning Leader is responsible for collecting, analyzing and disseminating incident situation information and intelligence to the IC and EOC.

6.1.2.7 Finance Leader

The Finance Leader is responsible for providing financial and other administrative support if needed.

6.1.2.8 Continuity of Business Group

Under the direction of the EOC, the Business Continuity Group is

responsible for ensuring campus operations during an event or restoration of campus operations as quickly as possible after an emergency event. (See page 20.)



Not all ICS positions are used in all emergencies. The position is created based on a need for the function the position represents. However, there will always be an Incident Commander (someone in charge) and most likely an Operations Leader (someone who gets things done) and a PIO.

7.0 COMMAND LOCATIONS

7.1 Incident Command Post (ICP)

The Incident Command Post (ICP) is the location of the tactical-level, on-scene command group. The incident commander is always at the ICP. The location of the ICP can be changed for various reasons. The location of the ICP should be known to all emergency responders at all times.

7.2 Emergency Operations Center (EOC)

The Emergency Operations Center (EOC) is the pre-established location where designated leaders converge to support the on-scene incident command team. The EOC may be activated when there is a threat or an actual emergency. The EOC maintains a strategic view of the overall situation(s), but does not provide on-scene management. The EOC may include key CCS district administrators (Chancellor, District Director of Facilities, Chief Financial Officer, and PIO) and key campus administrators (President, Vice Presidents, and IT Director).

7.3 Staging Areas

A staging area can be any location in which personnel, supplies and equipment are temporarily housed or parked while awaiting operational assignment. Generally, someone is placed in charge of the staging area to check-in resources and dispatch resources as needed.

8.0 EMERGENCY RESPONSE ACTIONS

The following priorities shall guide emergency response activities:

1. Minimize injuries and loss of life;
2. Minimize damage to property and the environment; and
3. Facilitate the restoration of CCS services.

8.1 Emergency Response Team (ERT)

At CCS, the Emergency Response Team (ERT) will be the initial responders to emergency events. Key members of the ERT include Campus Security, District and Campus Facilities personnel, Student Services Administration, IT Help Desk and PIO. Once on scene, ERT personnel assume the functions of the ICS as needed. At the minimum, there will always be an IC (person in charge) and an Operations Leader (person who performs actions). Other functions of the ICS will be activated based on the nature and size of the emergency event (e.g., the logistics and planning leaders). The Finance Leader can best operate from the EOC.

8.2 Establish Incident Command Locations

At the onset of an emergency, the campus Incident Commander may direct all team leaders, including all alternates, to assemble at the Incident Command Post (ICP). After initial deployment, the campus Incident Commander may recommend relocating the ICP. Any change of location must be communicated effectively to all personnel within the extended Incident Command System management structure.

It is important that all emergency responders know the location of the ICP at all times. When dictated by the size or scope of the event, an Emergency Operations Center (EOC) should be established in one of the pre-designated locations. The SCC and SFCC Emergency Operations Center locations are:

➤ **SCC EOC**

- Primary – Max M. Snyder Bldg. (50), East/West Board Rooms
- Alternate – Student Services (15), Student Development Center Conference Room
- Off-campus Alternate – SFCC Administration Bldg. (30), Falls Conference Room

➤ **SFCC EOC**

- Primary – Administration Bldg. (30), Falls Conference Room
- Alternate – Student Union Bldg. (17), Lounge A
- Off-campus Alternate – SCC Max M. Snyder Bldg. (50), East/West Board Rooms

8.3 EOC's Response Actions (if activated)

1. Set strategic policy direction and priorities.
2. Secure materials, equipment and contractors needed during the emergency.
3. Plan and document the necessary evidence (both written and photographic) for potential financial cost recovery claims following the incident.
4. Plan for the restoration of normal campus operations.

8.4 Incident Commander Response Actions

1. Make an Initial On-Scene Assessment.
2. Establish Initial Goals and Objectives.

After making an assessment of the situation, the Incident Commander must establish realistic initial goals and objectives focused on saving lives, caring for the injured, stabilizing the incident and minimizing harm.

3. Determine Actions.

Establish an action plan that will stabilize and control the incident to meet the initial goals and objectives.

4. Deploy Incident Command Teams.

Issue specific objective-oriented assignments. Ensure that all leaders are properly briefed and assigned.

5. Determine Additional Requirements.

Determine resource needs and promptly initiate the appropriate request to the EOC for additional personnel, apparatus, material or other assistance as required.

6. Establish a Briefing Schedule.

Establish times or intervals that all Incident Command System leaders will convene at the ICP for a briefing of the current situation and anticipated plan of action.

8.4.1 Transfer of Incident Command

As an emergency evolves it is likely that transfers of incident command will take place. The most critical transfers of command occur while an incident is still escalating. Typically, ranking or more highly trained personnel arrive on the scene and subsequently assume the function of Incident Commander (person in charge). The individual who assumed initial command of the emergency will brief the new Incident Commander on the situation, the status of resources at the scene, the action plan in effect and any unusual safety problems. After this exchange of information, the new Incident Commander assumes the command function.

In the event that professional emergency responders, i.e., Fire and/or Police, are involved, the college/campus Incident Commander is in charge of the incident until control is transferred to a professional emergency response agency. The college/campus Incident Commander then teams with the Incident Commander(s) of the responding agency(s) who has jurisdiction over the incident, in a structure known as a Unified Command (UC). This team exists until the emergency is resolved. The purpose of a Unified Command is to coordinate an effective response by uniting the "Incident Commanders" of all major organizations involved in the incident. At the same time, the Incident Commanders carry out their own jurisdictional responsibilities.

8.5 Liaison Officer Response Actions (if assigned)

1. Assumes lead contact role for other emergency responders.

2. Coordinates mutual aid requests.
3. Provides Rapid Responder information to responding agencies.
4. Assists the IC in communicating updates to the EOC.
5. Refers all public, media and other non-responder inquiries to the PIO.

8.6 Safety Officer Response Actions (if assigned)

1. Identifies known and potential hazards in and around the emergency location.
2. Coordinates with safety officers from other emergency responders.
3. Advises the IC of response actions that may need to be altered, suspended or terminated if judged to be unsafe.

8.7 Public Information Officer (PIO) Response Actions

1. Activates the campus emergency mass communications systems.
2. Establishes a communications network to provide information to concerned families, students and community members.
3. Assumes the role as the sole provider of all public statements and the point of contact for all news media.
4. Coordinates information release with PIOs of other responding agencies.

8.8 Operations Leader Response Actions

1. Implements the incident action plan.
2. Organizes and manages all incident tactical activities utilizing the Operations Teams.
3. Requests needed personnel, supplies and equipment from the IC.

8.8.1 Operation Teams Response Actions (if assigned)

Each team leader reports to the Operations Leader and provides a roster of team members and locations.

1. Campus Security Team Functions
 - a. Establish law enforcement response.
 - b. Establish scene security perimeters.

- c. Maintain crowd control.
 - d. Establish traffic control and access points.
 - e. Provide security at staging areas, evacuation sites and shelter locations.
2. Building Evacuation Coordinator Functions
- a. Manage designated building evacuation/shelter-in-place actions.
 - b. Report trapped, injured or unaccounted persons to the Operations Leader.
 - c. Remain with evacuees at assembly points.
 - d. Assist with any movement of evacuees from assembly points.
 - e. Report current situation to Operations Leader at regular intervals.
3. Child Care Team Functions
- (Note: Coordinate this with child care plan.)**
- a. Manage child care center evacuation/shelter-in-place actions.
 - b. Remain with children until relieved by Operations Leader.
 - c. Report current status to Operations Leader at regular intervals.
4. First Aid Team Functions
- a. Respond with first aid equipment and supplies.
 - b. Assist injured within limits of training.
 - c. Assist Emergency Medical Responders as needed.
 - d. Record name of injured, location, sex and approximate age, and identify as student, faculty, staff or visitor. Report this information to the Operations Leader or PIO as directed.
 - e. Supervise volunteers.
 - f. Report fatalities to the Operations Leader immediately.



Medical activities requiring special training and/or equipment shall not be conducted by personnel untrained or unequipped to perform such activities.

5. Counseling Team Functions

- a. Report to IC or EOC as directed.
- b. Provide assessment of counseling needs to IC.
 - Campus responders, students, faculty, staff and visitors
- c. Coordinate with other responding agency counselors.
- d. Document activities for EOC.

6. Interpreter/ESL Team Functions

- a. Report to IC or EOC as directed.
- b. Communicate with injured.
- c. Contact families of injured or missing.
- d. Perform duties as assigned.

8.9 Logistics Leader Response Actions (if assigned)

- 1. Procure supplies and equipment as directed.
- 2. Distribute supplies and equipment as directed.
- 3. Establish and secure staging areas for supplies and equipment.
- 4. Manage facilities used for staging, shelters or command.
- 5. Track equipment as in-use, available or out-of-service.
- 6. Document expenses related to assignment.

8.9.1 Logistics Teams Response Actions

1. Utilities Team Functions

- a. Ensure that natural gas, electricity, and water service is maintained or shut down as directed.
- b. Coordinate with appropriate utility providers during and after the emergency.

2. Shelter/Facilities Team Functions

- a. Establish and maintain campus facilities for sheltering activities.

- b. Maintain heat, water, lights and suitable sanitation facilities.
 - c. Supply blankets and pillows as needed. Ensure fire detection and suppression systems are maintained.
3. Food Service Team Functions
- a. Arrange for auxiliary kitchens and food sources for mass feeding.
 - b. Coordinate with Red Cross and other providers.
 - c. Document expenses.
4. Communications Service Unit Functions
- a. Maintain communication systems between critical functions on and off campus.
 - b. Arrange continuation, modification or restoration of telephone service as needed.
 - c. Assist in establishing voice/data communications as needed.

8.10 Planning Leader Response Actions (if assigned)

(Note: Planning function can be located at the EOC or ICP.)

- 1. Oversees the gathering of all incident-related data and analysis.
 - a. Incident operations
 - b. Assigned resources
- 2. Conducts planning meetings and briefings for IC and EOC.

8.10.1 Planning Teams Response Actions

- 1. Situation Team Functions
 - a. Collects, processes, and organizes all situation information.
 - b. Develops projections and forecasts of future events and needs.
 - c. Creates plan for business continuity.
 - d. Provides availability of Rapid Responder to all responders as needed.

- e. Conducts structural safety surveys, assesses repair needs and costs.
- 2. Documentation Team Functions
 - a. Maintains accurate and complete incident records.
 - b. Organizes files for legal, analytical and strategic planning purposes.
 - c. Maintain all incident logs.
- 3. Resource Team Functions:
 - a. Tracks all CCS personnel assigned to the incident.
 - b. Tracks major CCS equipment status (in-use, available, out-of-service).

8.11 Finance/Administrative Support Leader Response Actions (if assigned)

- 1. Manage finance issues related to the emergency.
- 2. Coordinate with the Planning Leader for business continuity planning.
- 3. Create funding plan for recovery.

8.11.1 Finance/Administrative Support Teams Response Actions

- 1. Procurement Team Functions
 - a. Processes all financial documents pertaining to vendor contracts.
 - b. Contracts emergency procurements.
- 2. Compensation and Claims Team Functions
 - a. Documents all claims (injury and damage) pertaining to the event.
 - b. Prepares for claim investigations.

8.12 Continuity of Business Group Response Actions (if activated)

- 1. Informs the CCS personnel and, through the PIO, news media on recovery progress and post-emergency business plans.
- 2. Conducts structural surveys of campus buildings and properties to establish habitability and functionality.
- 3. Assesses needs and costs for repair.

4. Develops plans for relocation of services.
5. Develops a funding plan to include reimbursement from state/federal sources.
6. Develops agreements and contracts for post emergency needs.
7. Insures that traumatized employees receive appropriate counseling services.

8.13 Facilities Personnel

Facilities personnel will remain on campus unless specifically instructed to evacuate. Facilities supervisors will report to the Operations Leader. They will deploy personnel throughout the emergency to repair, maintain and operate equipment or utilities necessary to restore or maintain vital functions.

Facilities personnel will maintain an inventory of auxiliary equipment and special assistance personnel, such as earth-moving equipment or contractors, and will be prepared to activate equipment and personnel as directed during an emergency event.

8.14 Non-Incident Command Team Personnel

The roles and responsibilities of CCS personnel not specified in the Incident Command System structure depends on the nature and magnitude of the emergency, the identified skills of the individuals, and response needs. Generally, personnel are initially engaged to account for students, manage assembly areas and maintain calm. In the event of campus closure, personnel not directly responding to the emergency will be released from campus as early as feasible.

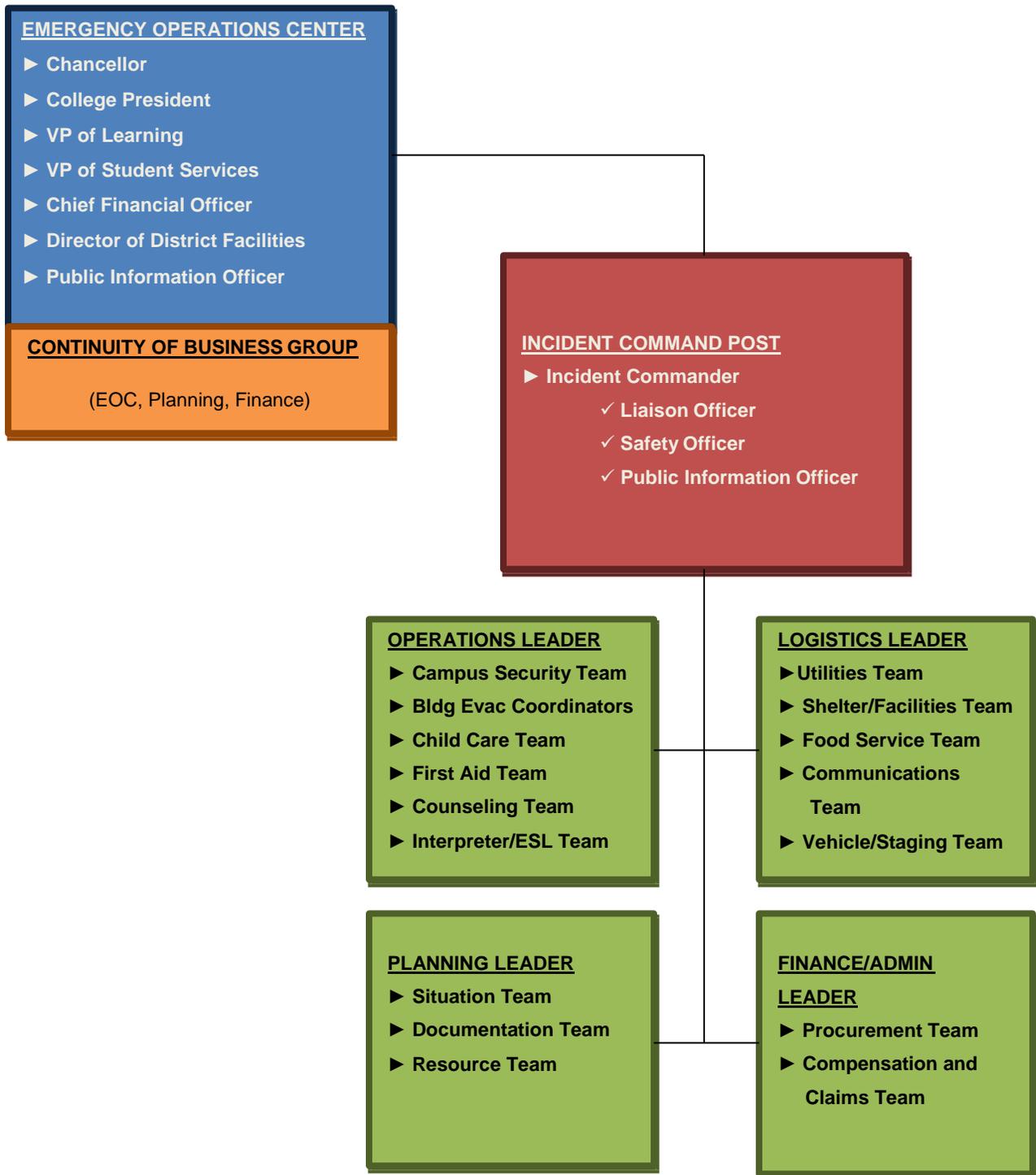


It is the responsibility of all Community Colleges of Spokane employees to assist in the safe and orderly evacuation of people from buildings and from campus.



An employee, student, or visitor is not required to put him/herself at risk nor participate in any emergency response activity that he/she feels is unsafe.

The following CCS Incident Command System (ICS) management structure enables college personnel to (1) Evaluate the incident, (2) Minimize injuries and loss of life, (3) Minimize damage to property and the environment, (4) Allocate resources to accomplish the action plan and (5) Facilitate the restoration of CCS services.



9.0 **EVACUATION**

Evacuation is one of the primary strategies that a campus will employ in many emergencies. An evacuation can be from an area, a building or an entire campus. An evacuation must be planned, managed and controlled.

9.1 **Building Evacuation Coordinators**

A Building Evacuation Coordinator and alternate will be assigned to each major CCS building. It shall be the responsibility of the appropriate campus executive to appoint the Building Evacuation Coordinators and maintain a current roster.

9.2 **Evacuation Routes/Assembly Points**

Evacuation routes and assembly points for are located in hallways where a lighted exit sign or exterior exit door is not readily visible within 100 feet of that location, and in hallways where the configuration does not readily lead to an obvious exit from that location.

Evacuation routes and assembly points for all of the CCS facilities are in the Rapid Responder program available through the Internet to specified users.

9.3 **Evacuation Procedures**

1. Evacuate immediately if you hear an alarm or are asked to evacuate.
2. Close, but do not lock, all doors.
3. Follow the posted evacuation route to the designated assembly point.
4. Notify the Building Evacuation Coordinator and/or emergency first responders of the location of anyone unable to leave the building.
5. Wait at the assembly point for instructions.
6. **Do not re-enter the building** for any reason until instructed by competent authority that it is safe.

(See also "Building Evacuation" in "Immediate Actions for Specific Emergencies.")

10.0 **SHELTERING**

Sheltering may be necessary on a campus or within a building, depending on the magnitude of an incident. College facilities may be used to "shelter-in-place" staff, faculty, students and visitors. CCS facilities may also provide shelter for displaced individuals during a campus evacuation or to provide shelter to the community.

10.1 **Shelter for Campus Evacuations**

During a campus evacuation, there may be individuals who do not have transportation to leave campus immediately. In the event this occurs, shelter will be provided, if possible, on campus. A security/safety sweep of the building will be performed before opening a building for shelter.

- **SCC Primary Campus Evacuation Shelter: Lair Student Center Lobby/Meeting Rooms**
- **SCC Alternate Campus Evacuation Shelter: Walter S. Johnson Sports Center**
- **SFCC Primary Campus Evacuation Shelter: SUB Lobby/Meeting Rooms**
- **SFCC Alternate Campus Evacuation Shelter: Gymnasium/Fitness Center**

10.2 **Shelter-in-Place**

If public officials send out a message that a major incident has occurred that makes it unsafe for the public to move about outdoors, all CCS building occupants in the affected area will be notified via the telephone tree, voice mail broadcast message, RAVE Alerts, or other methods. Everyone will be asked to remain in the building for his/her own safety. **However, no one will be held against his/her own will.** When public officials give the “all clear,” building occupants will be notified through the same emergency communications channels detailed above.

10.3 **American Red Cross Shelter**

The college presidents have agreed to provide shelter to the community through the American Red Cross if there is a major incident in the community and college facilities are safe. The American Red Cross will evaluate the campus building selected for the shelter for appropriateness for Red Cross operations and will consult with college administrators to minimize impacts to the college.

10.4 **Procedures for Building Evacuation Coordinators for Shelter-in-Place**

1. **When you receive notification to shelter in place, close all doors and windows, and shut down building HVAC systems unless otherwise instructed.**
2. Move people away from doors and windows and toward the core of the building as directed.

3. Give people a period of time to shelter or leave. For example, “you have three minutes to shelter-in-place or leave the building.”
4. Promote calm.
5. Take a flashlight (if available) to the designated shelter area for your building or an inner hallway or room.
6. If you have a radio, take a radio to the shelter area.
7. Remain in this area until you receive the “All Clear” to end the shelter-in-place.

11.0 EQUIPMENT AND RESOURCES

11.1 Communications Equipment

College emergency communications are typically accomplished via campus telephone, voicemail broadcast message, e-mail, RAVE Alerts or through two-way campus radios. During an emergency event, all methods may be used to reach as many people as possible. Each CCS entity has established communication methods for contacting personnel quickly and efficiently on and off campus. Two-way radios are used routinely by security officers and Facilities personnel. Any emergency situation will be announced via the two-way radios. “Runners” will be used to augment the communication system when necessary.

11.1.1 College Telephone and Voice Message System

The land-line campus telephone and voice-messaging system is equipped with a battery backup system that can power the system during an electrical outage for approximately 8-12 hours, depending on use. Upon request, the local telephone service providers may supply additional backup by means of additional batteries or power-generating equipment. However, in the event of a regional emergency, additional battery backup or power-generating equipment may not be available.

When a total campus telephone switch outage occurs, CCS has 24 lines at each campus that may be installed at various campus locations to maintain off-campus communications. Powered by the central office, these lines would be installed in buildings determined at the time of the emergency.

It is possible that the central office switching equipment in Spokane could become inoperable, while the campus switching equipment would be operational and could be used for internal, on-campus communications. The campus telephone systems and voice messaging systems operate independently of the central office. The only time the central office facilities are used is when making a call to or receiving a call from off-campus locations. (Note: The Magnuson building is on a separate phone line from the SFCC campus and may not be affected by outage at the same time.)



In case of emergency, a telephone voicemail broadcast may be sent to all campus telephones.

11.1.2 Campus Payphones

Payphones located on campus may continue to work when the campus telephone system is inoperable. If the local service provider's switching center, located in Spokane, is out of service, the payphones and Internet access will not be operational. Payphones and access to the Internet are provided by Qwest.

11.1.3 Campus Two-Way Radios

Two-way radios are routinely carried by campus security officers and facilities personnel. Detailed information regarding radio frequencies and assignment is provided in **Rapid Responder**.

Two-way radios are powered by rechargeable, nickel-cadmium (Ni-Cad) batteries with an anticipated service life of 10 hours during normal use, before recharging is necessary. Most radios have four channels available for use. Channel 1 transmits through a repeater that allows radio communication between SCC and SFCC and generally anywhere within the Spokane city limits. Channel 1 is used by facilities personnel and SFCC security personnel. At SCC, day-to-day security operations use Channel 2. In an emergency, SCC Security uses Channel 1. Channels 3 and 4 are radio-to-radio channels and have a range of approximately one-half mile;

Therefore, they cannot be used to communicate campus-to-campus. The programmable radios do not operate on the same frequency as the local professional emergency responders. **In an emergency, two-way radios will provide the most reliable, mobile and transferable means of communication on campus.**

11.1.4 Cellular or Digital Phones

Cellular phones typically have a service life of two hours during use before recharging is required. During a localized emergency that includes loss of phone service, the cellular phones may provide a vital link with emergency response agencies, contractors, utilities and other off-campus entities. However, during an area-wide emergency, high-volume cellular phone use often overwhelms the service and calls made from cellular phones do not connect.

Personal cellular or digital phones are widely used by personnel, students, and visitors on campus and may provide an available means for individuals to communicate with people on and off campus. Communicating with concerned family members or friends may help reduce anxiety significantly. However, due to the limitations identified above, cell phone usefulness during a regional emergency may be limited. Cell phones can receive text messages utilizing the **RAVE Alerts** emergency communications program. Faculty, staff and students are automatically signed up for this service through ctcLink and RAVE.

11.1.5 Internet Communications (E-mail) and CCS Intranet

The majority of college personnel are connected to the college e-mail system via computer. E-mail accounts may also be accessed from off-campus computers via Internet.

Because Internet can be widely accessed from computers both on and off campus, it can provide an excellent means of releasing information to a large on-campus or off-campus audience.

The e-mail system and Internet servers can also provide both internal and external communications as long as power is available to the servers and the local (LAN) and wide (WAN) area data networks are functional.

As conditions permit, notices and updates of emergency situations will be posted on www.ccs.spokane.edu. If operations are significantly impacted (i.e. college closure) this information will be put on the CCS Operations Hotline 533-3303.

11.1.6 Other College Communications Methods

Message runners may be used to physically carry communications between parties during an emergency.

11.2 Computer Backup

Community Colleges of Spokane copies the data from the student administration files and the campus servers for storage at a secure location off-site. The district director of information systems and/or the campus computer support manager may arrange for delivery or pickup of these backup files. The information contained on the backup files may be accessed through other community colleges in the event CCS computer systems are incapacitated.

11.3 Chemical Spill Response Materials and Supplies

Community Colleges of Spokane does not store hazardous materials or generate hazardous waste in quantities larger than 55 gallons. Fifty-five gallon drums of waste oil, antifreeze and gasoline are stored in secondary containment. Flammable cabinets, with spill-reservoirs, are provided in areas where small quantity containers of flammables (such as paints and solvents) are used. Acid resistant cabinets are used in the chemistry stockroom (SCC Bldg. 27 and SFCC Bldg. 8) for safe storage of acids and bases.

Substance-specific spill kits are maintained in the chemistry laboratories. These kits include activated carbon, neutralizer-absorbent combinations, and mercury capturing methods.

Spill control equipment is located at both the SCC and SFCC Primary Hazardous Waste Storage Areas (SCC Bldg. 22 and SFCC Bldg. 19). Available equipment includes absorbent pads (*a.k.a.*, pillows), absorbent booms (*a.k.a.*, pigs), spill containers and a spark-proof shovel. Additional supplies of absorbent materials are stored in the campus maintenance buildings (SCC Bldg. 201 and SFCC Bldg. 10).



Spill response equipment is limited for use on spills/releases that are 55 gallons or less in quantity.

11.4 Medical and First Aid Supplies

First aid kits intended only for injuries incidental to the workplace – not mass casualties – are located in many buildings throughout each campus.

At SCC, the Health Science programs in Bldg. 9 (nursing, respiratory care and dental assisting) and Athletics in Bldg. 5 have limited first aid, medical supplies and linens on hand that may be used in an emergency. Additionally, these areas have inventories that vary during the year of personnel protective equipment (PPE), such as surgical gloves, eye goggles and filter masks.

The SCC Health Science Building (9) is equipped with 21 hospital beds. Exercise mats available in the SCC Sports Center (Bldg. 5) and SFCC Gymnasium (Bldg. 7) may be used to transport and care for injured.

A cache of medical supplies (blankets, bandages, and stretchers) are kept in the campus maintenance buildings (SCC Bldg. 201 and SFCC Bldg. 10) and are available for first aid volunteers to use.

The Facilities Department has a water truck that could provide potable water during warm weather. Additional potable water may be accessed from local hot water heaters and vending machines.



A specific list of available equipment and supplies that could be used in an emergency is in the Rapid Responder program, which can be accessed through the Internet by district and college emergency responders. This list should not be considered all inclusive, however; many campus resources may be used in a non-traditional manner to mitigate an emergency situation.

11.5 Miscellaneous Equipment and Supplies

During an emergency, equipment, vehicles and other resources may be utilized in a nontraditional manner. For example, exercise mats, folding tables, and hollow-core doors may be used as stretchers; towels and linens may be used as bandages; vehicles may be used as shelter.

Traffic Cones and Barricades

SCC	Building 19	Custodian Bay
SFCC	Building 10	Large Bay

SCC/SFCC Campus Crisis Response Kit Supplies

These kits are located at various points on the SCC and SFCC campuses and contain numerous pieces of equipment that are needed in emergencies. A partial list of equipment includes blankets, fire extinguishers, flashlights, megaphones, tarps and tools.



A complete list of equipment contained in the kits and the specific locations of the kits can be found in the Rapid Responder program.

11.6 Rapid Responder Software (Computer Mapping System)

Rapid Responder is an Internet-based software application that gives emergency responders access to site-specific and incident-specific emergency management data. Rapid Responder is a secure program accessible by authorized district and college emergency responders.

12.0 DOCUMENTATION

Each Incident Command System Leader is responsible for documenting the activities and expenditures associated with the discharge of his/her emergency functions. Additionally, each professional emergency responder will keep documents associated with activities during the response. These documents are valuable for several reasons. They:

1. Provide the basis to assess emergencies and evaluate the response.
2. Identify areas where campus preparedness activities worked well and those areas that need improvement.

3. Verify emergency expenses and document efforts to recover expenses.
4. Assist in the event of litigation.

All documents, status sheets, logs and forms shall be kept along with all financial records and photographs related to the emergency. CCS should request the post-incident reports from any responding agency that participated in the emergency. An event file of original documents will be maintained at the District Administration office.

13.0 EMERGENCY RESPONSE AND RECOVERY PHASES

Every emergency incident involves simultaneous response and recovery processes. During the early stages of an emergency, response activities dominate while recovery processes support response.

Recovery activities should concentrate on giving accurate information to people who need it most and should begin as soon as the emergency phase of the operation is completed. Recovery activities should include debriefing, post-incident analysis and identification of a recovery team or recovery plan.

13.1 Debriefing

Debriefing should begin as soon as the emergency phase of the operation is completed. The purpose of the debriefing is to inform participants.

- What happened?
- What is known about the status of the campus facility, including when operations will resume or when a determination of a time frame for resuming operations will be known?
- What is known about conditions beyond campus boundaries that may affect movement away from campus?
- What is known about the status of the campus populations, including the type and extent of any injuries?
- Where were the injured taken?

- How to access updates.
- What actions will be taken next?

13.2 **Post-Incident Analysis**

Post-incident analysis is a reconstruction of the incident to establish a clear picture of events that took place during the emergency. As soon as practical, construct a brief chronological overview of who did what, when and where during the incident. A written Post-Incident Analysis report should be prepared.

- **Command and control**
 - Did the first trained responder to arrive on scene establish the Incident Command System?
 - Was the emergency response organized according to the existing emergency management plan procedures?
 - Did information pass from ICS operational teams to the CCS Incident Commander and from the CCS Incident Commander to the EOC through appropriate channels?
 - Were response objectives communicated effectively to field personnel (operational teams) who were expected to implement them?
 - Did the CCS Incident Commander integrate well with the professional emergency response Incident Command upon arrival and throughout the incident?
- **Tactical operations**
 - Did the on-scene Incident Commander effectively order tactical operations?
 - Did the Operations Team implement these orders? What worked? What didn't?
 - Were tactical operations conducted in a timely and coordinated fashion?
 - Do revisions need to be made to tactical procedures?
 - Do tactical work sheets need to be developed or modified?

- **Resources**
 - Were human and material resources adequate to conduct the response effectively?
 - Are improvements needed to facilities or equipment?
 - Were mutual aid agreements implemented effectively?
- **Support services**
 - Were support services adequate and provided in a timely manner?
 - What is needed to increase the provision of support to a necessary level?
- **Plans and procedures**
 - Were the Emergency Management Plan and associated tactical procedures current?
 - Did they adequately cover notification, assessment, response, recovery and termination?
 - Were roles and assignments clearly defined?
 - How will plans and procedures be upgraded to reflect successful and unsuccessful aspects of the emergency response?
 - What other procedures could have been in effect?
 - Are there any procedures that should be eliminated?
 - What additional protective measures could have been taken to eliminate the damage?
 - Have there been any changes in the facilities, equipment or operations of the institution that warrant changes in the procedures for emergency management?
- **Training**
 - Did this event highlight the need for additional basic or advanced training?
- **Communication**
 - How well did internal and external communications work?

- What should be clarified or changed?
- **Legal**
 - Are there ongoing legal issues that need to be resolved?

13.3 **Recovery Plan**

The timing for moving from a response focus to a recovery focus will depend on the nature and magnitude of the emergency and damage to campus structures and infrastructure. Once the immediacy of the emergency subsides, efforts at returning the campus to normal operations begin.



Once the incident is in the recovery phase, the leadership structure may change from the Incident Command System to the normal CCS organizational structure.

CCS leaders will work to assure an organized recovery that maximizes safety of personnel and mitigates further damage to facilities and assets. The Incident Commander will work with the EOC to assure an organized recovery, to maximize the safety of personnel, and to mitigate further damage to facilities and assets. The Recovery Plan, or a timetable for a Recovery Plan, should be communicated to all interested parties. It is possible that recovery may continue long after resumption of normal operations. (See “Continuity of Business Group Response Actions” in Section 8.12.)

14.0 **COLLEGE FACILITIES AND POPULATIONS**

14.1 **Facilities**

The Spokane Falls Community College campus includes 21 buildings situated on a 140-acre site that slopes north toward the Spokane River. The campus is bordered on the north and south by the Spokane River, west by Randolph Road and a residential area, and east by Fort George Wright Drive. SFCC is along the flight path to Spokane International Airport, located approximately five miles southwest of the campus.

The Spokane Community College campus includes 21 buildings situated on a 141-acre site adjacent to the Spokane River. The campus is bordered on the north by

The Spokane River, south by Mission Avenue, west by Greene Street, and east by Rebecca (partially paved). SCC is along the flight path to Felts Field, an active general aviation airport with 320 based aircraft and more than 72,000 annual aircraft operations. The field is approximately 2½ miles east of campus. Burlington Northern Railway and Union Pacific Railway tracks lie a few hundred yards to the south and southeast of the campus.

The buildings on each campus are identified and recognized by function name and building number. Campus maps are in the Rapid Responder program.

In addition, CCS offers programs in urban and rural centers, public schools and community centers in Ferry, Stevens, Pend Oreille, Spokane, Whitman and Lincoln counties. CCS locations in Spokane County are:

- The Lodge, 3305 W. Fort George Wright Drive, Spokane
- Adult Education Center, 2310 N. Monroe Street., Spokane
- Esmeralda Center, 3939 N. Freya Street, Spokane
- Fairchild Center, 4 W. Castle Street, Fairchild AFB, Airway Heights

CCS rural locations are:

- Colville Center, 985 S. Elm
- Inchelium Center, 14 Community Center Loop
- Ione Center, 208 Blackwell
- Newport Center, 1204 W. Fifth
- Pullman Center, 115 N.W. State St.
- Republic Center, 970 S. Clark



Detailed and secure information about all CCS buildings located in Spokane County is contained in the Rapid Responder program.

14.2 Populations

The population of our campuses consists primarily of adult students, faculty, staff, administrators, and visitors. Campus populations include a substantial number of students with disabilities and individuals with limited English language skills, including refugees and those in beginning English as a Second Language (ESL) classes. During academic quarters, young children are on campus at the SCC Bigfoot Child Care Center (Bldg. 20) and SFCC Early Learning Center (Bldg. 29). The campuses are most heavily populated Monday through Friday, 7:30 a.m. to 2:30 p.m. However, night classes convene until 10 p.m. during the week. Campus and community events may be held during the weekend. Non-operation times are typically considered to be between 10 p.m. and 6 a.m. In general, Security and Facilities personnel are the only populations scheduled to be on campus during hours of non-operation.

14.2.1 Population During Hours of Operation

- No housing is provided on campus.
- Districtwide, Community Colleges of Spokane has just over 2,000 employees, 43 percent of whom are part-time or temporary employees.
- Spokane Community College employs approximately 670 faculty and staff, who serve approximately 7,000 students
- Spokane Falls Community College employs about 500 faculty and staff, who serve approximately 5,800 students.
- Weekday evening and weekend populations vary considerably, but are significantly less than during daytime hours.
- The SCC Bigfoot Head Start Child Care Center is located in Bldg. 20. The center serves children ages six weeks to five years during the daytime and in extended-hour (evening) care. Approximately 50 adults work at the child care center in various capacities during daytime operations, with reduced numbers (six or fewer) at night. The child care center is open from 6:30 a.m. to 10:30 p.m. Monday through Thursday and 6:30 a.m. to 4:30 p.m. on Friday, when classes are in session during the academic school year. During summer quarter, the center is open with reduced operations from 6:30 a.m. to 4:30 p.m. Monday through Thursday.
-

- The SFCC Early Learning Center, located in Bldg. 29, serves 89 children ages six weeks to five years. The Early Learning Center is open 7 a.m. to 4 p.m. Monday through Friday when classes are in session during the academic year. Summer services are offered when program funding allows.
- Individuals with disabilities – including sight and hearing impaired, mobility impaired, learning disabled and developmentally disabled – may be present throughout the campuses and centers during hours of operation.
- Twenty-four (24) hour security is provided at the college campuses by a combination of in-house campus security officers, student security and contract security personnel.
- A number of organizations located on campus are not part of the CCS academic reporting structure. These organizations include at SCC: Canadian College of English Language, Department of Vocational Rehabilitation, Spokane Public Schools, WorkSource Spokane; at SFCC, Department of Vocational Rehabilitation and WorkSource; and on both campuses Sodexo food service.

14.2.2 Population During Non-Operational Hours

- Twenty-four (24) hour security is provided on campus.
- Facilities personnel work on the SCC and SFCC campuses during non-operational hours including custodial shop staff from 5 p.m. to 6:30 a.m. Monday through Thursday and 4 p.m. Friday to 12:30 a.m. Saturday (1:30 a.m. at SFCC). Saturday and Sunday events are covered by custodial shop staff in numbers appropriate to the size of the event. There is a campus operations shop member on duty on Saturday from 6:30 a.m. to 2:30 p.m.
- The library on each campus is open on weekends during the instructional quarter.