Emergency Operations Plan (EOP)

20000 68th Ave. W
Lynnwood, WA 98036

Current as of: 06/15/2017

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Document Control, Review and Updates

The Emergency Preparedness Manager is responsible for ensuring that the most current version of this document is available to college employees including any exercise after action reports.

This document will be reviewed every two years, or on an as needed basis in response to exercises and Incident after action reports, and be redistributed to the appropriate individuals on The Policy Cabinet

- College President
- Executive Vice President for Instruction
- Vice President for Student Services
- Vice President for Finance & Operations
- Vice President for College Relations & Advancement
- Vice President for Workforce Development & Training
- Vice President for International Education
- Associate Vice President for Human Resources
- Associate Vice President for Equity and Inclusion
- Director of Safety, Security and Emergency Preparedness
- Director of Information Technology
- Director of Facilities

Partner Agency Invited to Review:

- Central Washington University Lynnwood Branch
- City of Lynnwood Fire Department
- City of Lynnwood Police Department
- Snohomish County Department Emergency Management

Review and Approval

This Edmonds Community College Emergency Operations Plan is hereby approved and is effective as of this date.

06/13/2017

Jean Hernandez, Ed. D. **Date**
Edmonds Community College President

Section I: Introduction, Mission and Purpose

The Edmonds Community College Emergency Operations Plan (EOP) provides guidance on prevention, mitigation, preparedness, response, and recovery operations in case there is an emergency event involving Edmonds CC students, staff, and faculty, or facilities utilized by our campus community. This includes disaster and emergency responsibilities and procedures, continuity planning, training and education.

The plan includes descriptions of emergency support functions, and supporting documents, as well as the guidance for the coordination of operations during impactful events, and the most effective use of resources within Edmonds Community College.

The plan establishes a mutual understanding of authority, responsibilities and functions of College officials and provides a basis for incorporating our processes into the local emergency response structure.

This EOP is designed to be compatible with local, state, and federal government emergency operations plans. Any conflicts will be addressed on a case by case basis using NIMS and ICS as guidance.

The Incident Command System will be implemented for Edmonds Community College's incident response, the structure of which is detailed in the Response section of this plan.

The Policy Cabinet (PC) will review and General Staff may approve any changes to the Emergency Operations Plan.

Incident Command and General Staff may make exceptions or changes to specific procedures and priorities as outlined within the incident action plan, as needed during an event.

Section II: Emergency Communications

Emergency Communications and Resources

Triton Alert

The Triton Alert system uses software as a service that sends e-mails, text messages, RSS feed, and updates to the College's homepage. The software is web based and hosted off site, so it is not impacted by network outage on campus. The communication system allows for rapid and direct delivery of notifications to those who may be impacted by incidents.

"Big Voice" Loudspeaker and Digital Readout Warning System

This public address system uses a combination of loudspeakers in exterior locations and speakers and IP Clock/speakers indoors. This allows for transmission of voice messages to all campus, and for digital readouts of the same pre-programmed messages where IP clocks are installed.

Both of these systems can be accessed by authorized personnel to send Emergency Alerts to localized or mass audiences.

Section III: Preparedness Phase – Policies & Authorization

Policy Cabinet (PC)

The Policy Cabinet oversees and provides policy recommendation to the College President in the Preparedness phase and provides direction for the development, approval process and maintenance of the Emergency Operations Plan. The PC provides policy direction for emergency preparedness, mitigation, response and recovery planning activities.

The Policy Cabinet coordinates as needed with local agencies such as: the City of Lynnwood, Snohomish County Department of Emergency Management, and other State and Federal agencies.

The Policy Cabinet shall provide policy direction to the Emergency Operations Command Staff during any activation.

In the Preparedness, Mitigation, and Response phases of Emergency Management and in activating Business Continuity Plans, PC will initiate, approve and endorse plans created for the effective Response and Recovery Operations of the Campus.

PC has established delineations of authority to the Director of SSEP and other designees and delegated specific roles & responsibilities for the cohesive capability in all phases of Emergency Management.

Memorandums of Understanding (MOU) and Mutual Aid Agreements (MAA) are approved or initiated and signed by the authority delegate for the College.

Emergency Management Action Team (EMAT)

The Emergency Management Action Team (EMAT) shall consist of delegates or designees from the following critical functions of the college to facilitate the response and recovery operations. These personnel will be designated as “Essential Personnel” during campus emergencies or suspended operations on an “As Needed” basis. Essential personnel will be notified by their supervisory chain if they are required to report and/or respond to a particular emergency event. Employees on the EMAT may also be notified via Triton alerts set up to specifically notify them to report. Employees are responsible for keeping their contact information up-to-date in the Triton alert system and with the Human Resources Office.

Directors or Delegates from:	**Deans or Designees from:**
● Safety, Security and Emergency Preparedness ● Information Technology ● Facilities and Capital Planning ● College Relations ● Services for Students with Disabilities ● International Student Services ● Human Resources ● Athletics ● Finance and Operations ● Central Washington University ● Food Services and Catering	● International Education ● Health and Human Services ● Allied Health ● Enrollment and Entry Services ● Science, Technology, Engineering and Math ● Student Success, Student Life and Development ● Student Success, Retention and Completion ● Associate Dean for Learning Resources

The EOP is designed to effectively coordinate the use of College and community resources to protect life and property before, during, and immediately following a major crisis or disturbance on or near Edmonds Community College. It shall be placed into operation by the Director of Safety, Security and Emergency Preparedness (SSEP) or their designee whenever an incident, crisis, or emergency affecting the Campus goes beyond the control or capability of daily operating procedures.

The Campus EMAT members may be selected to staff Command Staff or Section Chief functions in the Emergency Operations Center (EOC) depending on the size and complexity of the incident. The Command Staff shall have training in both Unified Command and functional training to command and coordinate the Campus emergency operations. All other staff will have training commensurate with expected duties.

EMAT members shall work with the Emergency Preparedness Manager to select appropriate staff to be designated and trained in the roles of Command Staff and General Staff in the EOC or other Response and Recovery functions.

EMAT will also assist in identifying personnel best suited to fill deputy positions, using job title and description as guidance.

In addition, EMAT members shall ensure National Incident Management and Incident Command Systems compliance training is completed and that all response activities are NIMS and ICS compliant.

Section IV: Response Phase – Emergency Operations

Emergency Response Levels

The emergency response operations structure is established for identified levels of emergency, crisis, or incident as it impacts the colleges day-to-day operations.

Level I: Emergency Operation Mode – Standby

Definition: Incidents that Standard Operating Procedures can handle. While there may be some damage and/or interruption, the conditions are localized and the Emergency Operations Center does not need to be activated. If notified of the event, Edmonds CC Emergency Operations Plan and Center will operate in “standby” mode.

Actions:

- The onsite lead dept. handles the situation following standard operating procedures. The lead responder to an incident is the Incident Commander, until/unless relieved by someone with more experience/knowledge of the situation.
- If a situation requires additional resources, the Incident Commander contacts SSEP to help monitor and provide additional guidance, or boundary control.
- SSEP Leadership may choose to open a Department Operation Center (DOC). If the incident has the potential to grow, SSEP will notify appropriate members of PC via phone, text or Google Hangout.
- The College Emergency Operations Center is placed on stand-by mode.
- A virtual EOC may be established for ease of information sharing and documenting.

Level II: Emergency Operation Mode – Partial/Full Activation

Definition: The incident is severe and causes damage and/or interruption to college operations. Coordination of resources and campus services is needed to respond effectively. A partial or full activation of the Emergency Operations Center is needed. The college may be the only affected entity.

Actions:

- EdCC Incident Commander coordinates with lead response agency to determine if activation of EOC is needed.
- SSEP Director or designee assigns appropriate Incident Commander and EOC Manager.
- A virtual EOC may be established with need to know personnel.
- EMAT and other EOC Team members are notified via Triton Alert, telephone, or Google Hangouts to set up the EOC and call in support staff for assistance.
- Some operations and classes may be suspended.
- Unified command with local police, fire, and/or EMS may be implemented.
- EOC Manager in consultation with the AIC will designate a Liaison to serve as a connection to the external agencies.

Level III: Emergency Operation Mode – Full Activation

Definition: The emergency situation may overwhelm the college or local authorities' ability to manage within available resources and therefore must fully activate the EOC to address immediate response and long term recovery planning. Damages are widespread and the College may need to be self-sufficient for several days. The College may request mutual assistance from the local police agencies, local fire agencies, the City of Lynnwood, Snohomish County Department of Emergency Management, The American Red Cross, the NIMAA Partners, and/or other agencies.

Actions:

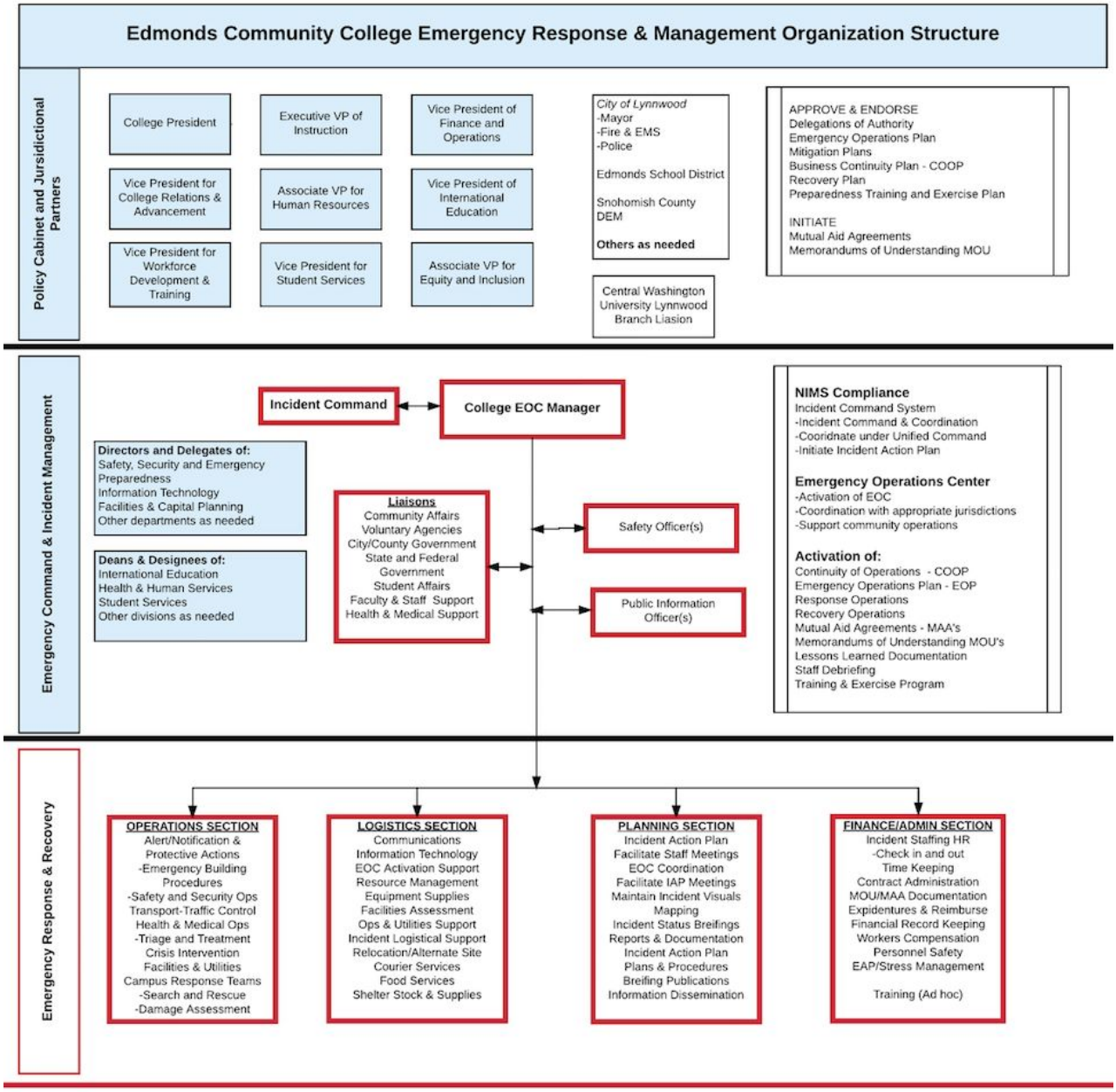
- The Emergency Operations Plan and Center are fully activated. All normal college operations are suspended.
- Staff vacations and planned leaves may be terminated.
- The Emergency Operations Center coordinates efforts with City Responders and Snohomish County Emergency Management as needed
- A plan to rotate Essential Personnel is established.

For a cohesive deployment of the EOP and functional aspects of emergency operations, personnel assigned to positions within Edmonds Community College Emergency Management Structure shall be appropriately trained to perform assigned tasks. Training may be online or through in person delivery from local, State, and Federal resources, as well as scenario based exercises held on campus, and with local partner organizations.

The following **TIERS** of response team members (illustrated in Figure 1) responsibilities:

College Board of Trustees	On Standby for Emergency Meetings
Executive Policy Board:	Delegation of Authority; MOU; MAA; Approval and endorsement of plans for Mitigation; Emergency Operations and other plans.
Emergency Command & Incident Management:	Direction, support and control of emergency operations through a virtual or functional EOC
Emergency Response & Recovery Operations:	Functional elements of incident and emergency response and recovery operations

Figure 1: Edmonds CC Emergency Management Structure



The Edmonds Community College EOP is organized under the National Incident Management System (NIMS). Established by Homeland Security Presidential Directive-5 (HSPD-5) on March 1, 2004. HSPD-5 requires local jurisdictions, including higher education institutions, to implement NIMS in response to all-hazards that may affect their locality.

The purpose of NIMS is to provide a common approach for managing incidents. NIMS uses a core set of concepts that are intended to be a flexible and standardized set of management practices. The Six Components of NIMS are:

1. Command and Management (the Incident Command System);
2. Preparedness (planning, training, and exercises);
3. Resource Management (mobilize, track, and recover resources);
4. Communications and Information Management (framework for all communications and information sharing);
5. Supporting Technologies (voice and data communication systems);
6. Ongoing Management and Maintenance (strategic direction and oversight for NIMS development).

Edmonds CC EOC will be operated using the Incident Command System (ICS). Campus Personnel identified as “Essential Personnel” or other members of EMAT and the Protective Action Coordination Team (PACT) will be trained to document information for emergency responders. In the event of an incident, employees will notify emergency responders, provide first aid, and follow Incident Command instructions.

The primary objective of the Incident Command System is the management of assigned resources for effective control of any situation. The ICS organization expands and reduces in size and scope based upon the type and complexity of incident. Functions are delegated to the command and operational staff, who are trained and equipped to manage the "hands-on" details of the incident.

One of the most important best practices that has been incorporated into the NIMS is the Incident Command System (ICS), a standard, on-scene, all-hazards incident management system already in use by firefighters, hazardous materials teams, rescuers and emergency medical teams. Edmonds Community College has adopted these protocol for use in responding to and managing emergencies on campus. Further, the college commits to supporting this program with appropriate resources and training as required. ICS is listed as the “Command and Management” concept of NIMS. It provides a standard organizational structure for incident management. The system is designed to be flexible in order to meet demands of particular emergencies. ICS allows incident managers to identify needs and concerns while managing resources that are necessary for responding to any incident.

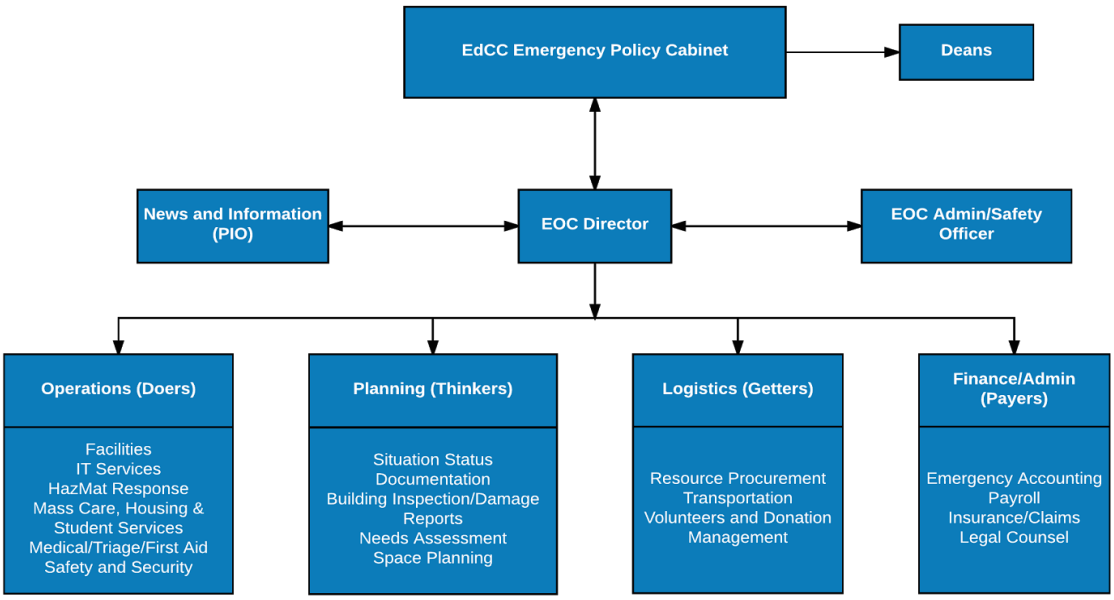
The Incident Command System is structured to facilitate activities in five areas: command, operations, planning, logistics, and finance and administration. Analyzing the complexity of the incident allows for determination of which command structure areas are necessary to facilitate response.

Some factors that are necessary for determining complexity include: impact to life, property, and economy; community and responder safety; weather and other environmental influences; likelihood of cascading events; area involved; and availability of resources. There are 14 essential features of ICS that are necessary in the successful management of any incident. These include:

- Common Terminology
- Establishment and Transfer of Command
- Chain of Command and Unity of Command
- Unified Command
- Management by Objectives
- Modular Organization
- Incident Action Planning
- Manageable Span of Control
- Incident Locations and Facilities
- Comprehensive Resource Management
- Integrated Communications
- Information and Intelligence Management
- Accountability
- Dispatch/Deployment

For further information on the essential features of ICS, including steps in effectively achieving the features, please visit see the Federal Emergency Management Agency's ICS training here.

Organization Chart for EOC Policy Cabinet, Command and General Staff



Emergency Command Staff

The Emergency Command Staff shall include functional positions required to effectively respond to the incident. If at any time the incident requires transfer of command to the local jurisdiction such as Fire, Emergency Medical Services or Police, the College Incident Commander will transfer command and act as a Deputy or Liaison to support the Incident Command operations.

All college designated Command Staff shall be trained on ICS 100, 200, 300 and 400 and the National Incident Management System NIMS 700 and 800 to ensure foundational knowledge of these systems. Those working in any specific functional roles or responsibilities will receive training to support their ability to effectively interface with local, county, and state emergency management within the National Response Framework for declared disasters. These personnel will also participate in campus drills and exercises.

Incident Commander

Under ICS, the first person on the scene takes command of the incident until someone more qualified arrives. For the College our Incident Commander will typically be the Director of SSEP or their designee. Once the 9-1-1 dispatched first responder arrives on the scene, command and control of the incident is transferred to the responding entity.

All 9-1-1 incidents must be immediately reported to SSEP personnel for documentation, reporting and support.

Delegated College Security or Facilities Personnel may act as the initial Incident Commander and shall be the “decision maker” held accountable for the activation of the College EOP to protect the health, welfare, and safety of the college constituents and the community.

Depending on the size and complexity of the operations, the initial IC may activate the EOP and Emergency Operations Center, according to protocols established by the Director of SSEP and transfer command to the best qualified designee, as the Edmonds Community College EOC Manager.

College EOC Manager

When the College EOC is activated, the command structure changes to coordination and the colleges incident commander remains on-scene to coordinate with local, county or state jurisdictional response operations. The College EOC Manager, typically the College’s Emergency Preparedness Manager or their designee, shall interface with the designated jurisdictional EOC, activate the required command and general staff for the College’s EOC, and initiate the Incident Action Plan and Operational Period to support response and recovery operations of the crisis, emergency, or disaster. If the incident is isolated to the premises of the College, the College EOC Manager may demobilize the operation once all objectives have been met and the College resumes normal operations.

Safety Officer

The priority of life, safety and security is foremost in all operations of the Incident Action Plan. The Safety Officer has direct communication to the person in charge, the initial CIC or College EOC Manager. The role and responsibility of the Safety Officer designated for the incident is to ensure all response operations personnel are able to conduct operations safely and without endangerment to their life.

The Safety Officer will interface with the appropriate department officers for coordination in operations for Levels 2 and 3 as needed or directed by the local, county, or state EOC.

Public Information Officer (PIO)

The designated Public Information Officer PIO for the incident shall be the point of contact for public, media and all external affairs information processing. The PIO shall ensure that the College's message is unified and accurate to manage the public perception of the incident and support the needs of the command staff of the college.

The College PIO will interface with the Joint Information Center (JIC) of the jurisdictional response operation if required. The PIO is a member of the command staff and answers directly to the EOC Manager, while coordinating to keep the College President and Cabinet up to date on all information.

Liaison Officer(s)

In direct support of the operations, Liaison Officers are activated depending on the impact, complexity and size of the operation. Liaison Officers may be staffed by respective entities within the college that are functionally capable to interface with internal affairs of the college or the jurisdictional local, county, or state support provided to the College's operations.

The incident response operations will drive the requirements for liaisons to support the mission. Examples of these may include: Critical Incident Stress Management; Public Utilities; Private sector infrastructure; Public Health; Environmental Protection Agency; Law Enforcement; Transportation; Red Cross or other voluntary agencies; and other internal or external functions.

**Liaisons are members of the Command Staff in the Incident Command System Structure and may have ad hoc positions added depending on the complexity of the incident.*

Emergency General Staff

The Emergency General Staff has horizontal and vertical communication with command and general staff elements to fulfill the mission objectives of the operation. Staffing will directly depend on the needs, complexity and size of the operation. In correlation with the ICS principles, flexibility, span of control and chain of command will be implemented to ensure accountability of personnel assigned to the operation.

All college designated emergency operations general staff shall be trained on ICS Basic, the National Incident Management System and any specific functional role and responsibilities to effectively interface with the college command staff and Campus Emergency Response Team operations. Designated staff will participate in exercises.

Position Tasks Books (PTB) shall be utilized for the roles and responsibilities required of activated and designated functions. These PTB shall be part of the training, cross training and exercise program for Campus Emergency Response Teams in concert with the credentialing or qualifying plan of personnel for Emergency Operations.

Operations Section

The operations (OPS) section shall have a designated Chief who will interface with the College's EMAT and Command Staff of the emergency operations. The Ops Section Chief may designate a Deputy who must be qualified to function as the Chief in his/her absence.

Staffing for the operations section shall be trained, equipped and credentialed personnel for ensuring adherence to Incident Command System span of control and chain of command. In addition they will be trained on the Ready campaign to ensure their families are prepared for emergencies or disasters. The operations section shall be made up of three teams to ensure coverage during and after normal business hours. Teams will be placed on call during declared incidents.

Example: Floor Captains, Zone Coordinators may also be crossed trained as Protective Action Team members to ensure the safe evacuation of the campus premises, lock-down or shelter in place procedures to implement Protective Action Procedures.

Logistics Section

The logistics (LOG) section shall have a designated Chief who will interface with the College's EMAT and Command Staff of the emergency operations. The Log Section Chief may designate a Deputy who must be qualified to function as the Chief in his/her absence.

All logistical needs of the operations shall be coordinated through the Logistics section for National Incident Management System recommendations on resource management and interoperability with local jurisdictional response operations.

Logistics shall ensure that operational needs are met with the facility, equipment, supplies and needs of personnel to meet the objectives of the operation.

Work with the Safety officer to ensure that operational facilities meet Occupational Safety & Health requirements.

Planning Section

The planning section shall have a designated Chief who will interface with the College's EMAT and Command Staff of the emergency operations. The Planning Section Chief may designate a Deputy who must be qualified to function as the Chief in his/her absence.

Members of the Planning Section shall facilitate all briefings (including Lessons Learned – post incident) conducted for the emergency operations and are considered the information specialists of the operation.

Maintain incident action planning process and documentation of the incident status. Members of the Planning Section shall be trained to the Incident Command System planning process, including the applications used for mapping and data analysis.

Coordinate with other general staff sections to provide Command Staff with up to date status of the operations for strategic planning and operational period objectives.

Finance & Administration Section

The Finance & Administration section shall have a designated Chief who will interface with the College's EMAT and Command Staff of the emergency operations. The Logistics Section Chief may designate a Deputy who must be qualified to function as the Chief in his/her absence.

All personnel assigned to the operations shall check in and out with the Finance and Admin Section for Human Resource Accountability. Additional human resource requests shall be made through this section.

Documentation for all of the Emergency Operations including contract administration, exercised Memorandums of Understanding or Mutual Aid Agreements shall be maintained by this section.

Emergency Operations Plan rosters and credential or qualification plans of personnel shall be maintained by this section. This section will assist other section leads to conduct after action assessment of participants to coordinate the facilitation of ad hoc training needs of the operation.

Incident Command Post

The Incident Command Post is a temporary site established for direct command and control of an incident. It shall be established in a safe zone and identified as the ICP. Security personnel shall be involved with any campus ICP to coordinate with the local jurisdictional response.

Assembly or Staging Areas

Assembly areas shall be designated for the accountability of staff, faculty, students or visitors when evacuations or other protective actions are required for the safety and security of the campus population.

In the event of an incident that requires the coordination of access or egress of response personnel, a staging area shall be designated to ensure expeditious response operations.

Assembly or Staging areas are temporarily designated as required.

Medical Triage and Treatment Area

Medical Triage areas may be designated for large operations with possible Emergency Medical Services access to transport critical patients to medical care.

Treatment Areas may be designated for medical care or for Crisis Intervention Team and Critical Stress Incident Management.

Emergency or Temporary Shelter

Shelters coordinated by the local American Red Cross are completely managed by the Red Cross organization. These shelters when coordinated by the American Red Cross local chapter on campus facilities are for disaster affected survivors from the local community and may be exercised by a Memorandum of Understanding.

When the shelter is designated for campus response teams' rest and recuperation, the facility or temporary facility is considered a base camp.

Emergency Operations Center

The Emergency Operations Center (EOC) is a designated location from which the College's Emergency response and recovery operations will coordinate the appropriate resources for the emergency operations.

There are two pre-designated locations within the college premises that have been identified for activation of an EOC.

Primary Location

The *primary location* for the EOC is Gateway Hall 3rd Floor Room 352

Secondary Location

In the event that the primary EOC has been deemed unsafe, by the Command Staff the *secondary location* will be the Maltby Building.

Joint Information Center

In an event where coordination of public information officers PIO from other agencies or entities are required, a Joint Information Center JIC may be activated from a mutual aid agreement or a memorandum of understanding within the campus but will not necessarily be in direct response to an incident on campus.

When an incident of large geographical effect or a disaster declaration requires a joint front in communications to the media or public, such as a pandemic, the College's PIO may be deployed to the JIC at the County or State level.

Mutual Aid or Memorandum of Understanding Support Facility Activations

Mutual Aid Agreement MAA or Memorandum of Understanding MOU with local responders such as Fire, Emergency Medical Services, or Law Enforcement may require the use of Edmonds Community College premises to facilitate response operations.

In addition, some voluntary agencies, such as the Red Cross may activate a MAA or MOU to utilize the College gym, as an example, for an Emergency Shelter. In these situations, the premise could possibly not be available for the day to day activities.

Section V: Emergency Operations

Specific Emergency Actions

Specific Emergency Actions can be found in the Campus Guide to Emergency Preparedness. Printed copies of these guides are posted on the walls in classrooms or offices listing the different incidence response actions. They can also be viewed on the College Website at **http://www.edcc.edu/safety/emergency-preparedness-guide/**.

ANNEXES & APPENDICES

Annexes and appendices are incorporated in the training of our Campus Emergency Response Teams and may have changes made based on an exercise after action report.

Contact Safety, Security and Emergency Preparedness Leadership via email at SSEP_Leadership@email.edcc.edu with “EMERGENCY PREPAREDNESS” in the subject header for details on training and volunteering to help in Emergency Response.