CSN
COLLEGE OF SOUTHERN NEVADA

Emergency Operations Plan
2016

For College-Wide Distribution
Fall Semester 2016

LETTER OF PROMULGATION

In the event of a natural or technological disaster, or intentional/terrorist act affecting College of Southern Nevada (CSN), we must be prepared to implement plans and procedures to protect lives and property.

The purpose of this plan is to provide direction and guidance to CSN and supporting agencies. It constitutes a directive for this organization to prepare for and execute assigned emergency tasks to ensure maximum survival of college staff, students, visitors and property in the event of a disaster or other overwhelming event.

Michael D. Richards
_____
Michael D. Richards, President

September 20, 2016
_____
Date

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In addition, the updated *Emergency Operations Plan 2016—College-Wide Distribution* will be uploaded to the CSN Emergency Management and Preparedness web page: http://www.csn.edu/pages/3947.asp

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COLLEGE OF SOUTHERN NEVADA
EMERGENCY OPERATIONS PLAN

RECORD OF CHANGES

PAGE NUMBERS	DATE OF CHANGE	CHANGE	DATE POSTED
Cover Page	3/12/13	Updated Plan Date	3/25/13
10	3/12/13	Updated Staff Support Roles Chart	3/25/13
14	3/12/13	Floor Warden use of Shelter in Place Kits	3/25/13
21	3/12/13	Update responsibilities of Finance/Administration Section	3/25/13
28	3/12/13	Updated page umbers for Incident Reporting and aftermath	3/25/13
56	3/12/13	Updated Sections B. *Minor or Small Chemical Spill* and C. *Chemical Splash to Skin*	3/25/13
58	3/12/13	Add in "IS 00907 Active Shooter: What you can do" as a required class for employees	3/25/13
67	3/13/13	Appendix – List of required training classes offered through FEMA.	3/25/13
Cover Page	9/23/15	Update Plan date to Fall Semester 2015.	9/29/15
9	9/24/15	Addition of "SARS" & "MERS" to examples of emergency situations	9/29/15
7	9/24/15	Page reference update—incident types	9/29/15
9	9/24/15	Chart & narrative update titles, members of Policy Group	9/29/15
12	9/24/15	Added definition of the "Policy Group"	9/29/15
15	9/24/15	Updated position titles	9/29/15
35	9/24/15	Updated security staff training information	9/29/15
39,40, 44, 45	9/24/15	Updated position titles	9/29/15
67	9/24/15	Required Training	9/29/15
Throughout	9/29/15	Area code "702" added to telephone numbers	9/29/15
Throughout	08/09/16	Date of Plan Update added	
10	08/09/16	Updated Staff Support Roles Chart	
11	08/31/16	Updated reference from AVP Technology Services to Chief, CSN Police Department re: ENS Notification	
12	08/09/16	Updated link to PDF version of the Emergency Management & Preparedness Guide	
25	08/31/168	Updated layout of the Emergency Ops Center	
66	08/31/16	Updated the "CHY" designation to the "NLV" to reflect the update on the name of the North Las Vegas Campus (formerly known as the "Cheyenne Campus").	

EXECUTIVE SUMMARY

The College of Southern Nevada's administration recognizes the importance of integrated and comprehensive management and response when faced with an emergency situation. CSN's Emergency Operations Plan (EOP) was designed first and foremost to ensure that, when faced with an emergency, our faculty, staff, students and campus visitors and the valuable physical resources of our campuses are safe and protected. The ultimate goal of this Plan is for CSN to be prepared to quickly and effectively undertake the necessary response actions and decisions in an organized, deliberate, and well-practiced manner.

The intent of the Emergency Operations Plan (EOP) is to follow FEMA's five phases of emergency management:

1. **Prevention Phase** – are the actions colleges and universities take to decrease the likelihood that an event or crisis will occur.
2. **Preparedness Phase** – is when institutions of higher education design strategies, processes, and protocols to prepare the college or university for potential emergencies.
3. **Response Phase** – involves taking action to contain and resolve an emergency effectively. Responses to emergencies are enhanced by thorough and effective collaboration and planning during the Prevention-Mitigation and Preparedness Phases.
4. **Recovery Phase –** establishes procedures, resources, and policies to assist an institution and its members to return to normal functioning after an emergency.
5. **Mitigation Phase** – are the actions colleges and universities take to eliminate or reduce the loss of life and property damage related to an event or crisis, particularly with regard to events or crises that cannot be prevented.

The Plan incorporates operating procedures from the National Incident Management System (NIMS) and utilizes the Incident Command System (ICS) for systematic handling of incidents and emergencies. The ICS approach provides an organizational structure capable of responding to emergencies of various levels and complexity and allows for the flexibility to adjust to an incident if/when it escalates in severity.

The Incident Command System:
- Is based on proven incident management practices;
- Defines incident response organizational concepts and structures;
- Consists of procedures for managing personnel, facilities, equipment, and communications;
- Is used throughout the lifecycle of an incident (e.g., from threat to response to recovery); and
- Is required by the National Incident Management System (NIMS).

At the conclusion of the emergency, reports are developed to analyze the actions taken to determine if corrective measures are necessary to improve future responses. Emergencies are usually unexpected and varied, and the college's Plan is designed to accommodate the situation's specifics/contingencies, provide coordinated communication and response, limit the severity of the incident, and facilitate an expeditious return to normal college operations.

The **Executive Summary** is a basic plan that provides an overview of the comprehensive plan. Included are descriptions of:

- Examples of emergencies
- Types/severity of emergencies
- Emergency communications
- Emergency response leadership structure and procedures
- Evacuation/shelter in place procedures
- Provisions for activating an Emergency Operations Center (EOC).

We need to recognize that an emergency can occur at any time. While emergency events are most often unpredictable, an emergency can also be declared if events suggest that adverse conditions are developing or escalating to the degree that a full-scale emergency can be anticipated, e.g., a weather-related event or global illnesses such as *Severe Acute Respiratory Syndrome* (SARS) or *Middle East Respiratory Syndrome* (MERS). Most emergencies concerning the college will begin at the campus level. However, since major emergencies could become more widespread than a situation limited to a single campus, it is important that CSN be prepared to carry out emergency responses and short-term recovery. Depending upon the nature and scale of the emergency, immediate assistance from other agencies (federal, state, etc.) may not be available.

This plan is intended to guide the response of appropriate College of Southern Nevada personnel and resources during an emergency. However, during an official disaster declaration by state or federal authorities, CSN's plan would be subordinate to their plans.

When an emergency event occurs, CSN's main concerns are to:

1. Protect and preserve human life;
2. Protect CSN property and assets;
3. Make provisions for continuing CSN operations;
4. Intervene as necessary to prevent negative long-term personal or psychological consequences; and
5. Return to normal operations as quickly as possible.

EXAMPLES OF EMERGENCIES

Emergencies are broadly categorized as natural threats; technological threat/incident and/or hazard; and human/terrorism incidents. Some examples of these threats include:

1. Civil disturbance
2. Workplace or classroom violence (e.g., active shooter or hostage situation)
3. Hazardous materials release
4. Hate crime
5. Fire/medical
6. Attack on the college's information systems, both internal and external
7. Communication failure of one or more components of the college's mass communication system (internal or external threat)
8. Widespread card access control failure (failure of building electronic access card keys)
9. Natural gas; Heating, Ventilation, Air Conditioning (HVAC); or electrical system failure
10. Severe weather

TYPES OF EMERGENCIES

To respond appropriately to any emergency, it is important to identify and classify the severity and potential impact of the incident to ensure that the appropriate levels of resources and organizational structure are allocated in a timely manner.

There are five types, or levels, of emergency response. It is important to note that the **lower the number** of the designation, **the more severe the emergency**. (Examples of emergencies/severity are included on pages 38-39 of this report.)

Type 5 – **Is an incident which can be handled by a single department's available resources.** The department handles the situation and is responsible for the decision making to properly resolve the problem.

TYPES OF EMERGENCIES (continued)

Type 4 – Is any unexpected occurrence that requires response by two or more college departments above a routine capacity, and/or where outside agencies have responded to render such assistance; the Emergency Operations Center could be activated.

Type 3 – **Are emergencies or crises that are primarily people, rather than infrastructure focused.** Depending upon the situation, the **Emergency Notification System (ENS)** and/or the Emergency Operations Center may be activated.

Type 2 – Are emergencies or crises that impact a sizeable portion of the campus or outside community with the potential to negatively affect the reputation and/or credibility of the college. This may be a single or multi-hazard situation, and often requires considerable coordination both within and outside the college. It is likely that the **Emergency Notification System (ENS)** would be activated; the Emergency Operations Center may be activated.

Type 1 – Is a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. The **Emergency Notification System (ENS)** and the Emergency Operations Center would be activated.

EMERGENCY MANAGEMENT LEADERSHIP: STRUCTURE, ROLES AND RESPONSIBILITIES

Emergency Operations Plan (EOP) positions are designed to have (optimally) at least three to five trained personnel ready to respond to provide coverage for an Incident Command System (ICS) staffing of positions in the event of an emergency.

The level of emergency that the situation is determined to be (as described in the types above) will help to assess the potential impact of the emergency on campus operations. This assessment will trigger the scope of the Emergency Operations Plan that is activated (whether it is all, or a partial activation). As the situation progresses, more of the EOP may be activated if the changing situation warrants such action. Conversely, as the response to save lives and preserve property and resources achieves its goals, the activities will adjust to recovery mode. Once the recovery begins, the Emergency Operations phase will begin to deactivate and normal college operations will resume as soon as it is practical.

NOTES:

(1) **The chart on the next page reflects the CSN positions that require ICS training. These positions will be called upon in the event of ICS and/or Emergency Operations Center (EOC) activation.**

(2) **The chart on the next page also identifies the structure, roles and responsibilities of college staff PRIOR to the activation of an Emergency Operations Center (EOC) or the college's implementation of the Incident Command System (ICS).**

CSN STAFF SUPPORT ROLES

INCIDENT COMMAND **Fire** **Medical** **Law Enforcement** **ATF** **FBI**	**COLLEGE OF SOUTHERN NEVADA** 1 - President 2 – Sr. Vice Pres. Strategic Initiatives & Admin Services 3 – Vice President, Academics

Emergency Manager

PUBLIC INFORMATION OFFICER (PIO)
1 – Exec. Dir. of Communications
2 – Director of PR & Govt. Relations

LIAISON
1 – CSN Police Chief
2 – CSN Police Lieutenant
3 – CSN Police Lieutenant

SAFETY
1 – Dir. Environmental Health & Safety
2 – Dir. of Fire Science

FINANCE
1 – Vice President, Finance
2 – Controller
3 – AVP Purchasing

OPERATIONS
1 – CSN Police Chief
2 – CSN Police Lieutenant
3 – CSN Police Sergeant

PLANNING
1 – Vice Pres., Academics
2 – Vice Pres. Student Affairs
3 – AVP, Acad. Affairs-- Curriculum

LOGISTICS
1 – Sr. Vice Pres., Strategic Init. & Admin Svces
2 – Sr.AVP, FacilitiesMgmt.
3 – Director, Construction

NOTES:
(1)   This chart reflects the identification of the structure, roles and responsibilities of college staff PRIOR to the activation of an Emergency Operations Center (EOC), or the college's implementation of the Incident Command System (ICS).)
(2)   In addition, this chart identifies the CSN positions that require ICS Training. These positions will be called upon in the event of an ICS and/or Emergency Operations Center (EOC) activation.

July 21, 2016 Update

Incident Commander – The Incident Commander has the overall command and control of the on-scene activities, operations and reporting. An incident command post will be established as close by to the incident as is deemed safe. **The Incident Commander is typically a member of an agency, such as the fire or police department, that is responding to the emergency**. The succession of command will be based on the developing situation and the response will be consistent with established Incident Command System (ICS) processes.

Policy Group for CSN
The Policy Group works with the Incident Commander to provide leadership to the college's response to an emergency situation. The positions that comprise the CSN's Policy Group include:
- President (Decision-making)
- Senior Vice President, Strategic Initiatives & Administrative Services (Decision-making)
- Vice President, Finance (Decision-making)
- Vice President, Academic Affairs (Decision-making)
- Vice President, Student Affairs (Decision-making)
- Chief of Police (Advisory)
- Director of Communications (Public Information Officer) (Advisory)
- Director of Fire Science/Emergency Manager (Advisory)

Policy Group for CSN (continued)

The positions within the Emergency Operations structure (outlined above) will be responsible to:
1. Assess the situation based upon the most updated information available;
2. Determine actions and resources needed;
3. Deploy resources or see that deployment occurs;
4. Communicate information up and down the chain of command; and
5. Coordinate activities with other entities/jurisdictions.

Liaison Officer – Serves as the point of contact for external agencies that have a presence on campus.

Chief, College of Southern Nevada Police Department or designee: This position is responsible to:
1. Notify faculty, staff and students via the college's **Emergency Notification System** (**ENS)**;
2. Coordinate with College personnel as appropriate to ensure that information technology resources and services (voice, internet, radio and wireless communications) required to support the incident are available; and
3. Maintain the CSN Mobile Safety App, deployed August 2016.

Executive Director of Communications – This position is responsible for dissemination of information to:
1. The community and media; and
2. Advises the Incident Commander and Policy Group on information that is disseminated and media relations.

Safety Officer – Monitors the safety of all college response personnel.

Finance Section Officer – This position is responsible for maintaining the financial aspects of the emergency to:
1. Ensure that appropriate cost analysis is undertaken and that continuation of all purchasing functions is maintained;
2. Oversee contract negotiations as necessary,
3. Process any claims for accidents, injuries and property damage; and
4. Ensure that college resources are preserved.

Operations Section Officer – This position coordinates public safety for emergency to:
1. Ensure the safety of college responders and all campus personnel and visitors;
2. Analyze and provide information to the Policy Group regarding the law enforcement that may be necessary; and
3. Acquire and provide intelligence regarding the emergency situation.

Planning Section Officer – This position is responsible for academic personnel and logistical decisions regarding class scheduling and locations to:
1. Account for faculty and/or staff impacted by the campus emergency;
2. Identify alternative locations to conduct critical academic functions as necessary; and
3. Develop overall plans to reschedule classes or adjust scheduling as warranted.

Logistics Officer – This position is responsible for physical plant activities that include:
1. Assessing and providing utility shutdown and start-up services as necessary;
2. Conducting preliminary damage assessments and/or coordinating with other professional resources (i.e., engineers, architects, etc.) as the situation warrants;
3. Organizing the clearance and removal of debris; and
4. Oversee repair and replacement of facilities to return to normal operations.

COLLEGE OF SOUTHERN NEVADA
EMERGENCY OPERATIONS PLAN

Faculty & Staff
It is important to note that CSN's faculty and staff are viewed as campus leaders and in the event of an emergency, it is their responsibility to know how to:

1. Direct students, visitors and their peers to safe locations;
2. Advise people with mobility and other limitations as to where to assemble for emergency assistance for evacuation at the *Recommended Evacuation Assistance Locations (REAL)*.
3. Notify responders of the locations of those who require assistance to safely evacuate;
4. Implement emergency procedures for evacuation, and know the location of stairwells and safety exits; and
5. Maintain their current contact information in the **CSN Emergency Notification System** (**ENS**) database.

During a declared state of emergency, faculty and staff who do not have assigned emergency responsibilities should be prepared to take action when directed by official emergency management personnel.

Emergency Evacuation Volunteers (Floor Wardens)
Some CSN staff and faculty <u>volunteer</u> to assist with emergency evacuation when it is ordered. These staff members, called **Floor Wardens**, receive annual training on appropriate safety measures to take when an evacuation occurs.

If **Floor Wardens** experience any difficulty in evacuating building occupants, or have individuals who refuse to leave, then they are to immediately report this to CSN police/security. Police/security will handle the situation as appropriate.

Floor Wardens are not first responders, however, they assist Security staff to safely evacuate the building's occupants. They are also expected to relay information to first responders regarding special needs and/or injured people, their locations and limitations. **Floor Wardens** are expected to know their workplace surroundings to ensure that they direct evacuees appropriately to safe assembly areas when evacuation is ordered.

Students
Students have a responsibility to familiarize themselves with emergency preparedness resources such as:

CSN Emergency Management & Preparedness Guide 2011
PDF version:
https://www.csn.edu/sites/default/files/documents/imported/emergency20mgmt2020preparedness20guide.pdf
and/or the online version:
http://www.csn.edu/pages/3948.asp

CSN Emergency Management & Preparedness web page that includes links to the CSN Police Department, emergency telephone numbers and all the references on Emergency Management that have been widely disseminated to the college community:
http://www.csn.edu/pages/3947.asp

- ✓ IS-907: Active Shooter: What you can Do
  http://www.training.fema.gov/is/courseoverview.aspx?code=IS-907
- ✓ Emergency telephone numbers:
- ✓ How to dial "911" from a <u>Campus</u> Phone (9-911)
- ✓ Location of the classroom's evacuation map
- ✓ Register to receive emergency notifications via **CSN Alerts.**:
  https://apps.csn.edu/Login/Login.aspx?ReturnUrl=%2fens%2fdefault.aspx

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EMERGENCY OPERATIONS CENTER

The establishment of the Emergency Operations Center (EOC) will also be consistent with ICS procedures and will support the Incident Commander. The positions activated to respond will be determined by whether all or part of the Emergency Operations Plan is being implemented.

The positions that are notified will assemble at a preferred pre-determined Emergency Operations Center location. Should that pre-determined location be unavailable, an alternative site will be identified and that location will be conveyed to the Policy Group. The Policy Group is typically the highest echelon policy makers within the College and includes the President, Senior Vice President for Strategic Initiatives & Administrative Services, Vice President for Academic Affairs, Vice President for Finance, and the Vice President for Student Affairs.

When an Emergency Operations Center (EOC) has been activated on one of the campuses, the Policy Group does not report to the EOC. The Policy Group will be housed at a nearby location and will receive regular updates by the EOC Manager or manager's designee.

EMERGENCY COMMUNICATIONS

In time of a major crisis or emergency such as a fire, criminal activity or natural disaster, the College of Southern Nevada **Emergency Notification System (ENS)** will provide "real time" information, alerts and updates to members of the campus community who have registered with the notification system.

Once students register with the system through their CSN network account, the **ENS** will deliver alerts to the device they have selected (for example, a cell phone, e-mail account, and/or pager, etc.) and instructions on where to go, what to do or not to do, who to contact, and other important information necessary to respond safely to the incident/situation. Access to this system is available only to currently enrolled students, as well as all faculty and staff. NOTE: Faculty and staff will automatically be uploaded into CSN's **ENS** system.

When emergency notifications such as fire alarms and public address systems are activated, it is critically important that all faculty, staff, students, and campus visitors follow the directions that are provided.

Some emergencies are predictable, such as weather events. In those situations, other resources for information regarding closures and other directions include the **Intercampus Communications System** (the flat screen monitors mounted at locations across the campuses) the **CSN website** and local media.

It is recognized that emergency information oftentimes travels by "word of mouth". However, since this method can be unreliable and is nearly always uncontrolled, it should not be considered to be an "official" communication method. Instead, the established sources of official information should be relied upon to ensure the most accurate and current information to keep campus constituents safe and secure.

EVACUATION

In the event of a serious emergency where there is potential for death, serious injury, or significant structural damage that could imperil the occupants, building evacuation may be necessary. Whenever the fire alarms are activated, building occupants must immediately exit using the nearest safe stairway. Those who are injured and/or have special mobility needs and cannot use the stairways should immediately move, or be moved if necessary, to the *Recommended Evacuation Assistance Locations (REAL).*

General evacuation procedures include:

1. Do not panic or rush, but do proceed without delay.
2. If it is safe to do so, gather personal belongings. It is important, if possible, to take prescription glasses and medications, keys, and purse when leaving since the building may not be accessible for a lengthy period.
3. Close, but do not lock the windows and doors, if it can be done safely.
4. Use the stairway, NOT the elevator.
5. Proceed to an assembly area as directed by Security staff or official personnel.
6. Wait for instructions from emergency responders or official college personnel.
7. Do not re-enter the building until an official "all clear" is given by the Fire Department or CSN Police.

SHELTER IN PLACE

In certain emergency situations, the Incident Commander may determine that evacuation of a building is not an appropriate course of action and the direction to "Shelter in Place" will be given*. A few examples of such incidents are:

- Active shooter on, or in the vicinity of the campus;
- Hostage situation;
- Hazardous airborne plume; and
- Toxic or hazardous materials release.

The Shelter in Place action is designed to keep students, faculty, staff and visitors safe while they remain indoors. This means selecting a secure interior room with few or no windows (if possible) to take refuge. Building occupants are required to immediately Shelter-in-Place in an orderly manner when directed to do so by official emergency response personnel or via the CSN **Emergency Notification System** (**ENS**).

The Shelter-in Place procedures adjust somewhat dependent upon the situation and are more specifically outlined on pages 57-58.

*Floor Wardens will use the Shelter-in-Place Kits when appropriate.

DEFINITIONS

Emergency: A sudden, urgent, usually unexpected occurrence or occasion requiring immediate action.

Emergency Operations Center (EOC): A central facility from which key officials can gather information, make decisions and direct and coordinate response and recovery efforts. NOTE: *The Emergency Operations Center is not to be confused with the Policy Group assembly location.*

Emergency Operations Plan (EOP): This plan describes the emergency organization and the means of coordination with other entities. It assigns functional responsibilities and details tasks to be carried out as accurately as permitted by the situation.

Emergency Procurement: The need for the immediate purchase of materials, services or construction that cannot be met through normal procurement methods, the lack of which seriously threaten public health or safety, the preservation of property or the functioning of the organization.

Hazardous Materials: Substances or materials which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.

Homeland Security: Preparedness activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions which would be created, and to carry out emergency repairs to facilities that have been destroyed or damaged.

Incident Commander (IC): An individual assigned by the CSN Policy Group to serve as the single highest authority in the EOC during times of operation. "Incident Commander" can also refer to an individual in the field in charge of an incident.

Incident Command Group: The Incident Command Group is responsible for directing the activities necessary to maintain and restore operations both during and after an emergency situation. The Incident Command Group is led by the Incident Commander.

Local Emergency: The existence of conditions of disaster or of extreme peril to the safety of persons or property, which conditions are, or are likely to be, beyond the control of the services, personnel equipment and facilities of the organization and which requires the combined efforts of other entities.

Major Disaster: Any natural catastrophe, or regardless of cause, any fire, flood, or explosion, which in the determination of the President of the United States causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts of state and local governments and disaster relief organizations in alleviating, damage, loss and hardship.

National Incident Management System (NIMS): A comprehensive incident response system developed by Homeland Security. NIMS provides a consistent nationwide approach for federal, state, and local governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size or complexity.

Organization: Any educational institution, school district, or other agency, company, corporation, or organization for which this plan has been developed.

DEFINITIONS (continued)

Policy Group: This group is typically the highest echelon policy makers within the College, and includes in decision-making roles:

- President;
- Senior Vice President, Strategic Initiatives & Administrative Services;
- Vice President for Academic Affairs;
- Vice President for Finance; and
- Vice President for Student Affairs

Acting in advisory roles:

- Executive Director of Communications,
- Chief of Police, and
- Director of Fire Science and/or Emergency Manager.

Response: The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

WEATHER-RELATED DEFINITIONS

Watch: Severe weather or flash flood *Watch* means that conditions are such that a storm or flood of significant magnitude is likely to occur. Persons within the area alerted should take precautionary steps.

Warning: Announcement that threatening conditions (thunderstorm high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect upon the area alerted. Persons within the area must take immediate steps to protect themselves.

Special Weather Statement: Used to pass along information on non-severe weather events and the status of watches. It may also include information on urban flooding and winter weather events, and to clear areas of severe weather watches.

Severe Weather Statement: Used to report severe weather, to cancel all or part of a warning and to provide follow-up information on a warning in effect.

Redefining Statement: Issued after a tornado/severe thunderstorm watch and is expressed in terms of whole counties with cities and well-known landmarks included.

PART 1 – DIRECTION AND CONTROL

DIRECTION AND CONTROL

EMERGENCY OPERATIONS CENTER (EOC)
The Emergency Operations Center (EOC) preferred location(s) and alternative(s) are to be pre-determined according to campus.

MISSION
To provide direction, control, and coordination of college personnel to include liaison with any and all outside agencies/entities as is appropriate as well as to provide emergency information and direction to the occupants of the campus during an emergency.

EXECUTION
Concept of Operations
The Policy Group has responsibility for all policy matters including policy decisions regarding the emergency. The Incident Commander will ensure the Operations, Planning, Logistics, and Finance/Administration Sections will deploy the required personnel and equipment to carry out the plan.

A line of succession will be established for the EOC to provide for the orderly rotation of personnel during a prolonged incident.

POLICY GROUP
- The Policy Group will include officials with certain legal and policy-making responsibilities.
- Recommends to the President or designee a policy for the conduct of emergency operations.
- Ensures that the Incident Command Group has directed the Public Information Team to release emergency information and directions to the general public.
- Policy Group should be located in proximity to the Emergency Operations Center (EOC), but not inside the EOC.

INCIDENT COMMAND GROUP
Duties of the Incident Command Group are
- Coordinate the response and early recovery activities.
- Supervise the activities of the various sections in the EOC.
- Interpret operational policy.
- Ensure all activities are coordinated with Policy Group direction.
- Keep the Policy Group informed about the emergency situation.

Staff Functions Supporting Incident Command Group
Emergency Operations Manager:
- Controls all aspects of the Emergency Operations Center (EOC).
- Acts as Chief Advisor for the Incident Command Group.
- Coordinates staff and force support.
- Coordinates the long-term recovery phase.
- Maintains EOC operations.

Staff Functions supporting Incident Command Group (continued)

Public Information Team

- ☐ Coordinates with Policy Group and Incident Command Group for releasing information updates to public.
- ☐ Makes recommendations to the Policy Group and Incident Command Group as to utilizing a press conference or official statement to disseminate information.
- ☐ Evaluates information available in the EOC to determine the areas in which additional public information is appropriate.
- ☐ Coordinates information on the disaster if it affects adjacent municipalities. This information should be released via the Emergency Notification System (ENS) where available – Access through local law enforcement, City or County Department of Emergency Management.
- ☐ Operates in a Joint Information Center (JIC).

OPERATIONS SECTION

Elements of the Operations Section

- Fire/Rescue (if applicable)
- Security/Evacuation (if applicable)
- Maintenance
- Shelter Management
- EOC Support Staff

Concept of Operations

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 of the Operations Section include

- ☐ Obtain briefings from the Incident Commander.
- ☐ Manage and carry out the Operations portion of the Incident Action Plan as directed by the Incident Commander.
- ☐ Brief and assign Operations personnel.
- ☐ Supervise operations in conjunction with the Incident Command Post.
- ☐ Determine needs and requests for additional resources.
- ☐ Report information about specific activities, events and occurrences to the Incident Commander.
- ☐ Review suggested list of resources to be released, and initiate recommendations for release of resources.
- ☐ Ensure general welfare and safety of Operations Section personnel.
- ☐ Provide any additional services, as indicated in respective departmental Annexes of SOPs.
- ☐ Establish information requirements and reporting schedules for each incident.
- ☐ Assemble information on alternative strategies.
- ☐ Identify needs for use of specialized resources.
- ☐ Compile and display incident status summary information.
- ☐ Advise the Incident Command Group of any significant changes in the incident status.
- ☐ Maintain resource status information.

PLANNING SECTION

Elements of the Planning Section
- Strategic Planning
- Security/Evacuation
- Records Management

Concept of Operations

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) predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident.

Responsibilities of the Planning Section
- Devise Incident Action Plan to be approved by the Incident Commander, and provide plan to the Operations Section.
- Obtain briefings from the Incident Commander.
- Activate the Planning Section.
- Supervise preparation of the Incident Action Plan.
- Establish information requirements and report schedules for each incident.
- Assemble information on alternative strategies.
- Establish a weather data collection system when necessary.
- Identify needs for use of specialized resources.
- Provide periodic predictions on the incident.
- Compile and display incident status summary information.
- Advise the Incident Command Group of any significant changes in the incident status.
- Maintain resource status information.
- Ensure the general welfare and safety of the Planning Section personnel.
- Prepare and distribute the Incident Commander's orders.

LOGISTICS SECTION

Elements of the Logistics Section
- Supply
- Staff Food Distribution
- Communications
- Information Technology

Concept of Operations

The Logistics Section is staffed by a Senior Procurement Official. It is recommended that the leading department consider assigning a representative in the Logistics Section. 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 and activates and supervises the Resources Section.

Responsibilities of the Logistics Section
- Obtain briefings from the Incident Commander.
- Assign work locations and preliminary work tasks to section personnel.
- Notify the Planning Section of Logistics units activated, including names and locations of assigned personnel.
- Participate in the preparation of the Incident Action Plan.
- Identify service and support requirements for planned and anticipated operations.
- Provide input to, and review of, communications plan, medical plan, and traffic plan.

LOGISTICS SECTION

Responsibilities of the Logistics Section (continued)

- ☐ Coordinate and process requests for additional resources.
- ☐ Provide technological infrastructure to include hardware, software and technical support for EOC use.
- ☐ Advise on current service and support capabilities.
- ☐ Estimate future service and support requirements.
- ☐ Receive demobilization plan from the Planning Section.
- ☐ Recommend release of unit resources.
- ☐ Ensure general welfare and safety of Logistics Section personnel.

FINANCE/ADMINISTRATION SECTION

Elements of Finance/Administration Section

- Legal Services
- Finance
- Human Resources

Concept of Operations

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 of the Finance/Administration Section

- ☐ Obtain briefing from the Incident Commander.
- ☐ Attend briefings with responsible agencies to gather information.
- ☐ Identify and procure supply and support needs for the Administration Section.
- ☐ Develop an operating plan for finance function for the incident.
- ☐ Prepare work objectives for subordinates, brief staff, and make assignments.
- ☐ Determine need for commissary operations.
- ☐ Inform the Incident Commander when the Section is operational.
- ☐ Meet with the assisting and cooperating agency representative(s) as required.
- ☐ Provide input in all planning sessions on financial and cost analysis matters.
- ☐ Maintain contact with all agency administrative headquarters on financial matters.
- ☐ Document all financial costs of the incident for possible cost recovery efforts. Include documents for services and supplies.
- ☐ Advise the Incident Command Group on possible liabilities arising from disaster operations.
- ☐ Collect and compile input data and after-action reports.
- ☐ Evaluate the effects of damage on the economic index and insurance ratings for use in the long-range recovery planning.

EMERGENCY OPERATIONS CENTER (EOC) DISPLAYS

The following maps, charts and logs will be maintained and available in the EOC:

- State map
- County maps (large and small scale)
- City maps (large and small scale)
- Campus maps (large and small scale)
- Major Emergency Log
- Bulletin Board
- Operational Status Log
- Need a ready-made kit with marker pens, easels, large marking paper, and blue tape to be in place. The Emergency Manager will be tasked with checking the supplies annually and replenishing perishable supplies (e.g., marking pens) as necessary.

EMERGENCY OPERATIONS (EOC) STAFF ORGANIZATION AND ASSIGNMENTS

The Emergency Operations Center Staff will consist of the Policy Group, Incident Command Group and all other staff members as directed by the Senior Vice President, Finance & Administration. During periods of increased readiness, the EOC may be staffed for 24-hour operations.

POSITION
POLICY GROUP
President
Senior Vice President, Strategic Initiatives & Administrative Services
Vice President for Academic Affairs
Vice President for Finance
Vice President for Student Affairs
Chief of CSN Police
Executive Director of Communications
Director of Fire Science/Emergency Manager
Support staff as required

INCIDENT COMMAND GROUP
Incident Commander
Emergency Operations Coordinator
Liaison Group
PIO Team Leader
Safety Risk Assessment
OPERATIONS SECTION
Security/Evacuation
Maintenance
Shelter Management/Damage Assessment
Emergency Operations Center (EOC) Support Staff
PLANNING SECTION
Strategic Planning
Security/Evacuation
Records Management
Maintenance
LOGISTICS SECTION
Supply
Staff Food Distribution
Communications
Information Technology (IT)
FINANCE/ADMINISTRATION SECTION
Finance
Legal Services
Human Resources

INCIDENT COMMAND
STAFF ORGANIZATION CHART
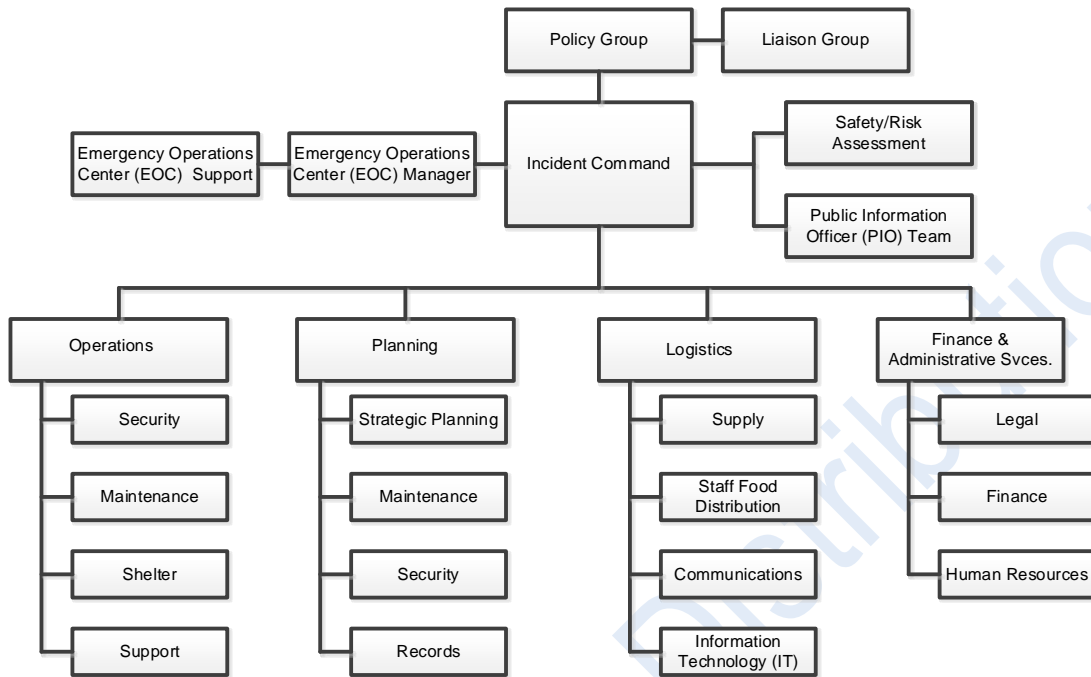
```
                          ┌──────────────┐      ┌──────────────┐
                          │ Policy Group │──────│ Liaison Group│
                          └──────────────┘      └──────────────┘
                                 │
┌──────────────┐  ┌──────────────┐  ┌──────────────┐      ┌──────────────────┐
│ Emergency    │──│ Emergency    │──│   Incident   │──────│ Safety/Risk      │
│ Operations   │  │ Operations   │  │   Command    │      │ Assessment       │
│ Center (EOC) │  │ Center (EOC) │  │              │      └──────────────────┘
│ Support      │  │ Manager      │  │              │      ┌──────────────────┐
└──────────────┘  └──────────────┘  └──────────────┘──────│ Public Information│
                                                           │ Officer (PIO) Team│
                                                           └──────────────────┘
```

Operations	Planning	Logistics	Finance & Administrative Svces.
Security	Strategic Planning	Supply	Legal
Maintenance	Maintenance	Staff Food Distribution	Finance
Shelter	Security	Communications	Human Resources
Support	Records	Information Technology (IT)	
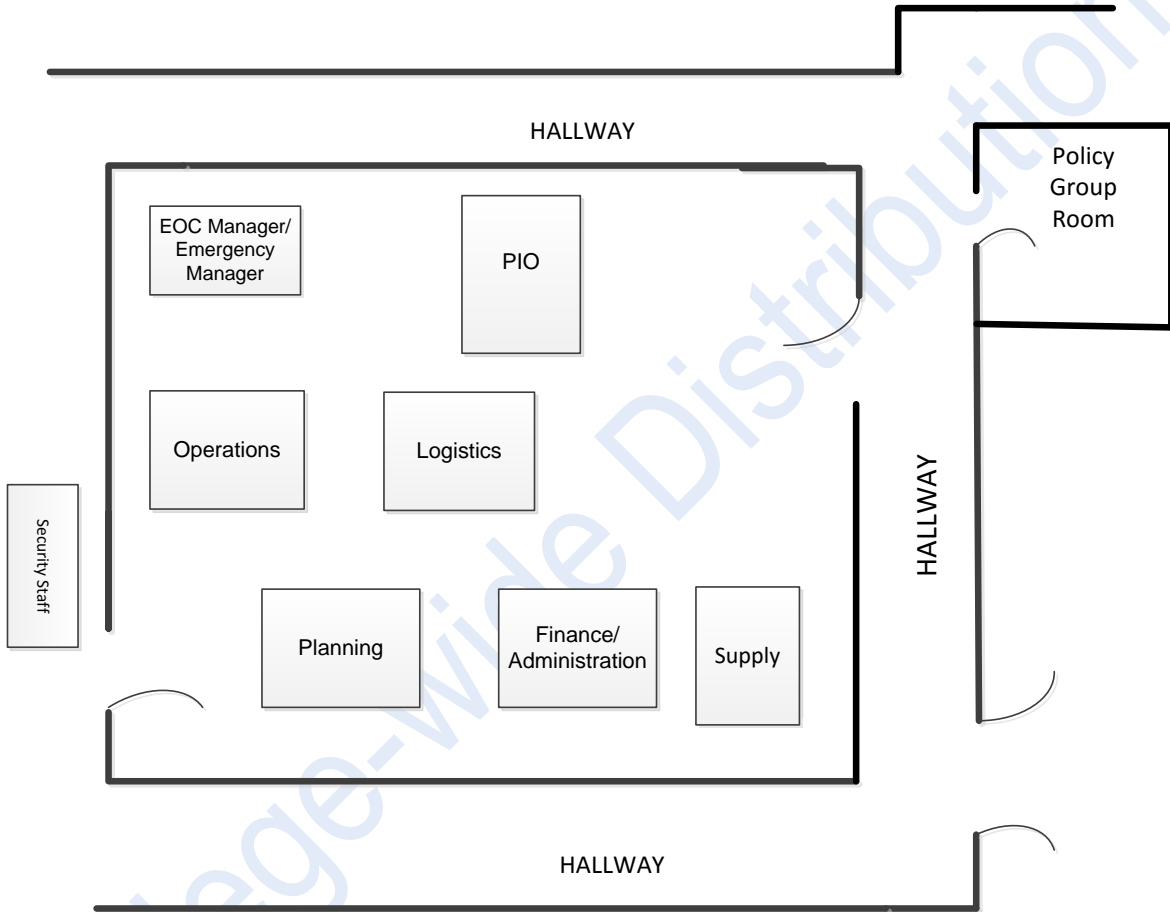
EMERGENCY OPERATIONS CENTER LAYOUT

STAFF RESPONSE

Emergency staff assigned to Emergency Operations Center (EOC) duty shall:

- ☐ Report to the EOC manager.
- ☐ Coordinate recall of personnel.
- ☐ Initiate response/recovery efforts.

Emergency staff assigned to satellite site duty shall:

- ☐ Report to senior member of satellite site.
- ☐ Provide periodic staffing assignments to the EOC.

All subsequent personnel assigned to the EOC will report to the appropriately identified briefing room.

- ☐ Not all personnel will be immediately deployed.
- ☐ Personnel will be given a rest cycle to support rotation of personnel.
- ☐ Rotation cycle will normally be 12 hours on and 12 hours off. Cycles may be adjusted, if needed.

REPORTS

Major Emergency Log
A Major Emergency Log will be used to record significant events with descriptions, and actions taken by the Emergency Staff.

Message Form
See illustration, Page 28.

Situation Report
See illustration, Page 29-30
When a major emergency or disaster occurs, a Situation Report will be forwarded to the Local Municipality or County EOC.

Initial reports may be fragmentary and by telephone, but when conditions stabilize, complete reports will be provided.

After Action Report
See illustration, Page 31-32
Within five days after emergency operations are concluded, each involved department will submit the *After Action Report* to the Vice President, Finance.

The report will include estimates of operational costs, if actual cost data is not yet available. Subsequent reports will be made as requested and refined data becomes available.

Damage Assessment Worksheet
See illustration, Page 33

Within five days after emergency operations are concluded, each involved department will submit the After-Action Report to the Vice President, Finance.

PART 1 – DIRECTION AND CONTROL

MESSAGE FORM

PRIORITY						
( ) Hazard to Life ( ) Hazard to Property ( ) Potential Hazard			(FOR EOC STAFF USE ONLY)			
Date	Time In	( ) Radio ( ) Telephone ( ) Messenger	POSITION	ACT	INFO	TIME
			EXECUTIVE			
Received By:	Time Out	To EOC Staff:	SECURITY/ EVACUATION			
EOC Staff Assignment Priority ( ) 1. Immediate Action ( ) 2. Urgent – As Soon as Possible ( ) 3. Routine – As Time Allows ( ) 4. Deferred – 12 Hours ( ) 5. Deferred – 24 Hours			FIRE/RESCUE			
			ENGINEERING/ ENVIRONMENTAL			
			PUBLIC WORKS			
			RESOURCE/SUPPORT			
			SHELTER MGMT.			

MESSAGE:

ACTION TAKEN:

ACTION COMPLETED: TIME: BY:

PART 1 – DIRECTION AND CONTROL

SITUATION REPORT

ITEM

1. Report No. _____ Date _____ Time _____

2. From _____

3. To _____

4. Nature of Emergency _____

5. Location of Emergency _____

   _____

   _____

6. Date/Time of Occurrence _____

7. Casualties: a. Injured _____   b. Dead _____   c. Homeless _____

8. Property Damage _____

   _____

9. Actions Taken (Details in Remarks):

   a. Declaration of Emergency_____   c. Movement of People _____

   b. Evacuation _____   d. Movement of Supplies _____

10. Assistance Required:

   a. Personnel: Skill/Number _____

   _____

   b. Equipment: Type/Number _____

   _____

   c. Other Resources: _____

   _____

   _____

   _____

Situation Report (continued)

11. Is area accessible? _____

_____

12. Communications Available _____

_____

13. Actions Taken By:

    a. First Responders _____

    _____

    _____

    b. Support Agencies _____

    _____

    _____

    c. Others _____

14. Remarks: _____

_____

_____

_____

_____

PART 1 – DIRECTION AND CONTROL

AFTER-ACTION REPORT

1. Department Making Report _____

2. Period of Emergency Operations _____

3. Nature of Emergency _____

    _____

    _____

4. Departments or Jurisdictions that You Supported:

    a. _____   d. _____

    b. _____   e. _____

    c. _____   f. _____

5. Nature of Your Emergency Support Function _____

    _____

    _____

    _____

6. Personnel:

    a. Total Participating: _____

    b. Total Work Hours: Regular _____   Overtime: _____

    c. Number Injured: _____   Estimated Hours Lost: _____

    d. Estimated Cost to Department: _____

7. Resources Expenditures:

    a. Department-Owned: Estimated Total $_____

    b. Emergency Requirements Approved by Authorities: Estimated Total $_____

    c. Description of Expended Materials: _____

    _____

    _____

After-Action Report (cont.)

8.   Damage or Loss of Property: Estimated Total $ _____

Property Description: _____

_____

_____

9.   Summary of Activities Related to Your Emergency Support Function:

_____

_____

_____

_____

Signed _____
             Department Representative

Date _____

PART 1 – DIRECTION AND CONTROL

DAMAGE ASSESSMENT WORKSHEET

(PLEASE PRINT)

1. Date of Event _____   2. Assessment Date _____

3. Type of Event (Check One):   4. Jurisdiction   (Check One)

    _____ Flash Flood   _____ Thunderstorm   ___ City/Town of _____
    _____ Earthquake   _____ Tornado
    _____ Flood   _____ Wind   ___ County (Unincorporated Area)
    _____ Fire   _____ Other _____

5. Owner/Occupant Information   6. Contact Information (If Different)

    Name _____   Name _____

    Address _____   Address _____

    _____   _____

    Telephone No. _____   Telephone No. _____

7. Type of Structure (Circle One)	8. Building Damage (Circle One)	9. Content Damage (Circle One)
S --Single Family Dwelling	3 – Destroyed (Not Repairable)	3 – Destroyed (Not Repairable)
M -- Mobile	2 – Major (Needs Repair)	2 – Major (Needs Repair)
Home	1 – Minor	1 – Minor (Habitable)
A –	(Habitable)	0 – No Damage
Apartment	0 – No	
B – Business	Damage	
O-Other (Campus property)		

10. Structural Damage: 11. Other Damage   12. Additional Information:
    (Check appropriate information)   (Circle Appropriate)

Flood Water Depth
_____

		11. Other Damage			
Walls &	_____ Collapsed	Windows Broken	Y	N	
Ceilings	_____ Blown In/Out	Insulation	Y	N	No. of Floor Levels
	_____ Water Damaged	Furniture	Y	N	_____
		Appliances	Y	N	
Roof	_____ Collapsed	Awnings	Y	N	13. Insurance
	_____ Truss Damage	Flooring	Y	N	(Circle Appropriate)
	_____ % Shingles Missing/	Pipes Ruptured	Y	N	Homeowners Y N
	Damaged	Septic System	Y	N	Flood Y N
		Well	Y	N	

14. Type of Usage Other Than
    Primary Unit (Check One)

    _____ Seasonal
    _____ Recreational Vehicle
    _____ Other _____

15. Remarks: _____

_____

PART 2 – STRUCTURE / RESPONSIBILITIES / RESPONSE LEVELS

COLLEGE RESPONSE TO A CRISIS OR EMERGENCY

STRUCTURES IN PLACE

The following departments and committees assist CSN to respond to incidents.

The role of Police/Security Department is to:
- Provide 24 hour safety and security;
- Hire and train the security and safety staff;
- Respond appropriately to incidents on campus; and
- Document incidents and communicate appropriately to pertinent individuals.

All security personnel are required to complete the FEMA IS 907 *Active Shooter: What you can do* training module. In addition, the CSN Police Department developed a policies and procedures manual, that is designed specifically for the CSN Security Department, and encompasses over 30 chapters devoted to preparation and appropriate response to numerous types of emergencies.

Staff are continuously evaluated on this information. When changes to the manual are necessary, staff are immediately notified to ensure their awareness of training updates. In addition, prior to each new semester, the security staff go through a series of "refresher" training based on the manual. Included is hands-on training related to emergency response and evacuation procedures, with emphasis on the needs of the disabled populations.

The role of the Safety and Security Committee is to:
- Receive and consider safety and security concerns from the college community;
- Notify the college community regarding safety and/or security concerns as may be necessary; and
- Analyze trends and patterns and when indicated, recommend policy and procedure changes to provide a safer campus environment.

The role of the CSN Policy Group is to:
- Provide a structure and process for effectively managing a wide spectrum of college emergencies;
- Coordinate internal and external individuals, departments, and agencies.
- Facilitate communication with the CSN community and with all other constituencies (e.g., media, parents, Board of Regents, Chancellor's Office, etc.);
- Respond effectively to the needs of the students, faculty staff, families and community;
- Assist with post crisis support; and
- Evaluate the effectiveness of the response following an incident and revise protocols as necessary.

RESPONSIBILITIES RELATED TO ROLES ON CAMPUS

ACADEMIC AFFAIRS	• Identify and resolve instructional issues. • Coordinate necessary faculty resources. • Resolve issues related to class schedules and classroom usage.
CASHIER'S OFFICES	• Process any allowable refund of tuition and fees.
SENIOR VICE PRESIDENT, STRATEGIC INITIATIVES & ADMIN. SERVICES	• Call together the Policy Group for emergency types 1, 2,3 and possibly 4 to meet at the earliest possible hour. • Schedule team meetings and facilitate meetings. • Schedule a meeting following the crisis to evaluate the response. • Work with the Policy Group to facilitate workshops and training for the CSN community. • Work with the Policy Group to plan regular drills to ready the community for an emergency. • Consult with the college's legal counsel about issues of confidentiality and what information in a given situation may or may not be made public. (*In certain situations, it is advisable to include legal counsel on the Policy Group with input into and review of the statement prepared for release to the media.*)
COUNSELING AND HUMAN RESOURCES EMPLOYEE ASSISTANCE PROGRAM (EAP)	• Assist students and employees in coping with trauma. • Provide crisis intervention and coordinate psychological assessment and consultation. • Involve counselors/health care professionals from other colleges for critical incident debriefing. • Provide post crisis support and resolution.
BUSINESS OPERATIONS	• Coordinate food service for CSN Emergency Operations Center emergency workers.
CAMPUS ADMINISTRATION	• Cancel public events when necessary; coordinate rescheduling as may be appropriate. • Coordinate as necessary with outside agencies to resume operations.
FINANCE	• Authorize emergency goods and services and work with Facilities Management to pick up and deliver goods to site of emergency. • Identify the scope of loss and coordinate insurance adjustment.
FINANCIAL AID	• In the event that a student is injured or dies, follow up on financial aid records as necessary.
HUMAN RESOURCES	• Assesses which, if any, faculty and staff are involved in the emergency and prepares to communicate necessary information. • Contacts the immediate family/families of employee(s) involved in emergency and initiate a response. • Communicates with the employee's supervisor. • Assists with documentation of employee information. • Coordinates response with Employee Assistance Program (EAP) and coordinates necessary follow up. • Distributes printed materials, e.g., posters, temporary procedures, as necessary.

RESPONSIBILITIES RELATED TO ROLES ON CAMPUS (cont.)

OFFICE OF TECHNOLOGY SERVICES (OTS)	• Coordinate computer hookups, internet activities, including emergency website update. • Provide necessary database information as needed. • Coordinate necessary temporary telephone hookups. • Develop procedures for influx of calls during/following an emergency. • Develop a 24-hour incoming telephone number for emergency information to disseminate pre-scripted information. • Develop procedures for contacting IT staff for emergencies on campus between 10 p.m. and 6 a.m. • Develop scripts for communication for the Campus Administration Information Desk staff and/or for voicemail.
INTERNATIONAL CENTER	• Coordinate efforts if an international student is involved in the emergency.
EXECUTIVE DIRECTOR OF COMMUNICATIONS	• Coordinate press relations and facilitate official communication with external audience and internal departments. • Utilize campus alert message scripts, modifying as necessary for dissemination via all-campus through Technology Services. Utilize the InterCampus Communication system as appropriate. • Assist the President, Vice Presidents and CSN Police Chief with developing campus/community communications regarding the emergency/crisis.
FACILITIES MANAGEMENT	• Provide site and building information. • Coordinate responses of the Plant staff and Custodial staff. • Coordinate relocation of temporary offices for those displaced. • Mitigate facility and grounds damages and restore to functional level. • Assist Police/Security and local emergency services with creating a safety perimeter at the site of the emergency. • Link with governmental safety and environmental authorities when necessary. • Address matters related to safety and campus recovery.
PRESIDENT'S OFFICE	• Expect the unexpected and be prepared to play multiple roles. • Act as the chief public relations officer and the personification of the college. • Inform everybody of the facts. • Provide a venue for everyone to grieve as a community and move through the trauma. • Cover the recovery with a vision, i.e., "Not just back, but better".
REGISTRAR'S OFFICE **POLICE AND SECURITY**	• Make available academic records as needed. • Close official student academic records as may be necessary. • Train the Police/Security staffs to respond appropriately in crisis situations. • Act as a liaison with local emergency services. • Coordinate overall campus security, crowd control, evacuation, and site safety and security. • Coordinate radio support.

RESPONSIBILITIES RELATED TO ROLES ON CAMPUS (cont.)

STUDENT AFFAIRS

- Assess which, if any student(s) are involved in the emergency and prepare to communicate necessary information.
- Contacts the immediate family of student(s) involved in the emergency and initiates a response.
- Assist with documentation of student information.
- Assist in mobilization of student volunteers.
- Notify the college community of issues when related to students.
- Distribute printed materials if a student is involved, e.g., letters to parents, posters, temporary procedures.

EMERGENCY TYPES DEFINED

	DEFINITION OF TYPE	EXAMPLES OF SITUATIONS	COMMUNICATIONS AND CONTACTS
Type 1	**A catastrophic emergency event involving the entire campus and surrounding community.** Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources.	Earthquake that causes significant damage. Bioterrorism that would require state and federal assistance Serious community health emergency	**Requires immediate response and follow-up.** Initiating Department notifies CSN Police/Security and 911, if appropriate. Police/Security notifies the CSN Police Chief and the Senior Associate Vice President for Strategic Initiatives & Admin. Services; remains in charge of the scene until first responders arrive. Senior Associate Vice President for Facilities Management notifies the Senior Vice President, Strategic Initiatives & Admin. Services and Police Chief. The Senior Vice President contacts the Policy Group and arranges for a meeting as soon as possible. Executive Director of Communications (advisor to Policy Group) handles internal and public communication. The President or designee determines if the situation warrants that the College be closed.
Type 2	**Emergency that impacts a sizable portion of the campus or outside community with the potential to negatively affect the reputation or credibility of the college.** This may be single or multi-hazard situation, and often requires considerable coordination both within and outside the College. Emergency Notification System might be implemented.	• Extended power outage • Severe storms • Major fire • Contagious disease outbreak • Domestic water contamination • Bomb threat • Serious damage to college property that affects the members of the CSN community • Imminent events on campus or in the community that may develop into a major CSN crisis or a full disaster. It is typically a situation that is, or soon could be, out of control. A crisis disrupts the normal operation, requires an immediate response and a follow up.	**Requires immediate response and follow-up.** • Initiating Department notifies Police/Security and 911, if appropriate. • CSN Police/Security notifies the CSN Police Chief and the Sr. Associate Vice President for Facilities Management; remains in charge of the scene until first responders arrive. • Sr. Associate Vice President for Facilities Management notifies the Senior Vice President, Strategic Initiatives & Admin. Services and Associate Vice President for Technology. • The Senior Vice President contacts the Policy Group and arranges for a meeting as soon as possible. • Executive Director of Communications (advisor to Policy Group) handles internal and public communication. • The President or designee determines if the situation warrants that the College be closed.

EMERGENCY TYPES DEFINED (Continued)

	DEFINITION OF TYPE	EXAMPLES OF SITUATIONS	COMMUNICATIONS AND CONTACTS
Type 3	**Emergencies that are primarily people**, rather than infrastructure focused; Emergency Notification System might be implemented.	• Student or employee serious injury or death • Building or office occupation • Hate crime, stalking • Any student, faculty or staff death, any near fatal accident or incident, any serious attempted suicide • Serious community health/medical emergency affecting the CSN community.	**Requires immediate response/follow up.** Initiating Department notifies CSN Police and/or appropriate Vice President/Associate Vice President as necessary**.** The initiating department head makes immediate emergency decisions necessary to protect life and property and stabilize the situation until the Policy Group meets. In a facilities related situation, the Sr. Assoc. Vice President of Facilities Management notifies • Senior Vice President, Strategic Initiatives & Admin. Services and any/all of the following: • Vice President for Academic Affairs if faculty involved; • Vice President for Student Affairs, if student involved; and/or • Senior Associate Vice President of Human Resources if employee involved. The President will be briefed by the Senior Vice President and/or responding Vice President**.** The **Executive Director of Communications** is notified of the situation by the responding vice president or president and handles internal and public communications.
Type 4	Any **Unexpected Occurrence** that requires response by two or more college departments above a routine capacity, and/or where outside agencies have responded to render such assistance above routine responses.	Severe thunderstorm watch, high winds, etc. and/or injury resulting in ambulance call or hospitalization. Disruptive issues (controversial events, vandalism, violent behavior.)	**No college-wide action is required. Contact departments and individuals as needed.** Requires a cooperative effort and a commitment of personnel, equipment, and resources that may upset the normal working routine of any or all of the responding departments. The responsible department(s) facilitates logistical support and additional personnel and resources as necessary; makes decisions related to the occurrence and contacts individuals and other departments as appropriate.
Type 5	An incident that can be met with single department's available resources. The department handles the situation and is responsible for the decision making to properly resolve the incident.	• Weather • Infrastructure failure • Minor injuries that occur on campus and don't require medical attention. • Thefts, break-ins • Development controversy or potentially disruptive issues.	**No college-wide action is required. Contact departments and individuals as needed.** Communication regarding the emergency is done through Incident Reports. Types of Incident Reports include Police Reports; Workers Comp reports; C-1 Report of Injury Form; or related Supervisor Injury Reports. Distribution of those reports to departments will be determined by the specifics of the incident.

GENERAL PROCEDURES

There are predictable stages to disaster recovery. In the event that an emergency response is controlled by the College rather than an outside agency, the speed with which a campus moves from one phase to another depends on many things, including the campus culture, how well the president manages the initial steps in the recovery process, and the extent of the disaster.

Phase 1 – Universal cooperation, when need and fear pull everyone together.

Phase 2 – Reality, when people realize that recovery will be lengthy and space and working conditions will be poor for a long time.

Phase 3 – Re-emergence of old issues, when pre-disaster concerns and conflicts re-emerge, exacerbated by conditions.

One measure of an organization's strength is its ability to respond well in an emergency. Since every scenario cannot be predicted, an emergency response plan must quickly adapt to events as they unfold. The following plan designates areas of responsibility and defines the framework necessary to respond to emergency situations. The College response needs to be quick, professional, supportive, and meet the emerging demands of any emergency or crisis situation. The following are guidelines--the response may need to change to meet the needs of each situation.

IMMEDIATE NOTIFICATION

Initiating Department immediately
- ☐ Calls 911 for all life/property threatening emergencies;
- ☐ Notifies the Police/Security if the situation is not life threatening.

Police/Security Officer
- ☐ Calls 911, if this has not been done already.
- ☐ Notifies the Police Chief and Sr. Associate Vice President for Facilities Management.
- ☐ Secures the scene until appropriate law enforcement agency arrives and assumes primary investigation authority.
- ☐ Insures safety of the area to prevent additional deaths or injury.
- ☐ Asks those not involved in the investigation to leave the area until the injured are removed, and/or bodies are removed and investigations are completed.

Sr. Associate Vice President for Facilities Management
- ☐ Notifies the Senior Vice President, Strategic Initiatives & Admin. Services.
- ☐ If classroom related, (i.e., class disruption/cancellation necessary) notifies the Vice President for Academic Affairs.
- ☐ If student related, notifies the Vice President for Student Affairs.
- ☐ If employee related, notifies the Sr. Assoc. Vice Pres. of Human Resources.
- ☐ If technology/communications related, notifies the Chief Information Officer.

Senior Vice President, Strategic Initiatives & Administrative Services
- ☐ Determines if Policy Group must convene. If so, determines a time for initial meeting.
- ☐ Contacts Legal Counsel, if consultation is necessary.

GENERAL PROCEDURES (cont.)

INITIATING THE CRISIS RESPONSE

Policy Group
- [ ] Reports to the designated meeting room.
- [ ] Reviews initial reports, and determines plan of action.
- [ ] Recruits volunteers to assist if necessary (e.g. a Volunteer Coordinator may be needed to assist with escort services, security duty, etc.)

Some possible responses
- [ ] Connects with other departments if necessary (e.g., Human Resources in the event of circumstances requiring intensive personnel information, food services to feed emergency response workers, Technology Services if there is a technology issue, etc.)
- [ ] Consults with the college legal counsel if necessary.
- [ ] Notifies appropriate community authorities (e.g., police, fire, ambulance, public health, and/or utility companies to offer assistance and coordinate efforts.)
- [ ] Contacts a special clean up team (Plant Operations will contract with an outside vendor for special expertise if needed.)
- [ ] If a person has died, deals with e-mail, voicemail and personal belongings.

Director of Communications
- [ ] Coordinates with the president and vice president(s) and other pertinent individuals,
- [ ] Develops e-mail message(s) to send to CSN community, if/as necessary.
- [ ] Develops other communications as necessary (e.g., for the college voice message, for the internet, etc.)

Counseling and Human Resources Team (Director of Counseling and Psychological Services; Sr. Assoc. Vice Pres. of Human Resources,)
- [ ] Meets and determines the appropriate response.
- [ ] Communicates this information to the Counseling and Psychological Services (CAPS) Team.
- [ ] CAPS Team encourages the use of Employee Assistance Program to faculty and staff and other counseling services to students.

WITHIN THE NEXT 3-12 HOURS

Policy Group
- [ ] Reviews reports and documents of what happened.
- [ ] Reviews what needs to be done and makes assignments.
- [ ] Determines follow up meeting times until the emergency crisis response activities are complete.
- [ ] Deals with e-mail and voicemail.

Local Law Enforcement
- [ ] Assumes primary investigative authority, unless it has been transferred to another state or federal investigatory agency.

Police or Appropriate College Personnel
- [ ] Meets with and assists the public investigators at the scene if necessary.
- [ ] Ensures that all victims have been appropriately identified.
- [ ] Follows up with the families of the deceased and injured**.**
- [ ] Deals with personal belongings, if any.

GENERAL PROCEDURES (cont.)

WITHIN THE NEXT 3-12 HOURS (continued)	**Director of Communications**

Director of Communications
- ☐ Keep Information Desk staff informed and develop common messages, if necessary.
- ☐ Prepares press statement(s) and drafts of written communication to the college community.
- ☐ Prepares personal communication to the families of victims on behalf of the President and the College community.
- ☐ Makes press arrangements.

President (or designee), Director of Communications, and a group assembled from Counseling and Human Resources should:
- ☐ Go to the hospital if there are serious injuries;
- ☐ Meet with the injured and others as appropriate**.**

Sr. Associate Vice President for Facilities Management
- ☐ Arranges for an outside vendor to have the area cleaned after the department or law enforcement (in the case of a crime scene) gives authorization that clean up may proceed.

Counseling and Psychological Services (CAPS) Team Leader
- ☐ Contacts Human Resources and the Registrar's Office to make certain that no other students/staff/faculty members have the same name(s) as the deceased or injured.
- ☐ Informs appropriate others (e.g., colleagues, if faculty/staff deaths are involved);
- ☐ Identify appropriate friends, acquaintances and primary groups of the deceased as targets for special intervention (e.g., special attention should be given to close friends and/or persons who may have witnessed a tragedy.) Team members should begin working on the scene and elsewhere (such as at the hospital) with individuals and groups, according to that team's intervention protocols.

Counseling and Psychological Services (CAPS)Team
- ☐ Plans for and provides additional support for those involved in the crisis response.
- ☐ Plans for support activities (e.g., defusing and debriefings) for pertinent groups (e.g., faculty and services departments, etc.)
- ☐ Alerts appropriate persons involved to target and monitor individuals who may be potential risks for stress responses.
- ☐ Makes personal telephone calls to the families of victims.

WITHIN THE NEXT 12-24 HOURS	**Policy Group**

Policy Group
- ☐ Meets for a formal debriefing by a member of the Counseling and Psychological Services Team.
- ☐ Reviews activities.
- ☐ Makes needed decisions.
- ☐ Meets daily, until such time as emergency decisions are no longer needed.

WITHIN THE NEXT 24-48 HOURS	**Sr. Assoc. Vice Pres. of Human Resources (for employees) or the Vice President for Student Affairs (for students) if deaths are involved:**

Sr. Assoc. Vice Pres. of Human Resources (for employees) or the Vice President for Student Affairs (for students) if deaths are involved:
- ☐ Makes arrangements for flowers at the funeral.
- ☐ Determines an appropriate CSN representative to attend the funerals (if applicable.)
- ☐ Makes funeral information known using existing procedures and additional notifications.

GENERAL PROCEDURES (cont.)

WITHIN THE NEXT 2-7 DAYS	**Policy Group** ☐ Ensures that all individuals needing to be notified have been informed of any deaths (and/or injuries) as soon as possible. **Senior Vice President, Strategic Initiatives & Administrative Services (if student death is involved)** ☐ Arranges for the Cashier's Office to check on the credit status of the deceased (if applicable). **Vice President for Student Affairs** ☐ Requests the Director of Financial Aid to determine if any of the deceased were on financial aid. (If the individuals had federal loans, the loans will be eliminated. Two official death certificates will be needed for this purpose.) **Registrar** ☐ Informs the faculty of injured students. ☐ Encourages faculty to make special considerations for completing academic work. **Senior Vice President, Strategic Initiatives & Administrative Services** ☐ Reviews procedures. ☐ Makes recommendations for protocol changes for the future. ☐ Invites a member of the Counseling and Psychological Services Team to debrief the experience.
WITHIN THE NEXT 18 MONTHS	**Crisis Team leader and the Counseling and Psychological Services Team** ☐ Initiates a series of "check backs" with the families of the victim(s).
NOTES:	

CHECKLIST OF POTENTIAL TASKS

IMMEDIATE

☐ The Senior Vice President, Strategic Initiatives & Administrative Services (or appropriate Vice President) contacts the President and Vice Presidents.

☐ Call together the Policy Group if appropriate.

☐ Begin process of documenting response.

☐ **If a death or injury is involved**, confirm identity of involved student(s) or employee(s). Note that multiple individuals may have the same name.

☐ Determine who needs to be consulted (e.g., campus/community representatives involved in the crisis by nature of their positions, the CSN and/or **appropriate law enforcement** or the College's general counsel.)

☐ Involve faculty advisor, other close faculty member, or close students into response group, if appropriate.

COMMUNICATION

☐ What is official/public statement about event? When, where and by whom will this be communicated? Who should receive this statement?

☐ What method should be used to communicate to the college community – students, faculty, staff (e.g., all campus gathering, voicemail, e-mail, written memo distributed and posted; all campus e-mail, web page, etc.)

☐ Create scripted communication for the Campus Administration Information Desk for anyone answering telephone inquiries. Include how to direct calls and respond to questions.

☐ What is our plan if outside media come to campus? How do we inform the CSN community to direct media inquiries to the Director of Communications?

☐ When and where will press briefings occur? Need to create facilities for press, phones, and parking.

☐ What do we tell the community about external media and their presence on campus?

☐ Do we need to establish a "dedicated line" where concerned people can phone to get current information?

☐ What is the mechanism for keeping the Policy Group and important others informed throughout the period of response? At what internals should the Policy Group reconvene or meet with other responders – every 60-90 minutes?

☐ Where do we physically need college representatives? (e.g., In a class? In a department?)

☐ What equipment will aid communications?

☐ How will communication with families be conducted? By whom, in what manner (phone call, in person)?

☐ What are ongoing communication needs?

☐ Is a campus gathering appropriate? Where and when? How communicated?

LOCAL/CIVIL AUTHORITIES

☐ What information do we need from local police and fire departments? What information do we need to provide to them? Who will attend to this? What contact do we need with local hospital or coroner? Who will attend to this?

☐ What contact will local authorities have with affected family(ies)? What constitutes "official" notification?

☐ Who will travel where and for what reasons? Under what conditions?

CHECKLIST OF POTENTIAL TASKS (Continued)

"BUSINESS AS USUAL"	☐ What is done to ensure that normal campus operations continue?
	☐ Plan for "garden variety" crises that may happen concurrently with catastrophe.
	☐ Should classes and campus events proceed as planned?
	☐ Are special/extra safety and security measures needed (traffic control, etc.) to ensure "business as usual"?
FAMILY(IES)	☐ Who should make contact with the family(ies) after law enforcement has made notifications? President? Vice President for Student Affairs?
	☐ What is the emergency contact information in MyCSN?
	☐ What about logistics–travel housing, accommodations? Who will be the host and point of contact for the family if they travel from another locale?
	☐ Will a college representative attend the funeral or memorial? If so, who will that be?
	☐ If student death, ask the Cashier's Office to refund semester's tuition.
CAMPUS EFFECTS	☐ What other students/employees will be affected right away, e.g., classmates, significant others, friends, faculty? How will they be notified? How do we identify other important people to notify immediately?
	☐ If a student, was that student a member of a team or student organization or work-study? If so notify coach/advisor/supervisor. Is student's team or organization away from campus? If so, how should they be notified? Do we need to dispatch professional support to the team/organization/work study situation? If so, when, and who?
	☐ Faculty and advisory notification
	☐ Will planned campus events scheduled by internal or external groups need to be changed?
	☐ Follow up. Monitor individual groups over time.
	☐ Should we provide meeting/support for faculty and/or other non-students?
	☐ What ongoing stress debriefing opportunities are appropriate?

PART 3 – EMERGENCY BY CATEGORY/PROCEDURES

EMERGENCY BY CATEGORY

Fire Emergencies

A.   Fire or Explosion
1. If possible, confine the fire to slow its spread. For example, cover a wastebasket fire with a metal object. If a fire extinguisher is available and you are trained in its operation, use a fire extinguisher. If evacuation is called for, the last person out should close the door to the room, if possible.

2. Pull the nearest fire alarm and notify people in the area of the emergency. Make the call yourself, or designate someone to call 9-911 and/or 702-651-7911 and provide as many details regarding the nature of the emergency, the exact location of the fire, and any known hazards. **Do not assume that someone else has called.**

3. Evacuate people from the room, area, and/or building in an orderly fashion as quickly as possible. Keep low to the floor if smoke is present. Use the closest emergency exit/stairs. **Do not use elevators** during evacuation as they may be recalled to the ground floor when alarms sound. Keep to the right in the stairwell as emergency responders may be ascending the stairs to your left.

4. Assist people with disabilities to get out of the building, or to move to the *Recommended Evacuation Assistance Locations (REAL)* designated for the building, or into a closed stairwell on upper floors. Request responding emergency personnel to assist the disabled with evacuation. Report to your pre-designated emergency assembly point, if one has been established.

5. Assemble in a safe place. Faculty must attempt to account for all students and others under their purview. Designate one person with firsthand knowledge of the specifics of the emergency to meet and inform emergency responders about the situation.

6. Provide assistance as necessary. Follow the instructions of emergency personnel.

Before leaving the building, take the following precautions if it is safe to do so. These activities must not significantly delay your departure. Exercise good judgment! (For additional information, see *Fire Emergencies – Section C: Containing Small Fires.*)

✓ Faculty members ensure immediate evacuation of classes and students under their purview. (Refer to the *Faculty Information for Classroom* page.)
✓ Shut off gas lines and heat-producing equipment (such as Bunsen burners, stoves etc.).
✓ Return hazardous materials to proper storage units if time permits.
✓ Close doors and windows, if possible.
✓ Close doors behind you as you leave.

B.   Clothing Fire — "*STOP, DROP, AND ROLL*"
1. Drop to the floor if your clothing is on fire. If another's clothing is on fire, assist them to the ground as quickly as you can. Do not run, or allow the victim to run.

2. Roll yourself or the victim on the ground to extinguish flames. If a blanket is available, use it to smother the flames.

3. Remove smoldering clothing or hot material. Use care to avoid removing attached skin.

4. Cool the victim with water or ice packs. Take the victim to an emergency shower, if close by.

5. **Seek medical and fire/rescue assistance; from a campus phone call 9-911**.

6. **Call CSN Police at 702-651-7911.**

C. Containing a Small Fire—Before you begin:

1. Ensure that everyone has left, or is evacuating the building. Ensure that the Fire Department has been called.

2. Be certain the fire is confined to a small area, e.g. a wastebasket, and it is not spreading beyond the immediate area.

3. **If the fire is producing heavy smoke, immediately leave the area.**

4. Be sure that your back is to a safe and unobstructed exit to which the fire will not spread.

5. Be sure that your extinguisher is the proper size and type for the fire at hand and you know how to use it.

Portable Fire Extinguisher – follow these easy instructions:

P	**Pull** the pin. Some extinguishers require releasing a lock latch, pressing a puncture lever, or taking another first step.
A	**Aim** low. Point the extinguisher nozzle (or its horn or hose) at the base of the flames.
S	**Squeeze** the trigger or handle while holding the extinguisher upright. This releases the extinguishing agent.
S	**Sweep** the extinguisher from side to side. Keep the extinguisher aimed at the base of the fire and sweep back and forth covering the area of the fire with the agent until the fire appears to be extinguished. Watch the fire area. **If the fire breaks out again, repeat the process.**

D. Important Reminders

- Stand clear of Fire Department personnel and equipment and follow any instructions they may give.

- **DO NOT RE-ENTER THE BUILDING until an "all clear" is given by the Fire Department or CSN Police.**

Building Evacuation/Assembly Locations -- General

As discussed in the Fire Emergencies section, evacuation takes place when an emergency, whether it is fire, earthquake, flood, or other urgent situation requires all occupants to immediately leave the building.

1. Although evacuation is generally signaled by the building's interior fire alarm system, you may be instructed by a police official, fire fighter or other emergency official to leave the premises. To ensure your safety, you must follow their directives.

2. If the alarm sounds or you are instructed to exit, provide calm, clear directions to your students and/or visitors to help them to stay calm. Refer to the Building Evacuation Plan posted in classrooms.

3. Instruct students and visitors to gather their immediately available belongings (such as coats, purses, wallets, etc.) and exit the building in an orderly and expeditious manner. Urge them to be cautious when exiting the building to the outside, and to assemble in a safe place.

4. If others do not respond to the alarm or do not know of the evacuation, inform them of the need to evacuate immediately.

5. Unless you have a disability that limits your ability to navigate the stairs, NEVER USE ELEVATORS, always use the stairways.

6. Use the stairways. Remind evacuees to exit and keep to the right in any stairwell as emergency responders may need to access the building and will be ascending to the left of those who are descending.

7. **Assist people with disabilities to get out of the building, or to move to the Recommended Evacuation Assistance Locations designated for the building**, or into a closed stairwell on upper floors. Request responding emergency personnel to assist persons with disabilities to evacuate. Report to your pre-designated emergency assembly point, if one has been established. (For additional information, see *Building Evacuations/Assembly Locations for Persons with Disabilities*.)

8. If you can safely do so without causing harm to yourself and/or others, before you leave, ensure that gas supplies, if present in the instructional space, are completely shut off.

9. Once you have exited the building, move 300 feet away from the building to a safe location, e.g. parking lot, etc. and assemble with your class. Stay upwind of smoke and/or chemical clouds. Keep roadways and walkways clear for emergency personnel.

10. Stay at the assembly location, DO NOT re-enter the building, until your receive instructions to re-enter, disperse, or otherwise by CSN Police/Security, or other authorized emergency personnel (firefighters, college authority, etc.)

11. Accounting for all students can be difficult, especially with a large class. Attempt to account for the whereabouts of all students. If you suspect that anyone is still inside the building, notify the authorities at the scene. Stay with classmates, fellow employees, etc., so that a head count may be taken.

12. Possible approaches include:

    ✓ Wait until all students have left and the room or laboratory is empty.
    ✓ Use your class roster to call roll.
    ✓ Use a head count.
    ✓ Ask students if the person seated next to them in class is present at the assembly point.

13. Similarly, employees should assemble in a safe location after exiting the building and attempt to account for the whereabouts their co-workers.

Building Evacuations/Assembly Locations – General (continued)

14. To ensure your safety, <u>follow any and all directions provided by authorities on site</u> DO NOT RE-ENTER THE BUILDING until an "all clear" is given by the Fire Department or CSN Police. **CSN police will be the primary contacts for information during a building evacuation related to fire and/or other emergency situation.**

Actions to take if you are trapped in the building and unable to evacuate:

1. If a telephone is available, **call College Police at 702-651-7911 and/or off-campus emergency personnel by calling 9-911**. Report your location and situation.
2. If a window is available, signal emergency personnel by waving, or by hanging a large sign in the window.
3. Stay low if smoke is present. Cover your face with a wet cloth and place fabric around door cracks to keep smoke out.

Building Evacuations/Assembly Locations for Persons with Disabilities

All CSN personnel are responsible for the evacuation of persons with disabilities in their respective areas, and must obtain the assistance necessary to evacuate these persons. CSN personnel must ensure the persons with disabilities are attended and assisted until the officials announce an "ALL CLEAR" to return to the building, or, until relieved by emergency personnel.

CSN's Disability Resource Center (DRC) maintains information regarding those students who are self-identified and have provided documentation of a disability at each of its campus offices. In the event of an evacuation:

- CSN maintains equipment specifically utilized to evacuate individuals with significant mobility restrictions.
- In accordance with principles of universal design, exits are ramped to facilitate evacuation of all individuals from CSN buildings.

Please review the following so that you can provide the most effective assistance to persons with disabilities if that is necessary to ensure their safety.

A. **Persons with visual impairment:**
1. Tell the person the nature of the emergency.
2. Offer to guide them to the nearest exit.
3. Have the person take your elbow and escort them. NOTE: This is the preferred method when acting as a 'sight guide'.

B. **Persons with hearing impairment:**
1. Write a message indicating the nature of the emergency and the nearest evacuation route; **OR**
2. Tap the person's shoulder and point to the strobe lights on the fire alarms; **OR**
3. Turn the room lights on and off to get the person's attention.
4. Indicate through writing a note or gesturing what is happening and what to do.

C. **Persons with mobility impairment:**
1. Escort the person(s) to the nearest exit or stairwell assembly point.
2. At least two people should remain with the person with disability to assist if further evacuation becomes necessary.
3. Do not attempt to carry persons with mobility impairments unless there is IMMINENT DANGER TO LIFE. Lifting a person with minimal ability to move may be dangerous to their well-being.
4. Do not attempt to move or lift a wheelchair without asking the person using the chair. NOTE: Batteries may have to be removed. Life support equipment may be attached.
5. If you are unable to safely move the person; move them to a safe area and call for help and tell the dispatcher of your current situation and location.

Power Outages and Utility Failures

A.   Actions to take in the event of a <u>power outage</u>:

1.   Report a <u>minor localized power outage</u> during regular business hours (8 a.m. until 5 p.m.), <u>from a campus phone</u>, call Facilities Management at 702-651-4888; or call your Campus Operator

2.   In the event of a <u>major, campus-wide outage</u>, many buildings have emergency generators which power stairway lighting and other essential building components for 90 minutes.

3.   Use this time period to secure areas and evacuate the building. Leave the building in an orderly and expeditious manner since after 90 minutes, stairwells may be completely dark.

4.   Follow any instructions given by College Police/Security, CSN Facilities Management staff and/or emergency workers.

5.   Be familiar with and follow the information contained in the section entitled *Evacuations* of this guide, and your building's evacuation plan.

6.   If evacuating, turn off light switches before leaving.

7.   Avoid lighting candles or using other types of open flames for illumination.

8.   Laboratory personnel should secure experiments and unplug electrical equipment as appropriate prior to leaving the laboratory. Chemicals should be stored in their original locations and all containers should be closed and sealed.

9.   If a major power outage is expected to last a considerable length of time, the College's Emergency Response Team will provide coordination with the College community.

B.   Actions to take if you are <u>trapped in the building</u> and unable to evacuate:

1.   If a campus telephone is available, **call 9-911 and College Police at 702-651-7911.** Report your location and situation.

2.   If a window is available, signal emergency personnel by waving, or by hanging a large sign in the window.

3.   Stay low if smoke is present. Cover your face with a wet cloth and place fabric around door cracks to keep smoke out.

C.   Actions to take if you and/or others are <u>trapped in an elevator</u> and unable to exit:

1.   <u>If you are inside the elevator</u>, pick up the emergency phone in the elevator and provide the necessary information to the call taker or instruct passengers to do the same.

2.   <u>If you are outside of the elevator</u>, tell passengers to remain calm and that you are getting help. **From a campus phone, call 9-911, or 911 from your cell phone.**

3.   **If that does not work, call College Police at 702-651-7911**.

4.   If it is safe to remain in the building, stay near to passengers until assistance arrives.

D. Actions to take due to a <u>serious gas leak</u>:

Call 9-911 from a campus phone if you suspect a serious gas leak. Natural gas is odorless and colorless; gas companies add a distinctive odorant (similar to a "skunk" or "rotten egg" odor) to produce a smell that will alert users to a possible problem.

If a gas cylinder, gas equipment or gas piping should begin leaking or is suspected of leaking and, if in the judgment of the person or persons responsible for such materials, it presents a serious danger to them or other building occupants, the following steps should be taken:

1. **Immediately notify building occupants to evacuate** the area using the preplanned evacuation route. This may be accomplished by pulling the building alarm, if available.

2. **Notify College Police at 702-651-7911**. Also, request the dispatcher to contact Facilities Management to shut down the building ventilation (HVAC) system for your building. Provide the following information:

Campus location	Specific chemical name of the	Estimated volume
Building name	Involved gas, if known	involved, if known
Floor/Room number		

3. In the area near the leak, do not switch lights or electrical equipment on or off; electrical arcing could trigger an explosion.

4. <u>Building occupants are not to return to the building until the all clear is given by the Fire Department or CSN Police.</u>

E. Actions to take for <u>suspected gas leak</u>:

If you suspect that gas equipment or gas piping is leaking, but are unsure if the odor denotes a serious leak, the following steps should be taken:
1. Turn off any gas equipment if possible.
2. **During business hours of 8 a.m. until 5 p.m. notify Facilities Management at 702-651-4888.**
3. **After business hours, notify Campus Security or Campus Police at 702-651-7911.**
4. Follow instructions provided.

F. Actions to take when a building has a water-related emergency:

1. <u>Water-related emergencies do not always mean "flooding".</u> They may include lack of available drinking water, lack of available toilet facilities, in addition to standing water (e.g., ponding) and/or leaks that could cause equipment and building damage, and create hazardous conditions (slips/falls, etc.)

2. <u>If such an event occurs during regular business hours between 8 a.m. until 5 p.m.,</u> please immediately contact Facilities Management at 702-651-4888.

3. <u>If a water event occurs after hours when classes are not in session</u>, call a Campus Security Office and/or the College Police at 702-651-7911 and they will contact the appropriate Facilities Management personnel to respond to the situation.

Location	Campus Administration #	Campus Operator #	Campus Security
Charleston Campus	**702-651-5631**	**702-651-5000**	**702-651-5613**
Cheyenne Campus	**702-651-4596**	**702-651-4000**	**702-651-4055**
Henderson Campus	**702-651-3025**	**702-651-3000**	**702-651-3113**
Facilities Management – 702-651-4888			

4. <u>If you are responding to a water emergency but have not determined the water source, remember that the water could be contaminated and take appropriate precautions.</u>

G. STANDING WATER

If there is standing water on the floor, there is a risk of electrical shock. <u>Do not enter</u> <u>the area</u> until you are sure the electricity has been turned off.

Hazardous Materials Emergencies

College of Southern Nevada has a number of procedures designed to respond to hazardous materials emergencies. They are included on the Environmental Health & Safety webpage: http://www.csn.edu/pages/1744.asp.

Hazardous Materials Emergency Plans include, but are not limited to:
- Asbestos Management (NSHE Board of Regents Handbook, Ch. 10, Section 3)
- Blood borne Pathogens Exposure Control Plan
- Chemical Hygiene Plan
- Comprehensive Workplace Safety & Health Plan
- Environmental Health & Safety (NSHE Board of Regents Handbook, Chapter 10, Section1)
- Hazard Communication Plan
- Hot Work (NSHE Board of Regents Handbook, Chapter 10, Section 4)
- Respiratory Protection Plan

A. **Major Chemical Spill**
   1. Notify persons in the area.
   2. Evacuate the room, area, or building.
   3. Pull the nearest fire alarm if evacuation is required.
   4. Confine if possible. Close doors on the way out if possible.
   5. Assemble in a safe place.
   6. The person designated to meet and inform emergency responders should wait for their arrival <u>away</u> from the building and provide assistance as necessary.

   If a chemical release should occur which cannot be contained in a room or building, or if an off-campus chemical release occurs, College personnel may be asked by emergency responders to "shelter in place." While people may be asked to evacuate, shelter in place is safer in many situations. (<u>For additional information</u>, see *Toxic Release Emergencies--Shelter in Place Procedure (below).*)

B. **Minor or Small Chemical Spill**
   1. Notify persons in the immediate area. Leave the hazardous area.
   2. If possible, turn off ignition sources and establish or maintain exhaust ventilation.
   3. Close the door, and <u>if it is safe to do so and if the window can be opened</u>, open a window to the outside to allow the room to ventilate.
   4. <u>Call Campus Security/Police at 702-651-7911; Security/Police staff will contact the Emergency Manager and appropriate Facilities Management staff.</u>
   5. Follow specific instructions on the Material Safety Data Sheet (MSDS).
   6. Confine and clean the spill with appropriate protective clothing and equipment.
   7. Dispose of waste properly following the directions provided by the Emergency Manager and/or Facilities Management staff.

C. **Chemical Splash to Skin**
   Call 9-911. Be prepared! Familiarize yourself with the Material Safety Data Sheets (MSDS) for chemicals that you are using.
   1. Remove contaminated clothing; wash the contact area with water for 10 minutes.
   2. Follow specific instructions on the Material Safety Data Sheet.
   3. **From a campus phone, call 9-911** and/or seek medical assistance.
   4. **Call College Police at** 702-**651-7911**.
   5. Call Environmental Health and Safety at 702-651-7445 for additional information
   6. Take Material Safety Data Sheet(s) to emergency providers.

D. **Chemical Splash to Eyes**
   1. Immediately wash with clean water of drinking quality (if available) for 15 minutes.
   2. Hold the eyelids open. Get the victim to roll eyes while irrigating.
   3. **From a campus phone call 9-911** or seek medical assistance immediately.
   4. **Call College Police at 702-651-7911.**

Toxic Release Emergencies
Shelter in Place Procedures

Chemical Release

If a chemical release should occur which cannot be contained in a room or building, or if an off-campus chemical release occurs, CSN personnel may be asked by official emergency responders to "shelter in place."

1. Go indoors or remain in a building where the air is less contaminated. Stay in upper stories of buildings, if possible.

2. Close and lock as many doors and windows, as possible, to seal out contaminated air. Turn off or block all sources of outside air to the extent possible. Facilities Management controls building ventilation. Locally controlled ventilation includes room air conditioners and fans.

3. Cover windows, doors and ventilation openings with plastic sheeting and duct tape from departmental emergency supplies. Stuff cloth or clothing (preferably wet) at the bottom of the door. If you smell contaminants in your room, cover your nose and mouth with a wet towel or cloth.

4. Tune to the emergency broadcast station and listen for announcements.

5. Stay inside until you are notified by emergency workers that it is safe to leave**.**

6. When the emergency is over, open all doors and windows to ventilate the area.

7. Replace the supplies used during shelter in place in the emergency supply kit.

On Campus Shooting Incident
Shelter in Place Procedures

Although on campus shooting incidents are rare, it is critical that faculty, staff and students are prepared to ensure their own protection until help can arrive. All employees can help to prevent and prepare for potential active shooter situations. **CSN requires that all employees complete the FEMA Online Training Course: IS-907 – Active Shooter: What you can do.**
http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-907

A. **Indoor Shooting Incident**

If you have entered an area or building and see someone shooting, or, if you hear the sounds of gunfire, the following actions are recommended:

1. Go to the nearest room or office and hide. <u>Stay</u> <u>calm</u>!

2. Close and lock the door, and barricade it if possible. Take cover behind concrete walls, thick desks, filing cabinets.

3. Cover the door windows, if possible.

4. **Keep as quiet as possible and act as if no one is in the room**. Turn off iPods and radios, but keep computers on with monitors faced away from door. **Silence cell phones**.

5. **<u>Do</u> <u>not</u> answer the door**.

6. **Using a campus phone, call 9-911. If possible, call College Police at 702-651-7911.** Provide the dispatcher with as much of the following information as you have available:

   ✓ Your name
   ✓ Location of the incident—be as specific as possible
   ✓ Describe what is happening
   ✓ Number of shooters, if known
   ✓ Identification of shooter, if known
   ✓ Number of persons who may be involved
   ✓ Injured victims, if known
   ✓ Your location—and stay on the telephone with the dispatcher, if at all possible
   ✓ Place signs in exterior windows to identify your location, if possible

7. Wait for police officers and/or other emergency rescue personnel to assist you out of the building.

B. **If Exit is Possible**

If an active shooter is present, and you are certain you are not within range or in danger, exit the building if possible. The following actions are recommended:

1. <u>Exit the building immediately. Move away from the area and seek shelter</u> in a nearby building. <u>Avoid</u> parking lots and open areas.

2. Tell anyone you encounter to exit the building immediately. Caution those outside the building not to enter.

3. **From a campus phone, dial 9-911. If possible, call College Police at 702-651-7911.**

C. **If the shooting has occurred or is occurring outdoors**, the following actions are recommended:
   1. Move inside a building, if possible, and follow the recommendations above.
   2. If you cannot go inside, try to hide behind something solid.
   3. Run away from the sounds of shooting, if you can do so without increasing your risk.
   4. **From a campus phone, call 9-911. If possible, call College Police at 702-651-7911.**

D.   **If escape is not possible,** the following actions are suggested:

   1. <u>Play "dead" if you cannot get away - assume a prone position and lay as still as possible.</u>

   2. If you are caught by the intruder, obey all commands and <u>avoid</u> eye contact.

Medical Emergencies

Medical emergencies may be encountered when you are on campus. It is always important to seek medical assistance as soon as is possible in the case of injury or illness. If a medical emergency occurs, **call 9-911 from a campus phone**. If you are trained in first-aid, assist the patient with the level of training that you have.

Automated External Defibrillator (AED)

Some areas on campus have Automated External Defibrillators (AED) available in the event that a patient exhibits no signs of breathing or pulse. The unit provides verbal instructions on the steps you need to take. The unit will assess the patient and advise if a shock is necessary. **As in all emergency medical situations, obtain medical assistance as soon as possible.**

From a campus phone, immediately call **9-911 and the College Police at 702-651-7911** to obtain medical assistance.

General directions for using an Automated External Defibrillator (AED) device:

1. Turn on power to AED Unit:
   a. Place the AED Unit near the head of the patient.
   b. Follow the verbal instructions from the AED Unit.

2. Attach the AED Unit to the patient:
   a. Bare the patient's chest (remove clothing and any jewelry) and prepare the area for the pads.
   b. If the patient is wet you will need to dry the patient, also be mindful not to use the AED Unit with either the patient or responder in water.
   c. Attach the AED pads to the patient's chest as indicated on the pads.
   d. **DO NOT MOVE OR TOUCH the patient as the AED is analyzing the patient.**

3. If a shock is indicated by the AED Unit:
   a. Clear yourself and all others from the patient.
   b. Push the shock button.
   c. Check for breathing and pulse after the shock was delivered.
   d. Continue with CPR if needed.

Weather Emergencies

Conditions leading to weather emergencies are generally predictable. Follow the following general guidelines in the event that high winds, heavy rains/thunderstorms, lightning strikes or other dangerous weather situations are occurring or predicted to occur.

During Severe Weather:

Check CSN's web site for up-to-date information. Check the local media outlets for information regarding road conditions. If you are on campus, check the Intercampus Communication System (the flat screen monitors located across campuses) for information regarding closures and other directions.

A.   **Lightning**

1.   Seek protective shelter immediately.

2.   If you are outdoors, do not stand underneath tall, isolated objects. Avoid projecting above the surroundings and landscape. Seek shelter in a low area under a thick growth of small trees. In open areas, seek a low spot such as a ravine.

3.   Get off or away from open water. Keep away from metal equipment or small metal vehicles such as motorcycles, bicycles, golf carts, etc. Stay away from wire fences, clotheslines, metal pipes, and rails. If you are in a group in the open, spread out, keeping people 15 to 20 feet apart.

4.   Remember, lightning may strike some miles from the parent cloud. If you feel your hair stand on end, lightning may be about to strike. Drop to a low crouching position with your feet together. Get onto the balls of your feet as quickly as possible to minimize ground contact. Put your hands over your ears to minimize acoustic shock from thunder and place your head between your knees. **Do not lie flat on the ground**.

B.   **Flooding**

Although widespread flooding is not anticipated on CSN's campuses, it is possible that streets, intersections, etc. surrounding our campuses may be impacted. In that situation, following are some important guidelines:

1.   Listen to local radio or television stations and the CSN website for information.
2.   Be aware of streams, drainage channels and areas that are known to flood suddenly.
3.   If local authorities issue a flood watch (the possibility of widespread flooding) or warning (unusually severe ponding of water), be prepare to evacuate to higher ground immediately.
4.   **Do not attempt to drive over flooded areas of the campus**. The depth of water is not always obvious. The road bed may be washed out under the water, and you could be stranded or trapped.
5.   Follow instructions from local authorities for immediate action.
6.   During any flood event, use extreme caution around electrical appliances or outlets that are located near water.

Suspicious Mail and Packages, and Bomb Threats

A. Suspicious Mail

Suspicious mail incidents across the United States, generally involve bio hazardous material(s) or explosive device(s). If you receive mail or discover object(s) that appear suspicious due to the presence of a powder, liquid coming out of the package or other substance, the following actions are recommended:

1. **From a campus phone, immediately call College Police at 702-651-7911**. They will evaluate the threat level and determine if 9-911 emergency needs to be contacted.
2. Deny to everyone with the exception of emergency responders, access to the suspicious parcel/object. If possible place a trash can over the package. Once emergency responders access the scene, they will take custody of the questionable item(s).
3. Turn off any fans, window air conditioners and/or small area heaters.
4. Isolate the room area; evacuate the adjoining areas.
5. The individual who opened the suspicious item and anyone else who has come into contact with it should remain isolated in an area adjacent to the original location, until emergency responders arrive. Further instructions will be forthcoming from the emergency team.
6. The individuals who have had contact with the parcel should wash their hands and face with soap and water.
7. Create a list of people who were in the room where the package was received.

B. Suspicious Parcel Bomb Recognition Checklist:

Use the following checklist to evaluate parcels that seem unusual.

Handwritten or poorly typed address	Incorrect titles
No return address	Misspelling of common words
Visual distractions on the package.	Excessive postage
Excessive weight/rigid, lopsided, uneven envelopes	Restrictive markings such as "Confidential" or "personal"
Protruding wires or tinfoil	Excessive tape or strings
Oily stains/discolorations on the package	Unexpected international, special delivery and/or air mail

If you are on campus, call College Police at 702-651-7911 or 9-911 regarding any suspicious mail/packages.

C. Bomb and Other Threats

In the event of a bomb threat, immediately call 9-911. Police will carefully evaluate all threats and provide the campus with specific information and instructions on how to respond.

1. College personnel receiving telephoned bomb threats should ask the caller for the exact location where the bomb has been placed where it is going to be planted.
2. Attempt to get as much information as possible about the caller, for example, male or female, accent, etc.
3. Listen for background noise which may indicate the location of the caller.
4. Complete the checklist below as soon as possible after receiving a bomb threat call. Writing down the details as soon as you have received the call, or during the call if you have the checklist available will assist emergency personnel to respond to the threat.
5. Police will use direct contact information in their investigation and determination of the threat level.
6. **Utilize the checklist on the next page** to detail the information that you gather from your conversation or other interaction with the person making the threat.

Bomb or Other Threat Checklist

Place underneath Phones of Concern

Date _____ Time of Call _____ Length of Call _____

Local or Long Distance _____

Call Received by _____ Phone No. _____

Record the exact language of the threat _____

_____

_____

Keep Caller on the phone. Ask **WHEN** it is set to go off? _____

WHERE is it? _____

WHY are you doing this**?** _____

WHO are you? _____

Voice on the phone:

Man _____ Woman _____ Child _____ Age _____

Spontaneous _____ Rehearsed _____ Reading _____

Accent _____ Speech Impediment _____ Intoxicated_____

Other _____

Background Noise:

Music _____ Children _____ Airplane _____ Talk _____

Traffic _____ Typing _____ Machines _____ Other_____

Anything else: _____

_____

_____

_____

_____

_____

_____

PART 4 – CSN EMERGENCY COMMUNICATIONS PROCEDURES

CSN EMERGENCY COMMUNICATIONS PROCEDURES

Introduction

The ***Emergency Communications Procedures*** define the types and scope of emergencies that will warrant campus-wide emergency notification and the methods to be used to provide specific information to students, faculty, staff and visitors to safeguard them in dangerous situations.

The U.S. Department of Education's Higher Education Opportunity Act (HEOA), more commonly known as the *Jeanne Clery Act*, requires every institution to immediately notify the campus community when there is confirmation of an occurring emergency/dangerous situation that poses a threat to the health and/or safety of the campus community and visitors.

The Clery Act defines notifications in two ways:

1. **Emergency Response** – Provided in a situation which poses a threat such as a structure fire; active shooter; bomb threat; rioting; explosion, chemical spill, etc. where <u>immediate</u> action is indicated. Messages must include timely and <u>specific</u> information to help people safely escape a threat, i.e., evacuate a building and safe routes for escape; avoid parts of campus in the event of a hazardous spill or bomb threat, etc.

And

2. **Timely Warning** – Provides warning of certain crimes and/or dangerous situations so that people are enabled through heightened awareness to protect themselves and help prevent commission of similar crimes. This might include notifications about auto thefts occurring in a campus parking lot; purse snatchings at a specific campus location(s). These warnings should be issued as soon as pertinent verifiable information is available.

Types of Scenarios (NOTE: Scenarios are defined in *Part 3 Emergency by Type*)

The types of situations that could cause the **Emergency Notification System (ENS)** to be initiated include, but are not limited to:
1. Dangerous situation
2. Bomb Threat/Suspicious Package
3. Civil
4. Earthquake
5. Explosion
6. Fire
7. Flooding
8. Power Outages/Utility Failures
9. Active Shooter/
10. Extreme Weather – Most severe weather events can be anticipated and may be handled with a "timely warning" message rather than an emergency alert. However, wind events, significant rain storms during monsoon season, and extreme temperatures may occur with little warning.
11. All Clear Message-- An "all clear" message is sent when the situation has ended, or when normal operations begin to be implemented following an emergency.
12. Test Message – A Test Message will be used to test the CSN **Emergency Notification System (ENS)** and the methods of delivery that students, faculty, staff and other users have selected for emergency notification. <u>A Test Message will be sent out not less than twice annually.</u>

General Guidelines

- SMS Text Messages will be brief--no longer than 135 characters (if possible.) Messages are accurate, timely, and contain useful information for the recipient.
- E-mail and voice mail messages will generally be the same message.
- SMS Text, e-mail and voice mail messages will also be sent via mobile application to recipients who have installed the mobile app onto their cellular phones.

Two categories of notice will be utilized in CSN's **Emergency Notification System** (**ENS**):

1. **Emergency Alert** – An Alert to an incident or situation that poses an immediate threat to life or safety and requires swift action on the part of the campus community to ensure their security.
2. **Warning** – An incident or situation that, while not posing an immediate threat to life or safety does require timely and specific information to ensure the well-being of the recipient.

Activation of the CSN Emergency Notification System -- Sample Messages

When appropriate, emergency announcements and instructions for action will be made to warn the campus of urgent situations and the appropriate actions to take. Dependent upon the type of emergency, the sirens may be activated, as in the case of a fire. In the event of a major emergency, messages similar to the following will be text messaged; e-mailed; and voice messaged to those who are enrolled in the **CSN Emergency Notification System**. Notifications will also appear on the Inter Campus Communication System (the flat screen monitors located across the campuses) as appropriate.

1. **Evacuation**

    SMS/Text Message: *Attention! An emergency is occurring at XYZ Campus, Building ___. Evacuate your building. Use the nearest stairway to exit. DO NOT use elevators. Assemble away from the building. Await the official "all clear".*

    E-Mail Message: *Attention! Attention! An emergency is occurring on XYZ Campus, Building ___. Evacuate your building immediately. Do NOT use the elevator; use the nearest stairway to exit. Assemble a safe distance from the building--await further direction, or official "all clear".*

    Voice Message: *Attention! Attention! An emergency is occurring on XYZ Campus, Building ____. Evacuate your building immediately. Do NOT use the elevator; use the nearest stairway and keep to the right as you exit your floor/building. Assemble away from the building. Await further direction, or official "all clear" notification.*

2. **Dangerous Situations**

    SMS/Text Message: *Attention! A dangerous situation has been confirmed on XYZ Campus, Building ___. Appropriate personnel are responding. Seek shelter immediately in a secure location. Await further direction.*

    E-Mail Message: *Attention! Attention! A dangerous situation has been confirmed at XYZ Campus – Building___. Seek campus shelter immediately and secure your location. If not on campus, STAY AWAY. Follow official instructions quickly/carefully. Wait for "all clear" notice.*

    Voice Message:
    Attention! Attention! A dangerous situation has been confirmed on (Campus/Building/Location). Seek immediate shelter and secure your location. If not on campus, STAY AWAY. Follow official instructions quickly/carefully. Wait for official "all clear" notice.

3. **Hazardous Condition**

   SMS/Text Message: *Attention! A hazardous condition has been confirmed on XYZ Campus, Building ___. Appropriate personnel are responding. Seek shelter immediately in a safe location in the nearest building. Stay away from doors and windows. Await further instructions.*

   E-Mail Message: *Attention! A hazardous condition has been confirmed on XYZ Campus –Building ___. Appropriate personnel are responding. Seek shelter immediately in a safe location in the nearest building. Stay away from doors and windows. Await further instructions or "all clear" notification.*

   Voice Message: *Attention! A hazardous condition has been confirmed on XYZ Campus –Building ___. Appropriate personnel are responding. Seek shelter immediately in a safe location in the nearest building. Stay away from doors and windows. Await further instructions or "all clear" notification.*

4. **All Clear Message**: Once the emergency has been resolved or the situation is under control and campus users can safely move about, an "All Clear" message will be broadcasted in the same way that the emergency notification message was sent. It will provide specific instructions when normal campus operations can resume and/or provide additional information if some campus areas must be avoided or other precautions must be taken.

5. **"Test Message":** In addition to the emergency alerts/warnings, there will also be messages that will be sent to test the **Emergency Notification System**. These notices will be clearly identified as "TEST" messages to ensure the operational integrity of the **ENS** system.

CSN Campus and Center Location Abbreviations to be Used in Alert/Warning Messages

   Campuses
   - **NLV**   North Las Vegas Campus (formerly known as the "Cheyenne" Campus)
   - **HEN**   Henderson Campus
   - **WCC**   West Charleston Campus

   Sites and Centers
   - **GVC**   Green Valley High Tech Center
   - **MEC**   Mesquite Center
   - **MVC**   Moapa Valley Center
   - **NEL**   Nellis Center
   - **SAH**   Sahara West Center
   - **SUM**   Summerlin High Tech Center
   - **WHT**   Western High Tech Center

APPENDIX

REQUIRED TRAINING:

FEMA Online Training Course: IS 00907 – Active Shooter: What you can do.
CSN requires faculty and staff to complete the Active Shooter training. This was previously discussed in *Part 3: Emergency by Category/Procedures, Shelter in Place, Active Shooter.*

Students are strongly urged to complete this training to prepare them to face a similar situation whether it occurs on campus or in their community. The link to the online course:
http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-907

IS-100.HE Introduction to the Incident Command system for Higher Education
This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of ICS. It also explains the relationship between ICS and the National Incident Management System (NIMS). This course uses the same objectives and content as other ICS courses and utilizes higher education examples and exercises. The link to the online course:
http://training.fema.gov/EMIWeb/IS/courseOverview.aspx?code=IS-100.HE

IS-200.B ICS for Single Resources and Initial Action Incidents
ICS 200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. (NOTE: IS-200.b is an updated version of the IS-200 course.)

http://training.fema.gov/is/courseoverview.aspx?code=is-200.b