



Community College of Baltimore County

**EMERGENCY OPERATIONS PLAN
MANAGER'S GUIDE**

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SECTION I

ADMINISTRATION

PREAMBLE AND PURPOSE

CCBC is a premier learning environment made up of faculty, administrators, staff, and students brought together for study and work in a physical setting designed to fulfill the college's mission.

Accomplishing the college's mission requires a healthy and safe environment for members of, and visitors to, the college. However, it is recognized that critical incidents can and do occur with varying degrees of disruption and trauma affecting the college community. To ensure CCBC is prepared to address the dynamics of these critical incidents, the college president has charged the Department of Public Safety with developing an Emergency Operations Plan.

The purpose of developing this Emergency Operations Plan / Manager's Guide is to define and describe actions to be taken by the CCBC community to effectively prepare for, respond to, mitigate, and recover from various critical incidents, major events, emergencies, or disasters that may affect lives, property, and the college.

The Emergency Operations Plan / Manager's Guide draws upon the nationally recognized standards of the National Incident Management System and the Incident Command System developed by the Department of Homeland Security / Federal Emergency Management Agency. These systems are widely used at the federal, state, and local community levels. The National Incident Management System provides a consistent nationwide template to enable federal, state, and local governments, private sector, and non-governmental organizations to work together effectively and efficiently to prepare for, prevent, respond to, and recover from domestic incidents regardless of cause, size or complexity including acts of catastrophic terrorism. The Incident Command System uses an integrated, all hazards approach to ensure applicability and adaptability to all critical incidents. This inclusive, systematic approach uses common terminology, modular organization, integrated communications, unified command structure, consolidated action plans, manageable span of control, designated incident facilities, and comprehensive resource management. This system lends consistency, efficiency, and effectiveness to the way individuals and departments function during critical incidents regardless of the nature of the incident. The Emergency Operations Plan / Manager's Guide developed by the DPS is authorized and promulgated by the college president.

SCOPE

This Emergency Operations Plan / Manager's Guide addresses critical incidents and major planned events utilizing an all-hazards approach. This plan cannot, nor is it intended to, serve as an exhaustive compilation of all crisis and emergency situations. The body of the Emergency Operations Plan / Manager's Guide contains a basic administrative and operational framework as well as situational response protocols and resource listings.

The Emergency Operations Plan / Manager's Guide is a flexible, dynamic document. It is recognized that deviations from the contents of this plan can and will occur due to the unique

nature of crises and emergencies. Reasonable and prudent deviations predicated on initiative and common sense are both authorized and encouraged to adapt to specific nuances of individual incidents. However, with this flexibility, individuals and organizations with the Emergency Operations Plan tasks or functions are ultimately accountable and responsible for their actions.

ORGANIZATIONAL ROLE

Each organizational entity having a role in this plan, or its elements will develop procedures that achieve the goal of accomplishing assigned tasks or functions that may be required during a critical incident or planned event.

OBJECTIVES

The management of critical incident operations requires planning for and responding to the involved events. Objectives to be accomplished include, but are not limited to:

- Ensuring appropriate preparation is accomplished to reduce the duration and extent of impact on the college community.
- Managing any necessary care and movement of persons.
- Collecting and evaluating damage, casualty, and other essential data.
- Minimizing to the extent possible the duration and severity of trauma to the college community.
- Preparing and disseminating public information.
- Establishing priorities and resolving conflicting demands for support; requesting and allocating resources and other support.
- Compliance and implementation of NIMS standards / protocols.
- Managing and coordinating overall college crisis operations, including implementation and compliance of ICS protocols for critical incident management.
- Re-establishing normal college operations.

MANAGERIAL RESPONSIBILITIES

This emergency operations plan is designed so that any incident that is campus based will be handled by the campus Incident Command Post. The campus ICP will be supported by the College Emergency Operations Center, which will usually be located off site and away from the emergency. Members of the EOC offer guidance and support to the manager of the ICP but will not directly manage the crisis.

SITUATION

CCBC consists of three main campuses and three extension learning centers throughout Baltimore County. CCBC is the largest community college in Maryland.

- Each CCBC campus includes administrative offices, classrooms, laboratories, dining, and athletic facilities. There is no residential population.
- The total enrollment nears 68,000 students both credit and non-credit.

- The college is a public entity with a vested interest in maintaining the health, safety, and well-being of its students, staff, faculty, and visitors.
- Transportation routes that feed the college's facilities and campus roadways are major Baltimore County roads: Rolling Road, Merritt Boulevard, and Rossville Boulevard.
- The campus and region are vulnerable to effects of natural disasters such as hurricanes, tornadoes, earthquakes, summer and winter storms, and wildfires in addition to public health disasters (epidemic / pandemic outbreaks), and a variety of man-made hazards such as violent crime, HAZMAT accidents, major transportation accidents, building fires, civil disorders, terrorism, etc. The college also hosts major planned events such as commencement and athletic events in which unforeseen emergency could occur; and
- The potential scope and impact of these emergencies or major planned events may vary from a minor incident crisis, or emergency requiring a minimum response, to a disaster which requires a county, state, or national response depending on time of day, weather conditions, time of year, warning time, location, and the type of crisis, emergency, or disaster.

ASSUMPTIONS

CCBC is supported by, and will cooperate with, private and volunteer organizations in addition to county, state, and federal agencies with staffing, equipment, and logistical capabilities for emergency and disaster mitigation, preparation, response, and recovery in compliance with NIMS standards and protocols.

Each individual and organizational entity having a role in this plan, or its elements will respond as required to fulfill its responsibilities of supporting the institution and providing for public safety.

CONCEPT OF OPERATIONS

This Emergency Operations Plan / Manager's Guide is based on the National Incident Management System in which the Incident Command System provides an organizational structure capable of responding to various levels and types of critical incidents and emergencies ranging in complexity. It also provides the flexibility needed to respond to incidents as they escalate in severity. The purpose of the Incident Command System is to:

- Provide an organizational structure that can grow rapidly in response to the requirements of critical incidents or emergencies.
- Provide college management with the control necessary to direct and coordinate all operations and all departments responding to critical incidents or planned events.
- Assign employees with reasonable expertise and training to critical functions without loss of precious time.
- Allow the activation of only those positions needed to manage incidents or levels of emergencies.
- Manage both college resources and those of outside organizations.
- Promote proper span of control and unity of command.
- Record and document all incident events.

Concepts presented in this Emergency Operations Plan / Manager's Guide consider the full spectrum of responses, from minor incidents to total involvement from destructive impacts. Some incidents or events will be planned or preceded by buildup periods that, if recognized and analyzed effectively, can provide advance preparation or warning to individuals on campus who might be affected. Other emergencies occur with little or no advance warning, requiring mobilization and commitment of campus resources just prior to or after the onset of the emergency. All available elements of the Emergency Operations Plan organization must respond promptly and effectively to any foreseeable emergency.

The Public Safety Article, Title 14, Emergency Management, Annotated Code of Maryland has been enacted to ensure that the state will be adequately prepared to deal with emergencies and disasters which are beyond the capabilities of local authorities, and generally to provide for the common defense and to protect the public peace, health, and safety, and to preserve the lives and property of the people of the state of Maryland. This article is supplemented by emergency plans developed at the county level.

The Baltimore County Emergency Operations Plan was established and promulgated to fulfill certain statutory requirements of Public Safety Article, Title 14. The Emergency Operations Plan for CCBC incorporates by reference the Baltimore County Emergency Operations Plan. Nothing in this Emergency Operations Plan / Manager's Guide will be inconsistent with the Baltimore County Emergency Operations Plan.

If the response capabilities of the college are exceeded, CCBC will request assistance from Baltimore County or the state of Maryland as appropriate and consistent with established protocols, Mutual Aid agreements or Memorandum of Understanding that CCBC has established with any other entity.

All personnel involved in crisis response and recovery activities will use a continuously implemented process consisting of principles that include, but are not limited to:

- Acquiring accurate information.
- Determining and reviewing options.
- Making decisions and formulating action plans.
- Coordinating and implementing decisions and action plans.
- Monitoring results.
- Assessing results and making any necessary or prudent adjustments to decisions.

Mitigation activities are any actions taken to prevent or reduce the occurrence of any crisis or risk to life and property. Examples of mitigation efforts include, but are not limited to:

- Adherence to building codes and design standards.
- Community education and training.
- Procurement and integration of equipment.
- Identifying resources.

Preparedness activities are actions that are taken prior to crises that facilitate the implementation of coordinated responses. Examples of preparedness efforts include, but are not limited to:

- Testing and maintaining equipment and supplies.
- Establishing, equipping, and maintaining the capabilities for an Incident Command Post and an Emergency Operations Center.
- Developing emergency plans and procedures.
- Participation in training drills and exercises in compliance with the Homeland Security Exercise and Evaluation Program.
- Coordinating emergency communications systems.
- Identifying hazards.
- Developing and maintaining Continuity of Operations Plans for all departments.

Response activities are actions taken immediately during or directly after crises to save or protect lives, minimize damage to property, and increase the effectiveness of recovery efforts. Examples of departments responsible for primary response activities include, but are not limited to:

- Fire and emergency medical services.
- Department of Public Safety and county police services.
- Facilities Management.
- Psychological and medical services.
- Environmental Health and Safety.

Recovery actions involve restoring systems and operations to normal. Short-term recovery actions are taken to assess damage and re-establish vital life-support systems; long-term recovery actions may continue for months or years. Examples of recovery actions include, but are not limited to:

- Maintaining civil order.
- Assessing damage.
- Clearing debris.
- Decontamination.
- Counseling and mental health services.
- Health and medical services.
- Temporary housing.
- Reconstruction and renovation.
- Mitigation efforts.

SECTION II

CRISIS CLASSIFICATIONS

ISOLATED INCIDENTS (FEMA LEVEL 1) **CCBC LEVEL 1**

Isolated incidents are those occurrences impacting only a small part of the college community or college physical property (such as a service interruption), which do not affect the overall functional capacity of CCBC. They are generally very limited in scope of injuries, disruptions, or both. Injuries are generally non-existent or limited to first aid cases. Initial or secondary responding units within the college can regularly resolve these incidents. All CCBC employees must remain on duty.

Isolated incidents do not usually require the activation of a formal Incident Command Post or the Emergency Operations Center; however, individual employees or departments may be involved as necessary.

Isolated incidents include, but are not limited to:

- Isolated, short-term utility outages, water leaks, etc.
- Accidental, non-life-threatening injuries to community members.
- Elevator rescues (persons stuck in elevator).
- Motor vehicle accidents with no injuries, or few non-life-threatening injuries.
- Non-specific bomb threats; or
- Minor criminal activities.

MINOR INCIDENTS (FEMA LEVEL 2) **CCBC LEVEL 2**

Minor incidents are those occurrences that are limited in scope of injuries, disruptions, or both. Disruptions of services or routines may disrupt one class or up to one entire building and will take more than a few hours to correct. Damage is limited to either one room or one small area of a building. These incidents can be resolved with existing college resources or limited external assistance. The college / campus is open, but classes / activities may be cancelled.

Minor incidents may require the activation of a formal Incident Command Post or Emergency Operations Center; however, individual members or departments may be involved as necessary. Minor incidents include, but are not limited to:

- Minor HAZMAT incidents or spills.
- Loss of utility services to a single building for several hours.
- Fires contained to single rooms or contents.
- Disruptive behavior by a few individuals or small groups; or
- Specific bomb threats with accompanying evacuations.

MAJOR CRITICAL INCIDENTS (LEVEL 3) **CCBC LEVEL 3**

Critical incidents involve crises that are primarily related to people, rather than services, infrastructure, or property. Incident dynamics can become highly complex because of varied

institutional and student support responses that must be coordinated and may necessitate the cancellation of classes. Major policy considerations and decisions may be required.

Critical incidents may require the activation of a formal Incident Command Post, an Emergency Operations Center, and the Executive Advisory Council, utilizing NIMS, ICS and departmental response protocols. The college / campus is closed, and all classes and activities are cancelled. All Public Safety, designated Plant Operations employees and designated ITS personnel are to report or remain on campus.

Critical incidents include, but are not limited to:

- Death or near death resulting from criminal, traumatic, pathogenic, suicidal, or unexplained activities.
- Life threatening or multiple victims of illnesses or injuries.
- Severe weather.
- Multiple felonious crimes against persons, such as robberies, sexual assaults, or aggravated assaults.
- Localized acts of civil disobedience such as building occupations or sit-ins involving groups or organizations; or
- Terrorist activities not directly targeted at the college but having significant impact on college operations.

MAJOR CRITICAL INCIDENTS/ COLLEGE WIDE EMERGENCIES (LEVEL 4) **CCBC LEVEL 4**

Major incidents that impact sizable portions of the college, may be single or multi- hazard situations, and require considerable internal coordination and significant external coordination. The college / campus is closed, and all classes / activities are cancelled.

Disruptions of services or routines of the college may take more than a few days to correct and may not allow the routine of the college to return to normal until corrections are made.

Damage could include several buildings, large portions of buildings or building systems. Similarly, there may be significant emotional and psychological trauma that may require extensive on-scene and follow-up counseling and debriefing. These incidents also include imminent events with high degrees of probability for developing into disasters. Major policy considerations and decisions will usually be required.

An Incident Command Post(s) and Emergency Operations Center will be activated utilizing NIMS, ICS and departmental response protocols.

Major critical incidents / campus wide emergencies include, but are not limited to:

- Hurricanes or other extremely severe weather incidents.
- Power plant failure or extended compromise of utility systems.

- Fires, explosions, floods or HAZMAT incidents resulting in significant injuries or property damage.
- Civil disorder or riots.
- Clear and eminent danger from acts of terrorism.
- Barricade / Hostage situation; or
- Active shooter.

DISASTERS (LEVEL 5) **CCBC LEVEL 5**

Disasters are extensive in their scope of disruption, damage, and / or injuries. The college / campus is closed, and all classes / activities are cancelled. Some disasters may occur external to the college but require college resources for response and recovery phases. Injuries are generally numerous and require extensive medical aid on the scene as well as in nearby medical facilities. Similarly, significant emotional and psychological trauma will require extensive on- scene and follow-up counseling and debriefing. Disruptions of services and routines are greatly felt throughout the college. Disruptions normally last for substantial periods of time beyond disaster events. Damage is generally extensive and cannot be corrected quickly or easily. Short term remedies are all that can be attended to initially. Outside assistance is almost always required. The college may need to be closed for substantial periods of time to reestablish services and repair damage.

An Incident Command Post(s) and Emergency Operations Center will be activated. NIMS, ICS and departmental response protocols will also be activated. The Baltimore County Emergency Operations Plan may be activated. A state of emergency may be implemented.

Disasters include, but are not limited to:

- Those on or near campus occurrences such as weather events, explosion, fire, civil disturbance, act of terrorism, chemical or nuclear release, etc. that require mobilization of Baltimore County governmental elements other than those primarily involved; or
- Those occurrences effecting the state of Maryland such as enemy attack or any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, landslide, mudslide, snowstorm, drought, fire, explosion, act of terrorism or other catastrophe requiring the Governor to declare a state of emergency consistent with the Public Safety Article 14 in order to provide state emergency assistance to supplement Baltimore County efforts in order to save lives and protect public health and safety.

TRAINING AND PLAN REVIEW

The Director of DPS is responsible for developing the Emergency Operations Plan, coordinating critical incident and emergency management training, ensuring this plan is reviewed and updated as necessary by essential personnel on at least an annual basis; and coordinating critical incident / emergency exercises.

Training should include simulation exercises that allow personnel to become thoroughly familiar

with the procedures, facilities, and systems that will be used in crisis and emergency exercises.

Recommended changes to the Administration or Operations framework of this plan must be made through the VP Administrative Services and the Director of DPS.

SECTION III

INCIDENT COMMAND (Campus based incident management)

INCIDENT COMMAND POST (ICP)

Most isolated or minor incidents may not require the activation of a formal Incident Command Post or the Emergency Operations Center (Level 1 and 2 Incidents). However, every major incident, planned event or disaster (Level 3, 4 and 5 Incidents or Level 2, 3 Planned Events) will require the identification of an incident commander and the establishment of an Incident Command Post, near the incident, in keeping with the principles of the Incident Command System. Response activities and work assignments will be planned, coordinated, and delegated from the Incident Command Post.

The Incident Command Post:

- Serves as the centralized location in which Incident Command Post staff members gather, check in, and assume their roles in the Incident Command Post.
- Will be activated by the Director of DPS or designee, specialized response units (Fire, EMS, Police, Public Health etc.) or any other college staff with the appropriate authority and training to establish and operate an Incident Command Post.
- Incident Command Post may be comprised of a multi-jurisdictional Unified Command (local, state, federal) of command level officers from police, fire/EMS, hazmat, public health, environmental or any other operational group that is deemed necessary based on the nature of the critical incident.
- Staging area for the Incident Command Post will vary based on the location, nature, and safety factors of the critical incident. The staging area for the Incident Command Post should include adequate communications equipment and other logistical support. In the event the incident requires outside intervention /response (BCPD, BCFD, MSP, FBI, Health Dept. etc.) the Incident Command Post / Unified Command will act as the coordinator of services during the operational phase of the incident, and
- Located near the Emergency Operations Center if both centers are activated (if practical).

Prior to the activation of a formal Incident Command Post, responding officers from the Department of Public Safety will initiate an interim command post whenever a Level 3, 4 or 5 incident occurs. The process may not be as formal as that outlined in this policy, but the responding officers will designate a location and temporary incident commander to coordinate the initial response to the incident. The responding officers will be relieved of their incident command duties upon the arrival of a DPS supervisor or manager who agrees to assume the command function.

Personnel making up the Incident Command Post may include, but are not limited to (as required based on incident complexity and / or size):

- Incident Commander / Unified Command & Command Staff.
- Operations Section.
- Planning Section.
- Logistics Section.
- Finance and Administration (if required); and
- Safety, Public Information and Liaison Officers as well as Incident Recorder (all assigned directly to Incident Commander).

The Incident Command Post will have the following resources available to it:

- Emergency Operations Plan.
- List of key college personnel by campus, division, department, and unit with corresponding telephone, email, fax, and other communication information.
- Floor plans of all college owned or occupied buildings with information on special needs individuals in those facilities
- Current college telephone and email directory,
- List of college radio resources, frequencies, and talk groups; and
- ICS forms.

The Director of DPS or designee will ensure that adequate supplies are available for an Incident Command Post, with supplies being replaced or updated as necessary.

INCIDENT COMMANDER AND COMMAND STAFF (PUBLIC INFORMATION OFFICER, SAFETY OFFICER, LIAISON OFFICER, INTELLIGENCE / INFORMATION OFFICER OR INCIDENT RECORDER)

The Incident Commander is the operational authority for critical incident management at CCBC. In the event of a critical incident at CCBC the Incident Commander is:

- The Director of DPS or Designated Assistant Director (if police or criminal matter).
- Appropriate specialized service personnel (Fire Dept., EMS, Health Dept. etc.); or
- Any other college staff with the appropriate authority and training to establish or operate an Incident Command Post.

DUTIES AND RESPONSIBILITIES OF THE INCIDENT COMMANDER INCLUDE, BUT ARE NOT LIMITED TO:

Taking action to stabilize the scene by initiating the following critical tasks:

1. Establishing communications and control.
 - a. Assume and announce command of scene.
 - b. Conduct scene assessment.
2. Identifying the “Critical Zone”.
 - a. Immediate identification limits additional exposure to danger for citizens and

- responders.
 - b. No unauthorized persons should be allowed in or out of this zone.
 - c. If HazMat is related, no contaminated persons should leave the area OR enter the ICP without being decontaminated.
 - d. Persons entering the HazMat area will have appropriate personal protective equipment (PPE).
 - e. Communicate with responders as soon as possible.
3. Establishing an inner perimeter.
 - a. Use uniformed officers if possible.
 - b. If plainclothes officers are initially deployed, replace them with uniformed personnel as soon as possible.
 4. Establishing an outer perimeter.
 - a. Initiate crowd control measures.
 - b. Control movement to and from the incident scene.
 5. Establishing an Incident Command Post.
 - a. Out of the "Critical Zone" between inner and outer perimeters.
 - b. Incident Command Post should be (if possible) equipped with phones, utilities (light, heat, air conditioning) and rest rooms.
 - c. Must provide privacy and security.
 6. Establishing a Staging Area.
 - a. Select an area that is large enough for resources to be located and transferred as needed.
 - b. Should be between Inner and Outer Perimeters to ensure that traffic and crowds do not interfere with movement of resources to the scene.
 7. Identifying and Requesting Additional Resources.
 - a. Quickly assess and request additional resources to reduce response time.
 - b. Direct resources to staging area.
 8. If not the initial Incident Commander, take briefing from prior Incident Commander.
 9. Approving all information released to media and approve plan for returning to normal operations. Coordinate the release of information with College Communications
 10. Selecting appropriate functions to establish Incident Command System, issue ICS identification badges / vests, which correspond with specific function assigned:
 - a. Determining whether a Unified Command structure with other assisting agencies or campus entities is necessary.
 - b. Conducting initial briefings of Command Staff and Section Chiefs. Develop or cause to be developed, an Incident Action Plan with specific objectives & time frames for review and approval.
 - c. Briefing all Incident Command Post personnel on the Incident Action Plan.
 - d. Continually reviewing and updating the Incident Action Plan with staff.
 - e. The Incident Commander assumes duties / responsibilities for section positions until delegated to qualified personnel.

DUTIES AND RESPONSIBILITIES OF THE PUBLIC INFORMATION OFFICER (PIO) INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from the Incident Commander.
2. Establishing a Joint Information Center (JIC) if necessary.
3. Establishing a media staging area.
4. Coordinating all information releases from other college or responding agencies' PIO's.
5. PIO's.
6. Preparing information summary on media coverage for Incident Command Post personnel.
7. Obtaining approval from the Incident Commander for the release of information to the news media.
8. Managing all media inquiries and responses, including press conferences/briefings and social media posts. Post all news releases in Incident Command Post for review.
9. Providing escorts for the media and other officials as necessary.
10. Maintaining a log of all activities.

DUTIES AND RESPONSIBILITIES OF THE SAFETY OFFICER INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from the Incident Commander.
2. Assisting in the formulation of the Incident Action Plan.
3. Monitoring operational activities and assessing potential dangerous or unsafe conditions.
4. Monitoring stress levels of involved personnel.
5. Maintaining a log of all activities.

DUTIES AND RESPONSIBILITIES OF THE LIAISON OFFICER INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from Incident Commander.
2. Providing a point of contact for assisting mutual aid agency representatives.
3. Identify agency representatives from each jurisdiction including communications link and location of all personnel assigned to assist with the incident.
4. Handling requests from Incident Command Post personnel for inter-organizational contacts.
5. Monitoring incident operations to identify current or potential inter-organizational conflicts or problems.
6. Providing information to appropriate governmental agencies.
7. Maintaining liaison with the command center of other agencies involved in the incident.
8. Maintaining activity log.

DUTIES AND RESPONSIBILITIES OF THE INTELLIGENCE / INFORMATION OFFICER (OPTIONAL) INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from Incident Commander.
2. Providing Incident Commander with timely and accurate intelligence or information concerning the incident.
3. Maintaining activity log.

DUTIES AND RESPONSIBILITIES OF THE INCIDENT RECORDER INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from Incident Commander.
2. Maintaining Incident Command Post journal, which will include time, activity and
3. action taken.
4. Periodically distributing a situation report to Incident Command Post personnel.
5. Gathering incident related information from the other Incident Command Post personnel for entry into the journal.
6. Referring pertinent information to the Public Information Officer.
7. Maintaining custody of all documents prepared for briefing the Incident Commander; ensure that the date, time, and all persons present for the briefings are properly recorded.
8. Maintaining an updated map of the incident location, which when displayed for all Incident Command Post personnel will depict the following:
 - a. Affected area or region.
 - b. Inner and outer perimeter locations.
 - c. Incident Command Post location.
 - d. Staging area location
 - e. Areas requiring evacuation or already evacuated
 - f. Location of assisting agency personnel or specialists
9. Maintaining an updated table of organization for key personnel and roles within the ICS structure.
10. Assisting the Planning Section in developing a plan for returning to normal operations

OPERATIONS SECTION

The **Operations Section Chief** of the Incident Command Post will be assigned by the Incident Commander

DUTIES AND RESPONSIBILITIES OF THE OPERATIONS SECTION INCLUDE, BUT ARE NOT LIMITED TO:

1. Assisting in the development of the Incident Action Plan.
2. Continuously appraising and evaluating the tactical situation.
3. Executing the operational component of the Incident Action Plan, with the approval of the Incident Commander.
4. Directing and controlling the tactical deployment of field elements assigned through the Operations Section.
5. Assisting the Logistics Section in providing all resources (equipment, supplies and personnel) to field operations for incident resolution.
6. Ensuring that appropriate reports are completed for Operations Section activities; and
7. Assisting with demobilization planning for returning to normal operations.

SPECIFIC DUTIES AND RESPONSIBILITIES OF THE OPERATIONS SECTION CHIEF INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from the Incident Commander.
2. Supervising and directing the activities of all assigned Operations Section personnel.
3. Assisting in the development of the Incident Operations Plan (Operational Component).
4. Coordinating operations section activities with other Incident Command Post units.

5. Preparing and recommending operational plan changes and revisions to the Incident Commander.
6. Issuing operational orders to implement directives of the Operations Section Chief and Incident Commander.
7. Advising the Incident Commander on the readiness of teams for deployment.
8. Selecting or recommending staging area locations, perimeter assignments, evacuation strategies and resource requirements / availability to the Incident Commander.
9. Providing frequent incident status briefings; and
10. Ensuring personnel prepare after-action reports, the preparation of an activity log and assist in planning for return to normal operations.

PLANNING SECTION

The **Planning Section Chief** of the Incident Command Post will be assigned by the Incident Commander.

SPECIFIC DUTIES AND RESPONSIBILITIES OF THE PLANNING SECTION INCLUDE, BUT ARE NOT LIMITED TO:

1. Responsibility for deploying personnel to gather and assess intelligence information.
2. Responsibility for providing intelligence information relating to specific hazardous locations and for individuals advocating and or participating in violations of the law.
3. Responsibility for obtaining photographs, sound, and video recordings of the incident where appropriate and assist Incident Command Post personnel in developing operational response plan.
4. Monitoring all television and radio broadcasts related to the incident.
5. Preparing a plan for returning to normal operations, conduct personnel danger assessment in affected area and a coordinated plan for the reassignment of all incident personnel.
6. Preparing a plan for repopulating evacuated areas, where appropriate; and
7. Assessing and preparing estimations of factors effecting escalation or de-escalation and at the request of the Incident Commander, performing field observations such as:
 - a. Identification of high-risk locations.
 - b. Identification of persons inciting violence.
 - c. Situation damage / injury / casualty estimates.
 - d. Weather and environmental conditions.

SPECIFIC DUTIES AND RESPONSIBILITIES OF THE PLANNING SECTION CHIEF INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from the Incident Commander.
2. Providing briefing on incident size and scope to all Planning Section personnel.
3. Deploying and supervising personnel as needed to gather and assess intelligence information.
4. Maintaining an intelligence file on specific hazardous locations and for individuals advocating or participating in violations of the law.
5. Obtaining photographs, sound, and video recordings of incident activities where appropriate to assist Incident Command Post in developing an operational response plan.
6. Directing that coverage of all television and radio broadcasts be monitored.
7. Preparing estimates of incident escalation and de-escalation at request of Incident

Commander, by performing intelligence analysis and field observations

- a. Identification of high-risk locations.
 - b. Identification of individuals inciting violence.
 - c. Estimate crowd size and type.
 - d. Situation damage / injury / casualty estimates.
8. Reporting to the Safety Officer or take immediate action for any condition observed that may cause danger or is a safety hazard to personnel and prepare a plan for return to normal operations; and
 9. Maintaining an activity log.

LOGISTICS SECTION

The **Logistics Section Chief** of the Incident Command Post will be assigned by the Incident Commander.

SPECIFIC DUTIES AND RESPONSIBILITIES OF THE LOGISTICS SECTION INCLUDE, BUT ARE NOT LIMITED TO:

1. Determining with the Operations and Planning Sections the size, scope and seriousness of the incident and the anticipated resources required for incident resolution.
2. Requesting, maintaining, and controlling selected equipment, supplies, facilities, and other services required by the Operations Section.
3. Providing security for the Incident Command Post, Staging Area and other sensitive areas as required.
4. Arranging and providing meals and refreshments for all incident personnel in coordination with other Section Officers; and
5. Maintaining a visible chart of resources requested and advise Operations Section of estimated time of arrival or the unavailability of the resources requested.

DUTIES AND RESPONSIBILITIES OF THE LOGISTICS SECTION CHIEF INCLUDE, BUT ARE NOT LIMITED TO:

1. Obtaining briefing from the Incident Commander
2. Planning and coordinating the activities of the Logistics Section and supervising assignment of personnel.
3. Evaluating with Operations and Planning Sections the current size, scope and seriousness of the incident and plan necessary logistical support for field operations
4. Providing, maintaining, and controlling selected equipment, supplies, facilities, and services required by the Operations Section.
5. Assigning security for Incident Command Post, Staging Area, and other sensitive areas, as required.
6. Coordinating and processing requests for additional resources.
7. Maintaining a visible chart of resources requested and advise Operation Section of arrival of resources for deployment. The logistical chart should display information as follows:
 - a. Resources requested (available / unavailable).
 - b. Time requested.
 - c. Estimated time of arrival.
 - d. Resource "staged" location and availability; and

- e. Descriptive data regarding resource; size, numbers, capabilities, and ratings.
- 8. Providing meals and refreshments for all incident personnel.
- 9. Maintaining an activity log.

FINANCE / ADMINISTRATION

The **Finance / Administration Section Chief** of the Incident Command Post will be assigned by the Incident Commander.

DUTIES AND RESPONSIBILITIES OF THE FINANCE / ADMINISTRATION SECTION CHIEF INCLUDE, BUT ARE NOT LIMITED TO:

- 1. Obtaining briefing from Incident Commander.
- 2. Activating necessary support elements (Time Unit, Procurement Unit, Compensation and Claims Unit and Cost Unit) to support Finance and Administration Section activities.
- 3. Providing input in planning sessions on financial and cost analysis matters.
- 4. Assisting the Logistics Section with procurement of equipment, supplies, and other resources needed for incident resolution.
- 5. Ensuring that all personnel time records are maintained and transmitted to agencies assisting with the incident.
- 6. Participating in demobilization and incident termination planning sessions.
- 7. Preparing incident related cost analysis as requested by the Incident Commander.
- 8. Responding to and evaluating incident related compensation claim requests; and
- 9. Maintaining an activity log.

INCIDENT COMMAND SYSTEM ORGANIZATIONAL CHART

Incident Commander / Unified Command

(Incident Commander assumes responsibility of all Sections that are not delegated to other staff)

Direct Reports: **Incident Recorder**
 Safety Officer
 Liaison Officer
 Public Information
 Intelligence

Sections: **Operations**
 Planning
 Logistics
 Finance and Administration

SECTION IV

EMERGENCY OPERATIONS CENTER (EOC)

(Campus or College wide support mechanism for an Incident Command Post)

Most isolated or minor incidents (Level 1 and 2) will not require the activation of an Emergency Operations Center; however, some incidents or disasters are not effectively manageable by the Incident Command Post due to their size, scope, or seriousness. This necessitates the need for the Emergency Operations Center to assist the Incident Command Post by coordinating the overall campus or jurisdictional response and support to a critical incident.

The Emergency Operations Center **does not control the incident response**; it supports and coordinates the Incident Command Post response to an incident.

EMERGENCY OPERATIONS CENTER:

1. Will be located at the appropriate campus conference room and serves as the location where Emergency Operations Center personnel gather, check-in and assume their responsibilities in the Emergency Operations Center.
2. If the specified location is unavailable, the Incident Commander will identify a location that is
 - a. In a safe location as designated by the Incident Commander.
 - b. Has sufficient infrastructure (power, communications, restrooms etc.) to support its operation.
3. Will be activated by the Director of DPS or designee; or any college staff with the appropriate authority and training to establish and operate an Emergency Operations Center.
4. The Emergency Operations Center may be comprised of a multi-departmental or multi-jurisdictional staff that is required to assist the Incident Command Post in coordinating the overall campus or jurisdictional response
5. Personnel making up the Emergency Operations Center may include but are not limited to the
 - a. Emergency Manager and staff
 - 1.) Public Information
 - 2.) Recorder
 - 3.) Safety
 - b. Liaison
 - c. Planning and Analysis Coordinator
 - d. Operations Coordinator
 - e. Resource Coordinator
 - f. Finance and Administration Coordinator

EMERGENCY MANAGER AND STAFF (PUBLIC INFORMATION COORDINATOR, SAFETY COORDINATOR, LIAISON COORDINATOR AND EOC RECORDER)

Emergency Manager is the operational authority for the coordination of the campus and jurisdictional response in support of the Incident Command Post.

RESPONSIBILITIES OF THE EMERGENCY MANAGER INCLUDE, BUT ARE NOT LIMITED TO:

1. Advising the Incident Commander / Unified Command in the areas of campus and jurisdictional response coordination, as well as decisions that impact the function of the College.
2. Coordinating with Incident Command Post personnel for supplying needed resources for incident stabilization.
3. Coordinating with the Incident Command Post personnel for resources needed in the immediate aftermath of critical incidents.
4. Maintaining communications with the Incident Command Post; and
5. Using all resources available to the College to coordinate the stabilization and recovery efforts from critical incidents

DUTIES AND RESPONSIBILITIES OF THE PUBLIC INFORMATION COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Assisting Incident Command Post / Public Information Officer in supplying the necessary resources to establish an incident –briefing center.
3. Assisting the Incident Command Post and Executive Advisory Council in coordinating information releases via designated internal and external media channels.
4. Coordinating preparation of information summary on media coverage for the Incident Command Post, Emergency Operations Center, and senior staff.
5. Maintaining a log of all activities.

DUTIES AND RESPONSIBILITIES OF THE SAFETY COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Assisting the Incident Command Post / Safety Officer in the coordination of resources required to monitor or mitigate potentially unsafe activities or conditions.
3. Monitoring stress levels of Emergency Operations Center personnel; and
4. Maintaining a log of all activities.

DUTIES AND RESPONSIBILITIES OF THE LIAISON COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining briefing from Emergency Manager.
2. Assisting the Incident Command Post Liaison Officer in the coordination of activities with other mutual aid agencies; and
3. Maintaining log of all activities.

DUTIES AND RESPONSIBILITIES OF THE EMERGENCY OPERATIONS CENTER RECORDER INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Maintaining Emergency Operations Center journal that will include time, activity and action taken.
3. Periodically distributing situation reports to Emergency Operations Center personnel.
4. Gathering information from other Emergency Operations Center personnel for entry into the

journal.

5. Referring pertinent information to the Public Information Coordinator; and
6. Maintaining custody of all documents prepared for the Emergency Manager.

DUTIES AND RESPONSIBILITIES OF THE PLANNING AND ANALYSIS COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Assisting the Planning Section and the Planning Section Chief in coordinating planning and information gathering activities.
3. Assisting in the coordination of any recovery / re-population preparation activities.
4. Assisting in the coordination of return to normal business activities; and
5. Maintaining a log of activities and submit to EOC Recorder.

DUTIES AND RESPONSIBILITIES OF THE OPERATIONS COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Assisting the Operations Section and the Operation Section Chief of the Incident Command Post in coordinating operational activities.
3. Assisting, supporting, and coordinating implementation of any Incident Action Plans issued by the Incident Command Post.
4. Providing frequent EOC activity status briefings for EOC staff; and
5. Maintaining log of all activities and submitting to EOC Recorder.

DUTIES AND RESPONSIBILITIES OF THE RESOURCES COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from Emergency Manager.
2. Assisting the Logistics Section and the Logistics Section Chief of the Incident Command Post in coordinating logistical and resource acquisition activities.
3. Coordinating with the Operations and Planning and Analysis Coordinators to determine anticipated resource needs and coordinate with internal and external entities to ensure proper logistical support for the Incident Command Post and its operations.
4. Maintaining visible chart of resources requested by the Incident Command Post and advising the Operations Coordinator of estimated time of arrival or unavailability of resources.
5. Providing security for the EOC.
6. Providing food and refreshments for EOC staff; and
7. Maintaining log of all activities and submitting to EOC Recorder.

DUTIES AND RESPONSIBILITIES OF THE FINANCE AND ADMINISTRATION COORDINATOR INCLUDE BUT ARE NOT LIMITED TO:

1. Obtaining a briefing from the Emergency Manager.
2. Assisting the Administration and Finance Section and the Administration and Finance Section Chief in coordinating activities.
3. Coordinating with the Resources Coordinator on the procurement of necessary resources to support the Incident Command Post.
4. Providing input in planning sessions on financial and cost analysis matters.
5. Preparing incident related costs analysis as requested by the Emergency Manager; and

6. Maintaining a log of all activities and submitting to the EOC Recorder.

EMERGENCY OPERATIONS CENTER ORGANIZATIONAL CHART

Direct Reports: EOC Recorder
Public Information Coordinator

Sections: Operations
Safety Coordinator
Liaison Coordinator
Operations Coordinator
Finance and Administration

**SECTION V
CRISIS COMMUNICATIONS**

EMERGENCY MASS NOTIFICATION SYSTEMS

1. In the event of an incident that requires mass notification of a campus or the entire college community, the following modes of mass communication will be utilized.
2. The Director of DPS or designee, in concert with the Vice President of Administrative Services, will determine the notification level after considering factors such as type of incident (weather, criminal, accident etc.), speed of incident, effect on and /or proximity of incident to the college.

TYPE OF MASS NOTIFICATION SYSTEM (S) UTILIZED:

CCBC will utilize a combination of the following notification systems as appropriate for the determined level of crisis and the specific incident: Campus Alert System via Alertus Mass Notification system, Whelan Siren System, web site (homepage and Public Safety page), Daily Post, college email, myCCBC (student portal), social media, mass media, broadcast voicemail, college emergency phone line recording (443-840-1711), call center recordings, and electronic entrance signs.

Notification method	Classification Level*	Office/Position Responsible
Audible warnings using Whelan Siren System	4, 5	Department of Public Safety (DPS)
Electronic warning using Alertus Mass Notification system	4, 5	Department of Public Safety (DPS)
College emergency phone line recording (443-840-1711)	4, 5	ESS/Call Center Manager

Notification method	Classification Level*	Office/Position Responsible
Call Center recorded messages	4, 5	ESS/Call Center Manager and CEED/Call Center Manager
Electronic campus entrance signs	4, 5	Campus directors
Mass media	3, 4, 5	College Communications/Director of Media Relations
Broadcast voicemail	2, 3, 4, 5	ESS/Call Center Manager
<i>Daily Post</i> (faculty and staff e- news)	2, 3, 4, 5	College Communications/Managing Editor
Public Safety website update	1, 2, 3, 4, 5	Department of Public Safety (DPS)
College email (faculty and staff)	1, 2, 3, 4, 5	College Communications/Managing Editor
<i>myCCBC</i> (student portal)	1, 2, 3, 4, 5	College Communications/Director of Media Relations
Social media	1, 2, 3, 4, 5	College Communications/Web Producer (Facebook) Director of Media Relations (Twitter)

*These serve as guidelines for the type of notification that will most likely be used for each level of crisis. However, each incident may require more or less notification depending upon the nature of the incident within that level.

MESSAGE STRATEGY AND PROTOCOL FOR CRISIS COMMUNICATIONS

For all classification levels, an attempt to reach College Communications should be made prior to issuing the initial Campus Alert. Cases involving personal safety and security, i.e., a shooting, fire, or explosion, may necessitate contacting College Communications immediately after the Campus Alert.

Messages related to reported crimes and/or alleged criminal activity in most cases should be brief, general, and non-descript, based only on confirmed facts. However, serious offenses considered to be an ongoing threat and safety risk may warrant release of descriptions that are detailed in nature. No photos, videos or other evidence will be released, unless specifically directed to share such evidence by the Baltimore County Police Department (BCPD). *Example: Robbery reported at CCBC (campus) in the Building. Baltimore County Police investigating. Use caution.*

Subsequent follow-up messages should be issued if warranted to provide additional information and/or safety tips. If confirmed facts can allay fear, these should be included. *Example: The*

reported sexual assault at CCBC (campus) was an isolated incident involving persons known to one another.

Messages should not provide details about suspects who are part of the police investigation, unless directed to do so by BCPD, or when warranted to enhance the safety of the campus (as noted above).

When warranted and available, CCBC will retweet and repost from BCPD Twitter and Facebook (Twitter @BACOPoliceFire; and Facebook.com/baltimorecountypoliceandfire).

In the case of an active shooter or other major critical incident or disaster (LEVELS 4 and 5) where BCPD has taken over Incident Command, CCBC will follow the BCPD lead, retweeting, and reposting from BCPD to ensure clarity and consistency of message.

SAMPLE MESSAGES FOR CRISIS COMMUNICATIONS (INCLUDING CAMPUS ALERTS):

- 1. (Police/fire/other) activity reported at CCBC (campus). Stand by for more information.*
- 2. Due to (police/fire/other) activity at CCBC (campus), the campus is on lockdown. Please do not come to campus. Stand by for more information.*
- 3. (Police/fire/other) activity at CCBC (campus) in _____ Building. Evacuate the area.*
- 4. (Police/fire/other) activity at CCBC (campus) in _____ Building. Shelter in place. Stand by for more information.*
- 5. Reported (type of emergency) near CCBC (campus). Avoid the area.*
- 6. A person(s) with a (weapon) has/have been reported at CCBC (campus) in/near _____ Building. Avoid the area. Baltimore County Police investigating. Stand by for further instructions.*
- 7. Baltimore County Police investigating a reported incident (robbery/sexual assault/other crime) at CCBC (campus) in/near _____ Building. Use caution. Contact Public Safety at 443.840.1111 with information.*
- 8. Earlier report of (crime) at CCBC (campus) was unfounded. All alerts have been lifted.*
- 9. Fire reported at CCBC (campus) in _____ Building. Evacuate and avoid the area. Police and fire units are on the scene.*
- 10. A hazardous spill/gas leak at CCBC (campus) has been reported in _____ Building. Evacuate the area immediately.*
- 11. The hazardous spill/gas leak (where) has been resolved. It's safe to return to _____.*
- 12. Severe weather warning near CCBC (campus). Seek shelter indoors.*
- 13. A tornado was sighted near CCBC (campus). Seek shelter immediately.*
- 14. An earthquake reported in the vicinity of CCBC (campus). Evacuate the building and go to an open area away from the building.*
- 15. Campus emergency at CCBC (campus) has been resolved. All clear.*

SECTION VI

RESPONSE AND RECOVERY RESPONSIBILITIES

HAZARD ANALYSIS

CCBC recognizes that the planning process must address each hazard that threatens the campus. The college faces a wide range of threats as outlined in these categories; **Natural** (extreme weather / storms, floods, earthquakes, disease outbreak); **Man-made** (vehicle / aircraft accident, hazardous material release, infrastructure failure); **Criminal / Terrorist / National Security** (active shooter, terrorist CBRNE attack, civil disturbance).

DEPARTMENTAL RESPONSIBILITY

CCBC departments have specific responsibilities and related activities / actions assigned to them for each identified hazard and threat. Each department is responsible for ensuring coordination with other departments.

KEY PERSONNEL

The Vice President, Administrative Services is responsible for identifying key management personnel, with alternates, to conduct college response and recovery operations.

ALERT LIST

The Vice President of Administrative Services is responsible for developing and maintaining an emergency alert list, which will be used to notify key college personnel. Each department will develop its own departmental alert list (phone tree), which will be utilized by the departments to alert departmental personnel.

SECTION VII

RESPONSE AND RECOVERY MATRICES

DEPARTMENTAL RESPONSE

The DPS has overarching responsibility for coordinating the college's response to each identified hazard or threat. Departmental responsibilities are outlined in the following response/recovery matrices. Each critical incident will have unforeseen factors that may alter departmental response. The following matrices are designed to be basic guidelines for departmental response; however, departments or outside entities not listed may be called upon for assistance during a critical incident.

TERMINOLOGY

The following terms will apply to the functions noted in the matrices:

Incident Command – Taking charge in an incident and providing command and control until an incident is stabilized.

Evacuation – Facilitating either evacuations of buildings or a campus-wide evacuation.

Access Control – Control of building and areas access using electronic and manual locking systems. Access will also be controlled using physical barriers.

Traffic / Crowd Control – Providing traffic and crowd control where this function is required.

EOC Operations – Supports and coordinates assistance in managing an incident. An individual who has authority to activate the EOC will activate the EOC.

Notifications – Making on-campus notifications about the emergencies as well as notifications to those groups and organizations that would be providing support to the incident.

Public Information (PIO) – Providing information to the media and internal and external college community. In most incidents, public information about the incident will come from a PIO from one or more of the following departments: Director of CCBC College Communications, Baltimore County Police Department or Baltimore County Fire Department.

Documentation – Documentation of damages, expenses etc. The departments listed will be responsible for collecting documentation specific to their areas and turning such documentation over to the Administration and Finance Division who will assess this information for submission to proper governmental authorities.

Procurement – Making large or continuing purchases throughout an incident. It is expected that these departments will have budgetary authority and pre-established contracts to complete their mission.

Medical Operations – Triage and care of ambulatory patients and transport of injured to appropriate medical facilities. These departments would establish casualty collection points and set up temporary care and morgue facilities.

Communications – Communications via telecommunications, radio and data will be maintained and facilitated by the departments that are designated in the matrix.

Fire Suppression – The Baltimore County Fire Department will respond to all active fire-related calls for service on campus. Environmental Health and Safety will be responsible for fire suppression systems on campus and will respond in the event of fire suppression system activation.

Rescue Operations – With exception of the Active Shooter matrix, the Baltimore County Fire Department will be responsible for coordinating all rescue operations.

Flood Control – For various situations including in-building and natural disaster flooding, the departments designated in the matrices will coordinate responses to flooding conditions

Hazmat Operations – Although the Baltimore County Fire Department would be the lead agency in any major HAZMAT incident the departments designated on the matrix would be part of any unified command of the incident.

Damage Assessment - Providing assessments on the damage to facilities and making decisions on the safety of the structures.

Facilities Coordination – The departments listed for this function would determine how the buildings would be used, repaired, and opened. The departments will also take control of all aspects of building management for their structures.

Recovery Operations – Recovery of critical functions and tasks that would be required to get the College back to normal operations. These departments would be directly involved in Continuity of Operations Planning.

EMERGENCY FUNCTIONS

Legend – The following legend will apply to all the matrices:

- P - President
- VP1 - VP Administrative Services
- VP2 - VP Academic Affairs
- VP3 - VP Student Affairs
- VP4 - VP Institutional Advancement
- CD - Campus Director
- DPS - Department of Public Safety
- BCPD - Baltimore County Police Department
- BCFD - Baltimore County Fire Department
- FIN - Director of Finance
- FM - Facilities Management
- HC - Health and Wellness
- ITS - Information Technology Services
- COMM - Director of College Communications
- SL - Dean of Student Life
- RR - Records/Registration
- SC - Student Conduct

DEPARTMENTAL EMERGENCY RESPONSE AND RECOVERY FUNCTIONS MATRICES:

Incident Responsibilities

Active Shooter

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Aircraft Crash

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Civil Disorder

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Disease Outbreak

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Earthquake

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Extreme Weather

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Fire (Major)

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Flood

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Hazardous Materials Release (Hazmat)

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Hostage Situation

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Power / Utility Failure

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Public Assembly Emergency

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Structural Collapse

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Telecommunications Failure (Major)

DPS, BCPD, BCFD, P, VP1, ITS, CD, FM, COMM, RR, SL

Terrorist Threat

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Tornado

DPS, BCPD, BCFD, P, VP1, CD, ITS, FM, COMM, RR, SL

Section VIII

Response and Recovery Matrices / Planned Events

NIMS / ICS Protocols - CCBC hosts numerous major planned events, such as commencement, theatre productions, and large athletic events. NIMS (National Incident Management System) and ICS (Incident Command System) protocols require that events such as these utilize the ICS as the method for event management.

Departmental Responsibility - CCBC departments have specific responsibilities and related activities assigned to them for major planned events. Each department is responsible for ensuring coordination with other departments

Key Personnel – The Director of DPS, in coordination with the departments participating in major planned events, will identify key personnel as well as their alternates designated to manage such events.

PLANNED EVENT MATRICES

DEPARTMENTAL RESPONSIBILITY

The DPS has overarching responsibility for coordinating the College's response to any identified hazard or threat. Planned events may not have any identified hazard or threat. It will be incumbent upon the department(s) hosting the event to coordinate event response and management with other departments. The following matrices are designed to be *basic* guidelines for departmental response, however departments or outside entities not listed may be called upon for assistance during a planned event.

LEGEND

The following legend will apply to all the matrices

TERMINOLOGY

Response and Recovery Matrices

- P - President
- VP1 - Vice President Administrative Services
- VP2 - Vice President Academic Affairs
- VP3 - Vice President Student Affairs
- VP4 - Vice President Institutional Advancement
- CD - Campus Director
- DPS - Department of Public Safety
- BCPD - Baltimore County Police Department
- BCFD - Baltimore County Fire Department
- FIN - Director of Finance
- FM - Facilities Management
- HC - Health and Wellness

ITS - Office of Technology
COMM - Director of College Communications
SL - Dean of Student Life
RR - Records/Registration
SC - Student Conduct

DEPARTMENTAL PLANNED EVENT FUNCTION MATRICES:

Planned Event Functions (Intermediate or Major Event) Athletic Event

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Planned Event Functions Indoor Intermediate Scale Event

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Planned Event Functions Outdoor Intermediate Scale Event

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

Planned Event Functions Commencement

DPS, BCPD, BCFD, P, VP1, CD, FM, COMM, RR, SL

APPENDIX A – CRISIS COMMUNICATIONS

CCBC PUBLIC SAFETY ALERT LEVELS AND EMERGENCY RESPONSE PROCEDURES

PURPOSE

Details of the college response to emergencies, including communications methods, may be found in the policy entitled “Emergency Closing Procedures and Communications Methods”, updated 11/23/2010.

The Department of Public Safety will determine, in concert with the Vice President of Administrative Services and based on information known at the time of the report, the exigency of the incident and the appropriate response in mitigating the incident and communicating safety information to users of CCBC property. Although containment of the incident is the first priority, notification is the next priority and must be undertaken without delay, unless doing so would compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

CAMPUS DPS OFFICE MAY, WITHOUT DELAY:

- Broadcast audible warnings using the Whelan Broadcast System (if appropriate).
- Broadcast an electronic message using Campus Alert via Alertus Mass Notification system.
- Contact the Vice President of Administrative Services, who will commence the telephone/electronic notification process, including the President, Vice Presidents, Sr. Director for College Communications, Campus Deans, Enrollment and Student Services deans and others, i.e., College Life, whose charges may be directly impacted by the incident; and
- Update the Public Safety website (www.ccbcmd.edu/publicsafety).

COLLEGE COMMUNICATIONS WILL HANDLE THE FOLLOWING NOTIFICATIONS:

- College website
- Daily Post
- College email
- myCCBC (student portal)
- Social media (CCBC Facebook and Twitter)
- Mass media alerts and/or response
- College Call Center (ESS and CEED) manager to record messages on Call Center lines.

CAMPUS DIRECTOR WILL HANDLE THE FOLLOWING NOTIFICATIONS:

- Electronic entrance signs
- Recorded messages on the campus weather phone lines

APPENDIX B – EMERGENCY RESOURCE GUIDE

This guide is a ready resource for managing and responding to emergency and crisis situations. It is appropriate for all college constituents who may be involved in a hazardous situation, whether or not they are assigned to a crisis management team.

Please take the time to review and become familiar with how to respond to the following incidents.

SHELTER IN PLACE

Sheltering in place means that individuals must seek immediate shelter inside buildings and remain there until emergency management officials issue additional instructions or declare that emergency conditions have ended.

BASIC INFORMATION

1. Sheltering-in-place is one of several options that are available to emergency management officials in the event of certain emergencies.
2. Sheltering in Place is usually intended as a short-term option for limiting the potential exposure of persons to hazards that may be present outdoors. These situations may include, but are not limited to:
 - a. Hazardous material (HAZMAT) incidents
 - b. Weather emergencies
 - c. Chemical, nuclear, or biological incidents caused accidentally or intentionally

NOTIFICATIONS

Ways you may be notified to shelter in place include, but are not limited to:

- Alert sirens
- Radio or television announcements
- Emails and text messages
- Observing dangerous conditions outdoors.
- College or other emergency management officials.
- Campus Desktop Alert System (Alertus); and
- Bullhorn or oral notification

ADDITIONAL ACTIONS

- Close all doors and windows to the outside.
- Do not use elevators as they may pump air into or out of buildings.
- Turn off all machinery and air handlers if appropriate.
- If in laboratories, reduce all operations to safe conditions as quickly as possible, pull-down sashes on chemical fume hoods, and discontinue laboratory processes that may create hazards if chemical fume hoods, bio-safety cabinets, or building ventilations systems are turned off.

- Limit the use of telephones so that emergency communications will not be hindered by non-essential calls.
- Tune radios or televisions to Emergency Alert System stations for further information
- Restrict outside access to the interior of the building if an exterior chemical or radiological exposure is suspected (keep contaminated persons from entering the shelter area).
- Do not go outside or attempt to drive unless you are specifically directed to evacuate.
- Remain in place until college or emergency management officials tell you it is safe to leave or until information is announced through radio or television broadcasts alerting you that it is safe to do so.

EMERGENCY ALERT SYSTEM (EAS)

- All federally licensed broadcast stations and cable systems monitor the national EAS and their state-wide EAS. All participants in the EAS may also initiate their own, localized emergency messages.
- You can listen to any local radio station or watch any local television station for national or state-wide EAS announcements.

LOCKDOWN PROCEDURES

In the event of a criminal or violent act that has been committed at CCBC or in the adjacent areas near the campus, it may become necessary to lockdown campus buildings. When notified by the CCBC Department of Public Safety to lockdown, these procedures will be followed:

- All students, faculty staff and visitors will immediately seek shelter in the nearest room with a door (locking door if available).
- Close and lock all windows and doors. If the door has no lock, barricade with available items (desks, chairs, bookshelves etc.).
- If possible, cover all windows and door windows.
- Stay away from all doors and windows, move to interior walls and sit on the floor.
- Turn off all lights.
- Remain quiet// Silence cellphone ringtones
- Do not leave until instructed by law enforcement personnel.
- If outdoors, safely seek shelter in the nearest building and follow the above procedures.

DANGEROUS SITUATIONS

ACTIVE SHOOTER

If you are involved in a situation where someone has entered the area and started shooting or you hear shooting, the following is a list of actions that are recommended. It should be noted that these types of incidents are unpredictable. The below guidelines are recommendations that are based on past experiences. You may have to alter some of these suggestions, depending on the situation.

- **RUN.** Exit the building immediately, (only if it is safe to do so).

- **HIDE.** Seek shelter in a safe location and await instructions from DPS//Police or college officials
- **FIGHT.** Defend yourself, or others, as if you are under attack and this action is your only option.
- Notify anyone you may encounter to exit the building or shelter in place immediately.
- Call 911 from a phone.
- Give the 911 operator the following information:
 - Your name and location
 - Location of the incident (be as specific as possible: campus, building, floor, room number)
 - Number of shooters (if known).
 - Identification or description of shooter.
 - Number of people who may be involved.

If exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office. Be aware of sheltering room locations on your floor.
2. If safe, allow others to seek refuge with you.
3. Close and lock the door. If the door has no lock, barricade it with large, heavy, available items (desks, chairs, bookshelves etc.).
4. Cover the door windows. Turn off lights. Close the blinds or shades to increase darkness in the room.
5. Keep quiet and act as if no one is in the room. Silence cell phones.
6. DO NOT answer the door.
7. Notify the 911 Operator of your location and status
 - a. Your name.
 - b. Your location (be as specific as possible).
 - c. Number of shooters (if known).
 - d. Identification or description of shooter.
 - e. Number of people who may be involved.
8. Treat the injured. Remember basic first aid – see the **MEDICAL EMERGENCIES** section.
9. Wait for County Police Officers or Public Safety to assist you out of the building.

POLICE RESPONSE

Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). Officers will move quickly and directly. Early in an incident, officers may not be able to rescue people because their main goal is to get to the shooter(s).

Involved persons need to try to remain calm and patient during this time so as not to interfere with police operations. Cooperate with officers who may ask you for information concerning the incident. Normally, a rescue team is formed shortly after the first responding officers enter the building. They will be the officers who will search for injured parties and get everyone safely out of the building. Follow all directions of officers at the scene or responding to the scene. Keep your hands in sight and do not make sudden moves towards officers.

WEATHER EMERGENCIES (TORNADO, HURRICANE, OTHER VIOLENT STORMS)

1. Public Safety, in cooperation with Plant Operations, will monitor information from the National Weather Service and NOAA, as well as the broadcast media.
2. Pursuant to the crisis communications information protocols included in Appendix A, DPS and College Communications will initiate notifications and announcements to the College community.
3. DPS will ensure that all essential personnel are notified and placed on alert; conduct operational readiness inspections of all vehicles, barricades, equipment, traffic cones and personally issued equipment; review all staffing plans.
4. Facilities Management will take preliminary steps to secure non-essential equipment against possible severe weather threats; ensure all roof drains, gutters and scuppers are checked and cleaned as necessary; ensure all roof hatches are secured; conduct readiness inspections of vehicles, pumps, generators, sandbags, tarps, custodial equipment, and radios. Fuel storage reserves should be maximized, and staffing/evacuation plans should be reviewed.
5. The college community will be notified to close and lock windows; remove draperies subject to weather damage; secure electronic or sensitive equipment.
6. Tornadoes and Thunderstorms:
 - a. A Tornado Watch means that tornadoes could develop in the designated area
 - b. A Tornado Warning has been sighted in the area, or detected on weather radar
 - c. A Severe Thunderstorm Watch means indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail and heavy rain
 - d. A Severe Thunderstorm Warning means a severe storm has been sighted in the area or detected on weather radar
7. Pursuant to the crisis communications information protocols included in Appendix A, DPS and College Communications will initiate notifications and announcements to the college community.

EARTHQUAKES

- Upon the onset of an earthquake, as soon as the shaking has ceased, all College buildings will be evacuated. The Department of Public Safety will issue warnings and notifications pursuant to the Crisis Communications protocols found in Appendix A.
- College buildings may not be re-entered until the DPS and Facilities Management have conducted inspections and have determined that conditions are safe for re-entry.
- Employees, students, and visitors who are on-campus during an earthquake should heed the following advice and direction from FEMA:

WHAT TO DO DURING AN EARTHQUAKE

Stay as safe as possible during an earthquake. Be aware that some earthquakes are foreshocks, and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the shaking has stopped and you are sure exiting is safe.

IF INDOORS:

- **DROP** to the floor; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building or in an interior doorway.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is near you and if you know it is a strongly supported, loadbearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave. When you go outside, move to an open space area several hundred feet from any buildings (such as a parking lot).
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on. Gas lines may rupture.
- DO NOT use the elevators.

IF OUTDOORS:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

IF IN A MOVING VEHICLE:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires, or in the travelled portion of the roadway.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

IF TRAPPED UNDER DEBRIS

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

BOMB THREATS

Upon receiving a bomb threat by phone:

1. Remain calm.
2. Listen carefully.
3. Do not interrupt the caller.
 - a. Try to keep the caller talking.
 - b. Keep the caller on the line as long as possible.
 - c. Do not anger the caller.
 - d. Write down exactly what the caller says.
4. Obtain information necessary to complete Bomb Threat Reports. These forms may be downloaded from the CCBC/DPS website. Keep a copy of the form at your workstation. Try to determine:
 - a. The time the device is set to detonate
 - b. Device location
 - c. Description of device
 - d. Type of explosive utilized
 - e. What will cause the device to detonate
 - f. If the caller is responsible for placing the device
 - g. Why the device was placed
 - h. Name, address, and phone number of caller
 - i. Organization represented by the caller
 - j. Exact wording of threat
 - k. Time and length of call and number call was made to
 - l. Age, gender, and voice characteristics of caller; and
 - m. Background noises in the calls.
5. On a different line or by cell phone, notify the DPS at Ext. 1111 or 443-840-1111. If the receiving line is not used after the threat, the number that called in may be traced. Use *69 to trace the last call and wait for the computer voice to read the number to you.
6. Do not erase threats if they are left on voice mail.
7. Notify your supervisor.
8. Meet and cooperate with responding DPS personnel.

CIVIL DISTURBANCES / PROTESTS

The college supports the rights of persons to self-expression, dissent, and to demonstrate if demonstrations are lawful, do not disrupt normal college activities, or do not infringe upon the rights of others. Most demonstrations are peaceful. People who are not involved in protests should attempt to continue business as usual if safe to do so. It is the illegal acts which may arise during these activities that concern the college. If protests disrupt normal college activities, result in damage to college buildings or grounds, or threaten the safety of others:

- Remain calm.
- Notify the DPS at Ext. 1111 or 443-840-1111.

- Avoid obstructing or provoking protestors.
- Notify your supervisor.
- Alert all people in the area of the situation.
- If prudent, lock doors and windows and close blinds to prevent flying glass.
- If necessary to evacuate, follow the directions of responding DPS officers.
- If evacuated, meet at the predetermined evacuation location and wait for additional instructions and information.

FIRE EMERGENCIES

College buildings will be immediately and totally evacuated whenever building fire alarms are sounding. If you see or suspect a fire, remain calm and activate fire alarms.

- Report fires by phone from safe places outside buildings.
- Call 911 from any on-campus, off-campus, or cell phone. At the emergency blue-light and wall-mounted emergency phones located around campus, press the emergency button to be connected to the DPS officer who can contact **911** for you.
- Call the DPS at Ext 1111 or 443-840-1111.
- Give as much specific information as possible when emergency operators answer. Operators need to be told calls are for CCBC, a specific campus and building name, what is burning – if known, the floor and room number or other specific location information. Do not hang up unless it is unsafe to remain on the line.
- Report all fires, even if extinguished or found after being extinguished.
- Report all fire alarms, even if they are suspected to be false or accidental. If safe to do so, shut off all machinery and equipment in work areas.

EVACUATE

Call 911 without delay. Do not attempt to fight fires. Close doors and windows if time permits. Assist others in evacuating the building, particularly those persons with special needs.

Leave buildings at once using nearest exits or stairways. Do not use elevators. Close as many doors as possible between you and the fire. Use the backs of your hands to feel doors and doorknobs before opening doors. Do not open if the door or doorknob feels hot. Crawl if there is smoke. Use secondary exits if primary exits are blocked. If you are trapped:

- Stuff the cracks around doors with towels, lab coats, throw rugs, etc. to keep out as much heat and smoke as possible.
- Go to the windows and if there is no sign of smoke or flames outside, open windows at the top. Signal for help by hanging a flag, (i.e., sheet, jacket, etc.), out of the windows.
- Use available telephones to call the DPS at Ext.1111 and let them know your exact location.
- Do not attempt to jump from multi-story buildings.
- Do not re-enter buildings for any reason until fire or police officials say it is safe to do so.
- Render reasonable assistance to disabled persons. (See Evacuation Procedures – Disabled Persons.)

- Gather at pre-designated assembly areas.
- Take roll and report missing or unaccounted for individuals to emergency responders.

FIRE ALARMS

All must leave facilities when a fire alarm sounds. Failure to evacuate buildings when alarms sound violates College policies and the Maryland State Fire Code. Elevators are not to be used during fire emergencies.

Report all fire alarms to 911 and Public Safety at x1111 or 443-840-1111.

RE-ENTRY INSTRUCTIONS

Fire scenes are under the control of the Baltimore County Fire Department and may not be re-entered until the scene is released by the on-scene fire commander. The Department of Public Safety and Facilities Management will provide perimeter control. The DPS and the county police deny access to fire scenes to all individuals having no immediate, bona fide need to access the scene.

EVACUATION OF DISABLED INDIVIDUALS

Persons who are either temporarily or permanently disabled to the extent their mobility is impaired are individually responsible for informing their supervisors and Campus Disability Coordinators of their name, building name, room number, and nature of disability. This information will be placed on a list and given to the Baltimore County Fire Department during emergencies. The rescue of disabled persons who are unable to evacuate themselves will be an initial priority for responding fire units and DPS officers.

- Co-workers may assist evacuating disabled persons only if this places them in no personal danger.
- Never use elevators.
- Always ask someone with a disability how you can help before attempting any rescue technique or assistance. Ask the individual how to best assist and whether there are any special considerations or items that need to come with the person.
- Mobility impaired persons in wheelchairs on non-ground level floors should proceed to the nearest enclosed stairwells and wait for the Baltimore County Fire Department to arrive. Utilize evacuation chair if available. If evacuation chair is not available, someone should stay with the disabled person if it does not place them in additional danger and someone should meet responding fire fighters to report the location of disabled persons. Follow the instructions for being trapped if you cannot get to an enclosed stairwell.
- Visually impaired persons should have a sighted assistant or volunteer to guide them to safety. Do not leave them alone. Individually inform hearing-impaired persons of the emergency. Do not assume they know what is happening by watching others.

GENERAL EVACUATION PROCEDURES

When evacuating your building or work area:

- Stay calm; do not rush and do not panic
- Safely stop your work
- Gather your personal belongings, including outerwear, only if safe to do so. (Reminder: take your prescription medications with you if possible; it may be hours before you are allowed back into the building)
- If safe, close your office door and windows and lock them for security reasons
- Use the nearest safe stairs and proceed to the nearest exit. Do not use the elevator. Proceed to the designated Emergency Assembly Area unless the evacuation is for a bomb threat. In that case, assemble as directed by emergency responders
- Wait for instructions from emergency responders
- Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

HAZARDOUS MATERIALS – HAZMAT

HAZMAT incidents may involve:

- Indoor and outdoor fuel spills
- Solvent or other chemical spills in shops
- Chemical or biological spills in buildings and laboratories
- Chemical odors in buildings
- Natural gas smells and leaks; or
- Fires in laboratories or other facilities involving highly toxic chemicals, infectious substances, or radioactive materials.

If you witness a hazardous material spill, evacuate the spill site and warn others to stay away.

If you are the HAZMAT user:

1. Leave the area of the spill first and go to a safe location nearby.
2. Determine if you have the proper training and protective gear to clean up the spill.
3. If you can clean up the spill, follow proper cleanup procedures and use proper personal protection.
4. Manage the generated waste appropriately.
5. Consult your supervisor as necessary.
6. Isolate the spill area to keep everyone away and post signs as necessary.
 - a. Individuals recognizing HAZMAT spills that require additional notifications and resources will:
 - b. Alert all individuals who might be harmed to evacuate the immediate area and to go to a location that will not impede emergency personnel.
 - c. If safe and appropriate to do so, limit the spread of the material by applying absorbent

- and shutting doors.
- d. Notify the DPS at Ext. 1111 or 443-840-1111, on a cell phone, emergency call box or College telephone located at a safe distance from the hazard to report:
 - 1.) The nature of the incident, and name of the HAZMAT, if known.
 - 2.) The exact location, including campus and building.
 - 3.) Whether or not there are any injuries.
 - 4.) What symptoms are being exhibited by exposed individuals.
 - 5.) Any other details that would assist officials in preparing their response.

If you suspect or witness a release of a hazardous material to the environment (air, water, ground) call the DPS.

INFRASTRUCTURE FAILURES (UTILITIES, COMMUNICATIONS, ETC.)

Infrastructure failures can involve:

- Utilities
- Elevators
- Fire detection and suppression systems
- Heating, ventilation, and air conditioning
- Steam lines; or
- Structural or building defects.

To report infrastructure failures call:

- Facilities Management (campus-based)
- DPS at Ext. 1111 or 443-840-1111.

ELECTRICAL FAILURES

- Turn off equipment to reduce the potential for damage caused by power surges.
- Evacuate laboratories because of the inability to operate fume hoods.
- Contact DPS at x1111 or 443-840-1111.

PLUMBING FAILURES / PIPE RUPTURES

- Buildings will need to be evacuated if water or sewage systems cannot be restored within a reasonable time.
- Turn off electrical equipment to minimize the potential for electrocutions and equipment damage.
- Contact DPS at x1111 or 443-840-1111.

NATURAL GAS LEAKS

- Open windows, if possible, to increase ventilation and let gas escape.
- Turn off all possible ignition sources.
- Evacuate as quickly as possible.
- Do not turn on lights or any electrical equipment.

- Do not use the phone.
- Call the DPS and Facilities Management from phones in areas removed from gas leaks.
- Activate building fire alarms if you believe there is potential danger to building occupants and evacuation is advisable.
- Do not start vehicles within areas of gas leaks.

ELEVATOR FAILURES

- Persons trapped in elevators should use emergency telephones in elevators to call the DPS or by cell phone at 443-840-1111.
- Do not attempt to crawl through escape hatches or force elevator doors open. Only trained mechanics, elevator technicians, and fire/rescue personnel are permitted to conduct elevator rescues.

FIRE DETECTION AND SUPPRESSION SYSTEM IMPAIRMENTS

Report all impairments of fire detection and suppression systems to Public Safety.

HEATING, VENTILATION, AND AIR CONDITION (HVAC) SYSTEM PROBLEMS

- Strange odors or minor smoke odors coming from HVAC systems should be reported to Facilities Management for initial investigations.
- Report large amounts of smoke coming from HVAC systems immediately to the DPS at x1111 or 443-840-1111.

STEAM LINE FAILURES

- Individuals must be evacuated from the area of steam line failures to protect them from steam burns.
- DPS should be contacted at x1111 or 443-840-1111.

MEDICAL EMERGENCIES

BASIC MEDICAL EMERGENCY INFORMATION

1. In the event of a medical emergency keep calm, act immediately and call for help.
2. First, summon medical help by calling 911 from any on-campus, off-campus, or cell phone.
3. Second, call the DPS at Ext. 1111
4. Let the Emergency Medical System and DPS know if the victim:
 - a. Is unconscious
 - b. Has trouble breathing
 - c. Has chest pain or pressure
 - d. Is bleeding severely
 - e. Has pressure or pain in the abdomen that does not go away
 - f. Is vomiting or passing blood
 - g. Has a seizure
 - h. Has a severe headache or slurred speech

- i. Appears to have been poisoned
 - j. Has injuries to the head, neck, or back; or
 - k. Has possible broken bones.
5. Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
 6. Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.
 7. Check the scene for safety. Check the victim for consciousness, breathing, pulse, and severe bleeding. Assist victims and remove them from hazards if injuries are minor. Do not move seriously injured victims unless they are in danger of further injury.
 8. Notify people in adjacent areas of potential hazards.
 9. Care for life-threatening conditions if you have the proper training. If there are no life-threatening conditions, provide first aid if you have the proper training: and
 - a. Watch for changes in breathing and consciousness
 - b. Help the victim rest comfortably
 - c. Keep the victim from getting chilled or overheated; and
 - d. Reassure the victim.

SKIN EXPOSURE

1. Activate the Emergency Medical System by calling 911, and then call DPS at Ext 1111
2. Summon medical help. If possible, do not leave the victim alone.
 - a. First, activate the Emergency Medical System by calling 911 from any on-campus, off-campus, or cell phone.
 - b. Second, call the DPS at Ext. 1111
3. Let the Emergency Medical System and DPS know if the victim:
 - a. Is unconscious
 - b. Has trouble breathing
 - c. Has chest pain or pressure
 - d. Is bleeding severely
 - e. Has pressure or pain in the abdomen that does not go away
 - f. Is vomiting or passing blood
 - g. Has a seizure
 - h. Has a severe headache or slurred speech
 - i. Appears to have been poisoned
 - j. Has injuries to the head, neck, or back
 - k. Has possible broken bones
4. Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
5. Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.

CHEMICAL AND HAZMAT EXPOSURES

- Act quickly; corrosive chemicals can damage the skin very rapidly.
- If only a small area of the skin is exposed, flood promptly with water and wash gently with soap.
- Go to the nearest emergency shower and flood with large amounts of water for 15 minutes if large areas of the skin are involved.
- Remove clothing while standing in the shower.
- If chemicals are splashed on the head, eye protective equipment should be left on until the chemical has been washed away.
- Do not use chemical neutralizers on the skin.

EYE (EXPOSURE TO DANGEROUS CHEMICALS)

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111
- If a chemical is splashed into the eye, go immediately to the nearest eye wash fountain.
- Spread the eyelid open with your fingers and wash the eye for at least 15 minutes.
- Flood all surfaces of the eye and the underside of the eyelids with water.
- If no eye wash station is available, lay the victim on his/her back, turn the head, and pour water into the eye, directing the stream to the side of the head.
- Do not attempt to remove foreign objects from the eye, cover the eye with a sterile pad and seek medical care immediately.

POISONING

- Activate the Emergency Medical System by Calling 911, and then call DPS at Ext. 1111.
- Call the Poison Control Center 1-800-222-1222, describe any containers or substances found at the scene, and follow their instructions.
- Care for shock and monitor breathing while waiting for emergency help.
- Do not give anything by mouth unless instructed to do so by medical professionals.

EXTERNAL BLEEDING

- Activate the Emergency Medical System by calling 911 if the wound is serious, and then call DPS at Ext. 1111.
- Put on a pair of latex or other protective gloves.
- Cover the wound with dressing and press firmly against the wound with your hand.
- Elevate the wound above the level of the victim's heart if the bleeding does not stop and the wound does not involve a broken bone.
- Apply a pressure bandage snugly over the wound.
- If bleeding doesn't stop, apply additional dressings; do not remove blood-soaked bandages.
- Squeeze the artery against the bone
- Remove foreign materials from small cuts and carefully wash with soap and water, apply an antiseptic and bandage.

SHOCK

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Victims may go into shock following severe injuries. Shock is life threatening.
- Signs of shock include extreme paleness, cold and clammy skin, perspiration on the forehead or hands, weakness, nausea, vomiting, shallow breathing, and a weak rapid pulse.
- Have the victim lie down.
- Control external bleeding
- Maintain normal body temperature.
- If there are no head or neck injuries elevate the legs about 12 inches.
- Do not give the victim anything to eat or drink.

CRYOGENIC BURNS (SUPER COOLED LIQUIDS)

- For short contact, immediately flush the area with large quantities of water.
- For prolonged exposure or if visible tissue damage is apparent, activate the Emergency Medical System by calling 911, then call DPS at Ext. 1111.

FRACTURES

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Do not move the patient unless it is necessary to prevent further injury.
- Splint the body part if the patient must be moved and you can do it without causing more pain.
- Check for proper circulation before and after splinting.
- Treat for bleeding and shock.

STRAINS AND SPRAINS

- Have the victim sit or lie down and elevate the extremity.
- Apply ice to the injured area (15-20 minutes every 1 1/2 to 2 hours).
- Transport to local health care facilities if patients are unable to bear weight or move injured extremities. Otherwise, activate the Emergency Medical System by calling 911. Then call DPS at Ext. 1111.

ELECTRICAL

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Do not touch victims until they have been removed from electrical circuits.
- Disconnect the power and cautiously remove the current source with an insulator such as a dry stick or board.
- Do not use metal or anything that is wet.
- Check for breathing and a pulse, give appropriate supportive care until someone from the Emergency Medical System arrives and assumes care of victims.

CLOTHING FIRE

- Proceed to a safety shower if immediately available.
- If not, fall to the floor and roll to smother the flames.
- Fire extinguishers should not be used on the skin because they can freeze the skin or increase the likelihood of infections.
- Do not remove clothing that adheres to burnt skin.
- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.

THERMAL BURNS

- Cool the burned area with large amounts of cool water.
- Cover the burn with a dry, clean dressing.
- Do not use ointments on a severe burn.
- Don't apply ice to a burn unless it is very minor.
- Watch for signs of shock.
- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111 if there is breathing difficulty, burns covering more than one body part, burns to the head, neck, hands, feet, or genitals, burns resulting from chemicals, explosion, or electricity.

SUDDEN ILLNESSES

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Care for life threatening conditions first.
- Help the victim rest comfortably.
- Keep the victim from getting chilled or overheated.
- Reassure the victim.
- Watch for changes in consciousness and breathing.
- Do not give anything to eat or drink unless the victim is fully conscious.
- Place on left side if the victim vomits, is nauseated or is not fully conscious.
- Position victim on back and elevate legs if no head or spine injury is suspected and the victim has fainted or feels lightheaded.

SEIZURE

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Do not hold or restrain the victim or place anything between the teeth.
- Remove any objects that may cause injury.
- Cushion the victim's head.
- Place victims on their left side after seizures stop to prevent aspiration in case of vomiting.

DIABETIC EMERGENCY

- Diabetics frequently recognize signs of sugar level emergencies and will ask for assistance obtaining sugar. They may appear shaky and clammy. Give them some kind of real sugar, preferably in a liquid form.

- If the victim doesn't get better in about five minutes, activate the Emergency Medical System by calling 911, then call DPS at Ext. 1111.
- If the victim becomes unconscious, activate the Emergency Medical System by calling 911, then call DPS at Ext. 1111.

HEAT EXHAUSTION

Caused by a loss of body fluids and overheating of the body.

1. A victim will have symptoms of normal to high body temperature, cool, moist skin, nausea, headache, dizziness, and weakness.
2. To treat heat exhaustion:
 - a. Move the victim to a cool area
 - b. Remove excessive clothing
 - c. Give the victim a cool drink if not feeling nauseous and if fully conscious; and
 - d. If the victim refuses water, vomits, or starts to lose consciousness, activate the Emergency Medical System by calling 911, then call DPS at Ext. 1111.

HEAT STROKE

More serious results of heat exposure are caused by a high body temperature. Heat stroke can be fatal. A victim will have symptoms of high body temperature, NO SWEATING, and poor circulation.

TO TREAT HEAT STROKE:

- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.
- Get the victim out of the heat.
- Remove the victim's outer clothing; and
- Apply cool, wet cloths to the skin and/or ice packs to areas such as wrists, armpits, back of neck, back of knees, and abdomen.

HYPOTHERMIA (DANGEROUS LOSS OF BODY HEAT)

IN MILD CASES:

- Remove any wet clothing from the victim
- Wrap the victim in a warm blanket or dry clothing
- Give the victim warm non-alcoholic drinks if fully conscious
- If unconscious, activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.

IN MODERATE AND SEVERE CASES:

- Hypothermia: Shivering, numbness, lack of coordination, and lowered body temperature; or
- Frostbite: Lack of feeling in the affected area, skin appears waxy, and skin is cold to the touch
- Activate the Emergency Medical System by calling 911, and then call DPS at Ext. 1111.

PROVIDE CARE TO THE VICTIM:

- Handle the victim gently. Use care to avoid damaging skin
- Remove any wet clothing
- Wrap the victim in warm blankets or dry clothing
- If the victim is fully conscious and not nauseated warm drinks may be given
- DO NOT apply a hot water bottle or hot pack; and
- DO NOT massage the extremity

SUSPICIOUS LETTERS AND PACKAGES

Anyone receiving mail and packages should regularly, reasonably, and prudently examine those materials before opening them. Characteristics that may cause letters and packages to be treated as suspect are:

- Letters and packages delivered by someone other than regular carriers
- Packages wrapped in string because modern packaging materials have eliminated the need for twine and string
- Excess use of securing material, (i.e., tape)
- Packages that are lopsided, heavy sided, or have lumps, bulges, or protrusions
- No postage, non-cancelled postage, or excessive postage
- Handwritten notes such as: "To Be Opened in the Privacy Of ...", "Confidential", "This is Your Lucky Day".
- Packages or letters that have no return addresses or nonsensical return addresses
- Letters or packages arriving before or after phone calls asking if the items were received
- Improper spelling of common names, places, or titles; or
- Leaks, stains, or protruding wires, foil, string, tape, etc.

IF YOU DISCOVER A SUSPICIOUS LETTER OR PACKAGE:

- Stop immediately. Do not open items any further. Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets
- Do not shake or empty the contents of any suspicious envelope or package
- Place the envelope or package in a plastic bag or some type of container to prevent leakage of contents
- If you do not have a container, cover the envelope or package with something, (i.e., clothing, paper, etc.).
- Notify DPS at Ext. 1111
- Isolate the mailing and get people out of the immediate area
- Wash your hands with soap and water
- Notify your supervisor
- If possible, list all people who were in the room or area, especially those who had actual contact with any powder or substance. Give this list to the responding emergency personnel.
- Meet and cooperate with responding Public Safety Officers.

IF THE LETTER OR PACKAGE HAS BEEN OPENED, CALL DPS AT EXT. 1111 AND:

- Do not try to clean up any powder or substance, but rather cover the spilled contents immediately with something
- Leave the room and close the door, or section off the area to prevent others from entering
- Wash your hands with soap and water to prevent spreading any powder or other substance to your face
- Notify your supervisor
- Remove heavily contaminated clothing as soon as possible and place it in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.
- Meet and cooperate with responding Public Safety officers.

WEATHER EMERGENCIES

SUMMER STORMS

- **Hurricane forecast** means a hurricane (>74 MPH sustained wind speed) exists and may strike the area within 72 hours.
- **Hurricane watch** means a hurricane may strike the area within 24-36 hours.
- **Hurricane warning** means that a hurricane is expected within 24 hours or less.
- **Tropical storm watch** means that a tropical storm (34 – 73 MPH sustained wind speed) exists and may strike the area within 36 hours or less.
- **Tropical storm warning** means that a tropical storm may strike the area within 24 hours or less.

TORNADOS AND THUNDERSTORMS

- **Tornado watch** means that tornadoes could develop in the designated area
- **Tornado warning** means that a tornado has been sighted in the area or is indicated by radar.
- **Severe thunderstorm watch** indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail, and heavy rain.
- **Severe thunderstorm warning** means that a severe thunderstorm has been sighted in the area or is indicated by radar.

Everyone should pay attention to weather conditions, listen to the radio and television for weather alert information, and seek shelter before severe weather arrives. Occasionally, tornadoes develop so rapidly that advance warning is not possible. If warnings are issued, or if threatening weather approaches, seek shelter immediately.

IF YOU ARE OUTDOORS:

- Seek inside shelter immediately
- Do not try to outrun tornadoes in vehicles, but leave them and seek indoor shelter or low spots off the side of roads

ONCE YOU GET TO, OR IF YOU ARE ALREADY IN A BUILDING:

- Move to safer areas, such as basements
- If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture; and
- Stay away from windows.

WINTER STORMS

- **Winter storm warning** means severe winter weather is imminent or very likely within 12 hours.
- **Winter storm watch** means at least four inches of snow in 12 hours, or six inches in 24 hours, or significant ice accumulations are possible within 24-48 hours.
- **Winter weather advisory** means cold, ice, and snow are expected to cause significant inconvenience and may be hazardous, but probably not life threatening.

The college DPS will communicate information about weather emergencies through the college's email system as appropriate and feasible. Additional notification systems are being evaluated for future implementation.

College decisions to cancel or otherwise modify class and work schedules because of emergency weather conditions will be announced through outlets that include, but not limited to:

- CCBC Campus Alert (sign up at ccbcmd.edu/campusalert)
- CCBC's web page (www.ccbcmd.edu)
- 443-840-2222
- Baltimore area radio and TV stations: WBAL Radio 11 (1090 AM/97.9 FM), CAO/WXYV (600 AM/103 FM), WLIF (101.9 FM), WBAL-TV (11), WJZ-TV (13) and WMAR-TV (2); area radio and TV stations: WTOP (1500 AM/ 107.7 FM), WMZQ (98.7 FM) and WRC-TV (4)

WORKPLACE VIOLENCE / CRIMINAL BEHAVIOR

Individuals who become violent at work or threaten to become violent have usually displayed behaviors long before they take any action. Individuals prone to workplace violence may:

- Be chronically disgruntled
- Be inflexible
- Cause trouble on the job
- Frequently change jobs
- Be quick to perceive unfairness or malice in others
- Be unwilling to take responsibility for problems – it's always someone else's fault
- Often challenging management's requests, either passively or actively
- Have a deep sense of entitlement
- Have a history of violent acts or threats
- Have complaints that often appear to be of a paranoid nature i.e., blown out of proportion and taken personally, especially when action was not intended that way
- Have recently experienced stressful events

- Have access to weapons or fascinations with weapons (They will often mention this to others.).
- Abuse alcohol or other substances
- Have alluded to violent acts committed by others and an expression of empathy with those who resort to violence.

ON THE SPOT MANAGEMENT OF VIOLENCE

- Remain calm.
- To the extent that you can, try to continue to communicate with the individual calmly and confidently.
- Call DPS at Ext. 1111 or 443-840-1111. If you cannot call, instruct others to call. Report your name and location and information on "who, what, where and when."
- Do not physically attempt to get the suspects to leave. Do not touch them.
- If violent behavior is occurring, escape, hide if not already seen, or cover up if injury is likely.
- Make every possible effort to get others out of the immediate area.
- Never attempt to disarm or accept weapons from suspects.
- If weapons are involved, calmly ask suspects to put weapons in neutral locations.
- Don't argue, threaten, or block suspects' exit.

CRIMINAL BEHAVIOR

- Immediately call DPS at Ext. 1111 from any on-campus phone or 443-860-1111 from a cell phone and be prepared to report information that may include:
- Your name and present location
- Nature of incident
- Locations of incident
- Descriptions of persons involved
- Description of property involved; and
- Where suspects were last seen and their direction of travel.

Contact DPS at 443-840-1111 any time you have a question about your safety or your work environment, or if you'd like to have an officer assist you in surveying your workplace for hazardous conditions.