

EMERGENCY OPERATIONS PLAN

FOR

SOUTH
PUGET
SOUND
*COMMUNITY
COLLEGE*



JANUARY 2014

South Puget Sound Community College

Emergency Operations Plan

This emergency operations plan is hereby approved. This plan is effective immediately and supersedes all previous editions. These procedures will apply to all employees and students of South Puget Sound Community College.

President

Date

Vice President for Planning, Effectiveness and Operations

Date

Vice President for Instruction

Date

Vice President for Student Services

Date

Chief of Human Resources

Date

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RECORD OF CHANGES

BASIC PLAN

CHANGE #	DATE OF CHANGE	CHANGE	ENTERED BY
1	12-29-09	III. Explanation of Terms: Natural Hazard Mitigation Plan	L. Hatman
2	12-29-09	III. Explanation of Terms: Incident Management Team	L. Hatman
3	12-29-09	IV. Situation and Assumptions	L. Hatman
4	12-29-09	VI. Organization Assignment and of Responsibilities	L. Hatman
5	12-29-09	XI. Hazard Specific Appendix A: Hostile Intruder	L. Hatman
6	12-29-09	XI Hazard Specific Appendix G: Injury/Illness – AED locations	L. Hatman
7	12-29-09	XI. Hazard Specific Appendix H: Power Outage	L. Hatman
9	12-29-09	Annex B Communications, Dir. Aux. Services changed	L. Hatman
10	08-25-10	Annex A Warning Personnel positions replaced names	L. Hatman
11	08-25-10	Annex B Communications, It radios added, Bld. 16, 23 information added	L. Hatman
12	08-25-10	Annex C Evacuation, Bld. 16, 23 information added	L. Hatman
13	08-25-10	Annex F, Law Enforcement, Personnel Positions replaced names	L. Hatman
14	08-25-10	EOP: Fire Alarm monitoring accounts, information for Bld. 16 and Bld. 23 information	L. Hatman
15	05-11-11	EOP Section VII pg. 1: EOC changed to Boardroom, pg. 3: change C.2.d VP Human Resources to Chief of Human Resources, C.3.c Dean of IT to CIO, C.4.a Campus Security	L. Hatman

		Lieutenant, C.4.b. to Sergeant, C.4.c. to Officer	
16	05-19-11	Communications Annex B Section III.A.14 emergency phones	L. Hatman
17	05-19-11	Communications Annex B Section IV.A.1.d EOC location	L. Hatman
18	05-19-11	Evacuation Annex C Section IV.B.f. EOC location	L.Hatman
19	05-19-11	Hazard Mitigation Annex D Section V.A.e. EOC location	L. Hatman
20	05-19-11	Transportation Annex E Section IV.A.1.d. EOC location	L. Hatman
21	05-19-11	Search and Rescue Annex G Section IV.A.1.d EOC location	L. Hatman
22	05-19-11	Recovery Annex H Section IV.A.1.d EOC location	L. Hatman
23	05-19-11	Public Works Annex I Section IV.A.1.e EOC location	L.Hatman
24	05-19-11	Resource Management Annex J Section IV.A.1.d EOC location	L. Hatman
25	05-19-11	Human Services Annex K Section IV.A.1.e EOC location	L.Hatman
26	06-03-11	Attachment 3 Org Chart	L.Hatman
27	06-03-11	EOP Section V pg. 6 H.2.e VP Human Resources changed to Chief of Human Resources	L. Hatman
28	06-03-11	EOP Section XI H. Power Outage replace Julian Pietras with Bob Billings contact information	L. Hatman
29	06-03-11	EOP Attachment 3 Org. Chart	L. Hatman
30	12-11-13	II Purpose. Event, Incident management wording added	L. Hatman
31	12-11-13	III B Definitions. Event definition added	L. Hatman
32	12-11-13	V Concept of Operations. Incident and event wording added.	L. Hatman
33	12-11-13	VI Organization. Incident and event wording added.	L. Hatman
34	12-11-13	VII Direction/Control. Incident and event wording added.	L. Hatman

35	12-11-13	VIII B.1.a Preplanned events added	L. Hatman
36	12-11-13	IX Incident and event wording added.	L. Hatman
37	12-11-13	X. Incident and event wording added.	L. Hatman
38	12-11-13	XI. G. AED locations updated	L. Hatman
39	12-11-13	XI H. Power Outage. Clarify non responder response, remove account codes	L. Hatman
40	12-11-13	Annex B Communications Central Dispatch name change	L. Hatman

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I. AUTHORITY

A. FEDERAL

1. Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 U.S.C. 5121
2. Emergency Planning and Community Right-to-Know Act, 42 U.S.C. Chapter 116
3. Emergency Management and Assistance, 44 CFR
4. Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
5. Homeland Security Act of 2002
6. Homeland Security Presidential Directive. *HSPD-5*, Management of Domestic Incidents
7. Homeland Security Presidential Directive, *HSPD-3*, Homeland Security Advisory System
8. National Incident Management System
9. National Response Framework
10. National Strategy for Homeland Security, July 2002
11. Nuclear/Radiological Incident Annex of the National Response Plan

B. STATE

1. Executive Order of the Governor Relating to the National Incident Management System
2. RCW 38.52 Emergency Management
3. WAC 118.30, Emergency Management
4. RCW 28B.50.140(10)

C. LOCAL

1. College Handbook, Chapter 6
2. NIMS Implementation Plan, Dated: 04/2006
3. Collective Bargaining Agreement

II. PURPOSE

This Basic Plan outlines the college's approach to incident management and emergency operations, and is applicable to all divisions and departments. It provides general guidance for incident management activities and an overview of our methods of mitigation, preparedness, response, and recovery. The plan describes the college's incident response organization and assigns responsibilities for various tasks. This plan is intended to provide a framework for more specific functional annexes that describe in more detail who does what, when, and how. This plan applies to all local officials, departments, and agencies. The primary audience for the document includes our chief elected official and other elected officials, the incident management team department and agency heads and their senior staff members, leaders of local volunteer organizations that support emergency operations, and others who may participate in the college's mitigation, preparedness, response, and recovery efforts.

III. EXPLANATION OF TERMS

A. ACRONYMS

AAR	After Action Report
ARC	American Red Cross
CFR	Code of Federal Regulations
DHS	Department of Homeland Security
EOC	Emergency Operations or Operating Center
EMD	Emergency Management Division
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency, an element of the U.S. Department of Homeland Security
Hazmat	Hazardous Material
HSPD-5	Homeland Security Presidential Directive 5
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IMT	Incident Management Team
JFO	Joint Field Office
JIC	Joint Information Center
NIMS	National Incident Management System
NRF	National Response Framework
OSHA	Occupational Safety & Health Administration
PIO	Public Information Officer
RCW	Revised Code of Washington
SOPs	Standard Operating Procedures
U.S.C.	United States Code
WAC	Washington Administrative Code

B. DEFINITIONS

1. Area Command (Unified Area Command). An organization established (1) to oversee the management of multiple incidents that are each being managed by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Sets overall strategy and priorities, allocates critical resources according to priorities, ensures that incidents are properly managed, and ensures that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional.
2. Continuity of Operations Plan. The Continuity of Operations Plan (COOP) provides guidance for, and facilitates the preparation of, site or activity specific plans and procedures that ensure the safety of personnel and allow organizational elements to continue essential operations in the event of an emergency.

3. Emergency Operations Center. Specially equipped facilities from which government officials exercise direction and control and coordinate necessary resources in an emergency situation.
4. Public Information. Information that is disseminated to the public via the news media before, during, and/or after an emergency or disaster.
5. Event. A preplanned activity on or around the College that affects College operations or impacts and uses College resources such as ceremonies, memorials, graduation, dances, social functions, conferences, open houses, special programs, productions, protests, or VIP visits.
6. Emergency Situations. As used in this plan, this term is intended to describe a range of occurrences, from a minor incident to a catastrophic disaster. It includes the following:
 - a. Incident. An incident is a situation that is limited in scope and potential effects. Characteristics of an incident include:
 - 1) Involves a limited area and/or limited population.
 - 2) Evacuation or in-place sheltering is typically limited to the immediate area of the incident.
 - 3) Warning and public instructions are provided in the immediate area, not community-wide.
 - 4) One or two local response agencies or departments acting under an incident commander normally handle incidents. Requests for resource support are normally handled through agency and/or departmental channels.
 - 5) May require limited external assistance from other local response agencies or contractors.
 - 6) For the purposes of the NRP, incidents include the full range of occurrences that require an emergency response to protect life or property.
 - 7) Events generally fall into the same scope and category as incidents.
 - b. Emergency. An emergency is a situation that is larger in scope and more severe in terms of actual or potential effects than an incident. Characteristics include:
 - 1) Involves a large area, significant population, or important facilities.
 - 2) May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
 - 3) May require community-wide warning and public instructions.
 - 4) Requires a sizable multi-agency response operating under an incident commander.
 - 5) May require some external assistance from other local response agencies, contractors, and limited assistance from state or federal agencies.
 - 6) The EOC will be activated to provide general guidance and direction, coordinate

external support, and provide resource support for the incident.

- 7) For the purposes of the NRF, an emergency (as defined by the Stafford Act) is “any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of catastrophe in any part of the United States.”
- c. Disaster. A disaster involves the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the local government to handle with its organic resources. Characteristics include:
- 1) Involves a large area, a sizable population, and/or important facilities.
 - 2) May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
 - 3) Requires community-wide warning and public instructions.
 - 4) Requires a response by all local response agencies operating under one or more incident commanders.
 - 5) Requires significant external assistance from other local response agencies, contractors, and extensive state or federal assistance.
 - 6) The EOC will be activated to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations.
 - 7) For the purposes of the NRF, a *MAJOR DISASTER* (as defined by the Stafford Act) is any catastrophe, regardless of the cause, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster federal assistance.
- d. Catastrophic Incident. For the purposes of the NRF, this term is used to describe any natural or manmade occurrence that results in extraordinary levels of mass casualties, property damage, or disruptions that severely affect the population, infrastructure, environment, economy, national morale, and/or government functions. An occurrence of this magnitude would result in sustained national impacts over prolonged periods of time, and would immediately overwhelm local and state capabilities. All catastrophic incidents are *INCIDENTS OF NATIONAL SIGNIFICANCE*.
7. Hazardous Material (Hazmat). A substance in a quantity or form posing an unreasonable risk to health, safety, and/or property when manufactured, stored, or transported. The substance, by its nature, containment, and reactivity, has the capability for inflicting harm during an accidental occurrence. Is toxic, corrosive, flammable, reactive, an irritant, or a strong sensitizer, and poses a threat to health and the environment when improperly managed. Includes toxic substances, certain infectious agents, radiological materials, and other related materials such as oil, used oil, petroleum products, and industrial solid waste substances.

8. Incident of National Significance. An actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of federal, state, local, tribal, nongovernmental, and/or private sector entities in order to save lives and minimize damage, and provide the basis for long-term communication recovery and mitigation activities.
9. Mutual Aid Agreement. Arrangements between governments or organizations, either public or private, for reciprocal aid and assistance during emergency situations where the resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation. Commonly referred to as mutual aid agreements.
10. Memorandum of Understanding. Similar to mutual aid agreements. Contractual agreements between entities outlining support or resources available to one another.
11. Natural Hazard Mitigation Plan. A document, published separately from this plan, which identifies the local hazards that have caused or possess the potential to adversely affect public health and safety, public or private property, or the environment.
12. Stafford Act. The Robert T. Stafford Disaster Relief and Emergency Assistance Act authorizes federal agencies to undertake special measures designed to assist the efforts of states in expediting the rendering of aid, assistance, emergency services, and reconstruction and rehabilitation of areas devastated by disaster.
13. Standard Operating Procedures. Approved methods for accomplishing a task or set of tasks. SOPs are typically prepared at the department or agency level. May also be referred to as Standard Operating Guidelines (SOGs).

IV. SITUATION & ASSUMPTIONS

A. SITUATION

The college is exposed to many hazards, all of which have the potential for disrupting the community, causing casualties, and damaging or destroying public or private property. A summary of the major hazards is provided in Figure 1. More detailed information is provided in the Natural Hazard Mitigation Plan published separately and available at:

<http://www.trpc.org/library/environment/hazards/draft+natural+hazards+mitigation+plan+for+the+thurston+region.htm>,

FIGURE 1

HAZARD ANALYSIS

	FREQUENCY	MAGNITUDE	WARNING TIME	SEVERITY	RISK PRIORITY
	4 Highly likely 3 Likely 2 Possible 1 Unlikely	4 Catastrophic 3 Critical 2 Limited 1 Negligible	4 Minimal 3 6-12 hours 2 12-24 hours 1 24+ hours	4 Catastrophic 3 Critical 2 Limited 1 Negligible	13-16 High 9-12 Medium 4-8 Low
<i>NATURAL</i>					
EARTHQUAKE	3	3	4	3	13
FLASH FLOODING	2	2	3	2	9
FLOODING (RIVER OR TIDAL)	1	2	1	1	5
TORNADO	1	1	4	2	8
VOLCANO	2	2	2	2	8
WILDFIRE	2	2	4	2	10
WINTER STORM	3	2	2	2	9

<i>MAN MADE</i>					
CHEMICAL/HAZARDOUS MATERIALS	2	3	4	2	11
DAM FAILURE	1	1	3	1	6
FIRE	2	2	4	3	11
RADIATION (NUCLEAR) INCIDENT	1	2	3	2	8
POWER OUTAGE	4	2	4	2	12
WATER SYSTEM FAILURE	2	2	4	2	10
ACCIDENTS (TRANSPORTATION)	4	2	4	2	12
MEDICAL EMERGENCY	4	2	4	2	12
PANDEMIC FLU	2	3	1	3	9
MASS CONTAMINATION	2	3	4	3	12
SUICIDE	2	2	4	2	10
BOMB THREAT	3	3	3	3	12
CIVIL DISORDER	2	2	3	2	9
DEATH ON CAMPUS	3	2	4	2	11

EXPLOSION	2	3	4	3	12
HOSTAGE SITUATION	2	3	4	3	12
ARMED INTRUDER	2	3	4	3	12
KIDNAPPING/ABDUCTION	2	2	4	3	11
REPORT OF WEAPON ON CAMPUS	3	2	4	2	11
SEXUAL ASSAULT	3	2	4	2	11
SUSPICIOUS PACKAGE/DEVICE	3	2	4	2	11
TERRORISM	2	3	4	3	12
WEAPONS ASSAULT	3	3	4	3	13

B. ASSUMPTIONS

1. The college will continue to be exposed to and subject to the impact of those hazards described above and as well as lesser hazards and others that may develop in the future.
2. It is possible for a major disaster to occur at any time and at any place. In many cases, dissemination of warning to the public and implementation of increased readiness measures may be possible. However, some emergency situations occur with little or no warning.
3. Outside assistance will be available in most emergency situations, affecting our college. Since it takes time to summon external assistance, it is essential for us to be prepared to carry out the initial emergency response on an independent basis.
4. Proper mitigation actions, such as fire inspections, can prevent or reduce disaster-related losses. Detailed emergency planning, training of emergency responders and other personnel, and conducting periodic emergency drills and exercises can improve our readiness to deal with emergency situations.

V. CONCEPT OF OPERATIONS

A. OBJECTIVES

The objectives of the incident management program are to protect public health and safety and preserve public and private property.

B. GENERAL

1. The College endeavors to help protect public health and safety and preserve property from the effects of hazardous events. The College's role includes; identifying and mitigating hazards, preparing for and responding to, and managing the recovery from events and emergency situations that affect our college community.
2. The College likely cannot do everything that would be required to protect the lives and property of the entire College community. College citizens have the responsibility to prepare themselves and their families to cope with emergency situations and manage their affairs and work space in ways that will aid the College in managing emergencies. The College will assist its community in carrying out these responsibilities by providing public information and instructions prior to and during emergency situations.
3. The College will endeavor to organize, train, and equip College responders and personnel, provide appropriate emergency facilities, provide appropriate warning and communications systems, and for contracting for emergency services. The state and federal governments offer programs that provide some assistance with portions of these responsibilities.
4. To help achieve the College's objectives, the College has organized an incident management program that is both integrated (employs the resources of government, organized volunteer groups, and businesses) and comprehensive (addresses mitigation, preparedness, response, and recovery). This plan is one element of the College's preparedness activities.
5. This plan is based on an all-hazard approach to emergency planning. It addresses general functions that may need to be performed during any incident, event or emergency situation and is not a collection of plans for specific types of incidents. For example, the warning annex addresses techniques that can be used to warn the college community during any situation, whatever the cause.
6. Departments and divisions tasked in this plan should develop and keep current standard operating procedures that describe how tasks will be performed. Departments and divisions should put in place the training and equipment necessary for an appropriate response.
7. This plan is based upon the concept that the emergency functions that must be performed by many departments or divisions generally parallel some of their normal day-to-day functions. To the extent possible, the same personnel and material resources used for day-to-day

activities will be employed during emergency situations. Because personnel and equipment resources are limited, some routine functions that do not contribute directly to the emergency may be suspended for the duration of an emergency. The personnel, equipment, and supplies that would normally be required for those functions will be redirected to accomplish emergency tasks.

8. The College has adopted the National Incident Management System (NIMS) in accordance with the President's Homeland Security Directive (HSPD)-5. Its adoption of NIMS will help provide a consistent approach to the effective management of events and situations involving natural or man-made disasters, or terrorism. NIMS allows the College to integrate its response activities using a set of standardized organizational structures designed to improve interoperability between all levels of government, private sector, and nongovernmental organizations.
9. This plan, in accordance with the National Response Framework (NRF), is an integral part of the national effort to prevent, and reduce America's vulnerability to terrorism, major disasters, and other emergencies, minimize the damage and recover from attacks, major disasters, and other emergencies that occur. In the event of an Incident of National Significance, as defined in HSPD-5, the College should integrate all operations with all levels of government, private sector, and nongovernmental organizations through the use of NRF coordinating structures, processes, and protocols.

C. OPERATIONAL GUIDANCE

The College employs the six components of the NIMS in all operations, which will provide a standardized framework that facilitates its operations in all phases of event and emergency management. Attachment 1 provides further details on the NIMS.

1. Initial Response. The College's emergency responders are likely to be the first on the scene of an emergency situation. They should normally take charge and remain in charge of an incident until it is resolved or others who have authority to do so assume responsibility. They should seek guidance and direction from the College's administration and seek technical assistance from state and federal agencies and industry where appropriate.
2. Implementation of ICS

- a. The first local emergency responder to arrive at the scene of an emergency situation will implement the incident command system and serve as the incident commander until relieved by a more senior or more qualified individual. The incident commander will establish an incident command post (ICP) and provide an assessment of the situation to local officials, identify response resources required, and direct the on-scene response from the ICP.
 - b. For some types of emergency situations, a specific incident scene may not exist in the initial response phase and the EOC may accomplish initial response actions, such as mobilizing personnel and equipment and issuing precautionary warning to the public. As the potential threat becomes clearer and a specific impact site or sites identified, an incident command post may be established, and direction and control of the response transitioned to the Incident Commander.
 - c. The best way to prepare for the possibility of emergencies is to practice emergency management principles and to organize personnel resources accordingly. To that end, the incident command system may also be used for preplanned events and activities.
3. Source and Use of Resources.
- a. The College will initially use its own resources to deal with or respond to events or emergency situations, purchasing supplies and equipment if necessary, and later seek reimbursement, if possible, from other sources. The College will request assistance if its resources are insufficient or inappropriate. The City of Olympia should be amongst the first channels through which the college requests assistance when its resources are exceeded. If additional resources are required, the College will:
 - 1) Summon those resources available to it pursuant to inter-local agreements. See Attachment 2 to this plan, which summarizes the inter-local agreements and identifies the officials authorized to request those resources.
 - 2) Summon emergency service resources that it has contracted for. See Attachment 2.
 - 3) Request assistance from volunteer groups active in disasters.
 - 4) Request assistance from industry or individuals who have resources needed to deal with the emergency situation.
 - b. When external agencies respond to a situation within the College's jurisdiction, the College expects them to conform to the guidance and direction provided by our incident commander, unless a transfer of command has taken place.

D. INCIDENT COMMAND SYSTEM (ICS)

1. The College intends to employ ICS, an integral part of the NIMS, in managing events and emergencies. ICS is both a strategy and a set of organizational arrangements for directing and controlling field operations. It is designed to effectively integrate resources from different agencies into a temporary emergency organization at an incident site that can expand and contract with the magnitude of the incident and resources on hand. A summary of ICS is provided in Attachment 1.
2. The incident commander is responsible for carrying out the ICS function of command -- managing the incident. The four other major management activities that form the basis of ICS are operations, planning, logistics, and finance/administration. For small-scale incidents, the incident commander and one or two individuals may perform all of these functions. For larger incidents, a number of individuals from different departments or divisions may be assigned to separate staff sections charged with those functions.
3. An incident commander using response resources from one or two departments or divisions can handle the majority of emergency situations. Departments or divisions participating in this type of incident response will normally obtain support through their own department or division.
4. In events or emergency situations where other jurisdictions or the state or federal government are providing significant response resources or technical assistance, it is generally desirable to transition from the normal ICS structure to a Unified or Area Command structure or transfer the command to a competent authority. This arrangement helps to ensure that all participating agencies are involved in developing objectives and strategies to deal with the emergency. Attachment 1 provides additional information on Unified and Area Commands.

F. ICS - EOC INTERFACE

1. For major events, emergencies and disasters, the Emergency Operations Center (EOC) should be activated. When the EOC is activated, a division of responsibilities should be established between the incident command post and the EOC. A general division of responsibilities is outlined below. A precise division of responsibilities should be determined for specific emergency operations.
2. The incident commander is generally responsible for field operations, including:
 - a. Isolating the scene.

- b. Directing and controlling the on-scene response to the event or emergency situation and managing the resources committed there.
 - c. Warning the population in the area of the incident and providing emergency instructions to them.
 - d. Determining and implementing protective measures (evacuation or in-place sheltering) for the population in the immediate area of the incident and for emergency responders at the scene.
 - e. Implementing traffic control arrangements in and around the incident scene.
 - f. Requesting additional resources from the EOC.
3. The EOC is generally responsible for:
- a. Providing resource support for the incident command operations.
 - b. Issuing community-wide warning.
 - c. Issuing instructions and providing information to the general public.
 - d. Organizing and implementing large-scale evacuation.
 - e. Organizing and implementing shelter and mass arrangements for evacuees.
 - f. Coordinating traffic control for large-scale evacuations.
 - g. Requesting assistance from the State and other external sources.
4. In some large-scale emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes. In such situations, more than one incident command operation may be established. If this situation occurs, a transition to an Area Command or a Unified Area Command is desirable, and the allocation of resources to specific field operations will be coordinated through the EOC.

G. STATE, FEDERAL & OTHER ASSISTANCE

1. State & Federal Assistance
- a. If local resources are inadequate to deal with an event or emergency situation, the College will request assistance from the City of Olympia. City assistance is intended to supplement local resources and not substitute for such resources, including mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts. As noted previously, agencies must request assistance from their city before requesting state assistance.
 - b. Requests for city assistance should be made to the City of Olympia EOC. In essence, state emergency assistance to local governments begins at the City of Olympia EOC level and the key person to validate a request for, obtain, and provide that state assistance and support is the City of Olympia Emergency Manager. A request for state assistance must be made by the college president or designee and may be made by telephone or fax.

- c. The City of Olympia EOC staff will forward requests for assistance that cannot be satisfied by city resources within the area to the Thurston County EOC for action.
- d. Any requests that cannot be fulfilled by the county will be forwarded to the State EOC.

2. Other Assistance

- a. If resources required to control an emergency situation are not available within the State, the Governor may request assistance from other states pursuant to a number of interstate compacts or from the federal government through the Federal Emergency Management Agency (FEMA).
- b. For major emergencies and disasters for which a Presidential declaration has been issued, federal agencies may be mobilized to provide assistance to states and local governments. The National Response Framework (NRF) describes the policies, planning assumptions, concept of operations, and responsibilities of designated federal agencies for various response and recovery functions. The Nuclear/Radiological Incident Annex of the NRF addresses the federal response to major incidents involving radioactive materials.
- c. FEMA has the primary responsibility for coordinating federal disaster assistance. No direct federal disaster assistance is authorized prior to a Presidential emergency or disaster declaration, but FEMA has limited authority to stage initial response resources near the disaster site and activate command and control structures prior to a declaration. The Department of Defense has the authority to commit its resources to save lives prior to an emergency or disaster declaration. See Annex H, Recovery, for additional information on the assistance that may be available during disaster recovery.
- d. The NRP applies to Stafford and non-Stafford Act incidents and is designed to accommodate not only actual incidents, but also the threat of incidents. Therefore, NRP implementation is possible under a greater range of incidents.

H. EMERGENCY AUTHORITIES

- 1. Washington statutes (RCW 38.52) provide local government, principally the college president, or designee, with a number of powers to control emergency situations. If necessary, the College shall use these powers during emergency situations. These powers include:
 - a. Suspending procedural laws and rules to facilitate a timely response.
 - b. Restricting the movement of people and occupancy of premises.
 - c. Authorizing evacuations.
 - d. Suspending personnel rules.

2. The authority to declare a campus state of emergency rests with one of the following individuals in this order:
 - a. College President
 - b. Vice President for Planning, Effectiveness, and Operations
 - c. Vice President for Instruction
 - d. Vice President for Student Services
 - e. Chief of Human Resources

I. ACTIONS BY PHASES OF EMERGENCY MANAGEMENT

1. This plan addresses emergency actions that are conducted during all four phases of emergency management.
 - a. Mitigation

The College will conduct mitigation activities as an integral part of its emergency management program. Mitigation is intended to eliminate hazards, reduce the probability of hazards causing an emergency situation, or lessen the consequences of unavoidable hazards. Mitigation should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation. Our mitigation program is outlined in Annex D, Hazard Mitigation and in the Natural Hazard Mitigation Plan for Thurston region at <http://www.trpc.org/library/environment/hazards/draft+natural+hazards+mitigation+plan+for+the+thurston+region.htm>.

- b. Preparedness

The College will conduct preparedness activities to develop the response capabilities needed for an event or an emergency. Among the preparedness activities included in its incident management program are:

- 1) Providing emergency equipment and facilities.
- 2) Event and Emergency planning, including maintaining this plan, its annexes, and appropriate SOPs.
- 3) Conducting or arranging appropriate training for incident management team members, emergency responders, emergency management personnel, other college officials, and volunteer groups who assist the College during emergencies.
- 4) Conducting periodic drills and exercises to test the College's plans and training.

c. Response

The College will do its best to respond to emergency situations effectively and efficiently. The focus of most of this plan and its annexes is on planning for events and the response to emergencies. Response operations are intended to resolve an emergency situation while minimizing casualties and property damage. Response activities include warning, emergency medical services, firefighting, law enforcement operations, evacuation, shelter and mass care, emergency public information, search and rescue, as well as other associated functions.

d. Recovery

If a disaster occurs, the College will carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the college community and provide for the basic needs of the public. Long-term recovery focuses on restoring the college community to its normal state. The federal government, pursuant to the Stafford Act, provides the vast majority of disaster recovery assistance. Examples of recovery programs include restoration of college services, debris removal, restoration of utilities, disaster mental health services, and reconstruction of damaged roads and bridges. The College may be used, pursuant to mutual aid agreements, as temporary housing for the greater Olympia community as needed. Our recovery program is outlined in Annex H, Recovery.

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. ORGANIZATION

1. General

Most departments and divisions of the college have emergency functions in addition to their normal day-to-day duties. During emergency situations, our normal organizational arrangements are modified to facilitate emergency operations. The College organization for emergencies includes a policy group, incident management team, support services, volunteer/other services, faculty and supervisors, evacuation coordinators and College employees. Attachment 3 depicts our emergency organization.

2. Policy Group

The Policy Group provides guidance and direction for incident management programs and for emergency response and recovery operations. The Policy Group includes the College President and Vice Presidents.

3. Incident Management Team

The incident management team includes the Incident Commander and those employees filling positions in the ICS structure with primary incident response actions. The incident commander is the person in charge at an incident site.

4. Support Services

This group includes departments and divisions that support and sustain emergency responders and also coordinate emergency assistance provided by organized volunteer organizations, business and industry, and other sources.

5. Volunteer and Other Services

This group includes organized volunteer groups and businesses that have agreed to provide certain support for emergency operations.

6. Faculty and Supervisors

This group includes all faculty, part and full-time and departmental supervisors.

7. Evacuation Coordinators

This group includes those faculty, staff and supervisors designated as evacuation coordinators. Custodians will act as night evacuation coordinators.

8. College Employees

This group includes all faculty, staff, administrators and exempt personnel, to include part and full-time, not previously mentioned.

B. ASSIGNMENT OF RESPONSIBILITIES

1. General

For most response functions, successful operations require a coordinated effort from a number of departments, divisions, and groups. To facilitate a coordinated effort, - personnel are assigned primary responsibility for filing specific ICS positions. Generally, primary responsibility for an function will be assigned to an individual from the department or division that has responsibility for that function or possesses the most appropriate knowledge and skills. Other officials, departments, and divisions may be assigned support responsibilities for specific functions.

2. The individual having primary responsibility for a function is normally responsible for coordinating preparation of and maintaining that portion of the emergency plan that addresses that function. Listed below are general responsibilities assigned to the Policy Group, Incident Management Team, Support Services, and other Support Agencies. Additional specific responsibilities can be found in the functional annexes to this Basic Plan.

3. Policy Group Responsibilities

a. The Policy Group will:

- 1) Establish objectives and priorities for the incident management program and provide general policy guidance on the conduct of that program.
- 2) Monitor the response during disaster situations and provide direction where appropriate.
- 3) With the assistance of the Public Information Officer, keep the public informed during emergency situations.
- 4) Request assistance from other local governments or the State when necessary.
- 5) Direct activation of the EOC.

b. The Incident Commander will:

- 1) Implement the policies and decisions of the governing body relating to incident management.
- 2) Organize the incident management program and identify personnel, equipment, and facility needs.
- 3) Assign tasks to employees.
- 4) Direct that departments and divisions participate in planning, training, and exercise activities.
- 5) Keep the College President/Vice Presidents apprised of the College's preparedness status and incident management needs.
- 6) Coordinate the operational response of local emergency services.
- 7) Coordinate activation of the EOC and supervise its operation.

c. The Deputy IC/ Safety Officer will:

- 1) Serve as the staff advisor to the Incident Commander on incident management matters.
- 2) Coordinate local planning and preparedness activities and the maintenance of this plan.
- 3) Prepare and maintain a resource inventory.
- 4) Arrange appropriate training for incident management personnel and responders.
- 5) Coordinate periodic exercises to test the College's plan and training.
- 6) Manage the EOC, develop procedures for its operation, and conduct training for those who staff it.
- 7) Activate the EOC when required.
- 8) Perform day-to-day liaison with the state emergency management staff and other local emergency management personnel.
- 9) Coordinate with organized volunteer groups and businesses regarding emergency operations.

4. Common Responsibilities

All members of the incident management team and support services will:

- a. Provide personnel, equipment, and supplies to support emergency operations upon request.
- b. Develop and maintain SOPs for emergency tasks.
- c. Provide trained personnel to staff the incident command post and EOC and conduct emergency operations.
- d. Provide current information on emergency resources for inclusion in the Resource List in Appendix 1 to Annex J, Resource Management.

- e. Report information regarding emergency situations and damage to facilities and equipment to the Incident Commander or the EOC.

5. Emergency Services Responsibilities

a. The Incident Commander will:

- 1) Manage resources and operations at the event / incident site command post to resolve the situation.
- 2) Determine and implement required protective actions for response personnel and the public at an incident site.

b. Warning.

- 1) Primary responsibility for this function is assigned to the Public Information Officer who will prepare and maintain Annex A (Warning) to this plan and supporting SOPs.
- 2) tasks to be performed include:
 - a) Receive information on situations.
 - b) Alert key local officials of situations.
 - c) Disseminate warning information and instructions to the public through available warning systems.
 - d) Disseminate warning and instructions to special facilities such as schools and hospitals.
 - e) Establish a Joint Information Center (JIC)
 - f) Pursuant to the Joint Information System (JIS), compile and release information and instructions for the public during emergency situations and respond to questions relating to emergency operations.
 - g) Provide information to the media and the public during situations.
 - h) Arrange for media briefings.
 - i) Compiles print and photo documentation of emergency situations.

c. Communications.

- 1) Primary responsibility for this function is assigned to the Deputy IC, who will prepare and maintain Annex B (Communications) to this plan and supporting SOPs.
- 2) tasks to be performed include:

- a) Identify the communications systems available within the local area and determine the connectivity of those systems, and verify their interoperability.
- b) Develop plans and procedures for coordinated use of the various communications systems available to the college during events or emergencies.
- c) Determine and implement means of augmenting communications during events or emergencies, including support by volunteer organizations.

d. Evacuation.

- 1) Primary responsibility for this function is assigned to the Deputy IC, who will prepare and maintain Annex C (Evacuation) to this plan and supporting SOPs.
- 2) tasks to be performed include:
 - a) Identify areas where evacuation has been or may be in the future and determine population at risk.
 - b) Perform evacuation planning for known risk areas to include route selection and determination of traffic control requirements.
 - c) Develop simplified planning procedures for ad hoc evacuations.
 - d) Determine emergency public information requirements.
 - e) Perform evacuation planning for special needs facilities (Dental, YMCA Childcare, and Hawks Prairie).

e. Law Enforcement.

- 1) Primary responsibility for this function is assigned to the Deputy IC, who will prepare and maintain Annex F (Law Enforcement) to this plan and supporting SOPs.
- 2) tasks to be performed include:
 - a) Maintenance of law and order.
 - b) Traffic control.
 - c) Terrorist incident response.
 - d) Provision of security for vital facilities, evacuated areas, and shelters.
 - e) Access control for damaged or contaminated areas.
 - f) Warning support.
 - g) Post-incident reconnaissance and damage assessment.
 - h) Preparation and maintenance of law enforcement resource inventory.

f. Search & Rescue.

- 1) The primary responsibility for this function is assigned to the Operations Section Chief, who will prepare and maintain Annex G (Search and Rescue) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:
 - a) Coordinate and conduct search and rescue activities.
 - b) Identify requirements for specialized resources to support rescue operations.
 - c) Coordinate external technical assistance and equipment support for search and rescue operations.

6. Support Services Responsibilities

a. Recovery.

- 1) Primary responsibility for this function is assigned to the Liaison Officer, who will prepare and maintain Annex H (Recovery) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:
 - a) Establish and train a damage assessment team using local personnel. Coordinate the efforts of that team with state and federal damage assessment personnel who may be dispatched to assist the College.
 - b) Assess and compile information on damage to public and private property on campus and needs of disaster victims and formulate and carry out programs to fill those needs.
 - c) If damages are beyond the College's capability to deal with, compile information for use by the college administration in requesting state or federal disaster assistance.
 - d) If the College is determined to be eligible for state or federal disaster assistance, coordinate with state and federal agencies to carry out authorized recovery programs.

b. Public Works & Engineering.

- 1) Primary responsibility for this function is assigned to the Liaison Officer, who will prepare and maintain Annex I (Public Works & Engineering) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:

- a) Protect facilities and vital equipment where possible.
- b) Assess damage to streets, bridges, traffic control devices, and other public facilities.
- c) Direct temporary repair of vital facilities.
- d) Restore damaged roads and bridges.
- e) Restore waste treatment and disposal systems.
- f) Arrange for debris removal.
- g) General damage assessment support.
- h) Building inspection support.
- i) Provide specialized equipment to support emergency operations.
- j) Support traffic control and search and rescue operations.

c. Resource Management.

- 1) Primary responsibility for this function is assigned to the Admin/Finance Section Chief, who will prepare and maintain Annex J (Resource Management) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:
 - a) During emergency operations, locate supplies, equipment, and personnel to meet specific needs.
 - b) Maintain a list of suppliers for supplies and equipment needed immediately in the aftermath of an emergency.
 - c) Establish emergency purchasing procedures and coordinate emergency procurements.
 - d) Coordinate transportation, sorting, temporary storage, and distribution of resources during emergency situations.
 - e) Establish staging areas for resources, if required.
 - f) During emergency operations, identify to the Donations Management Coordinator those goods, services, and personnel that are needed.
 - g) Maintain records of emergency-related expenditures for purchases and personnel.

d. Human Services.

- 1) Primary responsibility for this function is assigned to the Logistics Section Chief who will prepare and maintain Annex K (Human Services) to this plan and supporting SOPs
- 2) tasks to be performed on campus include:

- a) Identify emergency feeding sites.
- b) Identify sources of clothing for disaster victims.
- c) Secure emergency food, water and medical supplies.
- d) Coordinate the operation of shelter facilities, whether operated by local government, local volunteer groups, or organized disaster relief agencies such as the American Red Cross.
- e) Coordinate special care requirements for disaster victims such as the aged, special needs individuals, and others.
- f) Coordinate the provision of disaster mental health services to disaster victims, emergency workers, and/or others suffering trauma due to the emergency incident/disaster.

e. Hazard Mitigation.

- 1) The primary responsibility for this function is assigned to the Deputy IC, who will prepare and maintain Annex D (Hazard Mitigation) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:
 - a) Maintain the local Hazard Analysis.
 - b) Identify beneficial pre-disaster hazard mitigation projects and seek approval from local officials to implement such projects.
 - c) In the aftermath of an emergency, determine appropriate actions to mitigate the situation and coordinate implementation of those actions.
 - d) Coordinate and carry out post-disaster hazard mitigation program.

f. Transportation.

- 1) The primary responsibility for this function is assigned to the Logistics Section Chief, who will prepare and maintain Annex E (Transportation) to this plan and supporting SOPs.
- 2) tasks to be performed on campus include:
 - a) Identify local public and private transportation resources and coordinates their use in emergencies.
 - b) Coordinate deployment of transportation equipment to support emergency operations.
 - c) Maintain records on use of transportation equipment and personnel for purpose of possible reimbursement.

- g. Department and Division heads not assigned a specific function in this plan should be prepared to make their resources available for emergency duty at the direction of our college president.

7. Volunteer & Other Services

- a. Volunteer Groups. The following are local volunteer agencies that can provide disaster relief services and traditionally have coordinated their efforts with our local government:

- 1) Rainier Chapter, American Red Cross (ARC).

Provides shelter management and feeding at fixed facilities and through mobile units, first aid, replacement of eyeglasses and medications, provision of basic clothing, and limited financial assistance to those affected by emergency situations. The Red Cross also provides feeding for emergency workers.

The college has a shelter agreement in place with ARC. In the event of a regional disaster ARC has been authorized to utilize building 31, the Gymnasium, as an emergency shelter. They will be self-sufficient providing their own food and berthing services.

8. Faculty and Supervisors

- a. Educate their students and/or employees concerning college emergency procedures as well as evacuation procedures for their building and/or activity.
- b. Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this guide.
- c. Evaluate and survey their work area in order to determine the impact a fire or earthquake could have on their area.
- d. Report all safety hazards to the security office.
- e. Promptly submitted to the maintenance office work orders to reduce hazards and to minimize accidents.
- f. Emergency action plans and preparedness should be reviewed with all employees. Discussion should include basic procedures for alerting students/staff, evacuation, head count, emergency supplies, and other items appropriate to each building or area.

g. Emergency Situations

- 1) Inform all employees/students under their direction of the emergency condition.
- 2) Evaluate impact that the emergency has on their activity and take appropriate action. This may include ceasing operation and initiating building evacuation.

8. Evacuation Coordinators

- a. Know their roles and responsibilities during emergencies.
- b. Know the layout and congruous areas of their building/areas to include hazard areas to be avoided during emergencies; know established and alternative escape routes; know locations of critical building/area utilities; know what action to take to assist disabled and/or trapped individuals; and know the various levels and types of emergencies.
- c. Attend scheduled training and participate in exercises.

9. College Employees

- a. Understand and know what actions to take during an event or emergency. If employees have any questions, they should contact their supervisor.

VII. DIRECTION AND CONTROL

A. GENERAL

1. The Policy Group is responsible for establishing objectives and policies for event and emergency management and providing general guidance for disaster response and recovery operations, all in compliance with the NIMS. During disasters, they may carry out those responsibilities from the EOC.
2. The Incident Commander may appoint an EOC Manager to provide overall direction of the support activities of the EOC.
3. The Incident Commander, assisted by a staff sufficient for the tasks to be performed, will manage the College's response at an incident site.
4. During event or incident operations, department heads retain administrative and policy control over their employees and equipment. However, personnel and equipment will carry out mission assignments directed by the incident commander. Each department and division is responsible for having its own operating procedures to be followed during response operations, but interdepartmental procedures, such a common communications protocol, may be adopted to facilitate coordinated effort.
5. If the College's own resources are insufficient or inappropriate to deal with an situation, the College may request assistance from other jurisdictions, organized volunteer groups, or the State. The process for requesting State or federal assistance is covered in section V. (Concept of Operations) of this plan; see also the Request for Assistance form in Annex H. External agencies are expected to conform to the general guidance and directed provided by the College's senior decision-makers.

B. EMERGENCY FACILITIES

1. Incident Command Post. Except when an emergency situation threatens, but has not yet occurred, and those situations for which there is no specific hazard impact site (such as a severe winter storm or area-wide utility outage), an incident command post or command posts will be established in the vicinity of the incident site(s). As noted previously, the incident commander will be responsible for directing the emergency response and managing the resources at the incident scene.
2. Emergency Operating Center. When major emergencies and disasters have occurred or appear imminent, the College will activate our EOC, which is located in the Boardroom of Building 25, if available.
3. The following individuals are authorized to activate the EOC:

- a. College President
 - b. Incident Commander
 - c. Deputy IC
4. The general responsibilities of the EOC are to:
- a. Assemble accurate information on the situation and current resource data to allow local officials to make informed decisions on courses of action.
 - b. Work with representatives of emergency services, determine and prioritize required response actions and coordinate their implementation.
 - c. Provide resource support for emergency operations.
 - d. Suspend or curtail college services, recommend the closure of the college and cancellation of public events.
 - e. Organize and activate large-scale evacuation and mass care operations.
 - f. Provide emergency information to the public.
5. Representatives of those departments and agencies assigned emergency functions in this plan will staff the EOC. The interface between the EOC and the incident command post is described in paragraph V.E above.
6. The College's Alternate EOC will be located at a suitable site as determined by the Operations Section Chief. An alternate facility will be used if the College's primary EOC becomes unusable.

C. LINE OF SUCCESSION

1. The Board of Trustees authorizes the president to specifically designate a vice president employed by the college as his/her designee fully authorized to exercise all powers and duties exercised by the president during the period of the president's absence or disability.
2. In the event of no specific designation by the president during his/her absence or disability, designates to the persons occupying the below-listed positions, the authority to exercise all

powers and duties exercised by the president until a Special Meeting of the Board of Trustees has been called and resulted in appointment of an acting president. The line of succession for the College President is:

- a. Vice President for Planning, Effectiveness, and Operations
- b. Vice President for Instruction
- c. Vice President for Student Services
- d. Chief of Human Resources

3. The line of succession for the Vice President of Planning, Effectiveness, and Operations is:

- a. Dean of Enterprise Services
- b. Dean of Capital Facilities
- c. Chief Information Officer
- d. Director of Security

4. The line of succession for the Emergency Management Coordinator is:

- a. Campus Security Sergeant
- b. Campus Security Officer

D. The lines of succession for each of the College's department and division heads shall be in accordance with the SOPs established by those departments and divisions.

VIII. READINESS LEVELS

- A. Many emergencies follow some recognizable build-up period during which actions can be taken to achieve a gradually increasing state of readiness. The College uses a four-tier system. Readiness Levels will be determined by the Vice President for Planning, Effectiveness, and Operations or, for certain circumstances, the Emergency Management Coordinator. General actions to be taken at each readiness level are outlined in the annexes to this plan. More specific actions will be detailed in departmental or division SOPs.
- B. The following Readiness Levels will be used as a means of increasing the College's alert posture.

- 1. Level 4: Normal Conditions

- a. **Critical Incident or Pre-planned Event
Minor, Localized, Quickly Resolved or Contained**

- Level 4 is a minor, localized organization or building incident that is quickly resolved with existing College resources and organizational structures or limited outside help. These incidents happen with relative frequency. A level 4 event or incident has little or no effect on personnel or normal operations outside the locally affected area or organization and relies largely on organizational incident response plans.

- Level 4 organization and command may be the starting point for a pre-planned incident or event.

- The process for response at level 4 may involve a unified command of more than one campus department or unit (e.g. Facilities and Campus Safety or Campus Safety and Student Life) who co-lead or command the response. It may also be structured with an incident commander from another agency or from one College organizational unit with personnel from other organizational units playing support roles under one command.

- b. The normal operations of government are not affected.

- 1. Level 3: Increased Readiness

- a. Increased Readiness refers to a situation that presents a greater potential threat than "Level 4", but poses no immediate threat to life and/or property. Increased readiness actions may be appropriate when the situations similar to the following occur:

- 1) Weather Threat. A weather system has developed that has the potential to impact the local area. Readiness actions may include regular situation monitoring, a review of plans and resource status, determining staff availability and placing personnel on-call.

- 2) Large Event / Mass Gathering. For mass gatherings, readiness actions may include reviewing security, traffic control, fire protection, and first aid planning with event organizers and determining additional requirements.

- b. Declaration of “Level 3” will generally require the initiation of the “Increased Readiness” activities identified in each annex to this plan.

3. Level 2: High Readiness

- a. High Readiness refers to a situation or condition with a significant potential and probability of causing loss of life and/or property. This condition will normally require some degree of warning to the public. Actions could be triggered by severe weather warning information issued by the National Weather Service such as:
 - 1) High Wind Warning. Issued to alert persons that high winds (sustained to 40 mph or gusting to 60 mph) are imminent or occurring and immediate action should be taken. Readiness actions may include notifying the college community about the warning, preparing for possible power outages, putting grounds crews on stand-by to clear the roads, canceling classes, closing the campus, and continuous situation monitoring.
 - 2) Winter Storm Warning. Issued when heavy snow, sleet, or freezing rain are forecast to occur separately or in a combination. Readiness actions may include preparing for possible power outages, putting road crews on stand-by to clear and/or sand the roads, canceling classes, closing the campus and continuous situation monitoring.
 - 3) Disorderly Mass Gathering. Civil disorder with relatively large-scale localized violence is imminent. Readiness actions may include increased law enforcement presence, and continuous situation monitoring.
- b. Declaration of a “Level 2” will generally require the initiation of the “High Readiness” activities identified in each annex to this plan.

4. Level 1: Maximum Readiness

- a. Maximum Readiness refers to a situation or condition in which hazardous conditions are imminent. This condition denotes a greater sense of danger and urgency than associated with a “Level 2” event. Actions could also be generated by severe weather warning information issued by the National Weather Service combined with factors making the event more imminent.
 - 1) High Wind Warning. Issued to alert persons that particularly damaging high winds are imminent or occurring and response actions are taking place. Actions may include notifying the college community about the warning, preparing for possible power outages, activating grounds crews to clear the roads, canceling classes, closing the campus, and continuous situation monitoring.

- 2) Winter Storm Warning. Issued when heavy snow, sleet, or freezing rain are forecast to occur separately or in a combination and associated response actions are taking place. Actions may include preparing for possible power outages, road crews activated to clear and/or sand the roads, canceling classes, closing the campus and continuous situation monitoring.
 - 3) Disorderly Mass Gathering. Civil disorder with relatively large-scale localized violence is occurring. Actions may include increased law enforcement presence, and continuous situation monitoring.
- b. Declaration of “Level 1” will generally require the initiation of the “Maximum Readiness” activities identified in each annex to this plan.

IX. ADMINISTRATION AND SUPPORT

A. AGREEMENTS AND CONTRACTS

1. If the College's local resources are inadequate during an event or emergency; requests will be made for assistance from other local jurisdictions, other agencies, and industry in accordance with existing mutual-aid agreements and contracts and those agreements and contracts made during the emergency. Such assistance may include equipment, supplies, or personnel. All agreements will be entered into by authorized officials and should be in writing whenever possible. Agreements and contracts should identify the college officials authorized to request assistance pursuant to those documents.
2. The agreements and contracts pertinent to emergency management that the College is a party to are summarized in Attachment 2.

B. REPORTS

1. Hazardous Materials Spill Reporting. If we are responsible for a release of hazardous materials of a type or quantity that must be reported to state and federal agencies, the department or agency responsible for the spill shall make the required report. See Appendix G, Hazardous Materials, for more information. If the party responsible for a reportable spill cannot be located, the Incident Commander shall ensure that the required report(s) are made.
2. Initial Emergency Report. This short report should be prepared and transmitted by the EOC when an on-going emergency incident appears likely to worsen and the College may need assistance from other local governments or the State.
3. Situation Report. A daily situation report should be prepared and distributed by the EOC during major emergencies or disasters.
4. Other Reports. Several other reports covering specific functions are described in the annexes to this plan.

C. RECORDS

1. Record Keeping for Emergency Operations

Our college is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support events and emergency operations. This shall be done in accordance with the established local fiscal policies and standard cost accounting procedures.

- a. Activity Logs. The Incident Command Post and the EOC shall maintain accurate logs recording key response activities, including:
 - 1) Activation or deactivation of emergency facilities.
 - 2) Emergency notifications to other local governments and to state and federal agencies.
 - 3) Significant changes in the emergency situation.
 - 4) Major commitments of resources or requests for additional resources from external sources.
 - 5) Issuance of protective action recommendations to the public.
 - 6) Evacuations.
 - 7) Casualties.
 - 8) Containment or termination of the incident.
- b. Incident Costs. All department and divisions shall maintain records summarizing the use of personnel, equipment, and supplies during the response to day-to-day incidents to obtain an estimate of annual event and emergency response costs that can be used for preparing future department or agency budgets.
- c. Event, Emergency or Disaster Costs. For major events, emergencies or disasters, all departments and divisions participating in the response shall maintain a detailed record of costs for operations to include:
 - 1) Personnel costs, especially overtime costs
 - 2) Equipment operations costs
 - 3) Costs for leased or rented equipment
 - 4) Costs for contract services to support emergency operations
 - 5) Costs of specialized supplies expended for emergency operations

These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal government.

2. Preservation of Records

- a. In order to continue normal government operations following an event or emergency situation, disaster, vital records must be protected. These include legal documents as well as student registration and fiscal records. The principal causes of damage to records are fire and water; therefore, essential records should be protected accordingly. Each department or division responsible for preparation of annexes to this plan will include protection of vital records in its SOPs.

- b. If records are damaged during an emergency situation, the College will seek professional assistance to preserve and restore them.

D. TRAINING

It will be the responsibility of each department/division director/dean to ensure that agency personnel, in accordance with the NIMS, possess the level of training, experience, credentialing, currency, physical and medical fitness, or capability for any positions they are tasked to fill.

E. CONSUMER PROTECTION

Citizen complaints regarding alleged unfair or illegal business practices often occur in the aftermath of a disaster. Such complaints will be directed to the Attorney General.

F. POST-INCIDENT AND EXERCISE REVIEW

The Incident Commander is responsible for organizing and conducting a critique following the conclusion of a significant emergency event/incident or exercise. The After Action Report (AAR) will entail both written and verbal input from all appropriate participants. An Improvement Plan will be developed based on the deficiencies identified, and an individual, department, or division will be assigned responsibility for correcting the deficiency with a due date established for that action.

X. PLAN DEVELOPMENT AND MAINTENANCE

A. PLAN DEVELOPMENT

The College President is responsible for approving and promulgating this plan.

B. DISTRIBUTION OF PLANNING DOCUMENTS

1. The Vice President for Planning, Effectiveness, and Operations shall determine the distribution of this plan and its annexes. In general, copies of plans and annexes should be distributed to those individuals, departments, divisions, and organizations tasked in this document. Copies should also be set-aside for the EOC and other emergency facilities.
2. The Basic Plan includes a distribution list indicating who receives copies of the basic plan and the various annexes to it. In general, individuals who receive annexes to the basic plan should also receive a copy of this plan, because the Basic Plan describes our incident management organization and basic operational concepts.

C. REVIEW

The Basic Plan and its annexes should be reviewed annually by local officials. The Vice President for Planning, Effectiveness, and Operations will establish a schedule for annual review of planning documents by those tasked in them.

D. UPDATE

1. This plan will be updated based upon deficiencies identified during actual event activities and emergency situations and exercises and when changes in threat hazards, resources and capabilities, or government structure occur.
2. The Basic Plan and its annexes must be revised or updated by a formal change at least every five years. Responsibility for revising or updating the Basic Plan is assigned to the Director of Security. Responsibility for revising or updating the annexes to this plan is outlined in Section VI.B, Assignment of Responsibilities, as well as in each annex.
3. Revised or updated planning documents will be provided to all departments, divisions, local agencies, and individuals tasked in those documents.
4. RCW 38.52.070 provides that EMD shall review local emergency management plans.

XI. HAZARD SPECIFIC APPENDIX

GENERAL EMERGENCY PROCEDURES

TO REPORT AN EMERGENCY:

Call Campus Security:	Extension 5299 (360-596-5299)
After hours/weekends/holidays:	360-596-5299

FOR ANY URGENT EMERGENCY REQUIRING OUTSIDE ASSISTANCE:

Dial: 911

- When calling, stay calm and carefully explain the problem and the location to the dispatcher.
- Give your name, location, telephone number and extension.
- Provide all the information requested of you.

A. ARMED INTRUDER

If an armed or threatening individual comes onto South Puget Sound Community College property it is very important that staff and/or students take protective actions and report it immediately.

If a person sees an armed intruder come on to campus they are to:

- Call 911 – if possible stay on the line
- Call Campus Security at 5299 (360-596-5299)

Go to a **SAFE** area to call. Note and report what the person is wearing, sex, height, weight, and any other items that are particular to the individual. Note and report what kind of weapon they are carrying and direction of travel or building entered.

STUDENTS, FACULTY, STAFF SHOULD NOT CONFRONT AN ARMED INTRUDER UNLESS NO SAFER ALTERNATIVE IS AVAILABLE AND CONFRONTATION IS UNAVOIDABLE.

Security responsibilities:

The security office will verify that 911 has been called. They will try to maintain a safe observation point to monitor the path of the intruder and keep the police informed of activities of the intruder. Security will try to prevent people from going into harm's way and, if possible, lock down buildings to prevent an intruder from entering.

Evacuation Coordinators responsibilities:

If possible, evacuation coordinators will lock down their building and prevent people from leaving. Again, if possible, go through the building and notify persons in the building to stay in the building keep away from windows and lock their classrooms and/or office doors until notified that it is safe to leave.

Hostile intruder(s) in a campus building

While there are no set procedures for handling this type of problem, steps can be taken to minimize the threat.

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, the following procedures should be implemented:

- If possible, employees should immediately lock the students/staff in the classroom/office.
- Cover any windows or openings that have a direct line of sight into the hallway.
- If a telephone is available, call 911 and stay on the line if possible.

- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit.
- Close blinds or curtains.
- Stay away from windows.
- Turn off lights and all audio equipment.
- Try to remain as calm as possible.
- Keep everyone together.
- Keep classrooms/offices/buildings secure until police arrive and give directions.
- If you are not in a room, try to get to a classroom or an office.
- Stay out of open areas and be as quiet as possible.

Hostile intruder(s) on the college grounds

- Run away from the threat if you can, as fast as you can.
- Do not run in a straight line.
- Stay near vehicles, bushes, trees and anything that could possibly block your view from the hostile person(s), while you are running.
- If you can get away from the immediate area of danger, call 911 and warn others.
- If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this really a good spot to remain hidden?
- If the person(s) are causing death or serious physical injury and you are unable to run or hide, you may choose to play dead if other victims are around you.
- If the intruder catches you and is intent on harming you, defend yourself by whatever means are necessary and available.
- When the police arrive, obey all commands.

There is no training guide that can cover every possible situation that might occur. This information is a tool that could reduce the number of injuries or death if action is taken as soon as a situation develops.

B. BOMB THREAT

NOTE: No two bomb threats are exactly the same. Every threat will be reviewed and handled on the facts and information available at the time. It is the policy of South Puget Sound Community College that the best decision at the time will be made in light of the circumstances.

After receiving the bomb threat, the employee will immediately call campus security, which will call law enforcement and report the threat. If unable to contact security, call 911 immediately.

The individual who received the threat will fill out the **Bomb Threat Form**.

The decision to evacuate should be made by the college administration. Law enforcement may assist by offering advice based on their experience and training.

If the decision is made to evacuate, law enforcement may offer advice on following:

- Determining areas that need to be evacuated.
- Employees and students should be evacuated a safe distance away from the building
- Assisting with traffic control.
- Determining when the building(s) can be reoccupied.

Two-way radios, pagers and cellular telephones should not be used within 500 feet of the area.

Depending on the situation, buildings may be evacuated prior to searches. If a decision is made to evacuate a building(s), it should be done quickly and orderly. Employees and students should be informed that there is a hazardous/emergency situation and they need to exit the building. They should be informed, which exit to use, and where they need to go.

Special consideration should be made for the following areas:

- Hawks Prairie - If it occurs at this site, campus security will call Lacey Police. If unable to contact security, call Lacey Police immediately. Based on the information received, the advice of law enforcement and South Puget Sound Community College administrators, a determination will be made whether to evacuate the building. Campus security and other employees who have received bomb recognition training will assist with the search, if requested by Lacey Police. Other businesses in the mall should be advised of the threat and what action the college is taking, i.e., evacuating or not evacuating. Care should be taken so as not to cause a panic situation.

- Day Care Center - Special consideration - notification of parents.
- Dental Clinic - working on patients when a threat is received.
- Cafeteria - shutting down their operations.
- Other off campus sites – whether they need to be involved in this particular incident.
- Other considerations - contractors, special meetings, events, games, graduation

Building Searches:

According to the Washington State Patrol and Olympia Police Department, college employees who are more familiar with the buildings and grounds should do building searches. Only college employees that have completed bomb recognition training will be involved in any type of searching. Employees searching will look for suspicious items. If a suspicious object, package, or briefcase is found, the employee will immediately leave the area, making sure others do the same and immediately contact law enforcement. **Under no circumstance should you touch it, tamper with it, or move it in any way.**

Returning to buildings:

College administrators in conjunction with law enforcement will determine when the buildings(s) can be reoccupied.

Informing the college community and media:

The Office of College Relations should handle all information about the incident, i.e., media, informing students and staff. The Office of College Relations should be informed of the hazardous situation when a decision is made to evacuate the building(s).

Training:

Only employees that have completed the Washington State Patrol, or its equivalent, bomb recognition training will be involved in any type of searching. Employees should be aware of evacuation plans.

C. EARTHQUAKE

During an Earthquake:

Stay Calm. If outdoors - stay outdoors. If indoors - stay indoors.

Indoors:

Drop, cover and hold. If indoors, take immediate cover under a heavy desk, table, or bench and hold on.

If you are in a hall move next to an inside wall. Turn away from glass/windows. Cover your head/neck with your arms and close your eyes.

Wheelchair – If you are in a wheelchair, stay in it and set your brake. Move to safe cover if possible. If possible cover your head with a book or your arms and close your eyes.

Again, keep away from windows, tall bookcases and objects that might fall.

Hang onto whatever you are hiding under to keep it from moving away from you.

Remember after shocks may occur anytime. Power might be out, water pipes may have broken, fire alarms may be going off, electrical wires may be exposed, natural gas may be leaking - use caution.

In a crowded place:

Move away from heavy overhead objects.

Do not rush for a doorway - others will have the same idea. If you are in a theater or gymnasium, stay in your seat, protect your head with your arms or get under the seat if possible. Do not attempt to leave until the shaking stops.

Outdoors:

If you are outside, move to a clear area, away from trees, light poles, signs, buildings or downed wires.

In a vehicle:

If you are driving, slowly pull over to the side of the road and stop. Avoid overpasses, power lines, light poles, underpasses and other hazards. Stay inside the vehicle until the shaking stops.

After an Earthquake:

Check for injuries: Give first aid. Do not move seriously injured people unless there is danger of further injury.

Evacuate damaged buildings: Aftershocks could cause additional damage or buildings can collapse. Do not reenter until declared safe. Go to your designated assembly areas. Report injured or trapped individuals to the building evacuation coordinator. Supervisors and instructors will take roll of staff and students. Report missing individuals to the building evacuation coordinators.

Emergency operation center: Report injuries, individuals trapped fires, gas leaks, damaged areas or buildings to the emergency operation center (Bld. 25 Boardroom). If the Bld. 25 Boardroom is unusable, a note will be posted where the center is located. The center will contact rescue personnel, provide information where injured persons should go and provide as much information and assistance as possible.

Looking for hazards: If building exits are blocked or there is a hazard, use caution tape (located in security vehicle, disaster kit, with evacuation coordinators and security office) to block off area. Use the buddy system (two people). Start outside - do not put yourself at risk.

Do not use elevators: Elevators might have been damaged during the earthquake. Evac-chairs to assist people down stairs are located in Building 20 (2nd and 3rd floors) - Bldg. 21 (stairwells and next to the elevator in the auditorium) - Building 25 (second floor) - Building 27 (second floor, next to elevator) - Building 34 (second floor, next to both elevators).

Do not use the telephone: Except for emergencies. If the power is out use the emergency telephones, cellular phones or pay phones as indicated in Annex B (Communications).

Check for fires: Use fire extinguishers on small fires only.

Check utilities: Gas, electrical, and water lines may be broken. Do not use matches, candles, open flames or electrical switches in buildings that have gas.

Gas: If you smell gas, exit the building immediately. Have others do the same. Shut off main gas valves outside, if possible.

Electrical: Assume all downed or damaged lines are live. Do not touch anything in contact with power lines. If electrical wiring is broken, shut off a main switch, if possible.

Water: If water pipes are broken, turn off domestic lines. Be careful not to turn off water to sprinkler systems, if the pipes are not broken.

Chemical spills: Keep people away from buildings that could have chemical spills. Chemicals could have fallen from shelves and mixed together becoming hazardous.

Do not leave campus until – the roadways and bridges are determined safe by emergency personnel. Listen to car radios (**KGY 1240**) for emergency information. Advise your supervisor or evacuation coordinator before you leave campus.

Disaster kit: The College has two large disaster kits. One is located in Building 31 in the sprinkler riser room and the other one is located in Building 14 (maintenance shop). These kits contain: rescue equipment, tools, shovel, first aid supplies, portable PA system, flashlights, blankets, stretcher and caution tape.

Planning, Effectiveness, and Operations also has small disaster kits (pry bar, gloves, am/fm radio (tune to am 1240 for information), lightsticks, blankets and first aid kits). In addition, Planning, Effectiveness, and Operations has individual survival kits that contain: water, food, lightsticks, whistle, space blanket and other items. Additional food is located in the cafeteria, bookstore, vending room and vending machines.

D. FIRE

NOTE: Know the location of exits and pull stations in your area. Fire extinguishers should only be used on **small fires**. **Make sure the fire department has been called prior to using a fire extinguisher and you have received training on how to use a fire extinguisher.**

CALL 911 TO REPORT ALL FIRES. ALSO NOTIFY CAMPUS SECURITY, EXTENSION 5299.

When you discover a fire:

As you exit the building, pull the fire alarm as you leave (if it can be done safely).

Inform others to exit the building immediately, using the nearest cleared exit.

Assign someone to call the fire department, 911 and campus security, extension 5299 (from another building/safe location). Give your name, location of the fire and the extension number you are calling from.

Go to your assembly areas. At the assembly areas, employees should:

- Account for all individuals under their span of control
- Report injuries, casualties, hazardous conditions and missing individuals to their evacuation coordinator who will report to security or emergency personnel

When a fire alarm goes off: A continuous alarm will signal an evacuation.

- Follow instructions in an orderly fashion
- Exit calmly and quickly
- Assist others in your area, especially injured or disabled persons
- Do not use elevators
- Meet in designated assembly area
- Instructors, supervisor and employees will account for all individuals under their span of control.
- Assign someone to call the fire department, 911 and campus security, extension 5299 (from another building/safe location). Give your name, location of the fire alarm and the extension number you are calling from.
- Assist evacuation coordinators
- Do not return to the building until instructed to do so by the fire department.
- Notify evacuation coordinators, campus security or fire fighters on the scene if you suspect someone may be trapped inside the building.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) on the window as a marker for rescue crews. If there is not a window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location.

E. HAZARDOUS MATERIALS

Report all spills of hazardous chemicals immediately to campus security. Also, report suspected gas leaks or suspicious odors. If you are unable to contact security, dial 911 and report the hazard.

Call 911 if the spill presents any possible risk to persons or property.

When calling 911 provide as much information as possible:

- Exact location of the spill, including room number if inside a building
- Name of spilled material
- Quantity
- Appearance - solid, liquid, odor, color, etc.
- Injuries or physical effects to those who have been exposed
- Area of contamination
- Your name, department, and the phone number you are calling from

If it is inside a building, a determination must be made whether or not to evacuate the building. **If anyone is having problems breathing, eyes watering or any other discomforts, evacuate** the building and immediately call 911. If unsure about the hazardous material, evacuate the building to be on the safe side.

When evacuating the building, inform persons that there is an emergency situation that they need to exit the building. Inform them which exit to use and where they need to go, i.e., parking lot, baseball field or another building. Keep upwind of the building. Secure the building (if possible) so persons do not enter the building and/or seal the area off, using caution tape.

If the spill occurs outside and depending on the type and size of the spill, you may need to call 911. If you are not sure if it's a hazard or not, call 911 to be on the safe side.

If the spill occurred outside, regardless of the size, call the Department of Ecology, 24-hour Emergency Spill Response at 407-6300 and the National Response Center at 1-800-424-8802 to report the spill. This applies to gas leaking from gas tanks of vehicles.

Employees must be aware of the safety of themselves and others. College staff are not trained as first responders for hazardous material spills. This is the responsibility of the fire department. The fire department will determine when it is safe to return to a building/area.

General safety precautions at a hazardous material spill:

- Think safety. Keep upwind and updrift of an incident.
- The first priority is to isolate the scene and keep others away.

- Do not touch any container.
- Park vehicles heading away from the area (then approach on foot).
- Do not use flares (use barrier tape, traffic cones or barricades).
- Treat all hazardous materials as if they were toxic or explosive.
- Avoid inhaling any gases, fumes or smoke.
- Look for and respond to changes in wind direction.
- Keep contaminated, ill or injured people away from others.
- Always consider the possibility of more than one hazard being present.
- Be alert for leaking water, fuel or other fluids.
- Latex or leather gloves are not adequate protection against most hazardous materials.
- Do not eat, drink or smoke at any hazardous material spill.

F. SHELTER IN PLACE

If you are in an area that has become exposed to a hazardous material, you may be instructed to Shelter In Place. This guide describes what you need to do.

Make sure that you are within the area that is being asked to take shelter.

Close Off the Building's Outside Ventilation

- Close all windows and doors.
- Turn off and close all sources of outside air, including heating/air-conditioning systems, and vents.

Prepare a Shelter Room

- Go to a room on the highest floor available that has few or no windows, and preferably no door to the outside. Bring a battery-operated radio if one is available.
- Shut and seal the room's door with duct tape (if available). Place a damp towel or jacket at the base of the door. Use duct tape and plastic (if available) to cover any windows, sealing over the entire window and frame.

NOTE: Sealing the room just slows the flow of air from the outside, protecting you longer from possible exposure.

Listen for Instructions

- If you have a portable radio listen to local emergency alert station (KGY 1240 AM).
- If you are told there is danger of explosion, close window shades, blinds or curtains, and stay away from the windows to avoid injury.
- You can provide a minimal amount of breathing protection if necessary by covering your mouth and nose with a damp cloth.
- Stay in your shelter until you are told that it is safe to go out or are asked to leave the area.

G. INJURY/ILLNESS

Automated External Defibrillators (AED) are located in:

- Building 16 Main Lobby
- Building 25 (Security Office)
- Building 34 Room 104 (Resource Center)
- Building 27(next to Espresso Mia)
- Building 21 Room 292
- Building 31 training room
- Building 20 Daycare
- Hawks Prairie main lobby
- Building 32 main lobby
- Building 35 near the top of the main stairs on the 2nd floor

If you are injured or are reporting an injury, call security at extension 5299. If you are unable to contact the security office, dial 911. **If you are in doubt about the severity of the injury and are not sure whether or not to call the medics (911), even if it's a minor injury, call the medics to be on the safe side.** Provide the following information:

Your name and telephone number - extension.

Nature of the emergency.

The location of the injured person.

Provide first aid if you are qualified.

Wait for assistance. Appoint a person to meet the medics and direct them to the scene.

Do not move the injured person(s) unless they are in danger of further injury.

If the injury is minor, they can go to the security office or an officer can go to the scene and provide first aid.

Report all occupational illness and injuries to your supervisor as soon as possible. An Occupational Illness and Injury Report must be completed as soon as possible after the incident. Additional forms are available at the security office.

Within eight hours after a fatality or probable fatality of any employee from a work related incident, or the inpatient hospitalization of two or more employees as a result of a work related incident, the supervisor shall report the incident by telephone to the Department of Labor and Industries at (360) 902-5085 or to OSHA at 1-800-321-6742 (WAC 296-24-020 (3)).

H. POWER OUTAGE

Upon receiving a report of or observing a power failure in a building or the entire campus:

IN THE EVENT OF A POWER OUTAGE

1. CALL Campus Security at 754-7714 or 791-0165.

- Follow instructions in an orderly fashion
- If the power does not come back on in a timely manner or if directed to do so:
 - Exit the building calmly
 - Emergency lights are designed to assist in building evacuation not continued operations
 - Assist others in your area, especially injured or disabled persons
- Meet in designated assembly area
- Instructors, supervisor and employees will account for all individuals under their span of control.
- Assist evacuation coordinators
- Do not return to the building until instructed to do so.
- Notify evacuation coordinators, campus security or fire fighters on the scene if you suspect someone may be still inside the building.

2. Call PUGET SOUND ENERGY 1-888-225-5773 and report the outage.

ROBBERY

The robber may be on an emotional “high” from the stress of the situation or on drugs or alcohol. You are better prepared to protect yourself and mentally record important identifying information about the robber if you are able to stay calm.

Comply with their demands:

Give the robber only the amount of money that he demands. Don't volunteer anything. Tell the robber what you are doing. Don't make any sudden movements.

Try to note as much detail about the robber as possible:

Be particularly observant of unusual characteristics such as scars, birthmarks, bushy eyebrows, eyes close together, unusual speech, etc. **Don't Stare.**

Observe the robber as he or she leaves:

Try to mentally record as complete a description as possible. Note age, sex, weight, height, build, clothing, facial hair, etc.

DON'T FOLLOW OR CHASE THE ROBBER. If the getaway can be observed from a safe distance, without going outside, then do so. Remember direction of travel and method of flight (on foot, vehicle). Lock the doors.

CALL 911:

The 911 dispatcher will want to get as much information from you as possible while law enforcement units are responding to your location. Stay on the line and assist them until they tell you to hang up. The information you provide may assist the officers in intercepting the suspect as they flee the scene.

Call security:

Advise the security office of the robbery. They will assist you until law enforcement arrives.

Obtain the names and addresses of everyone present at the robbery and other potential witnesses, such as those who observed the suspect leaving the robbery scene.

Eyewitnesses and physical evidence are two important elements for successful prosecution. Persuade witnesses to remain on the premises until the police arrive. If a witness needs to leave get their name, address and telephone number. Do not touch any surfaces that have been touched by the suspect.

As soon as possible, write down everything you remember about the suspect(s) without comparing notes with other witnesses.