



# **EMERGENCY MANAGEMENT PLAN – PUBLIC INFORMATION**

Revised July 2024



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**REMEMBER: IN AN EMERGENCY,**

**CONTACT THE**

**Carroll Community College Campus Police**

*Call: 410-386-8123 or internally at x8123*



**Carroll County Sheriff's Office or  
Fire/Medical Emergencies**

*Call: 911*





### SECTION I: ADMINISTRATION

#### A. PREAMBLE AND PURPOSE

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

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

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

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

The Emergency Operations Plan developed by the College is authorized and promulgated by the College President.

## **B. SCOPE**

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

The Emergency Operations Plan is a flexible, dynamic document. It is recognized that deviations from the contents of this plan can and will occur due to the unique nature of crises and emergencies. Reasonable and prudent deviations predicated on initiative and common sense are both authorized and encouraged in order to adapt to specific nuances of individual incidents. However, with this flexibility, individuals and organizations with Emergency Operations Plan tasks or functions are ultimately accountable and responsible for their actions.

## **C. ORGANIZATIONAL ROLE**

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

## **D. OBJECTIVES**

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

Ensuring appropriate preparation is accomplished to reduce the duration and extent of impact on the College community:

- Managing any necessary care and movement of persons.
- Collecting and evaluating damage, casualty, and other essential data.
- Minimizing to the extent possible the duration and severity of trauma to the College community.
- Preparing and disseminating public information.
- Establishing priorities and resolving conflicting demands for support.
- Requesting and allocating resources and other support.
- Compliance and implementation of NIMS standards/protocols.
- Managing and coordinating overall College crisis operations, to include implementation and compliance of ICS protocols for critical incident management.
- Re-establishing normal College operations.



## **E. MANAGERIAL RESPONSIBILITIES and PLAN DESIGN**

This Crisis Management Plan is designed so that any particular incident that is campus-based will be handled by the College Incident Command Post (ICP). This Crisis Management Plan has been approved by the President's Executive Response Team. The College ICP will be supported by the College Emergency Operations Center (EOC), which may be located on or off-site, but always away from the immediate crisis. The EOC consists of members of the College Crisis Management Team (CMT). Members of the EOC offer guidance and support to the manager and team of the ICP, but will not directly manage the crisis.

In the event of a significant event, i.e., one in which the operation of the College may be affected for an extended period of time, or in which one or more buildings on campus may close, and classes cancelled, the College President may activate their Executive Response Team, in a location separate from the EOC, to evaluate the crisis and make decisions in the best interest of the College.

The Executive Response Team may evaluate and decide upon:

- Needs and requests made by the EOC.
- Opening and closing days/times for the College.
- Access by employees, students and visitors to the College.
- Areas of the College that are closed, while other areas remain open.
- Changes to class schedules; enrollment; drop/adds of classes; financial aid and other deadlines; related student business.
- A decision to move key College employees to an off-site location.
- Changes in the payment of compensation, payments or bills.
- Information or press releases to the public or College community.
- Placement of memorials on or near the campus.
- Limitations on overtime, part-time expenditures or other College expenses.
- Opening and closing of ancillary services, such as the café and child development center.
- Other issues that affect the operation, financial affairs and integrity of the College.

## **F. DEFINITIONS**

1. Incident Command Post (ICP): During a crisis on campus, in which a number of College constituents are at risk, responding Campus Police officers and local enforcement officers will establish an Incident Command Post (ICP) near the scene, to coordinate the response of emergency service workers to the incident.
2. Crisis Management Team (CMT): When called to respond to the EOC, the Crisis Management Team will gather to assist and support the first responders and the ICP; work to mitigate the threat or potential loss to the College; work to bring the College back to a fully functioning institution; work with the county EOC and entities outside of the College to coordinate the emergency response and recovery efforts. The CMT is represented by most

or all of the College entities that ensure daily the operation of the College: Administration; Facilities Management; Information Technology; Human Resources; Admissions; Instruction; Workforce, Business, and Community Education; Public Information; Risk Management; Nursing and others as required by the emergency or crisis. The CMT consists of division or office managers or their designees, who are able to make decisions regarding manpower allocation, staff assignments and the interpretation of policy and direction from the Executive Team.

3. Emergency Operations Center (EOC): The EOC is a physical location, usually located on the campus in a secure area, in which the Crisis Management Team can gather to identify the critical issues that need to be addressed; organize team members to address necessary tasks; delegate tasks that must be undertaken; and record actions taken for future assessment of the College response.
4. Executive Response Team (ERT): The Executive Response Team is the College's senior staff, led by the President or their designee, not physically located in the EOC. The Executive Response Team evaluates the condition of the College, the College community, and the surrounding environment, and makes decisions regarding: opening and closing of the College; manpower allocation; purchase and allocation of resources requested by the Crisis Management Team; budget and financial issues; personnel issues; and issues relevant to the county and community at large (such as the dissemination of public information; use of CCC's facilities for community sheltering, and related matters). The Executive Response Team consists of the College President; vice-presidents; members of the President's administrative staff, and others designated by the President as group members.
5. Behavioral Intervention Team (BIT): Carroll's Behavioral Intervention Team (BIT) is a cross-campus team that meets regularly to review and respond to reports regarding student concerns. The BIT addresses critical student behavioral or mental health concerns through the review of situations/incidents, information gathering and sharing, and providing recommendations to ensure the safety and educational success of the student.

During a College crisis, the BIT may be called to assist the Crisis Management Team with College services and resources related to the care of students and employees, to include reunification with parents and family members; temporary care of students and employees that might include first aid and grief management; and other support services required to assist students and employees through the event.

6. Professional Services:
  - a. **Human Resources**: This office will provide information concerning Carroll faculty and staff or emergency contact information and follow-up. Personnel files, both paper and electronic, hold such information and would be accessed as needed. The Human Resource Department will also provide critical support to faculty, staff, and dependents

with regard to benefit issues such as health insurance, retirement, disability, life insurance, etc.

- b. **Office of Student Affairs:** In concert with the BIT, this office will be the main contact with families of students and will provide the following services:
  - Call families of injured students.
  - Receive incoming calls from families.
  - Designate a staff member to be stationed at an off-site facility, meeting with families if needed.
  
- c. **Risk Management:** This office provides services to employees and students, as well as managerial staff involved in the investigation and remediation of risks and exposures to the College. During crisis, this office will work with members of the Crisis Management Team to reduce risk, increase safety and handle issues or claims affecting the College, including Workers' Compensation claims for injured employees.

## G. SITUATION

Carroll Community College consists of a main campus located at 1601 Washington Rd and Multi-Service Center located at 224 N. Center St (Business and Employment Resource Center). The main CCC campus includes administrative offices, classrooms, laboratories, dining and athletic facilities. There is no residential population or off-campus housing or offices. The total enrollment consists of approximately 3,000 students, both credit and non-credit.

The College is a public entity with a vested interest in maintaining the health, safety, and well-being of its students, staff, faculty, and visitors. Both properties are owned, and primary maintenance services delivered, by the Carroll County Government.

Transportation routes that feed the College's facilities and campus roadways are major Carroll County Roads: Rt. 97, Rt. 32 (Washington Rd), and Rt. 140.

The campus and region are vulnerable to effects of natural disasters such as hurricanes, tornadoes, earthquakes, summer and winter storms, and wild fires in addition to public health disasters (epidemic/pandemic outbreaks), and a variety of man-made hazards such as violent crime, HAZMAT accidents, major transportation accidents, building fires, civil disorders, terrorism, etc. The College also hosts major planned events and athletic events in which unforeseen crises could occur.

The potential scope and impact of these emergencies or major planned events may vary from a minor incident, crisis, or emergency requiring a minimum response, to a disaster which requires a county, state, or national response depending on time of day, weather conditions, time of year, warning time, location, and the type of crisis, emergency, or disaster.

## **H. ASSUMPTIONS**

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

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

## **I. CONCEPT OF OPERATIONS**

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

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

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

emergency. All available elements of the Emergency Operations Plan organization must respond promptly and effectively to any foreseeable emergency.

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

The Emergency Operations Plan for CCC incorporates by reference the Carroll County Emergency Operations Plan. Nothing in this Emergency Operations Plan/Managers Guide will be inconsistent with the Carroll County Emergency Operations Plan.

If the response capabilities of the College are exceeded, CCC will request assistance from Carroll County or the State of Maryland as appropriate and consistent with established protocols, Mutual Aid agreements or Memorandum of Understanding (MOU) that CCC has established with any other entity.

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

- a. Acquiring accurate information;
- b. Determining and reviewing options;
- c. Making decisions and formulating action plans;
- d. Coordinating and implementing decisions and action plans;
- e. Monitoring results; and
- f. Assessing results and making any necessary or prudent adjustments to decisions.

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

- a. Adherence to building codes and design standards;
- b. Community education and training;
- c. Procurement and integration of equipment; and
- d. Identifying resources.

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

- a. Testing and maintaining equipment and supplies;
- b. Establishing, equipping and maintaining the capabilities for an Incident Command Post and an Emergency Operations Center;

- c. Developing emergency plans and procedures;
- d. Participation in training drills and exercises in compliance with the Homeland Security Exercise and Evaluation Program (HSEEP);
- e. Coordinating emergency communications systems;
- f. Identifying hazards; and
- g. Developing and maintaining Continuity of Operations Plans (COOP) for all departments.

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

- a. Carroll County Fire and Emergency Medical Services
- b. CCC Campus Police and Carroll County Sheriff's Office (CCSO)
- c. CCC and Carroll County Government Facilities Management
- d. CCC Risk Management and County Risk Management/College Insurance Company

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

- a. Maintaining civil order
- b. Assessing damage
- c. Clearing debris
- d. Decontamination
- e. Counseling and mental health services
- f. Health and medical services
- g. Temporary accommodations for students and employees
- h. Reconstruction and renovation
- i. Related mitigation efforts

#### A. National Terrorism Advisory System

The federal government announced on April 20, 2011, that the National Terrorism Advisory System (NTAS) will replace the color-coded Homeland Security Advisory System (HSAS). The NTAS will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector. The NTAS recognizes that Americans all share responsibility for the nation's security and should always be aware of the heightened risk of terrorist attack in the United States and what they should do.

NTAS Alerts will be organized into the following two threat categories:

- **Imminent Threat Alert** - Warns of a credible, specific, and impending terrorist threat against the United States.
- **Elevated Threat Alert** - Warns of a credible terrorist threat against the United States.

**How the Alerts will be issued** - After reviewing available information, the Secretary of Homeland Security will decide, in coordination with other Federal entities, whether an NTAS Alert should be issued. NTAS Alerts will only be issued when credible information is available.

**What an Alert will include** - NTAS Alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat. NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels.

Each alert will provide information to the public about the threat, including, if available, the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat; protective actions being taken by authorities, and steps that individuals and communities can take to protect themselves and their families, and help prevent, mitigate or respond to the threat.

**Alert Period** - An individual threat alert will be issued for a specific time period and then it will automatically expire, although it may be extended if new information becomes available or the threat evolves. NTAS Alerts will include a specific date when the alert expires - there will not be a constant NTAS Alert or blanket warning that there is an overarching threat. If threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.

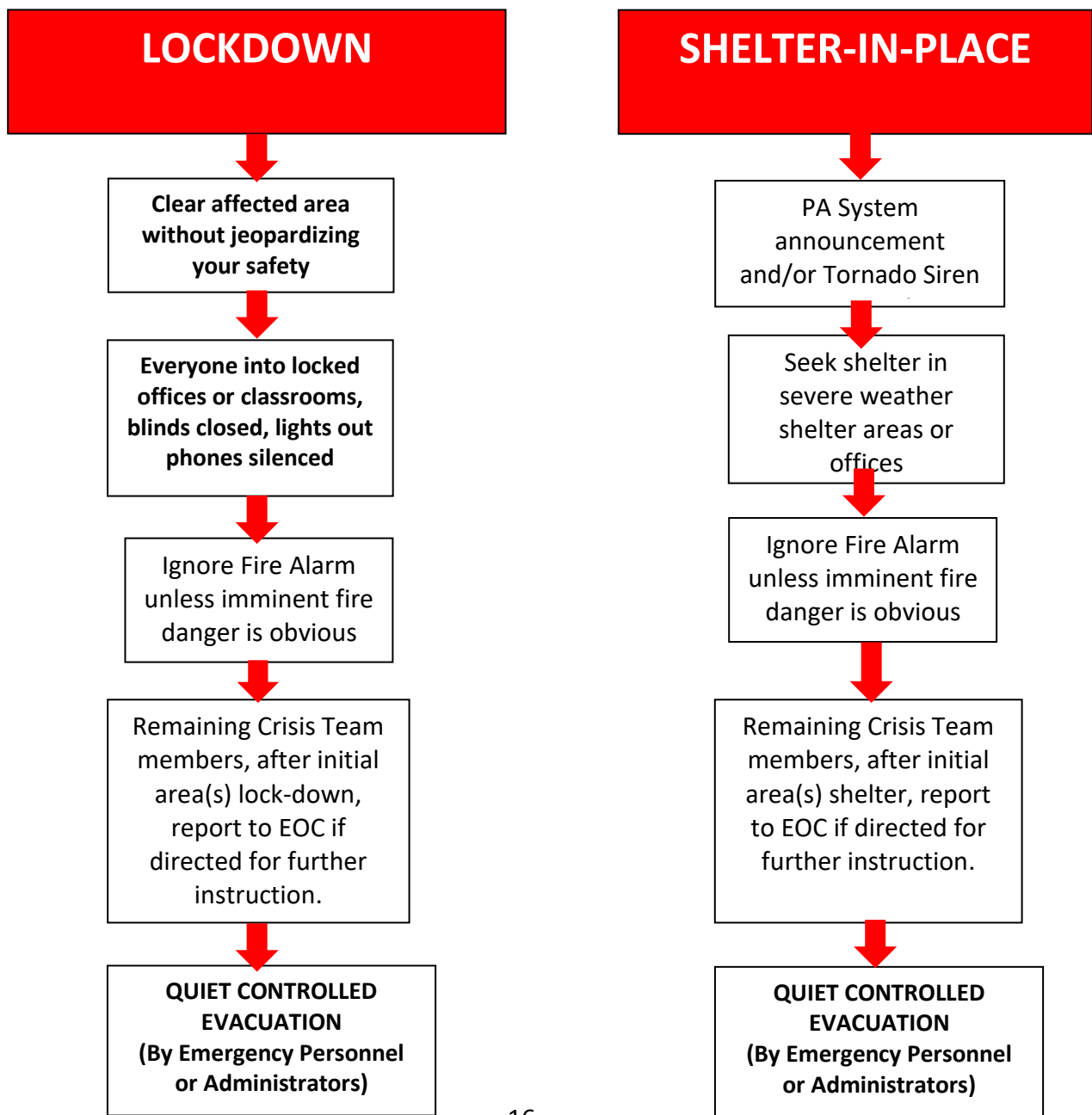
**Terrorism Information** - Terrorism information and intelligence will be based on the collection, analysis and reporting of a range of sources and methods. While intelligence may indicate that a threat is credible, specific details may still not be known. As such, Americans should continue to stay informed and vigilant throughout the duration of an NTAS Alert.

**“See Something, Say Something”** - As always, it is critical to the success of NTAS for citizens and local jurisdictions to report suspicious activity to their local law enforcement authorities. Visit [www.dhs.gov/ifyouseesomethingsaysomething](http://www.dhs.gov/ifyouseesomethingsaysomething) to learn more about the “If You See Something, Say Something™” campaign.

**Alert Announcements** - Local EMAs, news media and the public can choose to receive NTAS Alerts via one-or-more of the following channels:

- Via the official DHS NTAS webpage – <http://www.dhs.gov/alerts>
- Via email signup at – <http://www.dhs.gov/alerts>
- Via social media
  - Facebook – <http://facebook.com/NTASAlerts>
  - X – <http://www.X.com/NTASAlerts>
- Via data feeds, web widgets and graphics - <http://www.dhs.gov/alerts>

Emergency protocols quick view flowchart:





## SECTION II: CRISIS CLASSIFICATIONS

### A. Isolated Incidents (FEMA Level 1) \*\*CCC Level 1\*\*

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

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

Isolated incidents include, but are not limited to:

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

### B. Minor Incidents (FEMA Level 2) \*\*CCC Level 2\*\*

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

Minor incidents may require the activation of a formal Incident Command Post (ICP) or Emergency Operations Center (EOC); however, individual members or departments may be involved as necessary.

Minor incidents include, but are not limited to:

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

### **C. Major Critical Incidents (FEMA Level 3) \*\*CCC Level 3\*\***

Critical incidents involve crises that are primarily related to people, rather than services, infrastructure, or property. Incident dynamics can become highly complex because of varied institutional and student support responses that must be coordinated and may necessitate the cancellation of classes. Major policy considerations and decisions may be required.

Critical incidents may require the activation of a formal Incident Command Post (ICP), an Emergency Operations Center (EOC) and the Executive Team (ET), utilizing NIMS, ICS and departmental response protocols. The College/campus is closed and all classes and activities are cancelled. All Campus Police and other essential employees are to report or remain on campus.

Critical incidents include, but are not limited to

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

### **D. Major Critical Incidents/College-wide Emergencies (FEMA Level 4) \*\*CCC Level 4\*\***

Major incidents impact sizable portions of the College, which may be single or multi-hazard situations, and require considerable internal coordination and significant external coordination. The College/campus is closed and all classes/activities are cancelled. Disruptions of services or routines of the College may take more than a few days to correct and may not allow the routine of the College to return to normal until corrections are made. Damages could include several buildings, large portions of buildings or building systems. Similarly, there may be significant emotional and psychological trauma that may require extensive on-scene and follow-up counseling and debriefing. These incidents also include imminent events with high degrees of probability for developing into disasters. Major policy considerations and decisions will usually be required.

An Incident Command Post (ICP), Emergency Operations Center (EOC) and the Executive Team (ET) will be activated utilizing NIMS, ICS and departmental response protocols.

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

- a. Hurricanes, tornadoes or other extremely severe weather incidents;

- b. Power plant failure or the extended compromise of utility systems;
- c. Fires, explosions, floods or HAZMAT incidents resulting in significant injuries or property damage;
- d. Civil disorder or riots;
- e. Clear and eminent danger from acts of terrorism;
- f. Barricade/hostage situation; or
- g. Active shooter or Active Threat.

**E. Disasters (FEMA Level 5) \*\*CCC Level 5\*\***

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

An Incident Command Post (ICP) and Emergency Operations Center (EOC) will be activated, as well as the Executive Response Team (ERT). NIMS, ICS and departmental response protocols will also be activated. The Carroll County Emergency Operations Plan may be activated. A state of emergency may be implemented.

Disasters include, but are not limited to:

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

## **F. Training and Plan Review**

The Chief of Campus Police is responsible for developing the Emergency Management Plan, coordinating critical incident and emergency management training, ensuring this plan is reviewed and updated as necessary by essential personnel on at least an annual basis; and coordinating critical incident/emergency exercises. The Chief of Campus Police will coordinate training and plan review, as well as exercises, with Risk Management and the Vice President of Administrative Services.

Training should include simulation exercises that allow personnel to become thoroughly familiar with the procedures, facilities, and systems that will actually be used in crisis and emergency exercises.

## SECTION III: INCIDENT COMMAND

(Campus-based incident management)

### A. Incident Command Post (ICP)

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

1. Serves as the centralized location in which Incident Command Post staff members or first responders gather, check in, and assume their roles in the Incident Command Post;
2. Will be activated by the Chief of Campus Police, Campus Police OIC or designee, Vice President of Administrative Services, specialized response units (Fire, EMS, Police, Health Department, etc.) or any other College staff with the appropriate authority and training to establish and operate an Incident Command Post;
3. The Incident Command Post may be comprised of a multi-jurisdictional unified command group (local, state, federal) of command-level officers from police, fire/EMS, hazmat, health department, facilities, environmental or any other operational group that is deemed necessary based on the nature of the critical incident.
4. The staging area for the Incident Command Post will vary based on the location, nature and safety factors of the critical incident. The staging area for the Incident Command Post should include adequate communications equipment and other logistical support. In the event the incident requires outside intervention/response (Carroll County Sheriff's Office, MSP, FBI, Health Dept. etc.) the Incident Command Post/Unified Command will act as the coordinator of services during the operational phase of the incident.
5. The Incident Command Post may be located in close proximity to the Emergency Operations Center if both centers are activated (if safe and practical). However, the ICP and EOC will normally NOT be located in the same room or suite.

**\* Prior to the activation of a formal College Emergency Operations Center, responding officers from CCC's Campus Police will initiate an Incident Command Post whenever a Level 3, 4 or 5 incident occurs. The process may not be as formal as that outlined in this policy, but the responding officers will designate a safe location and temporary incident commander to coordinate the initial response to the incident. The responding officers may be relieved of their incident command duties upon the arrival of a Campus Police manager (Chief, Assistant Chief or Sergeant) or Carroll County emergency services manager (police or fire).**

The Incident Command Post will operate throughout the event as the team of first responders who are directly acting to resolve the immediate crisis. The ICP may consist of a Campus Police supervisor, fire commander or CCSO supervisor or manager who is directing on-scene first responders to an active threat, hazardous condition, fire or weather emergency. The ICP is the location to which other first responders report for information, intelligence or assignment.

Upon the initial response of members of the ICP to the incident, and an assessment of the situation, the ICP director may request or direct that the College Emergency Operations Center be activated.

## **B. Emergency Operations Center (EOC)**

The EOC is a physical location, usually located on the campus in a secure area away from the incident, in which the Crisis Management Team can gather to identify the critical issues that need to be addressed; organize team members to address necessary tasks; delegate tasks that must be undertaken; and record actions taken for future assessment of the College response.

1. Personnel making up the EOC may include, but are not limited to (as required based on incident complexity and/or size):
  - EOC Manager/Unified Command & Command Staff
  - Incident Recorder (who serves as the assistant EOC Manager)
  - Operations Section
  - Planning Section
  - Logistics Section
  - Public Information Officer
  - Finance and Administration (if required)
  - Safety Officer
  - Liaison Officer
  - Other functions necessary to resolve the event, such as first aid/triage, student care or family reunification.
  
2. The EOC will have the following resources available to it:
  - College Emergency Operations Plan
  - List of key College personnel with corresponding telephone, email, and other contact information
  - Floor plans of all College owned or occupied buildings
  - Current College telephone and email directory
  - List of College radio resources, frequencies, and talk groups
  - College EOC forms

The Chief of Campus Police or designee will ensure that adequate supplies are available for an Emergency Operations Center, with supplies being replaced or updated as necessary.

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

**C. The Emergency Operations Center (EOC):**

1. Will be located at the appropriate and designated campus conference room or computer lab and serves as the location where Emergency Operations Center personnel gather, check-in and assume their responsibilities in the Emergency Operations Center.
2. If the specified location is unavailable, the EOC Manager will identify a location that is:
  - In a safe location as designated by the EOC Manager.
  - Has sufficient infrastructure (power, communications, restrooms etc.) to support its operation.
3. Will be activated by the Chief of Campus Police, or designee; or the Vice President of Administrative Services; or any College staff member with the appropriate authority and training to establish and operate an Emergency Operations Center.
4. The Emergency Operations Center may be comprised of a multi-departmental or multi-jurisdictional staff that is required to assist the Incident Command Post in coordinating the overall campus or jurisdictional response.

**D. Incident Command System Organizational Chart (EOC)**

**EOC Manager/Unified Command**

(The EOC Manager assumes responsibility for all Sections that are not delegated to other staff)

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

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

## **E. EOC Manager & Command Staff (Direct Reports)**

1. The EOC Manager is the operational authority for critical incident management at CCC, responsible for the efficient operation of the Emergency Operations Center. In the event of a critical incident at CCC the EOC Manager is:
  - a. The Vice President of Administrative Services or designee (excluding a significant law enforcement or criminal matter, in which the Chief of Campus Police may assume the role of EOC Manager); or
  - b. Any other College staff member with the appropriate authority and training to establish or operate an Emergency Operations Center, as designated by the College President; or
  - c. Appropriate specialized service personnel (Fire Dept., EMS, Health Dept. etc., serving in a unified command with the Vice President of Administrative Services or designated EOC Manager).
2. Duties and responsibilities of the EOC Manager include, but are not limited to:
  - a. Working with the Incident Command Post to stabilize the scene by supporting the following critical tasks;
    - 1) Establishing communications and control.
    - 2) Conducting scene assessment.
  - b. Identifying the “Critical Zone.”
    - 1) Immediate identification of the critical zone limits additional exposure to danger for citizens and responders (inner and outer perimeter).
    - 2) Limiting access of unauthorized persons to the critical zone.
      - i. If HazMat related, no contaminated persons should leave the area OR enter the ICP or EOC without being decontaminated.
      - ii. Persons entering the HazMat area will have appropriate personal protective equipment (PPE).
      - iii. Communicate scene or critical zone limitations to first responders as soon as possible.
  - c. Establishing an Inner Perimeter.
    - 1) Use uniformed officers if possible.
    - 2) If plainclothes officers are initially deployed, replace with uniformed personnel as soon as possible.



- d. Establishing an Outer Perimeter.
  - 1) Initiate crowd control measures.
  - 2) Control movement to and from the incident scene.
- e. Establishing a Staging Area.
  - 1) Select area that is large enough for resources to be located and transferred as needed. The staging area should be between the Inner and Outer Perimeters to ensure that traffic and crowds do not interfere with movement of resources to the scene.
- f. Establish a staging area for vehicles and equipment used by first responders. In most cases, unless this area conflicts with other uses, such as media vehicles, the south parking lot will be secured by Campus Police and used by first responders.
- g. Establish a staging area for media that permits access to the College PIO, as well as a visual backdrop for video of the College for broadcast or print-media purposes.
- h. Identifying and Requesting Additional Resources.
  - 1) Quickly assess and request additional resources to reduce response time.
  - 2) Direct resources to the Staging Area.
- i. Approving all information released to the media. Coordinate the release of information with the College Public Information Officer.
- j. Creating a list of all tasks that will be assigned and handled by the Emergency Operations Center.
- k. Selecting appropriate functions and making assignments pursuant to the Incident Command System; issue ICS identification badges/vests as appropriate, which correspond with the specific function assigned:
  - 1) Determining whether a Unified Command structure with other assisting agencies or campus entities is necessary.
  - 2) Conducting initial briefings of Command Staff and Section Chiefs. Develop or cause to be developed, an Incident Action Plan with specific objectives & time frames for review and approval.
  - 3) Briefing all Incident EOC personnel on the Incident Action Plan.
  - 4) Continually reviewing and updating the Incident Action Plan with staff.
  - 5) The EOC Manager assumes duties/responsibilities for Section positions until delegated to qualified personnel.

#### **F. Public Information Officer (PIO):**

Duties and responsibilities of the Public Information Officer (PIO) include, but are not limited to:

1. Obtaining briefing information from the EOC Manager.
2. Respect and adherence to all federal and state laws regarding FERPA, student records and College policies relating to the release of information.
3. Establishing a Joint Information Center (JIC) if necessary.
4. Establishing a Media Staging Area.
5. Coordinating all information releases from other jurisdiction or responding agencies' PIOs.
6. Preparing information summary on media coverage for EOC personnel.
7. Obtaining approval from the EOC Manager for the release of information to the news media.
8. Managing all media inquiries and responses, including press conferences/briefings and social media posts. Post all news releases in the EOC for review.
9. Providing escorts for media and other officials as necessary.
10. Maintaining a log of all activities.

#### **G. Safety Officer:**

Duties and responsibilities of the Safety Officer include, but are not limited to:

1. Obtaining briefing information from the EOC Manager.
2. Assisting in the formulation of the Incident Action Plan.
3. Monitoring operational activities and assess potentially dangerous or unsafe conditions.
4. Working with College officials and first responders to remediate conditions that are deemed to be potentially dangerous or unsafe.
5. Monitoring stress and physical levels of involved personnel.
6. Maintaining a log of all activities.

#### **H. Liaison Officer:**

Duties and responsibilities of the Liaison Officer include, but are not limited to:

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

### **I. Intelligence/Information Officer (optional):**

Duties and responsibilities of the Intelligence/Information Officer (optional) include, but are not limited to:

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

### **J. Incident Recorder:**

Duties and responsibilities of the Incident Recorder include, but are not limited to:

1. Obtaining briefing information from the EOC Manager.
2. Serving as the Assistant EOC Manager, able to replace the EOC Manager if needed.
3. Maintaining the EOC log/journal, which will include time, activity and action taken.
4. Periodically distributing a situation report to EOC personnel.
5. Gathering incident related information from the other EOC personnel for entry into the journal.
6. Referring pertinent information to the Public Information Officer.
7. Maintaining custody of all documents prepared for briefing the EOC Manager; ensure that the date, time and all persons present for the briefings are properly recorded.
8. Maintaining an updated map of the incident location, which when displayed for all EOC personnel will depict the following:
  - a. Affected area or region.
  - b. Inner and Outer Perimeter locations.
  - c. Incident Command Post location.
  - d. Emergency Operations Center location.
  - e. Staging Area location(s).
  - f. Areas requiring evacuation or already evacuated.
  - g. Location of assisting agency personnel or specialists.
  - h. Locations that have been created in support of the EOC, to include first aid/triage; Executive Response Team; rest and recuperation areas; etc.
  - i. Maintaining an updated table of organization for key personnel and roles within the ICS structure.
  - j. Assisting the Planning Section in developing a plan for resolving the emergency.

## **K. Operations Section Chief:**

Operations Section: The Operations Section Chief of the Emergency Operations Center will be assigned by the EOC Manager as follows:

1. Duties and responsibilities of the Operations Section include, but are not limited to:
  - a. Assisting in the development of the Incident Action Plan.
  - b. Continuously appraising and evaluating the tactical situation.
  - c. Executing the operational component of the Incident Action Plan, with the approval of the Incident Commander.
  - d. Directing and controlling the tactical deployment of field elements assigned through the Operations Section.
  - e. Assisting the Logistics Section in providing all resources (equipment, supplies and personnel) to field operations for incident resolution.
  - f. Ensuring that appropriate reports are completed for Operations Section activities.
  - g. Assisting with demobilization planning for returning to normal operations.
  
2. Specific duties and responsibilities of the Operations Section Chief include, but are not limited to:
  - a. Obtaining briefing information from the EOC Manager.
  - b. Supervising and directing the activities of all assigned Operations Section personnel.
  - c. Assisting in the development of the Incident Operations Plan (Operational Component).
  - d. Coordinating Operations Section Activities with other EOC functions.
  - e. Preparing and recommending operational plan changes and revisions to the Incident Commander.
  - f. Issuing operational orders to implement directives of the Operations Section Chief and Incident Commander.
  - g. Advising the EOC Manager on the readiness of teams for deployment.
  - h. Selecting or recommending Staging Area locations, perimeter assignments, evacuation strategies and resource requirements.
  - i. Providing frequent incident status briefings.
  - j. Ensuring personnel prepare after-action reports, the preparation of an activity log and assist in planning for return to normal operations.

## **L. Planning Section Chief:**

The Planning Section Chief of the Emergency Operations Center will be assigned by the EOC Manager.

1. Specific duties and responsibilities of the Planning Section include, but are not limited to:
  - a. Responsibility for deploying personnel to gather and assess intelligence information.

- b. Responsibility for providing intelligence information relating to specific hazardous locations and conditions and for individuals advocating and or participating in violations of the law (such as unauthorized protests and demonstrations, looting or similar acts).
  - c. Responsibility for obtaining photographs, sound and video recordings of the incident where appropriate and assist EOC personnel in developing the operational response plan.
  - d. Monitoring all television and radio broadcasts related to the incident.
  - e. In concert with the Executive Response Team, preparing a plan for returning to normal operations and a coordinated plan for the reassignment of all incident personnel.
  - f. Preparing a plan for repopulating of evacuated areas, where appropriate.
  - g. Assessing and preparing estimations of factors effecting escalation or de-escalation and at the request of the EOC Manager, performing field observations such as:
    - 1) Identification of high-risk locations.
    - 2) Identification of persons inciting violence.
    - 3) Situation damage/injury/casualty estimates.
    - 4) Weather and environmental conditions.
2. Specific duties and responsibilities of the Planning Section Chief include, but are not limited to:
- a. Obtaining briefing information from the EOC Manager.
  - b. Providing a briefing on incident size and scope to all Planning Section personnel.
  - c. Deploying and supervising personnel as needed to gather and assess intelligence information.
  - d. Maintaining an intelligence file on specific hazardous locations and for individuals advocating or participating in violations of the law.
  - e. Obtaining photographs, sound and video recordings of incident activities where appropriate to assist Incident Command Post in developing an operational response plan.
  - f. Ensuring that coverage of all television and radio broadcasts be monitored.
  - g. Preparing an appraisal of incident escalation and de-escalation at the request of the EOC Manager, by performing intelligence analysis and field observations.
    - 1) Identification of high-risk locations.
    - 2) Identification of individuals inciting violence.
    - 3) Estimate crowd size and type.
    - 4) Situation damage/injury/casualty estimates.
  - h. Working with the Safety Officer to take immediate action for any condition observed that may cause danger or is a safety hazard to personnel.
  - i. Maintaining an activity log.

## **M. Logistics Section Chief:**

The Logistics Section Chief of the EOC will be assigned by the EOC Manager.

1. Specific duties and responsibilities of the Logistics Section include, but are not limited to:
  - a. Determining with the Operations and Planning Sections the size, scope and seriousness of the incident and the anticipated resources required for incident resolution.
  - b. Requesting, maintaining and controlling selected equipment, supplies, facilities and other services required by the Operations Section.
  - c. Providing security for the EOC, Staging Area, Media Area and other sensitive areas as required.
  - d. Arranging and providing meals and refreshment for all incident personnel in coordination with other Section Officers.
  - e. Maintaining a visible chart of resources requested or utilized and advise the Operations Section of estimated time of the arrival or the unavailability of the resources requested.
  
2. Duties and responsibilities of the Logistics Section Chief include, but are not limited to:
  - a. Obtaining briefing information from the EOC Manager.
  - b. Planning and coordinating the activities of the Logistics Section and supervise the assignment of personnel.
  - c. Evaluating with Operations and Planning Sections the current size, scope and seriousness of the incident and plan necessary logistical support for field operations.
  - d. Providing, maintaining and controlling selected equipment, supplies, facilities and services required by the Operations Section.
  - e. Assigning security for the EOC, Staging Area, Media Area and other sensitive areas, as required.
  - f. Coordinating and process requests for additional resources.
  - g. Maintaining a visible chart of resources requested and advise the Operations Section of the arrival or unavailability of resources for deployment. The logistical chart should display information as follows:
    - 1) Resources requested (available/unavailable).
    - 2) Time requested.
    - 3) Estimated time of arrival.
    - 4) Resource "staged" location and availability.
    - 5) Descriptive data regarding resource size, numbers, capabilities and ratings.
  - h. Providing for meals and refreshments for all incident personnel.
  - i. Providing for the rest and/or replacement of EOC personnel or personnel assigned to the incident.
  - j. Maintaining an activity log.

## **N. Finance/Administration:**

The Finance/Administration Section Chief of the EOC will be assigned by the EOC Manager.

1. Duties and responsibilities of the Finance/Administration Section Chief include, but are not limited to:
  - a. Obtaining briefing information from the EOC Manager.
  - b. Activating necessary support elements (Time Keeping Unit, Procurement Unit, Compensation and Claims Unit and Cost Unit) to support Finance and Administration Section activities.
  - c. Providing input in planning sessions on financial and cost analysis matters.
  - d. Assisting the Logistics Section with procurement of equipment, supplies, and other resources needed for incident resolution.
  - e. Ensuring that all personnel time records are maintained and transmitted to agencies assisting with incident, particularly in events that might involve reimbursement of funds.
  - f. Participating in demobilization and incident termination planning sessions.
  - g. Preparing incident related cost analysis as requested by the EOC Manager.
  - h. Responding to and evaluating incident related compensation claim requests.
  - i. Maintaining an activity log.

## SECTION IV: CRISIS COMMUNICATIONS

### A. Emergency Mass Notification Systems

1. In the event of an incident that requires mass notification of a campus or the entire College community, the following modes of mass communication will be utilized.
2. The Vice President of Administrative Services, in concert with the Chief of Campus Police, will determine the notification level after considering factors such as type of incident (weather, criminal, accident, etc.), speed of incident, effect on and/or proximity of incident to the College.
3. In a life-threatening emergency, such as an active shooter/active threat; fire/explosion; tornado, hazmat spill, etc. that directly affects life-safety of College constituents or visitors, any manager or officer of CCC's Campus Police is authorized to send an e2campus alert, or other appropriate electronic warning, when the sender determines that the failure to act immediately may result in death or serious injury. This process complies with the mandates of the Clery Act, which dictates prompt notification (a Timely Warning) during the occurrence of a serious and continuing threat to the College community. When a Timely Warning message is created, the sender will ensure that the message contains (1) the nature of the threat (such as "Tornado impact imminent"), as well as (2) prevention or safety information (such as "Take shelter in severe weather shelters. DO NOT leave your building or enter a vehicle").

### B. Type of Mass Notification System(s) Utilized

CCC utilizes a combination of the following notification systems as appropriate for the determined level of crisis and the specific incident: e2campus Alert System, Campus Siren System, Computer Alert System, Website (homepage and Campus Police page), College email, social media, mass media, and broadcast voicemail.

Notification method	Classification level*	Office/Position responsible
Audible warnings using the campus Siren System	3, 4, 5	Campus Police or College Administration
Public Address System	3, 4, 5	Campus Police or College Administration
College emergency phone line recording (410-386-8457)	3, 4, 5	Information Desk
Information Desk recorded messages	1, 2, 3, 4, 5	Credit Call Center Manager and WBCE Call Center Manager
e2campus text, email & desktop alerts	3, 4, 5	Campus Police, IT, or Administration
Mass media	3, 4, 5	Public Information Officer
Broadcast voicemail	2, 3, 4, 5	College Administration



<b>Notification method</b>	<b>Classification level*</b>	<b>Office/Position responsible</b>
Faculty and staff e-news	2, 3, 4, 5	College Administration
Campus Police website update	1, 2, 3, 4, 5	Campus Police or IT
College email (faculty and staff)	1, 2, 3, 4, 5	Public Information Officer
Student email, student portal	1, 2, 3, 4, 5	Public Information Officer
Social media	1, 2, 3, 4, 5	Public Information Officer

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

## SECTION V: RESPONSE AND RECOVERY RESPONSIBILITIES

### A. Hazard Analysis:

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

### B. Departmental Responsibility:

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

### C. Key Personnel:

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

### D. Alert List:

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

### E. Alerting Systems:

The Vice President of Administrative Services is responsible for the installation, operation and maintenance of the College alerting systems. The Chief of Campus Police is responsible for the periodic testing and evaluation of each alerting system, and for the timely notification of failures or defects to Administration.



## SECTION VI: RESPONSE AND RECOVERY MATRICES

### A. Departmental Response

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

### B. Terminology

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

- **Incident Command** – Taking charge in an incident and providing command and control until the incident is stabilized and/or remediated.
- **Evacuation** – Facilitating either evacuations of buildings or a campus-wide evacuation.
- **Access Control** – Control of building and area access through the use of electronic and manual locking systems. Access will also be controlled through the use of physical barriers.
- **Traffic/Crowd Control** – Providing traffic and crowd control where this function is required.
- **EOC Operations** – Supports and coordinates assistance in managing an incident. An individual who has authority to activate the EOC will activate the EOC.
- **Notifications** – Making on-campus notifications about the emergencies as well as notifications to those groups and organizations that would be providing support to the incident. Notifications include an announcement of the incident and suggested prevention or precaution activities.
- **Public Information (PIO)** – Providing information to the media and internal and external College community. In most incidents, public information about the incident will come from a PIO from one or more of the following departments: CCC Chief Communications Officer; Carroll County Sheriff's Office; Carroll County Office of Public Safety (Fire and EMS); or the Maryland State Police.
- **Documentation** – Documentation of actions taken; damages, expenses etc. The departments listed will be responsible for collecting documentation specific to their areas and turning such documentation over to College Administration who will assess this information for submission to proper governmental authorities.
- **Procurement** – Making large or continuing purchases throughout an incident. It is expected that College departments will have budgetary authority and pre-established contracts to complete their mission.

- **Medical Operations** – Triage and care of ambulatory patients and transport of injured to appropriate medical facilities. It is expected that trained employees of Carroll Community College, particularly in the School of Nursing, will assist in an emergency as their training and experience allows.
- **Communications** – Communications via telecommunications, radio and data will be maintained and facilitated by the departments that are designated in the matrix.
- **Fire Suppression** – The local volunteer fire departments will respond to all active fire-related calls for service on campus. College Administration (Facilities) is responsible for fire suppression systems on campus and will respond in the event of fire suppression system activation.
- **Rescue Operations** – With exception of the Active Shooter matrix, the local Volunteer Fire Department will be responsible for coordinating all rescue operations. College employees who are members of the Crisis Management Team may be involved in light search and rescue in critical situations.
- **Flood Control** – For various situations including in-building and natural disaster flooding, the departments designated in the matrices will coordinate responses to flooding conditions.
- **Hazmat Operations** – Although the local Volunteer Fire Department would be the lead agency in any major HAZMAT incident the departments designated on the matrix would be part of any unified command of the incident.
- **Damage Assessment** - Providing assessments on the damage to facilities and making decisions on the safety of the structures.
- **Facilities Coordination** – The departments listed for this function would determine how the buildings would be used, repaired and opened. The departments will also take control of all aspects of building management for their particular structures.
- **Recovery Operations** – Recovery of critical functions and tasks that would be required to get the College back to normal operations. These departments would be directly involved in Continuity of Operations Planning (COOP).

### C. Emergency Functions

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

P	President
VP1	VP Administrative Services
VP2	VP Academic and Student Affairs
VP3	VP Workforce, Business, and Community Education
VP4	VP Effectiveness, Integrity, and Accountability
VP5	Executive Director Institutional Advancement and College Foundation
CP	Campus Police
CCSO	Carroll County Sheriff's Office
CCVFD	Carroll County Volunteer Fire Service
CCHD	Carroll County Health Department

FIN	Fiscal Affairs
FM	Facilities Management (includes County Maintenance)
ITS	Information Technology Services
PIO	Public and Corporate Relations
SC	Student Care and Integrity
SL	Associate Provost, Student Affairs
RR	Records/Registration

**D. Departmental Emergency Response and Recovery Functions Matrices:**

**INCIDENT RESPONSIBILITIES**

1. **Active Shooter:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
2. **Aircraft Crash:** CP, CCSO, CCVFD, P, VP1, CD, FM, PIO, RR, SL
3. **Civil Disorder:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL, SC
4. **Disease Outbreak:** CP, CCHD, P, VP1, VP2, VP3, FM, PIO, RR, SL
5. **Earthquake:** CP, CCVFD, P, VP1, FM, PIO, RR, SL
6. **Extreme Weather:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
7. **Fire (Major):** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
8. **Flood:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
9. **Hazardous Materials Release (Hazmat):** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
10. **Hostage Situation:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
11. **Power / Utility Failure:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
12. **Public Assembly Emergency:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
13. **Structural Collapse:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
14. **Telecommunications Failure (Major):** P, VP1, IT, FM, PIO, RR, SL
15. **Terrorist or Bomb Threat:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL
16. **Tornado:** CP, CCSO, CCVFD, P, VP1, FM, PIO, RR, SL

## Section VII: Response and Recovery Matrices/Planned Events

### A. NIMS/ICS Protocols

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

1. Departmental Responsibility - CCC departments have specific responsibilities and related activities assigned to them for major planned events. Each department is responsible for ensuring coordination with other departments
2. Key Personnel – The Chief of Campus Police, in coordination with the departments participating in major planned events, will identify key personnel as well as their alternates designated to manage such events.

### B. Planned Events

1. Departmental Responsibility – CCC's Campus Police has overarching responsibility for coordinating the College's response to any identified hazard or threat. Planned events may not have any identified hazard or threat. It will be incumbent upon the department(s) hosting the event to coordinate event response and management with other departments.

## Appendix A – Emergency Response Guide

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

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

### A. SHELTER-IN-PLACE:

Sheltering in place means that individuals must seek immediate shelter inside buildings and remain there until emergency management officials issue additional instructions or declare that emergency conditions have ended. At Carroll Community College, areas and rooms in each building that have been clearly marked as “Severe Weather Shelter Areas” are rooms selected as such for their structural integrity.

#### 1. Basic Information

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

#### 2. Notifications

- a. Ways you may be notified to shelter in place include, but are not limited to:
  - Alert sirens
  - Radio or television announcements
  - Emails and text messages via e2campus
  - College telephone notifications
  - Bullhorn or Oral Notification

#### 3. Additional Actions

- a. Close all doors and windows to the outside.



- b. Do not use elevators as they may pump air into or out of buildings (emergency-specific based on the type of hazard).
- c. Turn off all machinery and air handlers if appropriate.
- d. If in laboratories, reduce all operations to safe conditions as quickly as possible, pull down sashes on chemical fume hoods, and discontinue laboratory processes that may create hazards if chemical fume hoods, bio-safety cabinets, or building ventilation systems are turned off.
- e. Limit the use of telephones so that emergency communications will not be hindered by non-essential calls.
- f. Tune radios or televisions to Emergency Alert System (EAS) stations for further information.
- g. Restrict outside access to the interior of the building if an exterior chemical or radiological exposure is suspected (keep contaminated persons from entering the shelter area).
- h. Do not go outside or attempt to drive unless you are specifically directed to evacuate.
- i. Remain in place until College or emergency management officials tell you it is safe to leave or until information is announced through radio or television broadcasts alerting you that it is safe to do so.

## **B. Emergency Alert System (EAS)**

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

## **C. Lockdown Procedures**

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

1. All students, faculty staff and visitors will immediately seek shelter in the nearest room with a door (locking door if available).
2. Close and lock all windows and doors. If door has no lock or cannot be locked manually from the inside, barricade with available items (desks, chairs, bookshelves etc.).
3. If possible, cover all windows and door windows using shades or curtains.
4. Stay away from all doors and windows, move to interior walls and sit on the floor.

5. Turn off all lights.
6. Remain quiet/silence cellphone ringers and lock (or place phones face-down) to darken the screen.
7. Do not leave until instructed to by law enforcement personnel.
8. If outdoors, safely seek shelter in the nearest building and follow the above procedures.
9. Employees at or near the College Information Desk or Child Care areas will lock their areas and adjacent areas using the magnetic locking system as trained and instructed.

#### **D. Active Shooter or Active Threat**

1. If you are involved in a situation where someone has entered the area and started shooting, or you hear shooting (or a disturbance), the following is a list of actions that are recommended. TAKE THESE ACTIONS WITHOUT DELAY!
2. It should be noted that these types of incidents are unpredictable. The below guidelines are recommendations that are based on past experiences and advice from the Department of Homeland Security. You may have to alter some of these responses, changing as conditions around you change, depending on the situation.
  - a. **RUN.** Exit the building immediately (only if it is safe to do so).
  - b. **HIDE.** Seek shelter in a safe location and await instructions from Campus Police or College officials.

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

- 1) Go to the nearest room or office. Be aware of lockable sheltering room locations on your floor.
- 2) If safe, allow others to seek refuge with you.
- 3) Close and lock the door. If the door has no manual interior lock, barricade it with large, heavy, available items (desks, chairs, bookshelves etc.).
- 4) Cover the door windows. Turn off lights. Close the blinds or shades to increase darkness in the room.
- 5) Keep quiet and act as if no one is in the room. Stand along adjacent walls out of sight. Silence cell phones.
- 6) DO NOT answer the door.
- 7) Notify the 911 Operator of your location and status.
- 8) Treat the injured. Remember basic first aid – see the **MEDICAL EMERGENCIES** section.
- 9) Wait for Campus Police or the CCSO to assist you out of the building.

- c. **FIGHT.** Defend yourself, or others, as if you are under attack and this action is your only option. Remember: you may only use force sufficient to stop and overcome the attack. The force you use may not be excessive or punitive.
- d. Notify anyone you may encounter to exit the building or hide immediately.
- e. Call 911 from a phone.
- f. Give the 911 operator the following information:
  - Your name, campus, and building.
  - Location of the incident on campus (be as specific as possible: campus, building, floor, room number).
  - Identification or description of shooter(s).
  - Number of persons who may be involved. Direction of travel if they have left the building.
- g. **Police Response:** Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). Officers will move quickly and directly. Early in an incident, officers may not be able to rescue people because their main goal is to get to the shooter(s).

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

Keep your hands in sight and do not make sudden moves towards officers.

## E. Weather Emergencies (Tornado, Hurricane, other Violent Storms)

**Weather Emergencies – sign up for CCC’s e2campus alerting system at**  
[www.carrollcc.edu/alerts](http://www.carrollcc.edu/alerts)

1. Campus Police and College Administration will monitor information from the National Weather Service and NOAA, as well as the broadcast media.
2. Pursuant to the crisis communications information protocols included in Appendix A, Campus Police and College Administration will initiate notifications and announcements to the College community.

3. Campus Police will: ensure that all essential personnel are notified and placed on alert; conduct operational readiness inspections of all vehicles, barricades, equipment, traffic cones and personally issued equipment; review all staffing plans.
4. County and College Facilities will take steps to secure non-essential equipment against possible severe weather threats; ensure all roof drains, gutters and scuppers are checked and cleaned as necessary; ensure all roof hatches are secured; conduct readiness inspections of vehicles, pumps, generators, sand bags, tarps, custodial equipment and radios. Fuel storage reserves should be maximized and staffing/evacuation plans should be reviewed.

#### **F. Hurricane**

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

#### **G. Tornadoes and Thunderstorms:**

1. Tornado Watch means that tornadoes could develop in the designated area
2. A Tornado Warning means that a tornado is imminent in the area, or has been detected on weather radar.
3. A Severe Thunderstorm Watch indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail and heavy rain.
4. A Severe Thunderstorm Warning means a severe storm has actually been sighted in the area or detected on weather radar.
5. Pursuant to the crisis communications information protocols included in Appendix A, Campus Police and other College departments will initiate notifications and announcements to the College community.

**6. Everyone should pay attention to weather conditions, listen to the radio and television for weather alert information, and seek shelter before severe weather arrives.**

- a. Occasionally, tornadoes develop so rapidly that advance warning is not possible.
- b. If warnings are issued, or if threatening weather approaches, seek shelter immediately.
- c. If you are outdoors:
  - Seek inside shelter immediately.
  - Do not try to outrun tornadoes in vehicles, but leave them and seek indoor shelter or low spots off the side of roads.
- d. Once you get to, or if you are already in, buildings:
  - Move to safer areas, such as locations designated as ‘Safe Shelters’ or building basements;
  - If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture; and
  - Stay away from windows.

## **H. Earthquakes**

**1. Upon the onset of an earthquake, as soon as the initial shaking has ceased, all College buildings will be evacuated.** Occupants are to move to a distant parking lot or open space where they will not likely be struck with falling debris.

- a. Campus Police or College Administration will issue warnings and notifications pursuant to the Crisis Communications protocols found in Appendix A.
- b. College buildings may not be re-entered until Campus Police and Facilities Management have conducted inspections and have determined that conditions are safe for re-entry.
- c. Employees, students and visitors who are on-campus during an earthquake should heed the following advice and direction from FEMA:

**2. What to Do During an Earthquake**

- a. Stay as safe as possible during an earthquake. Be aware that some earthquakes are actually foreshocks and a larger earthquake might occur. Minimize your movements to a few steps to a nearby safe place and if you are indoors, stay there until the initial shaking has stopped and you are sure that exiting is safe.
- b. **If indoors**
  - **DROP** to the floor; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building or in an interior doorway.
  - **Stay** away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
  - Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, loadbearing doorway.

- Stay **inside** until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave. When you go outside, move to an open space area several hundred feet from any buildings (such as a parking lot).
- Be **aware** that the electricity may go out or the sprinkler systems or fire alarms may turn on. Gas lines may rupture.
- DO **NOT** use the elevators.

**c. If outdoors**

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

**d. If in a moving vehicle**

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

**e. If trapped under debris**

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

**I. Winter Storms**

1. A winter storm warning means severe winter weather is imminent or very likely within 12 hours.
2. A winter storm watch means at least four inches of snow in 12 hours, or six inches in 24 hours, or significant ice accumulations are possible within 24-48 hours.
3. A winter weather advisory means cold, ice, and snow are expected to cause significant inconvenience and may be hazardous, but probably not life threatening.
4. The College will communicate information about weather emergencies through the College's email system as appropriate and feasible. Additional notification systems may be used based on the type and exigency of the emergency.

5. College decisions to cancel or otherwise modify class and work schedules because of emergency weather conditions will be announced through outlets that include, but are not limited to:
  - e2campus
  - CCC's web page ([www.carrollcc.edu](http://www.carrollcc.edu));
  - Baltimore area radio and TV stations: WBAL Radio 11 (1090 AM/97.9 FM), WBAL-TV (11), WJZ-TV (13) and WMAR-TV (2); area radio and TV stations: WTTR (1470 AM), WBFF-Fox 45; WPMT-Fox 43-TV; and WSOX Radio (96.1 FM).

**J. Bomb Threats: Upon Receiving A Bomb Threat by Phone:**

1. Remain calm.
2. Listen carefully.
3. Do not interrupt the caller.
  - Try to keep the caller talking
  - Write down the caller's number from Caller ID
  - Keep the caller on the line as long as possible
  - Do not anger the caller
  - Write down exactly what the caller says
4. Obtain information necessary to complete Bomb Threat Forms. Keep a copy of the form at your workstation. Try to determine:
  - The time the device is set to detonate
  - Device location
  - Description of device
  - Type of explosive utilized
  - What will cause the device to detonate
  - If the caller is responsible for placing the device
  - Why the device was placed
  - Name, address, and phone number of caller
  - Organization represented by the caller
  - Exact wording of threat
  - Time and length of call and number call was made to
  - Age, gender, and voice characteristics of caller
  - Background noises in the call
5. Do not erase threats if they are left on voice mail.
6. Notify your supervisor discretely. Do not announce the bomb threat to others in your office or classroom.
7. Meet and cooperate with responding Campus Police officers.

**K. Civil Disturbances/Protests**

1. The College supports the rights of persons to self-expression, dissent, and to demonstrate provided that demonstrations are lawful, permissible, do not disrupt normal College activities, or do not infringe upon the rights of others. Most demonstrations are peaceful.

People who are not involved in protests should attempt to continue business as usual if safe to do so. It is the illegal acts which may arise during these activities that concern the College. If protests disrupt normal College activities, result in damage to College buildings or grounds, or threaten the safety of others:

- Remain calm.
- Notify the Campus Police at x8123 or 410-386-8123.
- Avoid interacting with, obstructing or provoking protestors.
- Notify your supervisor or other College official.
- Alert all persons in the area of the situation.
- If prudent lock doors and windows and close blinds to prevent flying glass (shelter-in-place).
- If necessary to evacuate, follow the directions of responding Campus Police officers.
- If evacuated, meet at the predetermined evacuation location and wait for additional instructions and information.

#### **L. Fire Emergencies**

1. College buildings will be immediately and totally evacuated whenever building fire alarms are sounding. If you see or suspect a fire, remain calm and activate fire alarms. Report fires by phone from safe places outside buildings.
  - a. Call 911 from any on-campus, off-campus, or cell phone. At the emergency blue-light and wall-mounted emergency phones located around campus, press the emergency button to be connected to the Campus Police officer who can contact **911** for you.
  - b. Call the Campus Police at x8123 or 410-386-8123.
  - c. Give as much specific information as possible when emergency operators answer. Operators need to be told calls are for Carroll Community College, a specific campus and building name, what is burning – if known, the floor and room number or other specific location information. Do not hang up unless it is unsafe to remain on the line.
  - d. Report all fires, even if extinguished or found subsequent to being extinguished.
  - e. Report all fire alarms, even if they are suspected to be false or accidental. If safe to do so, shut off all machinery and equipment in work areas.
2. **Evacuate.** Call 911 without delay. Do not attempt to fight fires. Close doors and windows if time permits. Assist others in evacuating the building, particularly those persons with special needs.
  - a. Leave buildings at once using nearest exits or stairways. Do not use elevators. Close as many doors as possible between you and the fire. Use the backs of your hands to feel doors and doorknobs before opening doors. Do not open if the door or doorknob feels hot. Crawl if there is smoke. Use secondary exits if primary exits are blocked. If you are trapped:



- b. Stuff the cracks around doors with towels, lab coats, floor mats, etc. to keep as much heat and smoke out as possible.
  - c. Go to windows and if there is no sign of smoke or flames outside, open windows at the top. Signal for help by hanging a flag, (i.e., sheet, jacket, etc.), out of the windows.
  - d. Use available telephones to call the Campus Police and let them know your exact location.
  - e. Do not attempt to jump from multi-story buildings.
  - f. Do not re-enter buildings for any reason until fire or police officials say it is safe to do so.
  - g. Render reasonable assistance to disabled persons. (See Evacuation Procedures – Disabled Persons.)
  - h. Gather at pre-designated assembly areas.
  - i. Take roll and report missing or unaccounted for individuals to first responders.
3. **Fire Alarms.** All occupants must leave facilities when a fire alarm sounds. Failure to evacuate buildings when alarms sound violates College policies and the Maryland State Fire Code. Elevators are not to be used during fire emergencies.

Report all fire alarms to 911 and Campus Police at x8123 or 410-386-8123.

4. **Re-Entry Instructions:** Fire scenes are under the control of the local Carroll County Volunteer Fire Department and may not be re-entered until the scene is released by the on-scene fire commander. The Campus Police and Facilities Management will provide perimeter control. The Campus Police and CCSO deny access to fire scenes to all individuals having no immediate, bona fide need to access the scene.

## 5. Evacuation of Disabled Individuals

- a. Persons who are either temporarily or permanently disabled to the extent their mobility is impaired are individually responsible for informing their supervisors and Campus Disability Coordinators of their name, building name, room number, and nature of disability. When possible, this information will be placed on a list and given to Carroll County first responders. The rescue of disabled persons who are unable to evacuate themselves will be an initial priority for responding fire units and Campus Police officers. Co-workers may assist evacuating disabled persons only if this places them in no personal danger.
- b. Use elevators only as appropriate for the type of emergency.
- c. Always ask someone with a disability how you can help before attempting any rescue technique or assistance. Ask the individual how to best assist and whether there are any special considerations or items that need to come with the person.
- d. Mobility impaired persons in wheelchairs on non-ground level floors should proceed to the nearest enclosed stairwell (doors that close at the top and bottom, and each level) and wait on a landing for the local Volunteer Fire Department to arrive. Someone may stay with the disabled person if it does not place them in additional danger and someone should meet responding fire fighters to report the location of disabled

persons. In all cases, a person who assists a mobility impaired person to a stairwell must notify a first responder of the person's exact location.

- e. Follow the instructions for being trapped if you cannot get to an enclosed stairwell.
- f. Visually impaired persons should have a sighted assistant or volunteer to guide them to safety. Do not leave them alone.
- g. Individually inform hearing-impaired persons of the emergency. Do not assume they know what is happening by watching others.

## **6. General Evacuation Procedures**

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

## **M. Hazardous Materials – HAZMAT**

SDS Sheets: In accordance with the OSHA Hazard Communication Standard, Carroll Community College ensures all Safety Data Sheets are readily accessible to employees for all hazardous chemicals in their workplace. The College maintains the Safety Data Sheets electronically for employee and visitor access using an online QR Code or link that is posted and readily available in the appropriate work areas and in common areas.

- 1. HAZMAT incidents may involve:
  - a. Indoor and outdoor fuel spills;
  - b. Solvent or other chemical spills in shops;
  - c. Chemical or biological spills in buildings and laboratories;
  - d. Chemical odors in buildings;
  - e. Natural gas smells and leaks; or
  - f. Fires in laboratory or other facility involving toxic chemicals, infectious substances or radioactive materials.
- 2. **If you witness a hazardous material spill, evacuate the spill site and warn others to stay away.**

3. If you are the HAZMAT user:
  - a. Leave the area of the spill first and go to a safe location nearby.
  - b. Consult your supervisor as necessary.
  - c. Isolate the spill area to keep everyone away and post signs as necessary.
4. Individuals recognizing HAZMAT spills that require additional notifications and resources will:
  - a. Alert all individuals who might be harmed to evacuate the immediate area and to go to a location that will not impede emergency personnel.
  - b. If safe and appropriate to do so, limit the spread of the material by applying absorbent and shutting doors.
  - c. Notify the Campus Police at x8123 or 410-386-8123, on a cell phone, emergency call box or College telephone located at a safe distance from the hazard to report:
    - 1) The nature of the incident, and name of the HAZMAT, if known.
    - 2) The exact location, including campus and building.
    - 3) Whether or not there are any injuries.
    - 4) What symptoms are being exhibited by exposed individuals.
    - 5) Any other details that would assist officials in preparing their response.
5. If you suspect or witness a release of a hazardous material to the environment (air, water, ground) call the Campus Police without delay.

#### **N. Infrastructure Failures (Utilities, Communications, etc.)**

1. **Infrastructure failures can involve:**
  - a. Utilities; phone or Internet connections
  - b. Elevators;
  - c. Fire detection and suppression systems;
  - d. Heating, ventilation, and air conditioning;
  - e. Steam lines; or
  - f. Structural or building defects.
2. **To report infrastructure failures call:**
  - a. Campus Police at x8123 or 410-386-8123.

## **O. Electrical Failures**

1. Turn off equipment to reduce the potential for damage caused by power surges.
2. Evacuate laboratories because of the inability to operate fume hoods.
3. Notify Campus Police at x8123 or 410-386-8123.

## **P. Plumbing Failures/Pipe Ruptures**

1. Buildings will need to be evacuated if water or sewage systems cannot be restored within a reasonable time.
2. Turn off electrical equipment to minimize the potential for electrocutions and equipment damage.
3. Notify Campus Police at x8123 or 410-386-8123.

## **Q. Natural Gas Leaks**

1. Turn off all possible ignition sources.
2. Evacuate as quickly as possible.
3. Do not turn on or turn off lights or any electrical equipment.
4. Do not use the phone.
5. Call the Campus Police and Facilities Management from phones in areas removed from gas leaks.
6. Activate building fire alarms if you believe there is potential danger to building occupants and evacuation is advisable.
7. Do not start vehicles within adjacent areas of gas leaks.

## **R. Elevator Failures**

1. Persons trapped in elevators should use emergency telephones in elevators to call the Campus Police at x8123 or 410-386-8123.
2. Do not attempt to crawl through escape hatches or force elevator doors open. Only trained mechanics, elevator technicians, and fire/rescue personnel are permitted to conduct elevator rescues.

## **S. Fire Detection and Suppression System Impairments**

1. Report all impairments of fire detection and suppression systems to Campus Police at x8123 or 410-386-8123.

## **T. Heating, Ventilation, & Air Condition (HVAC) System Problems**

1. Strange odors or minor smoke odors coming from HVAC systems should be reported to Facilities Management for initial investigation.
2. Report large amounts of smoke coming from HVAC systems immediately to the Campus Police at x8123 or 410-386-8123.

## **U. Medical Emergencies: (Call 911 FIRST. Assist the victim as you are trained or able.)**

### **1. Basic Medical Emergency Information**

- a. In the event of a medical emergency keep calm, act immediately and call for help.
- b. Summon medical help by calling 911 from any on-campus, off-campus, or cell phone.
  - Then, call the Campus Police at x8123 or 410-386-8123.
- c. Let the Emergency Medical System and Campus Police know if the victim:
  - Is unconscious;
  - Has trouble breathing;
  - Has chest pain or pressure;
  - Is bleeding severely;
  - Has pressure or pain in the abdomen that does not go away;
  - Is vomiting or passing blood;
  - Has had a seizure;
  - Has a severe headache or slurred speech;
  - Appears to have been poisoned;
  - Has injuries to the head, neck, or back; or
  - Has possible broken bones.
- d. Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
- e. Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.
- f. Check the scene for safety. Check the victim for consciousness, breathing, pulse, and severe bleeding. Assist victims and remove them from hazards if injuries are minor. Do not move seriously injured victims unless they are in danger of further injury.
- g. Notify persons in adjacent areas of potential hazards.
- h. Care for life-threatening conditions if you have the proper training. If there are no life-threatening conditions, provide first aid if you have the proper training: and
  - Watch for changes in breathing and consciousness;
  - Help the victim rest comfortably;
  - Keep the victim from getting chilled or overheated; and
  - Reassure the victim.

## **2. Skin Exposure**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Summon medical help. If possible, do not leave victims alone.
  - First, activate the Emergency Medical System by calling 911 from any on-campus, off-campus, or cell phone.
  - Second, call Campus Police at x8123 or 410-386-8123.
- c. Be prepared to give the following information: what happened, number of victims, kind of injury, exact location of the emergency, what help is being given, and your name and phone number.
- d. Do not transport seriously injured persons to the hospital and do not hang up until the dispatcher hangs up.

## **3. For chemical and HazMat exposures**

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

SDS Sheets: In accordance with the OSHA Hazard Communication Standard, Carroll Community College ensures all Safety Data Sheets are readily accessible to employees for all hazardous chemicals in their workplace. The College maintains the Safety Data Sheets electronically for employee and visitor access using an online QR Code or link that is posted and readily available in the appropriate work areas and in common areas.

## **4. Eye (Exposure to dangerous chemicals)**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. If a chemical is splashed into the eye, go immediately to the nearest eye wash fountain.
- c. Spread the eyelid open with the fingers and wash the eye for at least 15 minutes.
- d. Flood all surfaces of the eye and the underside of the eyelids with water.
- e. If no eye wash station is available, lay the victim on his/her back, turn the head, and pour water into the eye, directing the stream to the side of the head.
- f. Do not attempt to remove foreign objects from the eye, but instead cover the eye with a sterile pad and seek medical care immediately.

## **5. Poisoning**

- a. Activate the Emergency Medical System by Calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Call the Poison Control Center 1-800-222-1222, describe any containers or substances found at the scene, and follow their instructions.
- c. Care for shock and monitor breathing while waiting for emergency help.
- d. Do not give anything by mouth unless instructed to do so by medical professionals.

## **6. External Bleeding**

- a. Activate the Emergency Medical System by calling 911 if the wound is serious, and then call Campus Police at x8123 or 410-386-8123.
- b. Put on a pair of latex or other protective gloves.
- c. Cover the wound with a dressing and press firmly against the wound with your hand.
- d. Elevate the wound above the level of the victim's heart if the bleeding does not stop and the wound does not involve a broken bone.
- e. Apply a pressure bandage snugly over the wound.
- f. If bleeding doesn't stop, apply additional dressings; do not remove blood-soaked bandages.
- g. Squeeze the artery against the bone.
- h. Remove foreign materials from small cuts and carefully wash with soap and water, apply an antiseptic and bandage.

## **7. Shock**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Victims may go into shock following severe injuries. Shock is life threatening.
- c. Signs of shock include extreme paleness, cold and clammy skin, perspiration on the forehead or hands, weakness, nausea, vomiting, shallow breathing and a weak rapid pulse.
  - Have the victim lie down.
  - Control external bleeding.
  - Maintain normal body temperature.
  - If there are no head or neck injuries elevate the legs about 12 inches.
  - Do not give the victim anything to eat or drink.

## **8. Cryogenic Burns (Super cooled Liquids)**

- a. For short contact, immediately flush the area with large quantities of water.
- b. For prolonged exposure or if visible tissue damage is apparent, activate the Emergency Medical System by calling 911, then call Campus Police at x8123 or 410-386-8123.

## **9. Fractures**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Do not move the patient unless it is necessary to prevent further injury.
- c. Splint the body part if the patient must be moved and you can do it without causing more pain.
- d. Check for proper circulation before and after splinting. Treat for bleeding and shock.

## **10. Strains and Sprains**

- a. Have the victim sit or lie down and elevate the extremity.
- b. Apply ice to the injured area (15-20 minutes every 1 1/2 to 2 hours).
- c. Arrange for transport to local health care facilities if patients are unable to bear weight or move injured extremities. Otherwise, activate the Emergency Medical System by calling 911. Then call Campus Police at x8123 or 410-386-8123.

## **11. Electrical Shock**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Do not touch victims until they have been removed from electrical circuits.
- c. Disconnect the power and cautiously remove the current source with an insulator such as a dry stick or board.
- d. Do not use metal or anything that is wet.
- e. Check for breathing and a pulse, give appropriate supportive care until someone from the Emergency Medical System arrives and assumes care of victims.

## **12. Clothing Fire**

- a. Once extinguished, proceed to a safety shower if immediately available.
- b. If not, fall to the floor and roll to smother the flames.
- c. Fire extinguishers should not be used on the skin because they can freeze the skin or increase the likelihood of infections.
- d. Do not remove clothing that adheres to burned skin.
- e. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.



### **13. Sudden Illnesses**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Care for life-threatening conditions first.
- c. Help the victim rest comfortably.
- d. Keep the victim from getting chilled or overheated.
- e. Reassure the victim.
- f. Watch for changes in consciousness and breathing.
- g. Do not give anything to eat or drink unless the victim is fully conscious.
- h. Place on left side if the victim vomits, is nauseated or is not fully conscious.
- i. Position victim on his/her back and elevate legs if no head or spine injury is suspected and the victim has fainted or feels lightheaded.

### **14. Seizure**

- a. Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- b. Do not hold or restrain the victim or place anything between the teeth. Check the victim's mouth for obstructions to breathing, particularly the tongue.
- c. Remove any nearby objects that may cause injury.
- d. Cushion the victim's head.
- e. Place victims on their left side after seizures stop to prevent aspiration in case of vomiting.

### **15. Diabetic Emergency**

- a. Diabetics frequently recognize signs of sugar level emergencies and will ask for assistance obtaining sugar. They may appear shaky and clammy. If they ask, give them some kind of real sugar, preferably in a liquid form. Acceptable alternatives are orange juice, sugary soda or candy.
- b. If the victim doesn't get better in about five minutes, activate the Emergency Medical System by calling 911, then call Campus Police at x8123 or 410-386-8123.

### **16. Heat Exhaustion** is caused by a loss of body fluids and overheating of the body.

- a. A victim will have symptoms of normal to high body temperature, cool, moist skin, nausea, headache, dizziness, and weakness.
- b. To treat heat exhaustion:
  - Move the victim to a cool area;
  - Remove excessive clothing;
  - Give the victim a cool drink if not feeling nauseous and if fully conscious; and

- If the victim refuses water, vomits, or starts to lose consciousness, activate the Emergency Medical System by calling 911, then call Campus Police at x8123 or 410-386-8123.

**17. Heat Stroke** is a more serious result of heat exposure caused by a high body temperature. Heat stroke can be FATAL.

- A victim will have symptoms of high body temperature, NO SWEATING, and poor circulation.
- To treat heat stroke:
  - Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
  - Get the victim out of the heat;
  - Remove the victim's outer clothing; and
  - Apply cool, wet cloths to the skin and/or ice packs to areas such as wrists, armpits, back of neck, back of knees, and abdomen.

**18. Hypothermia (Dangerous loss of body heat)**

- In mild cases:
  - Remove any wet clothing from the victim;
  - Wrap the victim in a warm blanket or dry clothing;
  - Give the victim warm non-alcoholic drinks if fully conscious; and
  - If unconscious, activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- In moderate and severe cases:
  - Hypothermia: Shivering, numbness, lack of coordination, and lowered body temperature; or
  - Frostbite: Lack of feeling in the affected area, skin appears waxy, and skin is cold to the touch;
  - Activate the Emergency Medical System by calling 911, and then call Campus Police at x8123 or 410-386-8123.
- Provide care to the victim:
  - Handle the victim gently. Use care to avoid damaging skin;
  - Remove any wet clothing;
  - Wrap the victim in warm blankets or dry clothing;
  - If the victim is fully conscious and not nauseated warm drinks may be given;
  - DO NOT apply a hot water bottle or hot pack; and
  - DO NOT massage the extremity.

## V. Suspicious Letters and Packages

1. Anyone receiving mail and packages should regularly, reasonably, and prudently examine those materials before opening them. Characteristics that may cause letters and packages to be treated as suspect are:
  - a. Letters and packages delivered by someone other than regular carriers;
  - b. Packages wrapped in string, because modern packaging materials have eliminated the need for twine and string;
  - c. Excess use of securing material (i.e., tape);
  - d. Packages that are lopsided, heavy-sided, or have lumps, bulges, or protrusions;
  - e. No postage, non-cancelled postage, or excessive postage;
  - f. Handwritten notes such as: "To Be Opened in the Privacy Of ....", "Confidential", "This is Your Lucky Day";
  - g. Packages or letters that have no return addresses or nonsensical return addresses;
  - h. Letters or packages arriving before or after phone calls asking if the items were received;
  - i. Improper spelling of common names, places, or titles; or
  - j. Leaks, stains, or protruding wires, foil, string, tape, etc.
2. If you discover a suspicious letter or package:
  - a. Stop immediately. Do not open items any further. Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets;
  - b. Do not shake or empty the contents of any suspicious envelope or package;
  - c. If you do not have a container, cover the envelope or package with something, (i.e., clothing, paper, etc.);
  - d. Notify Campus Police at x8123 or 410-386-8123.
  - e. Isolate the package and get people out of the immediate area;
  - f. Wash your hands with soap and water;
  - g. Notify your supervisor;
  - h. If possible, list all people who were in the room or area, especially those who had actual contact with any powder or substance. Give this list to the responding emergency personnel.
3. If the letter or package has been opened, call Campus Police at x8123 or 410-386-8123 and:
  - a. Do not try to clean up any powder or substance, but rather cover the spilled contents immediately with something, so it is not moved or tampered with;
  - b. Leave the room and close the door, or section off the area to prevent others from entering;
  - c. Wash your hands with soap and water to prevent spreading any powder or other substance to your face;

- d. Notify your supervisor;
- e. Gently remove heavily contaminated clothing as soon as possible and place in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- f. If possible, list all people who were in the room or area, especially those who had actual contact with the powder or substance. Give this list to the responding emergency personnel.

## **W. Workplace Violence/Criminal Behavior**

1. Individuals who become violent at work or threaten to become violent have usually displayed concerning behaviors long before they take any action. Individuals prone to workplace violence may:
  - a. Be chronically disgruntled;
  - b. Be inflexible;
  - c. Cause trouble on the job;
  - d. Frequently change jobs;
  - e. Be quick to perceive unfairness or malice in others;
  - f. Be unwilling to take responsibility for problems – it's always someone else's fault;
  - g. Often challenging management's requests, either passively or actively;
  - h. Have a deep sense of entitlement;
  - i. Have a past history of violent acts or threats;
  - j. Have complaints that often appear to be of a paranoid nature; i.e., blown out of proportion and taken personally, especially when action was not intended that way;
  - k. Have recently experienced stressful events;
  - l. Have access to weapons or fascinations with weapons (they will often mention this to others);
  - m. Abuse alcohol or other substances;
  - n. Have made allusions to violent acts committed by others and an expression of empathy with those who resort to violence.
  
2. **On-the-scene Management of Violence**
  - a. Remain calm. Carefully and deliberately observe your surroundings and the environment.
  - b. To the extent that you can, try to continue to communicate with the individual calmly and confidently.
  - c. Call Campus Police at x8123 or 410-386-8123. If you cannot call, instruct others to call. Report your name and location and information on "who, what, where and when."
  - d. Do not physically attempt to get the suspect(s) to leave. Do not touch or threaten them.
  - e. If violent behavior is occurring, run, hide if not already seen, or defend yourself (fight) if injury or assault is likely.
  - f. Make every possible effort to get others out of the immediate area.

- g. Never attempt to disarm or accept weapons from suspects.
- h. If weapons are involved, calmly ask suspects to put weapons in neutral locations.
- i. Don't argue, threaten, or block suspects' exit.

## **X. Criminal Behavior**

Immediately call Campus Police at x8123 from any on-campus phone or 410-386-8123 from a cell phone and be prepared to report information that may include:

1. Your name and present location;
2. Nature of incident;
3. Detailed location of incident;
4. Descriptions of persons involved;
5. Description of weapons involved;
6. Description of property involved; and
7. Where suspects were last seen and their direction of travel.

## **Y. Missing Child Procedures – Child Development Center**

When a child is discovered missing from the campus Child Development Center, the following procedures will be followed:

### **Campus Police Procedure**

The childcare center will call Campus Police **immediately** for any child that is missing.

The Campus Police will take command of the scene and assign officers to search areas, initiate a campuswide lockdown via E2Campus and immediately notify the Sheriff's Office requesting assistance in lockdown and search efforts. Administration will be contacted to request immediate assistance with locking campus exterior doors.

Upon receiving a detailed description of the missing child, an updated E2Campus message will be sent with said information requesting those on campus to check the areas they are currently occupying and notify Campus Police if the child has been seen.

Upon the arrival of the Carroll County Sheriff's Office, the supervisor/commander will request that all entrances to the college be blocked and closed. The supervisor/commander will contact the Administration Office to request that they begin reviewing camera footage to track the missing child.

If the missing child is not located within one-hour, primary responsibility for the ongoing investigation and search efforts will be turned over to the Carroll County Sheriff's Office. Campus Police will assist as needed and/or requested.

## **Child Development Center Procedure**

When a child is discovered missing, staff will **immediately** notify the Director. The Director will contact Campus Police expediently. The Director will then contact the Child Development Center Supervisor and the Division Chair.

Staff will remain in place and with their assigned students until the missing child is found. If students are outside at the time, the Director or designee will determine if the students should be moved inside.

Once the child is found, Center staff will make phone notifications in the following order:

1. Office of Child Care (OCC) Licensing Specialist
2. Child Protective Services
3. The missing child's parents

By close of business on the date of the incident, staff will electronically notify parents of children enrolled at the Center of the incident, without identifying the child, and provide verification to the OCC that the parents have been notified of the incidents.

If the child is not found within one-hour, a determination will be made in conjunction with Campus Police, the Carroll County Sheriff's Office, Center staff, and the Executive Team on when the lockdown may be lifted or modified and the remaining students reunited with their parents. A partial activation of the Crisis Management Team may be considered to assist with reunification efforts.

**Contact Campus Police at x8123 or 410-386-8123**  
**any time you have a question about your safety or your work environment, or if you'd like to have an officer assist you in surveying your workplace for hazardous conditions.**

**Register for Critical Alerts and Timely Warnings at**  
**[www.carrollcc.edu/alerts](http://www.carrollcc.edu/alerts)**