



Paradise Valley Community College
Union Hills Campus

EMERGENCY OPERATIONS PLAN

(DRAFT)

Special acknowledgement to the Arizona Department of Education
Arizona Division of Emergency Management

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INTRODUCTION

An emergency can occur at any time. In the case of fire, flood, storm, epidemic, riot, earthquake, intruder or other disasters it is important for Paradise Valley Community College personnel to be as fully prepared as possible to ensure the highest rate of survivability. The more prepared Paradise Valley Community College is the more likely it will be able to prevent an emergency from turning into a major occurrence. In some instances, coordination with outside resources from the local level up to the federal level may be needed. Having a well-written plan that is consistent with other emergency agencies will enhance response to an emergency and mitigate subsequent recovery time.

Most emergencies are small and easily managed by College staff. This Emergency Operations Plan is designed to help in those cases when an emergency affects large portions of the College or requires the assistance of outside agencies. In the unlikely event of a major catastrophe that involves the entire area, emergency services may be overwhelmed and unable to respond immediately. Members of the college community must be able to help themselves until assistance arrives. To ensure the safety of all involved and promote familiarity with the system, all emergencies should be handled in a consistent manner. Therefore, this plan encourages the use of the Federal Emergency Management Agency's (FEMA) Incident Command System (ICS), to be used as part of Paradise Valley Community College's comprehensive Emergency Operations Plan.

With this in mind, an Emergency Operations Plan and an Emergency Response Team must be organized and trained to meet the needs of the College prior to an emergency. All faculty and staff must be trained in the basics of the Emergency Operations Plan to have maximum safety, efficiency and communication during a crisis, emergency, or disaster. Faculty, staff and students must be reassured that all preparations and training are necessary for their safety and well-being. All College community members should have distributed to them or be allowed access to the Emergency Operations Plan.

Constant revisions throughout the planning, preparation and training of the Emergency Operations Plan should occur. Input from all College community members should not only be listened to but also sought out. Annual training concerning the plan should be encouraged for all faculty and staff.

APPROVAL STATEMENT:

The Emergency Operations Plan at Paradise Valley Community College has been reviewed and found to comply with the federal National Incident Management System (NIMS), minimum and/or recommended requirements.

President Date

District Representative Date

High School Principal (*if applicable*) Date

Fire/EMS Date

Law Enforcement Date

County Health Department Date



MARICOPA EMERGENCY MANAGEMENT SYSTEM (MEMS)

VISION STATEMENT:

To be prepared and professionally trained to be able to mitigate as many possible emergency situations, ensuring the safety and well being of all College community members.

To maintain a state of the art emergency operations unit that stays consistently up to date with all new technologies, training, laws and regulations.

To be prepared in the case of an emergency to recover with the least amount of emotional and physical damage and proceed with a normal routine in a timely manner.

MISSION STATEMENT:

An Emergency Operations Plan will be developed based on federal and local emergency management practices. All employees will become familiar with the emergency response plan and be prepared to fulfill their assigned responsibilities.

Training will occur on a continuing basis with all portions of the plan. The Emergency Operations Plan will be updated annually and distributed to faculty and staff. Students will be advised of the plan and its location. Key personnel will be selected and trained to fill specific and specialized areas of the Emergency Operations Plan.

BASIC EMERGENCY OPERATIONS PLAN

AUTHORITIES AND REFERENCES

1. Federal:
 - a. Homeland Security Presidential Directive 5 (HSPD 5): National Preparedness, December 17, 2003.
 - b. Homeland Security Presidential Directive 8 (HSPD 8): National Preparedness, December 17, 2003.
 - c. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended by Public Law 100-707.
 - d. Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III, Emergency Planning and Community Right-to-Know (Promulgated as Public Law 99-499).
 - e. Comprehensive Environmental Response, Compensation, and Liability Act of 1980, Public Law 96-510.
 - f. 40 CFR Parts 300 and 355. Final Rule: Extremely Hazardous Substances List and Threshold Planning Notification Requirements (52 FR 13378 April 22, 1987).
 - g. Presidential Decision Directive 39. US Policy on Counter-Terrorism, June 21, 1995.
 - h. Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act 2008 Amendments
 - i. The “Higher Education Opportunity Act” (Public Law 110-315) Enacted Into Law August 14, 2008
2. State of Arizona:
 - a. Executive Order 2005-08 Designation of the National Incident Management System (NIMS) as the Basis for All Incident Management in Arizona.
 - b. Chapter 2, Title 26, Arizona Revised Statutes, as amended.
 - c. Chapter 1, Title 35, Arizona Revised Statutes, as amended.
 - d. Arizona Revised Statutes, 36-2208 through 36-2210.
 - e. State of Arizona Emergency Response and Recovery Plan, as updated.
3. Maricopa County
 - a. Maricopa County Emergency Management Resolution of 2002.
 - b. Maricopa County Emergency Operations Plan (EOP), as updated.
4. Maricopa County Community College District
 - a. Letter of Promulgation, as updated.
 - b. Delegation of Emergency Policy Executive Responsibilities, as updated.
 - c. MCCCCD Emergency Operations Plan, as updated.
 - d. MCCCCD Pandemic Plan, as updated.
 - e. MCCCCD Environmental Health & Safety Emergency Response Plan, as updated.
 - f. MCCCCD Media Relations Response Plan, as updated.
 - g. MCCCCD Maricopa Emergency Management System (MEMS)

FORMAT:

The EOP is written to be in compliance with the National Incident Management System (NIMS) which is a command and control system that provides a consistent nationwide approach for private and public sector organizations to work effectively together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. It provides for interoperability and compatibility among private and public sector capabilities, and includes a core set of concepts, principles, terminology, and technologies covering the Incident Command System; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certification; and the collection, tracking, and reporting of incident information and incident resources

SCOPE:

Paradise Valley Community College will use the best practices of the National Incident Management System for emergency management to mitigate, plan, respond and recover from natural, man-made, technological or reputation emergencies. This Emergency Operations Plan will address these issues for emergency management. Paradise Valley Community College will integrate the Incident Command System (ICS) to handle all crises and emergencies. The ICS is a nationally used system that streamlines operations during an emergency. Implemented by the Department of Homeland Security, ICS allows multiple agencies to work together effectively. The college's use of ICS will help the College interface with outside emergency services during a crisis.

In order to properly manage an emergency, it is important for the College to be involved in the four phases of emergency planning. They are mitigation, planning, response and recovery.

ICS incorporates five major components. They are the Incident Command, Operation, Planning, Finance, and Logistics. Each component works with the other during a crisis.

Emergency responders will be using ICS.

The Incident Commander is the overall commander of the emergency. The Incident Commander will have a command staff consisting of a Liaison Officer, Public Information Officer (PIO), and Safety Officer. The Incident Commander is in charge of all facets of the emergency and may activate some or all of the command staff. Any positions that are not activated are the sole responsibility of the Incident Commander.. The Incident Commander may work with other agencies as part of a unified command.

The liaison officer will interact with all on-site and off-site agencies to simplify communications and needs of the various agencies.

The PIO will be in charge of all communications with media, relatives and College community members. The Safety Officer is responsible that all procedures and actions are completed in a safe manner.

Paradise Valley Community College will integrate with emergency responders in their ICS through a liaison. Any actions taken that are due to a consequence of an emergency will be handled by Paradise Valley Community College's own incident Commander through the use of ICS and its components.

These actions can include, but are not limited to:

1. Any actions that that will result in the preservation of life, limb, the environment and property within the scope of personnel training and responsibilities.
2. Relocation to an offsite facility,
3. Basic emergency response prior to emergency responders arrival,
4. Directing traffic,
5. Assisting in isolating the area,
6. Relaying important information to emergency responders such as location of areas of refuge, facility maps and layouts.
7. Any actions needed to resume normal business operations as quickly as possible.

The incident commander can establish four general staff positions. Any positions that are not activated are the sole responsibility of the Incident Commander.

- The Operations section is responsible for the actions of college emergency response personnel.
- The Planning section is responsible for plans such as this manual, new plans designed during an emergency, and review of the existing plan.
- The Finance section needs to be involved in all stages of emergency management in order to cover and recoup from expenses incurred.
- The Logistics section is involved with control over all resources.

The ICS is flexible and can expand as needed. Most emergencies on College occur requiring the minimum number of personnel needed. In most incidents, the Incident Commander is the Director of Public Safety, the Director of Facilities or both in a unified command. In day-to-day use, the incident commander can even be the single responding personnel to an incident. When an emergency occurs beyond the resources of these departments, ICS can be expanded to tap into the resources needed to handle the emergency.

Training to understand aspects of the ICS should be given to key employees of the College. More in-depth training will be provided for College first responders and those selected to fill slots in the ICS command structure.

OBJECTIVES:

The objectives of the EOP are as follows:

1. Protect the lives and property of faculty, staff, students and visitors by establishing functional guidance that provides the procedures necessary for immediate response of MCCCCD agencies and departments to an emergency.
2. Establish a mutual understanding of authorities, functions, and responsibilities.
3. Provide instructions and guidance to college personnel for emergency response.
4. Identify the college's role for mutual aid to and from local, state, and federal agencies.
5. Provide for the orderly restoration of business operations, academic and residential programs

SITUATION AND ASSUMPTIONS:

A. Situation:

Possible natural hazards to each College include floods, earthquakes, fires, and severe storms. There is also the threat of a terrorism incident such as a nuclear, biochemical, or conventional attack. Other disaster situations could develop from a hazardous materials accident, major transportation accident or civil disorder.

The greatest mistake administration, faculty, and staff make in a crisis come from not having a plan of operation in place. Planning, training and drills will help prevent those mistakes. In addition, making use of the Incident Command System will lay the groundwork for the chain of command. This Emergency Operations Plan will provide annexes that give step-by-step sequence for planned and unplanned emergencies. Some common incidents have been addressed to help you in an emergency. In order for the Emergency Operation Plan at Paradise Valley Community College to be viable, the College must conduct drills. After each drill, it is critical to evaluate all aspects of the exercise and determine those actions that worked and those that did not.

Paradise Valley Community College encompasses 93.57 acres at 18401 N. 32nd St. Phoenix, AZ. 85032. Paradise Valley Community College consists of 18 buildings. The College population fluctuates on a daily basis as well as throughout the day. The College population peaks in mid-morning, decreasing through the mid-afternoon. Population increases as evening classes begin. Counting staff, Paradise Valley Community College's population can have approximately 5,000 college community members at any one time.

Paradise Valley Community College Public Safety/maintenance personnel and/or local fire and law enforcement agencies handle most emergencies on site. During a major emergency or disaster, a unified command with local EMS and administration based on the Incident Command System (ICS) is the most effective approach to management of emergency operations.

In all cases, Fire and/or police agencies will be in command of the emergency event and the designated emergency responder will be the incident commander. This does not negate the responsibilities of College officials and Public Safety. The college will need to respond to the

cascading effects of the incident and respond accordingly. This plan is design to help mitigate, plan, respond and recover from these effects that include, but are not limited to the following:

1. Vulnerabilities to the adverse effects of natural, man-made or technological disasters that may result in loss of life, property damage and social disruption.
2. Transportation of hazardous substances and other toxic chemical materials nearby to the college, as well as the storage and use of these substances at the college, provide a potential for a disaster.
3. Localized flooding, due to thunderstorms during the “monsoon” (July through September) and more general flooding from winter storms (December through February), provides a potential natural hazard to the College. Flooded road crossings and localized flooding are possible.
4. Windstorms, with wind speeds up to tornado strength (called micro bursts), frequently occur in conjunction with the monsoon season thunderstorms. Straight-line winds also represent a significant hazard.
5. The proximity of Paradise Valley Community College to major transportation routes makes it particularly vulnerable to transportation-based accidents including aircraft and buses.
6. Varied use facilities (e.g., science facilities, central plant, etc) raise the potential for building fires.
7. A Weapons of Mass Destruction (WMD) event or attack could occur through accident, miscalculation, irrational act, unplanned escalation of a conventional war, or as a deliberate act.
8. Workplace violence perpetrated by faculty, students, or visitors is a potential threat to Paradise Valley Community College.
9. The use of Paradise Valley Community College facilities for high profile events raises the potential for an emergency due to civil disturbances and or terrorism.
10. National or statewide events that impact the community such as earthquakes, and hurricanes may involve the use of Paradise Valley Community College facilities, equipment and personnel for recovery and sheltering.

B. Assumptions

1. ***Paradise Valley Community College*** may be subject to a variety of natural, man-made or technological disasters in the future and has the primary responsibility for emergency actions within each college. It will commit all reasonably available resources to save lives, minimize injury to persons and minimize damage to property and the environment.

2. Emergencies may occur at any time with little or no warning. In some instances, increased readiness actions and warning may allow tasks to be completed in advance.
3. It is possible that federal, state or local assistance may not be available for up to 72 hours following the occurrence of a major emergency. Paradise Valley Community College and local emergency response services will initially carry out response and short-term recovery operations on an independent basis until federal; state and district assistance arrives, if required.
4. Paradise Valley Community College may not be physically capable of handling all requests for assistance immediately due to the nature of the emergency. Faculty, staff, students and visitors of the College must be self-sufficient for the first 24 hours of a major emergency.
5. In the event an emergency occurs before or after regular Paradise Valley Community College hours, on a holiday or weekend when most departments are closed, the structure of the plan remains the same; however, its implementation may vary depending upon available resources and staffing. Until the time that authorized officials can be notified, the highest-ranking individuals who are available at the time of the disaster will assume responsibility under the guidelines of NIMS and ICS.
6. Local Paradise Valley Community College officials recognize their responsibility for providing for the safety and well being of College personnel and will assume their functions in the implementation of the EOP. Proper implementation of this plan will reduce or prevent emergency related losses.

DIRECTION AND CONTROL:

The Emergency Operations Plan is under the control of the College President/designee and is managed by the Public Safety Department. In the event of a major disaster, the College President/designee will impose all necessary regulations to limit loss of life and property and preserve the peace and order of the College, which may include, but is not limited to, events that:

- Suspend regular academic activities.
- Close public access to any building, street or other public area.
- Call for resources from MCCCCD, Paradise Valley Community College or outside organizations.
- Necessitate the procurement of mitigation funds or grants for designated projects.
- Require application for Public Assistance

Trained College emergency response personnel, under the direction of Public Safety/Facilities, will determine the manner in which college personnel and equipment are used. The College President will be responsible for deactivating the Emergency Operations Plan.

DELEGATION OF AUTHORITY:

The President has the primary responsibility for developing and implementing Paradise Valley Community College's Emergency Operations Plan. The President furthermore has the responsibility of executing the policies developed by the district. Any delegation of responsibility will be done in writing. The office receiving the letter will maintain the original letter of delegation. Copies of the letter will be provided to the local Police Department, Phoenix Fire Department, Local Emergency Manager, Paradise Valley Community College Public Safety Department, Maintenance and Operations Department, Vice-Presidents, Department Chairs and Managers, MCCCCD risk management and others as deemed appropriate.

RESPONSE PRIORITIES:

In an emergency situation College community members will be concerned and need to be reassured that all possible actions that Paradise Valley Community College can take are being implemented. The following actions are the most important priorities.

Listed in order of priority they are:

1. Protect human life.
2. Prevent or minimize personal injury.
3. Protect the environment
4. Protect property.
5. Restore normal operations ASAP.

Expectations of Paradise Valley Community College personnel:

Every employee has the responsibility to respond as directed by the appropriate authority. Cooperation by all personnel is a must to reduce the loss of life. Paradise Valley Community College personnel will follow directions from their department heads. Training will be provided to all employees consistent and with regards to the Emergency Operations Plan. Advanced training will be made available to those employees who wish to have more active roles in responding to an emergency.

Emergency Operations Plan Committee:

To ensure that the Emergency Operations Plan continues to be a living document, a committee(s) shall be established consisting of local law enforcement, fire/EMS, emergency management, and Paradise Valley Community College personnel to develop the Emergency Operations Plan. The committee(s) should consist of Paradise Valley Community College staff from the following disciplines:

Administrator (President or Vice President)	High School Principal
Director of Public Safety	Director of Facilities
Satellite Campus Director (<i>If applicable</i>)	Director of Information Technology
Director of Institutional Advancement	Director of Child Care Center

To avoid a committee that is over-staffed, subcommittees should be formed to include various functions or disciplines with a representative from each forming the Emergency Operations Committee.

The Emergency Operations Plan committee will be charged with the following duties and responsibilities:

1. This plan shall be reviewed annually by the Emergency Operations Plan committee, after all drills and exercises, any major incidents, and training to maintain up to date procedures.
2. Establish policy and procedures for a training schedule to be developed to provide for special needs College community members.
3. Establish policy and procedures to help assist non-English speaking college community members during an actual emergency.
4. Establish policy and procedures for drills and training to be conducted throughout the year to test the effectiveness of the plan and promote familiarity with the Incident Command System (ICS).
5. Establish policy and procedures to insure that after each drill, all participants will be debriefed to assimilate lessons learned. Strengths and weaknesses will be addressed to update the plan.
6. Develop a method to ensure after each off-site, non-college training, participants will share participation materials and any insights with members of the Emergency Operations committee.
7. Ensure that each classroom and lobby will be supplied with an Emergency Response Evacuation Map and emergency phone number.
8. Ensure that each college department will be supplied with an Emergency Response Plan that provides instructions on how to respond to specific events as determined by the Paradise Valley Community College emergency planning committee.
9. A National Oceanic and Atmosphere Administration (NOAA) capable radio with battery power back up will be placed in the Public Safety office where it can be monitored for emergency messages 24 hours.
10. Provisions for off campus college emergencies will be addressed in this plan (e.g. College vehicle accidents, field trips, off College athletics...).
11. A copy of this plan will be filed with the offices of the District Risk Management, College President, all Vice-Presidents, Principal, Public Safety, Facilities, and Institutional Advancement.

EMERGENCY COMMUNICATIONS – RESPONSE TEAM:

When an emergency condition exists, the Incident Commander will notify team members to respond to their area of assignment. The methods of team communication listed below will be used. Notifications will be given in plain language. **Code words shall not be used.**

1. Radio
2. Telephone
3. E-mail
4. PA System
5. Text Message
6. Runners

Any combination or order shall be used that is deemed the most appropriate.

CRISIS COMMUNICATION – INTERNAL AND EXTERNAL PUBLICS:

The Director of Institutional Advancement is the official college spokesperson to the media and will work directly with District Office Communications. Internal and external communication will be consistent to all publics. A separate staging location will be pre-identified for media briefings. All crisis communications will be handled per the crisis communication plan. (see Appendix B)

The crisis communication team will be responsible for the following:

1. Work in conjunction with the Joint Information Center (JIC) as established by the MCCC Emergency Operations Center and emergency responders.
2. Delivery of timely information, through the JIC, to media or clear any/all media communications.
3. Act as chief spokesperson for the college or advise chief spokesperson.
4. Handle emergency closing notifications and coordinate special notifications as required.
5. Provide clear, continuous and timely communication to faculty, staff and students and external publics as required.
6. Update and review annually the Crisis Communication Appendix.
7. (See Appendix B)

ROLES AND RESPONSIBILITIES

President's Responsibilities:

The college President is the highest level of emergency authority on college. The college President can delegate responsibility.

The College President/designee has the following responsibilities:

During an emergency:

1. Authorize and declare a college state of emergency.
2. Authorize and delegate an Incident Commander.
3. Immediately notify and maintain communications with the following as needed:
 - a. MCCCCD Chancellor.
 - b. City leadership.
 - c. Maricopa County Emergency Manager.
4. Maintain a Unified command with responding agencies.
5. Establish a liaison between college responders and outside agencies.
6. Authorize the closure of classes, buildings or evacuation of the entire college.
7. Authorize deviations from the day-to-day operating procedures for implementing this plan.
8. Authorize major public announcements.

Preplanning:

1. Approve the Emergency Operations Plan.
2. Chair the Emergency Operations Plan Committee.
3. Approve and sign a written Letter of Authority for the Incident Commander.

Following an Emergency:

1. Downgrade level of response.
2. Rescind level of response.

Incident commander:

The incident commander will be responsible for the direction of college personnel in response to an emergency. The incident commander will not exceed his/her authority in response to the emergency and the cascading effects of the emergency as they relate to the college.

The incident commander will have the authority to:

1. Provide for life safety, incident containment, and property protection.
2. Activate Incident Command System Protocols
3. Assume command of actions relating to the college community.
4. Set-up an Incident Command Post.
5. Establish a Unified Command with responding agencies.
6. Direct activities linked to college responsibilities.
7. Maintain open communication with the College President.
8. Evacuate, lockdown, or shelter in place.

DEPARTMENTAL RESPONSIBILITIES:

Primary responsibilities in most major incidents will fall on the shoulders of Public Safety, facilities and emergency services (EMS). Even though this will be the case, other departments have shared responsibilities during a crisis. These departments will devise, maintain and review a crisis plan as follows:

Administration:

1. Delegate and authorize maintenance, bi-annual review, and training for the Emergency Operations Plan.
2. Vice-Presidents may be members of the Emergency Operations Planning Committee and/or subcommittees.
3. Remain aware of the requirements of the Incident Command System (ICS) and the National Incident Management System (NIMS).
4. Have on file records of department crisis plans (ie. Children's Center, AAEC, etc..).

Admissions and records:

1. Advise Emergency Operations Committee on pertinent laws concerning release of records.
2. Provide basic emergency supplies to college information desk areas:
 - a. 1 flashlight,
 - b. 1 set of batteries for flashlight.
 - c. 1 standard first aid kit
 - d. A copy of the emergency guidelines.
 - e. Maps of assembly areas, evacuation routes and areas of refuge.
3. Release personnel for orientations, training and drills concerning evacuations and lockdowns.

Buildings and Grounds:

1. Director and designee shall take the following:
 - a. ICS 100, 200, 700 and 800.
2. Director shall be a member of the Emergency Operations Planning Committee.
3. Devise, maintain and review a facilities crisis plan.
 - a. Include shut down procedures, training schedule and list of authorized personnel.
 - b. Distribute plan to administration and Public Safety.
4. Maintain and repair required emergency supplies assigned to facilities.

Public Safety:

1. Devise, maintain, review, train and drill the Emergency Operations Plan.
2. All board approved personnel shall take the following:
 - a. IS 100 (ICS), 200 (ICS), 700 (NIMS), and 800 (NRP)
3. Supervisors shall in addition take the following:
 - a. ICS 300, 400
 - b. IS 275 (EOC) and 362 (School emergency planning)
4. Director shall be a member of the Emergency Operations Planning Committee.

5. Devise, maintain and review a Public Safety crisis plan.
 - a. Include response, first aid, and Emergency Response Team (ERT) training.
 - b. Distribute plan to administration and facilities.
6. Maintain necessary emergency response supplies.
7. Advise on all department crisis plans.
8. Contact District Emergency Operations Center (EOC) and coordinate resource renewal efforts.

Children's Center:

1. Devise, maintain and review a children's center crisis plan under the requirements of state law.
 - a. Include parental notifications and proper child release procedures.
 - b. Distribute plan to administration, Public Safety and any other agencies required by law.
2. Director shall be a member of the Emergency Operations Planning Committee.

Counseling:

1. Devise, maintain and review a counseling crisis plan.
 - a. Include psychological procedures and stress related needs.
2. Contact District Risk Management to initiate the employee assistance program (EAP) for Crisis intervention Stress De-briefing (CISD). EAP should be contacted in coordination with the Vice President, Administrative Services.
3. Contact contracted counseling service for recovery actions.
4. Develop a special needs population communication plan.
5. Provide training for special needs to Public Safety personnel.
6. Distribute plan to administration and Public Safety.

AAEC Charter High School:

1. Devise, maintain and review a High School crisis plan under the requirements of state law.
 - a. Include parental notifications and proper child release procedures.
 - b. Distribute plan to administration, Public Safety and any other agencies required by law.
2. Devise, maintain and review a counseling crisis plan.
3. Include psychological procedures and stress related needs.
4. Distribute plan to administration and Public Safety.
5. Conduct drills as required by state law.
6. Be part of a unified Command during an emergency.
7. Principal shall be a member of the Emergency Operations Planning Committee.

Information Technology:

1. Devise, maintain and review an Information Technology crisis plan.
 - a. Include proper shut down procedures and authorized personnel.
 - b. Distribute plan to administration and Public Safety.
2. Integrate plan with Public Safety plan for communication requirements.
3. Must develop and maintain disaster recovery system and business continuity plan for information technology.
4. Director shall be member of the Emergency Operations Planning Committee.

Institutional Advancement:

1. Devise, maintain and review a crisis communication plan.
 - a. Responsible for defining all internal and external constituencies.
 - b. Ensure timely and consistent messaging to all publics.
2. Provide assistance and training for Public Safety
3. Director shall be member of the Emergency Operations Planning Committee.

EMERGENCY CONTACT NUMBERS

Public Safety Agencies	NUMBER
General Emergency	911
Police/Sheriff/Fire	911
Poison Control	9-602-253-3334
Maricopa Medical Center	9-602-344-5011
Maricopa County Animal Care & Control	9-602-506-3011
Maricopa County Dept. of Health	9-602-506-3011
Maricopa Department of Emergency Management	9-602-273-1411
District Contacts	NUMBER
Chancellor's Office	9-480-731-8100
Assistant to the Chancellor (Linda Back)	9-480-731-8108
District PIO/E-Prep Communication Contact (Chris Chesrown)	9-480-731-8789 Cell: 480-518-7072
District Director of Public Safety (Ernie Bakin)	9-480-731-8436 Cell: 623-826-7784
Risk Management (Ruth Unks)	9-480-731-8879 Cell: 602-290-7403
Director, District Facilities (Arlen Solochek)	9-480-731-8232
Legal Department	9-480-731-8877 9-480-731-8878
Contract Service Contacts	NUMBER
Aramark- Food services (Steve Cope)	9-602-799-7539
Follett Bookstores (Jeffrey Stufflebeam)	9-1-864-616-2822
IKON (Deana Maddix)	9-602-330-0521

SITE ASSIGNMENTS AND STAGING AREAS:

Select sites that are separated by distance and provide the necessary requirements to function during an emergency

On Site Locations and Staging Areas		
	Primary	Alternate
Command Post	Public Safety	A-122
Student Care	Public Safety	KSC 208
First Aid	Public Safety	KSC 208
Student Request	CPA	M Black Box Theater
Student Release	CPA	M Black Box Theater
Media Staging	KSC 208	CPA Lobby
Law Enforcement Staging	Public Safety	A-122
Fire Staging	Public Safety	A-122
Public Works Staging	KSC 208	A-122
Utilities Staging	KSC 208	A-122
Student Relocation Center	CPA	M Black box Theater
District Staging	A-122	KSC208

Off Site Locations and Staging Areas		
	Primary	Alternate
Command Post	PVUSD Community Ed Ctr	
Student Care	City of Phoenix TBD	PVUSD Community Ed Ctr
First Aid	City of Phoenix TBD	PVUSD Community Ed Ctr
Student Request	City of Phoenix TBD	
Student Release	City of Phoenix TBD	
Media Staging	City of Phoenix TBD	PVUSD Community Ed Ctr
Law Enforcement Staging	City of Phoenix TBD	
Fire Staging	City of Phoenix TBD	
Public Works Staging	City of Phoenix TBD	
Utilities Staging	City of Phoenix TBD	
Student Relocation Center	City of Phoenix TBD	PVUSD Community Ed Ctr
District Staging	DISTRICT OFFICE	PVUSD Community Ed Ctr

ICS ASSIGNMENTS:

Select individuals with experience related to the emergency
 Establish a separate executive group led by the president and administration for political and business continuity decisions.

POSITION	1 ST (Primary)	2 ND (Alt)	3 rd (Alt)
Incident Commander	Scott Meek Public Safety Director	Paul Keller Public Safety Officer	Jack DeLaMater Public Safety Officer
Safety	Jacalyn Askin Vice President of Administrative Services	Mary Lou Mosley Vice President of Academic Affairs	Shirley Green Vice President of Student Services
Liaison	Paul Keller Public Safety Officer	Jack DeLaMater Public Safety Officer	Neal Kardashow Public Safety Officer
Information Officer	Julia Devous Director of IA	Joan Westlake Marketing Director	Jacalyn Askin Vice President of Administrative Services
Operations	Paul Dale President	Jacalyn Askin Vice President of Administrative Services	Shirley Green Vice President of Student Services
Communications	Julia Devous Director of IA	Joan Westlake Marketing Director	Jacalyn Askin Vice President of Administrative Services
Recorder	Julia Devous Director of IA	Joan Westlake Marketing Director	Paul Keller Public Safety Officer
Security	David Matus Director of Facilities	Robert Metivier Asst Director of Facilities	Paul Keller Public Safety Officer
Medical/First Aid	Scott Meek Public Safety Director	Paul Keller Public Safety Officer	Jack DeLaMater Public Safety Officer
Student Supervision	Mary Lou Mosley Vice President of Academic Affairs	Denise DiGianfilippo Dean of Academic Affairs	Bill Hart Dean of Students
Student Request	Mary Lou Mosley Vice President of Academic Affairs	Denise DiGianfilippo Dean of Academic Affairs	Bill Hart Dean of Students
Student Release	Mary Lou Mosley Vice President of Academic Affairs	Denise DiGianfilippo Dean of Academic Affairs	Bill Hart Dean of Students

Notes: The site assignments, staging areas, and ICS assignments reflect the worst-case scenario. The Incident Command System will be used only to the extent that is needed. Some position titles may not be filled and alternates need to be determined.

EVACUATION:

Incident Commander (IC):

1. Initiates ICS
2. Issues evacuation procedures.
3. Determines if students and staff should be evacuated to assembly areas one through six or to ___TBD_____ relocation center. Incident Commander contacts and informs them that the evacuation is taking place.
4. Incident Commander notifies relocation center.

Public Safety will direct students and staff to:

1. Follow evacuation drill procedures and route. Follow alternate route if normal route is too dangerous.
2. Close all windows.
3. Assist with disabled and non-English speaking students and staff.
4. Lock doors.

Facilities Staff:

1. Will turn off air conditioning, gas and heating system.
2. Assist with evacuation.

Faculty and supervisors:

1. Direct students to follow normal evacuation drill procedures unless IC alters route.
2. Take classroom roster and emergency kit.
3. Close classroom doors and turn out lights.
4. When in designated assembly area, account for all students and staff. Inform Public Safety immediately of missing staff and/or student(s).
5. If students are evacuated, stay with students from class unless relieved.
6. If relocated, account for personnel when you arrive at the relocation center.
7. Evacuated staff will stay with their department in the designated assembly area.

LOCKDOWN

Lockdown procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to persons outside school buildings and/or classrooms. Incident Commander will issue lockdown order by announcing and/or sending a messenger to each classroom or other alternate method.

In the event a lockdown is decided, follow the direction of Public Safety Officers and other personnel delegated by the President/Incident Commander.

These directions will include:

1. ICS will be implemented.
2. Go into classrooms or secure rooms, lock classroom doors, cover windows of classrooms.
3. Move all persons away from windows and doors.
4. Have all persons get down on the floor
5. Allow no one outside of classrooms until the President/Incident Commander gives the all-clear signal.
6. Department supervisor's account for personnel.
7. Faculty should account for all students after arriving in safe area.
8. Missing staff or students and last known location are reported to Public Safety if able to do safely from locked area via phone or e-mail.
9. All persons must remain in safe areas until notified by Incident Commander or emergency responders.

Per PVCC Threat Advisory System, this code would be signaled as "Code Green".

**A duress code (TBA) will be used to authenticate any all-clear signal* This is indicated in the PVCC Threat Advisory System document. (This is a specific word or phrase that is used prior to giving the all clear signal that indicates to all staff that the person signaling the all clear is not being forced to do so by an intruder)*

REVERSE EVACUATION

Reverse Evacuation/Shelter-in-place provides refuge for students, staff and public within school buildings during an emergency. Shelters are will be located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency. Be prepared to go into lockdown/shelter-in-place once inside.

1. Proceed to the designated safe areas in each school building.
2. Incident Commander warns students and staff to assemble in safe areas. Bring all persons inside building(s).
3. Teachers take class roster.
4. Supervisors' account for departmental personnel.
5. Close all exterior doors and windows.
6. Turn off any ventilation leading outdoors.
7. If applicable, cover up food not in containers or put it in the refrigerator.
8. If advised, cover mouth and nose with handkerchief, cloth, paper towels or tissues.
9. Teachers should account for all students after arriving in the safe area.
10. Public Safety personnel will make contact with each classroom/department for a headcount.

Sheltering Procedures

All persons must remain in safe areas until notified by Incident Commander or emergency responders.

Staff Responsibilities:

Faculty/Supervisors if advised of sheltering in place:

1. Verify information.
2. Lock classroom doors/office areas.
3. Warn students/staff, if advised.
4. Account for all students and staff.
5. Stay with students/staff.
6. Refer media to Paradise Valley Community College spokesperson (or designee).

APPENDIX A

EMERGENCY GUIDELINES

FLIP CHART

This document has been formatted to imitate the design of the distributed hard copy. This form meets the Arizona State template for schools.

GENERAL EMERGENCY:

1. Notify 911 (if necessary).
2. Notify Public Safety: 602-787-7911.
3. If evacuation is required, pull fire alarm where available.
4. Follow normal evacuation route. Follow alternate route if normal route is too dangerous.
5. Supervisors and faculty take headcount.
6. Missing personnel and last known location will be relayed to Public Safety.
7. Refer media to Institutional Advancement Office

INTRODUCTION

ANIMALS

ANIMALS:

In the case of rabid or dangerous animals:

1. First ensure the safety of students, faculty and staff.
2. Call 911, if necessary.
3. If possible, leave the area.
4. Notify Public Safety: 602-787-7911.
5. Provide description of animal(s) and the animal's location.
6. If, possible, seal off area if animal(s) still present.

BOMB THREAT

BOMB THREAT:

Upon receiving a message that a bomb has been planted in school:

1. Use bomb threat checklist. (Next page)
2. Ask where the bomb is located, when will the bomb go off, what materials are in the bomb, who is calling, why is caller doing this.
3. Listen closely to caller's voice and speech patterns and to noises in background.
4. After hanging up phone, immediately dial 9*57 to trace call.
5. Notify your supervisor and Public Safety.

BOMB THREAT CHECKLIST

Questions to ask:

- 1) When is the bomb going to explode?
- 2) Where is it right now?
- 3) What does it look like?
- 4) What kind of bomb is it?
- 5) What will cause it to explode?
- 6) Did you place the bomb?
- 7) Why?
- 8) What is your address?
- 9) What is your name?

Exact wording of the threat:

Sex of Caller: _____ **Race:** _____

Length of call: _____ **Age:** _____

Date: _____ **Time:** _____

Number at which call was received:

Notes:

Callers Voice - Circle as applicable:

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracked Voice
- Disguised
- Accent
- Familiar

If voice is familiar, who did it sound like?

Background Sounds:

- Street Noises
- Animal Noises
- Clear
- Static
- Music
- House Noises
- Motor
- Machinery
- Factory
- Voices
- PA System
- Local Call
- Long Distance
- Phone Booth
- Office Machinery

Other Information: _____

Threat Language:

- Well Spoken (educated)
- Incoherent
- Foul
- Irrational by threat maker
- Taped
- Message read

COLLEGE VEHICLE INCIDENT

COLLEGE VEHICLE INCIDENT:

Driver/Monitor:

1. First ensure the safety of students and staff.
2. Call 911, if necessary.
3. Notify the Paradise Valley Community College Public Safety department 602-787-7900.
4. Prepare Traffic Accident Incident Form.
5. Exchange Insurance information with other involved drivers.

College Personnel:

1. Notify Public Safety: 602-787-7900.
2. Identify location(s) where injured are taken.

CRIME IN PROGRESS -- DISRUPTIVE PERSON -- ASSAULT/FIGHTS -- INTRUDER/HOSTAGE -- WEAPONS

CRIME IN PROGRESS:

1. Remain calm.
2. Call 911
3. Notify Public Safety: 602-787-7911.
4. From a safe distance, write down or make a mental note of as much information as possible
(i.e., suspect description, clothes worn, vehicle description and license plate number).

DISRUPTIVE PERSON:

Whenever you observe or are the subject of unruly or disruptive acts by an individual:

Outside of the classroom:

1. Notify Public Safety: 602-787-7911.
2. Wait for responding officer.
3. Describe the incident to the responding officer.

Inside a classroom:

1. The instructor should immediately contact Public Safety: 602-787-7911.
2. The instructor should calmly address the situation with the disruptive person to defuse the incident.
3. Wait for responding officer.
4. Describe the incident to the responding officer.
5. Prepare and forward a "STUDENT CONDUCT DISRUPTION/DISCIPLINE REPORT" to the Vice-President of Student Affairs.

ASSAULT/FIGHTS:

1. Ensure the safety of students, faculty and staff first.
2. Call 911, if necessary.
3. Notify Public Safety: 602-787-7911.
4. **DO NOT TAKE MATTERS INTO YOUR OWN HANDS.**
5. Evacuate the area.

INTRUDER/HOSTAGE:

Intruder- An unauthorized person who enters school property:

1. Notify Public Safety: 602-787-7911.
2. **DO NOT APPROACH.**
3. Provide detailed description of intruder.
4. Be prepared to evacuate area and assist with evacuation.

If taken hostage:

1. Follow instructions of hostage taker.
2. Try not to panic. Calm students if they are present.
3. Treat the hostage taker as normally as possible.
4. Be respectful to hostage taker.
5. Ask permission to speak and do not argue or make suggestions

WEAPONS:

1. Call 911 if a weapon is suspected to be in school.
2. **DO NOT APPROACH SUSPECT.**
3. Notify Public Safety: 602-787-7911.
4. If suspect threatens you with a weapon, do not try to disarm them. Back away with your arms up. Remain calm.

EVACUATION

EVACUATION:

1. Follow evacuation drill procedures and route. Follow alternate route if normal route is too dangerous.
2. Take classroom roster and emergency kit.
3. Direct students to follow normal evacuation drill procedures.
4. If safe to do so:
 - a. Close all windows.
 - b. Lock doors.
5. Assist with disabled and non-English speaking students and staff.
6. Proceed to assembly area.
7. If students are evacuated, stay with students from class unless relieved by buddy teacher. Take roll again when you arrive at the relocation center.
8. Evacuated staff will stay with their department.

FACULTY AND SUPERVISORS:

1. When in designated assembly areas, account for all students and staff.
2. Immediately inform response authorities of missing staff and/or student(s).

LOCKDOWN/SHELTER-IN-PLACE

LOCKDOWN/SHELTER-IN-PLACE:

Lockdown procedures may be issued in situations involving dangerous intruders or other incidents that may result in harm to people outside school buildings. Incident Commander will issue lockdown order by announcing and/or sending a messenger to each classroom or other alternate method.

In the event of a lockdown/shelter in place is decided, follow the direction of Officers and other personnel delegated by the President/Incident Commander.

These directions will include:

1. Go into classrooms or secure rooms, lock classroom doors, cover windows of classrooms.
2. Move all people away from windows and doors.
3. Have all people get down on the floor.

Allow no one outside of classrooms until the President/Incident Commander gives the all-clear signal.

Per PVCC Threat Advisory System, this code would be signaled as "Code Green".

A duress code (TBA) will be used to authenticate any all-clear signal

(This is a specific word or phrase that is used prior to giving the all clear signal that indicates to all staff that the person signaling the all clear is not being forced to do so by an intruder)

REVERSE EVACUATION

REVERSE EVACUATION:

Reverse Evacuation/Shelter-in-place provides refuge for students, staff and public within school buildings during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency. Be prepared to go into lockdown/shelter-in-place once inside.

1. Proceed to the determined designated safe areas in each school building.
2. Incident Commander warns students and staff to assemble in safe areas.
3. Bring all people inside building(s).
4. Faculty takes class roster. Supervisors' account for departmental personnel.
5. Close all exterior doors and windows.
6. Faculty should account for all students after arriving in the safe area.
7. Personnel will contact each classroom/department for a headcount.
8. All people must remain in safe areas until notified by Incident Commander or emergency responders.

If advised:

1. Turn off any ventilation leading outdoors.
2. Cover up food not in containers or put it in the refrigerator.
3. Cover mouth and nose with handkerchief, cloth, paper towels or tissues.

SHELTERING PROCEDURES

SHELTERING PROCEDURES:

Sheltering provides refuge for students, staff and public within school building during an emergency. Shelters are located in areas that maximize the safety of inhabitants. Safe areas may change depending on the emergency.

1. Public Safety will notify College community members of a sheltering-in-place occurrence.
 - a. May be done through phone, loud speakers, runners, voice override Internet protocol or other means.
2. Students and staff assemble in safe areas. Bring all people inside building(s).
3. Faculty should account for all students after arriving in safe area.
4. Department supervisor's account for personnel.
5. Missing staff or students and last known location are reported to Public Safety.
6. All people must remain in safe areas until notified by Incident Commander or emergency responders.

If advised:

1. Close all exterior doors and windows.
2. Turn off any ventilation leading outdoors.
3. Seal doors, windows, and vents with plastic sheets and duct tape if available.
4. Cover up food not in containers or put it in the refrigerator.
5. Cover mouth and nose with handkerchief, cloth, paper towels or tissues.

Faculty/Supervisors if advised of sheltering in place:

1. Verify information through Public Safety or immediate supervisor.
2. Lock classroom doors/office areas.
3. Warn students/staff, if advised.
4. Account for all students and staff.
5. Stay with students/staff.
6. Refer media to Paradise Valley Community College spokesperson (or designee).

HAZARDOUS MATERIALS EVENT FIRE -- GAS LEAK

HAZARDOUS MATERIALS EVENT:

Incident occurred on campus:

1. Call 911.
2. Notify Public Safety: 602-787-7911.
3. Evacuate lockdown or shelter in place as directed.
4. Fire officer in charge will recommend shelter or evacuation actions.
5. Follow normal evacuation procedure drill or sheltering.
6. Supervisors and faculty take headcount.
7. Missing personnel and last known location will be relayed to Public Safety.
8. Resume normal operations only after approval from fire officials.

Incident occurred near college property:

1. Fire or police will notify President.
2. Fire officer in charge of scene will recommend shelter or evacuation actions.
3. Follow procedures for sheltering or evacuation.
4. Resume normal operations only after approval from fire officials.

FIRE:

In the event a fire or smoke from a fire has been detected:

1. Activate fire alarm. (Public Safety responds to all fire alarms.)
2. Evacuate to an assembly area.
3. Follow normal evacuation drill route. Follow alternate route if normal route is too dangerous.
4. Supervisors and faculty take a headcount after being evacuated.
5. Identified missing personnel will be reported to Public Safety. The last known location of personnel will be relayed.
6. No one may re-enter building(s) until entire building(s) is declared safe by fire or police personnel.
7. Incident Commander notifies students and staff of termination of emergency. Resume normal operations.

GAS LEAK:

If gas odor has been detected in the building:

1. Notify Public Safety: 602-787-7911 and Facilities 602-787-7872
2. **Do not pull fire alarm.**
3. When advised, evacuate faculty, students and staff to a safe distance outside of building.
4. Follow normal fire drill route. Follow alternate route if normal route is too dangerous.
5. Supervisors and faculty take headcount.
6. Missing personnel and last known location will be relayed to.
7. No one may re-enter building(s) until fire or police personnel declare entire building(s) safe.
8. Incident Commander notifies students and staff of termination of emergency. Resume normal operations.

If gas odor has been detected outside the building:

1. Notify Facilities 602-787-7872 and Public Safety 602-787-7911.
2. Notification will be made whether to shelter in place or evacuate. Fire personnel will assist with decision.
3. If evacuated, no one may re-enter building(s) until fire or police personnel declare entire building(s) safe.
4. Incident Commander notifies students and staff of termination of emergency. Resume normal operations.

MEDIA

MEDIA:

1. All staff must refer media to Paradise Valley Community College's Public Information Officer* (PIO).
2. PIO assumes responsibility for issuing public statements during an emergency.
3. Director of Institutional Advancement serves as college spokesperson unless he/she designates a spokesperson. If spokesperson is unavailable, an alternate will be designated.
4. College spokesperson is the Coordinator of Marketing and Public Relations.
5. Alternate College spokesperson is the college President and/or his/her designee.
6. Liaison Officer** acts as contact for emergency responders and assists Incident Commander with coordinating media communications. If Liaison Officer is unavailable, an alternate will be designated.
7. Liaison Officer is the Coordinator of Marketing and Public Relations.

During an emergency, adhere to the following procedures:

1. Present all factual information to PIO.
2. Do not argue with media.
3. Maintain log of all telephone inquiries.
4. Respect privacy of victim(s) and family of victim(s). Do not release names to media.
5. Refrain from exaggerating or sensationalizing crisis.

*Public Information Officer (PIO) is the federal designation for all media relation's personnel.

** Liaison Officer is a federal designation for an in-house delegated person to coordinate activities with outside agencies.

MEDICAL - SERIOUS INJURY/ DEATH - SUICIDE

MEDICAL-EMPLOYEE:

In the event that an employee needs first aid or medical assistance:

1. Call 911 if needed.
2. Notify Public Safety: 602-787-7911.
3. Inform Public Safety if blood or bodily fluids are involved.
4. Keep the ill or injured person as comfortable as possible.
5. Do not perform any first aid beyond your certified training.
6. Do not move a person that has fallen or appears in pain.
7. Report any details leading to the injury to responding officers and emergency services.
8. Supervisor prepares necessary industrial report forms.
9. If needed& last resort, Supervisor provides transportation to nearest **Concentra Medical Center 12808 N. Black Canyon Highway.**

MEDICAL-STUDENT:

In the event that a student or visitor is ill or injured:

1. Call 911 if needed.
2. Notify Public Safety: 602-787-7911.
3. Inform Public Safety if blood or bodily fluids are involved.
4. Keep the ill or injured person as comfortable as possible.
5. Do not perform any first aid beyond your certified training.
6. Do not move a person that has fallen or appears in pain.
7. Report any details leading to the injury to responding officers and emergency services.
8. Do not discuss possible cause of an accident or condition that may have contributed to the accident.
9. Insurance information is to be discussed only by official administrative personnel.

SERIOUS INJURY/DEATH:

If incident occurred on campus:

1. Call 911.
2. Notify Public Safety: 602-787-7911.
3. If possible, isolate affected student/staff member.
4. Public Safety will make necessary notifications.
5. Refer media to Director of Institutional Advancement.

If incident occurred off campus:

1. Call 911.
2. Notify Public Safety: 602-787-7911.
3. Follow directions of Public Safety.
4. Announce availability of counseling services for those who need assistance.
5. Refer media to Director of Institutional Advancement.

SUICIDE:

Suicide Attempt on campus:

1. Verify information.
2. Notify Public Safety: 602-787-7911.

Suicidal Death/Serious Injury:

1. Verify information.
2. Call 911.
3. Notify Public Safety: 602-787-7911.

Post-crisis Intervention:

1. Meet with school counseling staff.
2. Assess stress level of staff. Recommend counseling to overly stressed staff.
3. Refer media to Director of Institutional Advancement. Do not let media question students or staff.
4. Supervisors/faculty should follow-up with students and staff who received counseling.
5. Resume normal routines as soon as possible.

COLLEGE ATTACK

COLLEGE ATTACK:

Weapons of mass destruction likely to be employed by terrorists fall into four basic categories: Nuclear, Biological, Chemical, and Conventional. The below outlined procedures will protect students and staff should such attacks occur.

Nuclear:

Defense against nuclear weapons depends primarily on distance from the point of detonation. If time permits:

1. Move students and staff to specifically identified rooms. Interior hallways may be used as an alternate.
2. Close all doors leading into hallways to minimize flying glass.
3. All people assume the duck, cover and hold position on the ground.
4. Shelter in place to protect from fall out if attack is far enough away.
5. Keep students and staff inside buildings. Allow parents to pick up their children or College community members to leave at their own discretion once cleared to do so by Public Safety, emergency management, or military authorities

Biological:

Defense against biological attacks is difficult. Awareness is usually not possible for days or weeks. The first signs may emerge as personnel notice a higher than usual incidence of various symptoms.

Should an attack be discovered while classes are in underway:

1. Reverse-evacuate all people into school buildings.
2. Shelter-in-place.
3. Close all doors and windows.
4. Seal doors, windows, and vents with plastic and duct tape.
5. Keep students and staff inside buildings. Allow parents to pick up their children or College community members to leave at their own discretion once cleared to do so by Public Safety, public safety, emergency management, or military authorities.

Chemical:

1. Reverse-evacuate all people into school buildings.
2. Shelter in place.
3. Close all doors and windows.
4. Seal doors, windows, and vents with plastic and duct tape.
5. Be prepared to treat students and staff who experience a reaction to the chemical agent.
6. The decision to evacuate should be made after consulting with Public Safety, emergency management, or military authorities.

Conventional:

The danger from the blast effect of conventional explosive devices is similar to nuclear devices with a higher rate of survivability. If responding to the threat of an imminent blast nearby:

1. Move students and staff to specifically identified rooms. Interior hallways may be used as an alternate.
2. Close all doors leading into hallways to minimize flying glass.
3. All people assume the duck, cover, and hold position on the ground.
4. Shelter in place to protect from fall out if attack is far enough away.
5. Keep students and staff inside buildings. Allow parents to pick up their children or College community members to leave at their own discretion once cleared to do so by Public Safety, emergency management or military authorities.

If the school is the target:

1. Follow evacuation procedures.
2. Evacuate to a pre-determined off site location(s).

STUDENT UNREST - SUSPICIOUS PACKAGE

STUDENT UNREST:

1. Call 911, if necessary.
2. Notify Public Safety: 602-787-7911.
3. Evacuate the area if advised by emergency personnel or Public Safety.
4. Keep students/staff calm.
5. Lock classroom/office doors.
6. If in lockdown, do not allow students/staff to leave the classroom/office until you receive an all-clear signal from Incident Commander.
7. Make a list of students/staff that are missing. Relay this information to Public Safety /Emergency personnel when contacted.

SUSPICIOUS PACKAGE:

1. Remain calm.
2. Do not let anyone handle item or go near it.
3. Notify Public Safety: 602-787-7911.
4. Public Safety will make the determination to call emergency services.
5. Write down any pertinent information concerning the package (i.e. how received, when, how found)
6. Follow evacuation procedures if told to do so.
7. **Do not shut off lights, close doors or windows.**

POWER OUTAGE - SEVERE WEATHER

POWER OUTAGE:

If the fire alarm is activated, follow evacuation procedures, otherwise:

1. If in a class, remain in the classroom until directed by Public Safety or other rescue personnel.
2. If in an elevator, use the emergency phone to notify Public Safety.
3. Assist those that may need it (i.e. visitors, handicapped).

WEATHER:

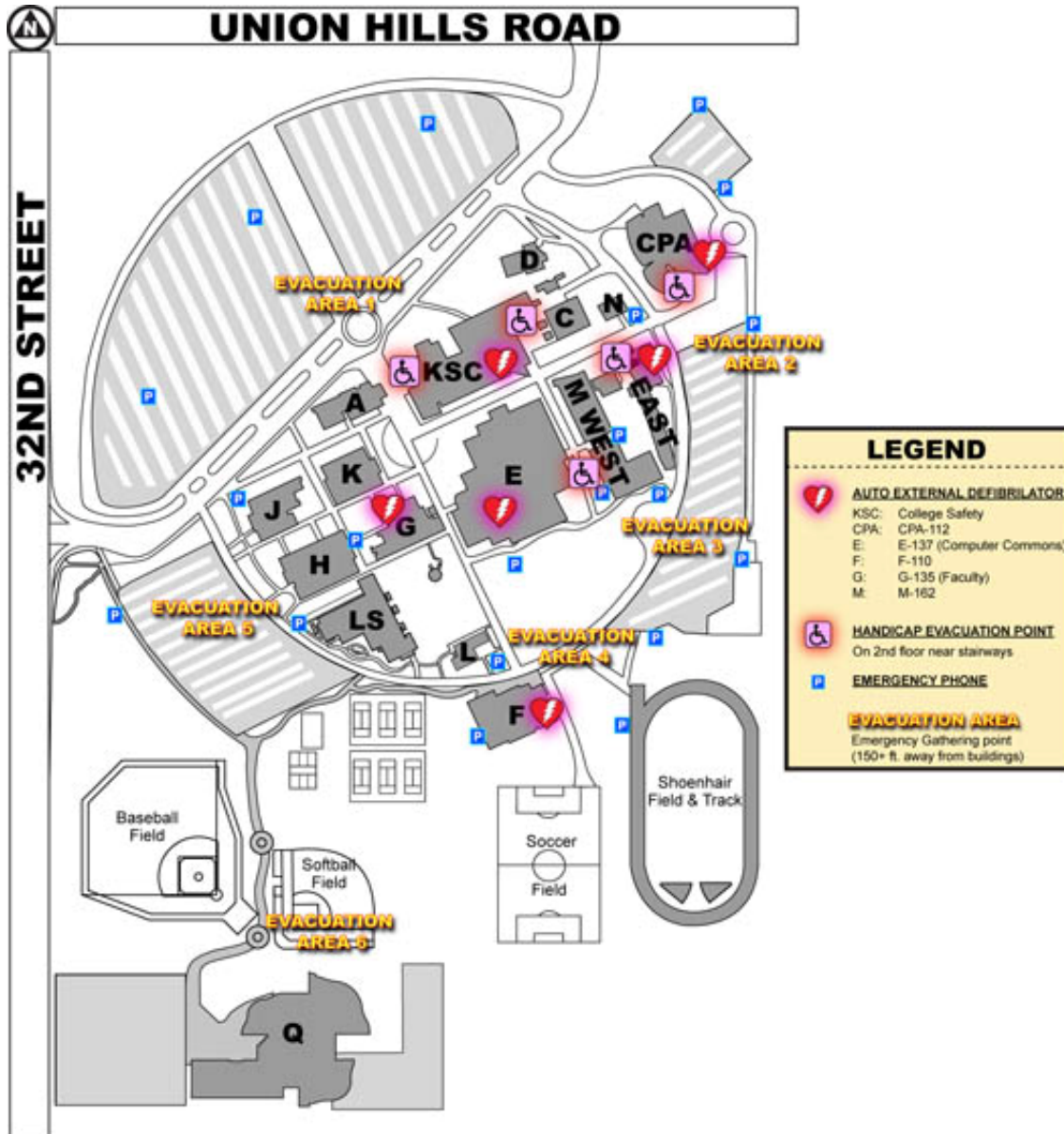
Severe Weather Watch has been issued in an area near school:

1. Reverse evacuation.
2. Bring all people inside building(s).
3. Close windows and blinds.
4. Severe weather safe areas are under desks and in hallways away from windows and large rooms.

Severe Weather Warning has been issued in an area near school or severe weather has been spotted near school:

1. Move students and staff to safe areas.
2. Faculty takes class rosters.
3. Supervisors/faculty account for all students/staff.
4. Missing personnel will be reported to Public Safety. The last known location of personnel will be relayed.
5. Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.

MAPS OF DESIGNATED ASSEMBLY AREAS:



ASSEMBLY AREA MAP

**APPENDIX B
CRISIS COMMUNICATION PLAN**



Communication Response Plan
Communication Response Team
Appendix B – EOP

May 2008

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1. Purpose

If it is determined that the Emergency Operations Plan is to be deployed, this plan provides guidelines for communicating:

- Within the College and District,
- From the College and/or District to the individuals directly affected,
- From the College or District to the publics we serve, and
- From the College or District to the media.

To ensure that the College's/District's public information response to an emergency is quick, accurate, sensitive and responsible, the Office of Institutional Advancement has been charged by the President of the College with managing all information during a crisis. The Director has been designated as the official spokesperson for the College. All internal and external inquiries will be referred to the spokesperson at the College or District level.

This plan is to be flexibly used with emergency decision-making procedures as part of the Emergency Operations Plan, realizing that each situation will require unique response.

Elements should be tested annually in conjunction with campus-wide/District emergency drills.

Appendices should be checked for accuracy and completeness at least at the beginning of each fall semester.

2. What is a crisis?

A crisis is defined as any situation which:

- requires immediate and coordinated action, and/or
- will have a significant impact on the operation or the reputation of the District/College.

Potential Crises

- Natural disasters, such as fire, flood, hurricane, tornado, and wildfire.
- Workplace violence (shootings, stabbing, rape).
- Life threatening incidents (gun accident, plane crash, toxic spill, etc.)
- Death – of student or employee.
- Disease (students, employees or visitors with serious communicable disease).
- Technology issue (internet access, inappropriate use of resources, sabotage).
- Violations of District policy (theft, misuse of public resources, harassment).
- Criminal activity (gangs, forgery, etc. involving law enforcement agencies).
- Building maintenance (deferred maintenance, backed up sewers, etc.).
- Picketers (pornography, hiring practices, religion, animal testing, etc)
- Funding losses
- Utility breaks or outages
- Layoffs

Crises Can Result in Losses

Loss of life	Loss of resources	Loss of confidence
Loss of access	Loss of service	Loss of students/employees

3. Incident Levels

Incident levels determine the College/District response.

LEVEL 1 – A minor incident has occurred and is **handled within normal department** operations. Example: broken water pipe in student union. Incident notification procedures are conducted. EOC is not activated. Communication may consist of campus-wide e-mail. District is notified through Chancellor's office.

LEVEL 2 – An incident causes damage and/or interruption to operations. The incident will **require assistance from outside** department. Example: hazmat incident in science building, street flooding outside or near college. Notifications commence as outlined in the plan. The **EOC is not activated.** Communication alert is sent campus-wide and/or posted to web and/or local media may be alerted based on safety threat of situation. District is notified through Chancellor's office.

LEVEL 3 – An emergency incident causes damage and/or interruption to a majority of College and/or District operations. Examples: All campus black-out, building fire, large toxic gas emission. Notification to Emergency Management Team and **activation of Emergency Response Plan is necessary**, and a partial or full activation of the Emergency Operation Center is required. EOC activation status (partial or full) is determined by the Emergency Management Team representative.

Communication will be immediate, ongoing, and multi-faceted. District is notified through Chancellor's office. Public Information, Public Safety, Legal and Risk Management are notified. Incident specific departments notified at District.

LEVEL 4 –A disaster or potential disaster that involves the entire College and/or District, in which a full activation of the EOC is necessary to address immediate emergency response. Examples: terrorist action, plane crash, shooter on campus. The entire Emergency Management Team is activated, including the EOC and the Communications Response Team.

Communication will be immediate, ongoing, and multi-faceted.

Communication team members from other colleges will be called to assist. District is notified through Chancellor's office. Public Information, Public Safety, Legal and Risk Management are notified. Incident specific departments notified at District.

4. Communication Response Team

The work of the Communication Response Team will support the work of the Emergency Management Team which handles the physical aspects of a crisis such as building security, incident safety response, and remediation. The Director of Institutional Advancement who serves as spokesperson, is a critical member of the Emergency Management Team.

Key roles:

- **Spokesperson** – (key liaison between EMT/EOC, leadership, and public)
- **Family liaison** (key contact person for families)
- **Writer** (keeps timeline, provides support and message consistency)
- **Internal communications** (keeps timeline, assures proper message delivery)
- **Web communications** (posts messages to web, makes web changes as needed)
- **Media call intake** (2 or more depending on incident – takes inquiries, logs information, monitors media as needed)
- **PR Assist** (2 or more depending on size of incident – runner, admin support, copies, faxing, etc, as needed, monitors media as needed)

Defining Roles within the Department:

Should a crisis situation arise, at any level and for any duration, the Institutional Advancement department should be prepared to serve as key support for the Communication Response Team.

The College and/or District spokesperson(s) are members of the Emergency Response Team, and will coordinate efforts with other members of the department, forwarding to the department all official accounts of situation. Lead direction will come from the College/District spokesperson or designee and other team members will execute duties as assigned.

Other assistance that may be delegated to team members:

- Meeting the immediate needs of press: parking, electricity, refreshments, paper, pens, press kits, bathroom facilities.
- Assisting in the composition and distribution of press releases, fact sheets and written statements.
- Researching information – internet, outgoing phone calls, gathering data.
- Tracking on-site story, happenings and media activities.
- Fielding incoming requests for information
- Keeping call logs (media and College/District operator).
- Disseminating fact sheets and direct media to information centers.
- Providing office support.

Other areas that the Communication Response Team may need to utilize as a resource for information gathering:

-
- | | | |
|--|--------------------|--------------------------|
| • Student Services | • Academic Affairs | • Human Resources |
| • Public Safety (key contact with law enforcement) | • Business Affairs | • Employee Groups |
| • District Media Relations | • Development | • Government Relations |
| • Legal counsel and/or Risk Manager | • Technology | • Institutional Research |

5. Goals in Crisis Communications:

A. Communicate the message and the facts

The facts of the crisis, an official statement and the key message(s) should be communicated to the college's stakeholders. For internal audiences, use broadcast e-mail, broadcast voice mail, the college homepage, a "stealth page" and/or security and safety Web site, the telephone emergency hotline and campus media. Always make sure internal audiences are the first to be informed. For external audiences, use the media by holding press briefings or issuing official statements. Timing of information release should be as immediate as possible based on the unique characteristics of the incident.

B. Identify which mediums are available to communicate your message

The time of day, day of the week, whether it's a holiday and whether or not there is a power outage will help determine which methods of communication can be used to communicate the message.

C. Limit the college/district's exposure to misinterpretations and negative responses and allegations.

The college should stick to the facts and to its main messages. This information should be completely truthful and forthcoming. All "bad" news should be told up-front and all at once; otherwise, it will trickle out slowly and the negative media coverage will continue day after day.

D. Allow the mobilization of resources and continuation of operations –

"minimizing the losses," as previously defined: loss of life, loss of access, loss of resources, and loss of service.

Communication priorities:

1. Make sure the event/crisis/problem is clearly defined. It must be stated in a factual, non-judgmental, non-emotional manner. It should be put in writing.
2. For communication purposes, a clear statement or plan for correcting the problem should be put in writing. Sometimes the "plan" is unclear, but you can emphasize how "the college is doing everything it can to help the people who have been adversely affected by this unforeseen situation... When we know more we'll be sure to let you know."
3. Appropriate constituencies should be informed quickly, personally and candidly once the team has agreed to a crisis definition and response.
4. The college's communication professionals understand the tools regularly used to communicate with external and internal publics, the subtleties in the dissemination process, and the ramifications of using these tools improperly. Crises can be hectic... don't let someone with good intentions pressure you into calling a news conference if you don't have the announcement to justify one. Use your best judgment in how and when news releases and statements are issued

6. Media Policy - Releasing Statements/Information:

All information released by the College will be done in co-operation with the appropriate external authority, e.g., Maricopa Community Colleges District, local police department, etc.

All written or oral statements to College groups, the media and the public will require the authorization of the President of the College or the Crisis Communications Management Team.

All statements of information will be channeled through and co-coordinated by the Crisis Communications Management Team.

The legal aspects of releasing information will be governed by the appropriate legal guidelines or referred to legal counsel at the District. All public and media inquiries that are received by other offices and departments will be forwarded to the Crisis Communications Management Team Chair and:

Under no circumstances will any representative of the College other than the official spokesperson or his/her designate volunteer any information (names, dates, times, locations, nature of an incident) about an incident.

It is the responsibility of the Director of Public Safety or his/her designee to notify the Chair of the Crisis Communication team or his/her designee when incidents occur.

APPENDIX C

POINT OF DISTRIBUTION (P.O.D.)

OPERATION PLAN

INTRODUCTION:

The possibility of a major epidemic or pandemic usually will occur with ample time to begin to implement mitigating and preparatory responses. The recent news reports of the avian flu are an atypical example of this forewarning of a potential crisis. The World Health Organization (W.H.O.) and the Center for Disease Control (C.D.C.) have laid down a foundation for response to a biological incident. Based on that foundation, Paradise Valley Community College has begun the planning and implementation of a Point of Distribution (P.O.D.) Operation Plan in coordination with the Maricopa County Department of Public Health.

Paradise Valley Community College and the Maricopa County Department of Public Health (MCDPH) have entered into an agreement in which Paradise Valley Community College will provide College resources in the event that mass distribution of a vaccine(s) is required for residents of the county. These resources will be in support of the four operational areas determined by MCDPH. These areas are

- Communication and Control
- Data Entry
- Drug Distribution/Inventory Control
- Dispensing

The Paradise Valley Community College P.O.D. Operation Plan is designed to effectively assist the Maricopa County Department of Public Health coordinate vaccinations during a major pandemic incident while continuing college business. Paradise Valley Community College has contracted with the MCDPH to provide facilities and personnel to support the distribution of vaccinations and health care to potential and actual patients of a viral or bacterial infection. All of the actual inoculation distribution, triage, transporting, and care of civilians will be provided by MCDPH health care professionals or trained volunteers.

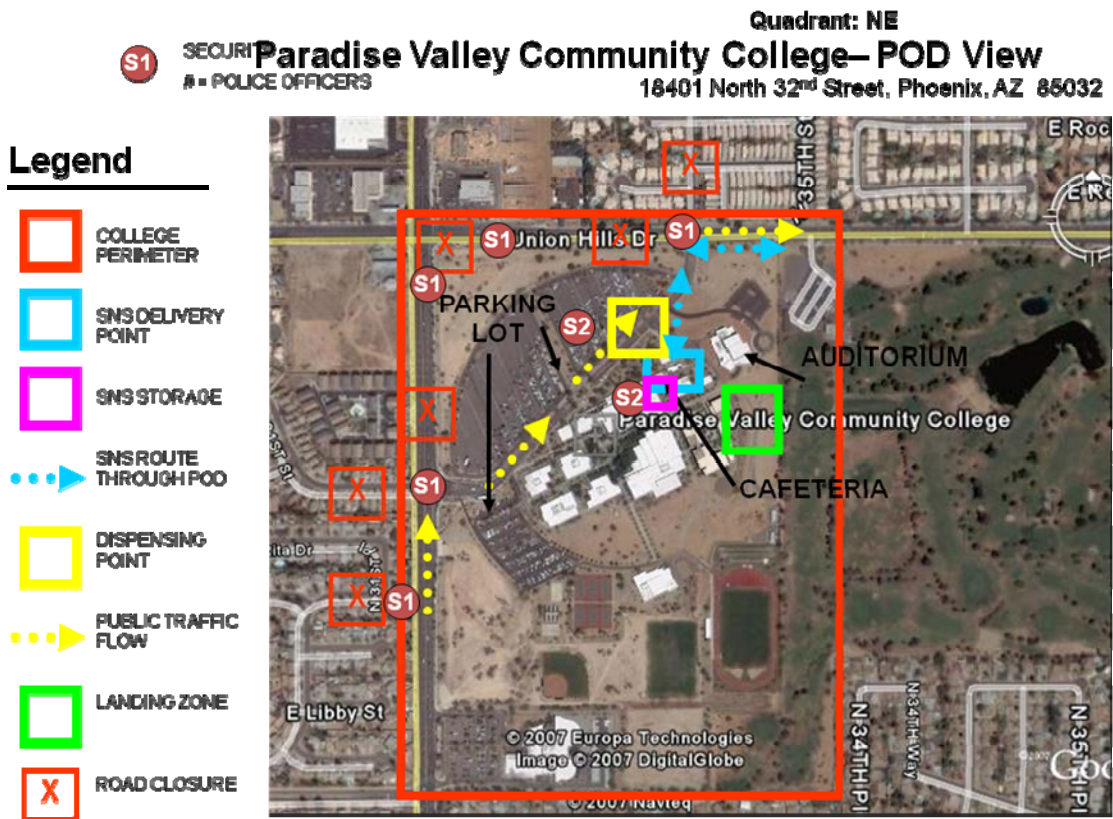
PURPOSE:

The Paradise Valley Community College P.O.D. Operation Plan will provide for preparation, command and control, risk assessment, communications, implementation, testing, revision, infection control and maintaining essential services. The Paradise Valley Community College P.O.D. Operation Plan will address issues concerning College security, food services, admission and registration, academic affairs, human resources and international students. Procedures for counseling, facility usage, and recovery will be designed.

BASIC P.O.D. PLAN:

The MCDPH has developed a written plan for P.O.D. sites containing the four operational areas that include communications and control, data entry, drug distribution/inventory control, and dispensing.

1. The MCDPH plan incorporates ICS with an on-site Incident Command Post and a liaison to be posted to work with College responders. The Incident Command Post will be located in the Public Safety Office.
2. Data entry to compile patient information will be located in the **TBD**.
3. Drug distribution/inventory will be secured at the Central Plant and perishables will be secured at the cafeteria.
4. Maricopa County Sheriff Office (MCSO) Sheriff Officers will guard all controlled substances.
5. MCDPH will provide an Inventory Manager.
6. Dispensing areas will be based in two areas. Area One will be for walk-up located in **TBD**. Area Two will be for drive through located in the **TBD** parking lot.
7. The area of **TBD** will be used to hold patients while awaiting transportation. Tents will be erected; portable restrooms and tow trucks will be staged in the **TBD** area adjacent to the driveway. (See Map below).



College Responsibilities:

Paradise Valley Community College will have the primary responsibility of providing physical safety of College community members, access control of facilities, coordinating with MCDPH media relations for release of information, training of College personnel, preparing for the emotional impact to faculty, staff and students, coordinating efforts with other Colleges within MCCCDC, and other extenuating circumstances that may impact the operations of Paradise Valley Community College.

Preparation:

The Public Safety office will establish procedures, practices and guidelines during operations of the P.O.D. A training schedule shall be implemented that shall include an orientation for all employees of the college and specific training for personnel assigned to specific tasks. Training criteria shall be established and approved by the Emergency Operation Plan Committee.

A subcommittee made up of members of the Emergency Operation Plan Committee, College health care professionals and MCDPH will be formed to develop, implement and train the P.O.D.

The committee will consist of:

College Personnel

1. Administrator
2. Health care professional
3. Counseling representative
4. High School representative
5. Public Safety Officer
6. Student Representative

External Personnel

1. Representative from Maricopa County Department of Public Health (MCDPH) – Shawn Tenant 602-372-2657.
2. Maricopa County Sheriff Office (MCSO) representative.

The subcommittee will be charged with the following duties:

1. The subcommittee will review this plan annually, after all drills, exercises and incidents to maintain up-to-date procedures.
2. Procedures and a training schedule will be developed.
3. Procedures will be developed to assist non-English speaking, disabled and special needs College community members.
4. Continuity of Operations Plan will be developed.
5. A report will be made to the subcommittee after each drill or training session to incorporate lessons learned. SWOT (Strengths, Weaknesses, Opportunities, and Threats) will be discussed to update the plan.
7. After each off site training, participants will share materials and any lessons learned with committee members.

8. Develop and coordinate additional resource procedures to include district wide health care volunteers.
9. A copy of this plan will be filled in the president's office.

COMMAND AND CONTROL:

MCDPH will notify the President when the need arises for the College to begin preparation for distribution. MCDPH will assign MCSO Sheriff's Officers, P.O.D. Manager, and Incident Commander. The P.O.D. Manager will act as a liaison between the President and MCDPH operations.

The Continuity of Operations Plan (COOP) will be implemented. All essential personnel will report to their assigned areas. Non-essential personnel may be relieved of duty or reassigned based on need or the severity of the incident.

The nature and severity of the incident may call for a complete evacuation of the College. All personnel will follow standard evacuation procedures. Supervisors will document status of employees. A procedure for back-to-duty shall be established and trained to all employees.

**During an incident, employee policy manuals will stay in effect. No benefits or pay will be lost based on prior negotiations with group leaders concerning emergency operations and continuity of operations.*

RESPONSIBILITIES:

President

Before Notification:

1. Approve a Continuity of Business Operations Plan.
2. Determine responsibilities of on-College personnel.
3. Delegate written authority to Operations Chief.
4. Implement and support drills and training.
5. Meet with MCDPH annually.-Delegated to Scott Meek

After notification:

1. The President will contact Facilities Office and Public Safety and implement the Emergency Operations Plan and ICS.
2. Notify the crisis communication team and direct them to work in tangent with the MCDPH PIO.
3. Order the evacuation of necessary areas.
4. Direct appropriate personnel to designated area or relocation site for continuity of business.
5. Notify the Chancellor and the district risk manager.

PUBLIC SAFETY:

1. Assist with setting up of the Incident Command Post for MCDPH that will be located at Public Safety.
2. Assist with evacuation of designated areas.
3. Set up barricades in appropriate areas per the MCDPH P.O.D. plan.
4. Direct traffic flow outside of areas of vaccinations.
5. Cooperate with MCSO.
6. Maintain site security of non-vaccination areas.

COUNSELING:

1. Implement Counseling Crises Plan.

FACILITIES:

1. Set up continuity of business areas.
2. Assist with evacuation of designated areas.
3. Continue duties in non-vaccination areas.
4. Cooperate with MCDPH and MCSO.

INFORMATION TECHNOLOGY:

1. Implement Emergency Plan.
2. Implement IT COOP.
3. Notify necessary Jon Clark the IT MEMS representative at the District.
4. Provide support to areas per the business continuity plan.

STUDENT SERVICES:

1. Relocate to alternate location.
2. Assist with the physical move to new location.

COMMUNICATIONS:

1. The Communications Crisis Plan will be implemented.
2. All media inquiries shall be directed to the PIO.
3. Notifications to essential and non-essential personnel shall be made.
4. All operational communications shall follow the chain of command and processed through the Operations Chief.
5. All communications and assignments shall be documented.

RISK ASSESSMENT:

The Public Safety Office in cooperation with the Paradise Valley Community College P.O.D. Committee and MCDPH will assess the risk associated with implementation of this plan. The safety office will investigate all avenues of assessment in the areas of mitigation, preparation, response and recovery. The Safety Office will report any findings and recommendations to the Paradise Valley Community College P.O.D. committee, the Director of Public Safety and the President.

MITIGATION:

The Safety Office will research all possible sources to provide funding for mitigation efforts. These resources shall include the Department of Education, Homeland Security, state agencies, district support, the MEMS group and private funding.

The departments of Public Safety and Maintenance & Operations will investigate areas that could be improved through engineering controls, upgraded equipment and communications that will be used in the event of an epidemic. The IT department will provide technical support for these activities. These actions shall be in support of the Paradise Valley Community College Strategic Plan and the Emergency Operations Plan.

The following is to be completed upon receipt of the MCDPH Report concerning the county's roles and responsibilities.

Recovery:

- After Action Report w/ MCDPH
- Phase Down
- Reestablish IT protocol
- Debrief of staff
- Return areas to non-emergency status
- Safety Office's report of lessons learned.
- Input lessons learned into E.O.P.

APPENDIX D CRISIS COUNSELING

CRISIS COUNSELING PLAN

College must work with District Risk Management to provide counseling to staff and/or students.

INTRODUCTION:

Emergency incidents can occur at any time. Often forgotten in the planning process is how to deal with the psychological aftermath of a tragic event. Psychological issues can be short term or long term that effect personnel both personally and professionally. Depression, helplessness, anger, lost productivity and grief are some of the responses that the College community can expect to occur. It is clear that a plan to deal with these emotional stresses will enable all involved to survive the events of a disaster.

Purpose:

This plan will address the issue of planning for and recovery from psychological trauma incurred by responders and victims of an emergency incident. This plan is designed to assist the college with the emotional trauma that will occur after an emergency event.

This plan will be part of the overall Emergency Operations Plan. This plan will be-reviewed bi-annually, after any occurrence, and distributed to appropriate College community members.

Objectives:

The college in coordination with District Risk Management, the MEMS group and employee benefit resources will make every effort to alleviate the pain and suffering caused by tragic events. Concern for the right of privacy, personal health and safety, legal liability, access and /or referral to medical care and access and/or referral to both internal and external resources shall be addressed.

This plan shall address the following:

1. Crisis Counseling Planning and Response Team
2. Cooperation between the PIO and the team.
3. College communications.
4. Interface with College community leadership including student leadership.

CRISIS COUNSELING PLANNING AND RESPONSE TEAM:

The Director of Counseling will direct crisis Counseling Planning and Response Team. Crisis Counseling Planning and Response Team will be available to respond and react as a team in crisis situations and during the recovery phase. The team will be required to meet every six months to review and update the plan. A written report will be provided to the Emergency

Operations Plan Committee after each review. The Crisis Counseling Planning and Response Team will not provide counseling services. The scope of the team is to plan for and coordinate the counseling response.

The on-College Crisis Counseling Planning and Response Committee will consist of the following:

Director of Counseling	High School counselor/representative
Crisis Communication Representative	Director of Disability Services
Lead Public Safety Officer	Administration representative

The College team shall determine the external representative.

Crisis Counseling Planning and Response Committee shall have the following responsibilities:

1. Identification of a community/family liaison, crisis consultant, external/internal resources.
2. Identification of a College site crisis center and counseling room.
3. Formulation of College policy on funerals, memorials, a liberal sick leave in coordination with the district.
4. Plan for temporary/substitute employment.
5. Plan for morning after, after business, and community meetings.
6. Identification and contact with at-risk College community members.
7. Drafting a letter for College community members or relatives of College community members.
8. Plan for post-event evaluation.
9. Identify and train personnel for the Crisis Counseling Planning and Response Team.

Pre-crisis responsibilities:

Planning, training and drills should be implemented prior to any crisis. The formation of the team will enable the College to be directed in the right direction in the event of an actual crisis situation. Cooperation between different facets of the College needs to be integrated into the planning process. Identification of external resources needs to be clearly determined and defined. An established procedure for the release of information needs to be coordinated with the Public Information Officer.

The Crisis Counseling Planning and Response Team shall:

1. Establish a timeline for training and drills.
2. Involve College leaders from the different policy groups, as well as student leadership, in open forums.
3. Identify proper communications in coordination with Public Relations and Admissions and Records.
4. Define the roles of district or external resources.
5. Be knowledgeable in the Incident Command System.

During crisis responsibilities:

A crisis can bring out the best and worst in people. Stress can be mitigated with the proper input from professionally trained personnel. In this light, a strong working relationship during a crisis should be encouraged with command staff personnel to pinpoint potential psychological impacts of personnel activities.

The Crisis Counseling Planning and Response Team shall:

1. Coordinate with the Safety Officer.
2. Informally evaluate response personnel and communicate concerns to appropriate command staff.
3. Coordinate with outside resources such as Red Cross, risk management and the District EAP...

Post-Crisis Responsibilities:

1. Attend an After Action Report Briefing and demobilization meetings.
2. Prepare counseling review report.
3. Identify at risk College community members.
4. Coordinate with outside counseling resources from approved district list in cooperation with risk management and the District Insurance.
5. Determine the need for institutional memorial services, commemorative activities, and assistance from outside resources.
6. Prepare and disburse the appropriate letters.

Cooperation between the PIO and the team:

In the event of a major incident, local or national media may be focused on the College. It is important that any public communications be coordinated with the Public Information Officer (PIO). The Crisis Counseling Team will need to coordinate all pre and post communications with the PIO. Procedures for any communications deemed personal and private need to be established under current laws, regulations, guidelines or policies. At no time will any member of the Crisis Counseling Team discuss or disseminate information whether public or private.

College communications:

During the time of a crisis and its aftermath, it is important that information be released to the College and the general community to lessen the impact of the crisis and to lower the potential for panic. The Crisis Counseling team will establish procedures and policies that include written communications, public forums and information for counseling resources. The Crisis Counseling Team will pre-plan all-hazard communication procedures to minimize potential false rumors.

APPENDIX E

EMERGENCY RESPONSE TEAM

EMERGENCY RESPONSE TEAM PLAN

Purpose:

The Paradise Valley Community College Community College Emergency Response Team (ERT) is a voluntary group of employees and other College community members that are trained to assist during an event that affects the College.

Scope:

ERT members will provide assistance to the Public Safety Department, the Facilities Department or administrative areas during times of crisis when resources are overwhelmed. The ERT will assist with evacuations pertinent to their areas. ERT members specially trained will help with traffic control, crowd management, scene security and safety, administrative duties and basic first-aid.

Qualifications:

ERT team leaders will have at a minimum an ERT certificate, a basic first aid card and an awareness level course for the Incident Command System. ERT team members will have at a minimum an ERT certificate. ERT Certification will include basic evacuation and lockdown procedures.

Responsibilities:

ERT members will have a wide range of responsibilities that are based on each individual's abilities and training. The primary responsibilities of all ERT members will be life safety. All members will be responsible to assist with the safe evacuation of College community members to the designated assembly areas and provide accurate information to the incident commander.

Evacuation:

When an alarm sounds, ERT members will assist with the evacuation of College community members in their area. ERT members will direct College community members to the designated assembly area. Assembly area maps are located throughout the College. ERT members will note any disabled people and direct them to the appropriate area of refuge for first responders to assist. Elevators will not be used. As they are exiting the area, they will close all doors behind them.

ERT members will go to the designated assembly areas and assist department supervisors and faculty with a head count. The names (if known) and the number of missing individuals will be documented. The ERT member will proceed with the information to the designated incident command post at either the Public Safety office or the Central Plant. Upon arrival at the incident command post the information will be handed over to the dispatcher. The ERT member will be placed in a staging area while awaiting assignment.

The following areas are for specially trained ERT members trained in the particular area described below. **The primary responsibility of all ERT members is evacuation assistance.** In the event of a severe level 3 or a level 4 occurrence all resources should be used. It is important to prepare for the worse and activate those areas that are needed. Only those ERT members that have volunteered and completed the desired level of training will be activated and only in the case of a level 3 or level 4 event.

Crowd Management:

ERT members may be assigned to crowd management. In all instances a crowd management assignment will be during a non-threatening situation.

Assembly areas:

ERT members may be assigned to assembly areas to insure that all College community members are released in a timely fashion without interfering with response activities. ERT members will go to the assembly area and assist supervisors and faculty with release of students and staff. ERT members will document the release noting the date, time, name of released individual and any unusual circumstances dealing with the release i.e. injuries. ERT members will insure that all personnel stay within the assembly area until officially released. If a person refuses to stay in the area, ERT members will not confront the individual. ERT members will note the above information and detail the reason for the individual leaving the assembly area.

If an ERT member is assigned to the High School or childcare assembly area, they will follow the guidelines as proscribed in the respective emergency response plans. Under no circumstances will ERT members themselves or allow others to enter the evacuated area.

Crowd control:

During certain events media and non-College community members will arrive onto College and may interfere with response activities. ERT members assigned to crowd control will send media to the designated public information area, noting the types of media arriving. Non-College community members will be directed to an area outside the College perimeter. If a threatening situation occurs, ERT members will ask for assistance from the incident command post. At no time will ERT members engage in a confrontation with any individual nor will ERT members give statements to the media or general public. All information will derive from the Public Information Officer.

Scene security and safety:

ERT members assigned to scene security and safety will be responsible to assist with maintenance of the integrity of a crime scene or a hazardous are. They will assist with barricades and barricade tape and maintain a post immediately outside the barriers. They will assist with preventing any unauthorized persons from entering the area.

Traffic control:

As first responders arrive and individuals from the College leave, it will be important that traffic control is maintained. ERT members will assist the Public Safety Department and Police Personnel with maintaining smooth traffic flow. They will direct response vehicles to the appropriate area and assist individuals leave the College in a manner away from, and

not interfering with, emergency responders. Direction will be taken from those first responders on scene.

Administrative duties:

Documentation is one of the most important functions during a crisis. Documentation provides information that may threaten life and property during and after a crisis. It provides records to be reviewed after the crisis in order to use lessons learned that would impact mitigation activities, funding from local, state, or federal agencies, and accelerate the College returning to normal. ERT members may be assigned to do administrative duties in any of the three command staff or four general staff areas based upon experience and knowledge in those areas.

Training:

ERT members will have the following:

1. Basic ERT (Emergency Response Team).
2. ICS 100-Incident Command awareness.

ERT team leaders will have the additional training:

1. ICS 200 basic Incident Command.
2. IS-700 the National Incident Management System.
3. Basic CPR/AED/First-Aid.

ERT Coordinator will have the additional training from FEMA:

1. IS-800 National Response Plan
2. Completed FEMA’s Professional Development Series (7 courses).

On-going training will also be provided by the ERT coordinator.

Equipment:

Equipment will be issued to an individual team member; the ERT coordinator will manage Excess equipment.

First-aid Kit
Batteries

ERT Vest
Whistle

Flashlight

APPENDIX F MAPS

MAPS

Ancillary Maps

AT MINIMUM INCLUDE THE FOLLOWING INFORMATION ON MAPS PLACED IN THE APPENDIX:

(Primary and Alternate evacuation route maps shall be placed in each room)

1. Primary evacuation routes-
2. Alternate evacuation routes
3. Handicap evacuation areas
4. Utility access/shut-off for
 - a. Gas
 - b. Water
 - c. Electricity
 - d. HVAC System
 - e. Telephone system
5. Identified Site assignments and Staging Areas
6. Haz Mat storage areas
7. Heat plants/boilers
8. Room numbers
9. Door/window locations
10. Any other information deemed appropriate by your planning committee

NOTE:

In an emergency a diagram may be easier to read than blue prints. Consult with local first responder agencies on what type of maps or diagrams they prefer. Blue prints of the site should be available in addition to the map or diagram. Blueprints may be necessary in certain fire or tactical situations. It is also recommended that responding personnel from College be trained on the proper procedures.

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