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1. INTRODUCTION

A. Introduction

The basic emergency procedures outlined in this plan are designed to inform and prepare the Everett Community College (EvCC) faculty and staff for campus emergencies. The goal is to improve the ability of the college to protect lives and property through effective and efficient use of college and campus community resources in emergency situations. In the event of an emergency, the procedures and guidelines contained in this plan will be implemented as needed.

Whenever an emergency situation affecting the campus reaches proportions that cannot be handled by routine measures, the college President or designee may declare a state of emergency, and implement this plan at the appropriate level to mitigate the emergency.

This Emergency Response & Management Plan is designed to be flexible and scalable to handle any unexpected emergency situation. Flexibility will allow the college to accommodate the individual magnitude of severity that each emergency may present.

These procedures apply to all employees of Everett Community College (EvCC) and tenants. Exception is given to those employees working at sites governed by other City, State or Federal agencies. However, those employees are expected to follow direction and procedure as dictated by the specific site. Whenever possible they should establish and participate in a Unified command.

This Comprehensive Emergency Management Plan (CEMP) uses an all hazards approach to address emergency situations on various levels encountered by the college community. These situations include but are not limited to the following: aircraft crash, bomb threat, civil disturbance, community disasters, earthquake, fire, hazardous materials accident, harassment, threats, campus violence, severe weather, medical emergencies, volcanic eruption and other crises.

The ultimate purpose of the EvCC Plan is to assist in "normalizing" the educational process following a critical incident. The key element to remember while working with people involved in a critical incident is that they are experiencing normal reactions to abnormal events and are exposed to critical incident stress. Their actions and reactions may render them unable to provide assistance.

B. Assumptions

The College Comprehensive Emergency Response & Management Plan (CEMP) is based on a realistic approach to problems likely to be encountered on campus during a major emergency or disaster. General assumptions are:

❖ An emergency or disaster may occur at any time day or night, weekday or weekend, with little or no warning.

❖ The succession of events in an emergency is not predictable. Support and operational plans serve only as guidelines and checklists, and may require field modification in order to meet the specific nature of any particular major emergency or disaster.

❖ Disasters most likely will affect the availability of local, state, and federal services. Emergency services may not be available, and a delay in off campus emergency response and assistance may be expected up to one week.

❖ Disasters may affect residents in the geographical location of the college.

❖ Media contact will be routed through the college Public Information Officer (PIO) or as directed by the President, Incident Commander or designee.

❖ Following catastrophic regional event transportation and utilities may be disrupted for several weeks.

❖ Key personnel may not be available or unable to carry out tasks and activities during an emergency.

2.   PURPOSE AND SCOPE

A. Purpose

The purpose of the EvCC Comprehensive Emergency Management Plan (CEMP) is to establish a continuous state of emergency readiness and response. The CEMP will be used to manage campus emergency incidents to protect life to the maximum extent possible, the environment, college and personal property, and to restore the campus to normal operating conditions in the shortest possible time. While it is not possible to cover every conceivable situation, the CEMP provides the basic administrative structure and protocols necessary to cope with emergency situations through effective use of college and campus resources.

The CEMP is designed to provide a single source of information to protect Everett Community College employees, students, and visitors during emergency situations. It is also intended to

facilitate an effective response to emergencies by outside responders by providing the early initiation of a recognized incident command/management, control, and communication structure.

B. Scope

These procedures apply to all personnel, buildings, and grounds owned and operated by Everett Community College.

C. Pre-Crisis Planning

Being prepared through advanced planning and practice exercises on campus and communication of expectations of our peers, improves the chances of the EvCC community surviving and recovering from an emergency. Everyone is best served when the entire campus takes time to prepare to respond to an emergency in a practiced and thoughtful manner. To initiate a timely, effective and efficient response employees, must understand their role as first responders on campus and the levels of emergency requiring immediate action.

D. Coordination with Other Documents

The EvCC CEMP serves as a single plan that addresses all four phases of emergency management: Prevention/Mitigation, Preparedness, Response, and Recovery. Therefore, it is necessary to coordinate the EvCC CEMP with other EvCC internal documents and plans.

The Campus President, or any other personnel acting in the absence of the President as determined by the Succession of Authority, may adjust the provisions of the EvCC CEMP due to exigent circumstances.

The following EvCC plans are considered addendums to the EvCC CEMP:

Referenced Plans	Responsibility
EvCC Chemical Hygiene Plan	Chemical Hygiene Officer
EvCC Blood Borne Pathogens Plan	Human Resource Director
EvCC Accident Prevention Plan	Safety Director
EvCC Employee Right To Know Plan	Safety Director

If any of the above referenced plans and the EvCC CEMP are in conflict the provisions of the referenced plan will apply.

Additional documents external to EvCC provide references and authorities for the EvCC CEMP. APPENDIX-E "Reference Documents" lists additional authorities and references that provide additional framework for the EvCC CEMP plan. If the provisions of the external references and the EvCC CEMP are in conflict the EvCC CEMP will apply.

3.   EMERGENCY LEVEL DEFINITIONS

The levels of emergency include the following definitions:

Level of Emergency	Examples
Level 1 (Minor Emergency) Level 1 emergency incident affects a minimum number of people, individual room(s) of a building, or a localized outside area. Level 1 events generally can be controlled by a minimum number of personnel and require only limited (or no) evacuation of the building or area. No formal campus-wide declaration is typically made.	Examples of Level I emergencies include incidents that require standard first aid treatment, such as a sudden illness or minor injury.
Level 2 (Major Emergency) Level 2 emergency incidents affect an entire building or a large outside area, and require a coordinated effort by facilities personnel, security officers, Building Captains, and/or other key emergency response personnel. Potentially, this level may affect larger numbers of people and interrupt normal operations for a longer period of time than a Level 1 incident. It may involve evacuation of a building or area. No formal, campus-wide emergency declaration is usually made. The emergency situation will dictate to what extent the Incident Command System is expanded.	Level 2 emergencies include small fires, localized suspicious odors, leaking and overheated fluorescent light ballasts, small chemical spills, or injuries requiring medical attention by paramedics or transport to a hospital by aid-car.
Level 3 (Disaster – man-made or natural) Level 3 emergency incidents affect more than one building or a major portion of the campus, and include major events in the surrounding community that affect the campus. Level 3 emergencies typically involve the interruption of normal operations throughout the campus for an unknown period of time and require	Examples of Level 3 emergencies include major earthquakes, local airplane crashes, acts of violence, or large chemical spills including release of natural gas.

implementation of the Incident Command System to provide control until the incident is concluded. Sheltering large numbers of people on campus or evacuating numerous campus areas, buildings or the entire campus may be required. This level of emergency also may include a campus isolated from normal emergency personnel response for an extended period of time. Campus self-sufficiency, sustainable up to one week, should be planned for an incident of this magnitude. The college president or designated representative may issue a formal campus emergency declaration.	

4.   ADMINISTRATIVE RESPONSIBILITIES AND CONTROL

A. Administrative Responsibly

During an emergency, it is the responsibility of all EvCC employees to protect, to the best of their abilities, the safety and health of students, staff and visitors on campus. This responsibility includes assisting in the safe and orderly evacuation of people from buildings and from campus when such evacuations are required.

Level 1 and Level 2 Emergencies
Everett Community College personnel who become aware of Level 1 or Level 2 emergencies in their area should contact 911 directly if indicated. Personnel must then advise the Campus Security Office as soon as possible and follow any directions provided. Building Captains responding to Level 1 and Level 2 emergencies along with facility and security personnel are responsible for assisting in controlling the incident within their level of training, and for providing needed assistance to other staff, students and visitors until the emergency concludes.
Level 3 Emergencies
Emergency situations of the nature and magnitude defined as Level 3 require an organized, well-coordinated response. To that end, the college president or designated representative may formally declare a campus emergency.

In general, the EvCC procedure during a Level 3 emergency may consider releasing the EvCC student and non-essential staff population from a campus as soon as it is safe to do so.   EvCC employees should follow the specific emergency guidelines included in the appendices of this Comprehensive Emergency Management Plan. Students, staff and others evacuated from buildings on campus should wait at designated assembly points, or alternate safe assembly points, until |

notified how to proceed by the Building Captain or by an Incident Command Team Leader.

B. Administrative Action

The President of EvCC is the pivotal person in any crisis situation and the College spokesperson.

The President may assume the position of Incident Commander (IC) or assign a qualified EvCC staff member to fill this position. The President may also establish a Unified Command with other agencies.

5.   DECLARATION OF CAMPUS STATE OF EMERGENCY

A. Authority

The authority to declare a campus state of emergency rests with the College President or his/her designee.

B. Succession of Authority

If the College President is not available a Campus State of Emergency may be declared by his/her designee as determined by the Succession of Authority. The Succession of Authority is identified in APPENDIX-1 of the EvCC Basic Plan.

6.   EMERGENCY RESPONSE OVERVIEW

A. Priorities

All activities in response to an emergency must be undertaken in consideration of the following priorities:

❖   Minimize injuries and loss of life

❖   Minimize damage to property and the environment and services

❖   Facilitate the restoration of EvCC education and services

B. Incident Command System

The National Incident Management System (NIMS) Incident Command System (ICS) will be used to manage all Campus Emergencies and exercises. Annex #1 of the EvCC Comprehensive Emergency Management Plan (CEMP) provides specific guidelines for implementing ICS. It is important that the EvCC response system complies with the Homeland Security National Response Plan (NRP) doctrine for using the Incident Command System.

Incident Command Training requirements are detailed in EvCC CEMP Annex #006 "Training." Key personnel are identified based on their role and responsibilities in managing a campus based emergency event. IT is only necessary to receive the ICS training certifications one time but it is recommended that key personnel repeat the training at least every three years and participate at least once in an exercise using the ICS system each year.

The EvCC Security Department will establish "Campus Command" for all Level-2 or greater emergencies. "Campus Command" will coordinate all emergency operations on the EvCC Campus. If the EvCC Emergency operations Center (EOC) is activated the Campus Command will take strategic direction from and report to the EOC. It is the intent that all emergency operations are managed by Campus Command.

If necessary, individual command posts will be established at the location of each major incident. These command posts will be designated "geographically" and function only to coordinate that specific event. For example, an incident in parking lot B may be identified as "Lot-B Command". When activated the individual command posts will take direction from and report to Campus Command. There may be several individual command posts operating following a major emergency.

The Building Captains will establish individual command posts to coordinate the activities at their assigned buildings using their building name as the geographical designation. For example, a command post established for Baker hall will be designated as "Baker Building Command".

C. Building Captain Program

Each major building and response area under EvCC control will have assigned staff serving as a Building Captains or Floor Wardens. The Building Captain program is detailed in Annex #007 "Building Captain Program."

Building Captains and Floor Wardens will provide coordination and control during and following a major emergency event affecting their assigned building or response area. Collectively, these

personnel form response teams and are referred to as a "Campus-Community Incident Response Teams." (C-CIRT)

During an evacuation or other emergency situation a Building Captain will report to a pre-designated location, establish an individual command post using (I.E. "Baker Building Command") and coordinate from that location. When the "Campus Command" has been activated the Building Captain will provide a status report using the radio system and/or runners.

D. Campus-Community Incident Response Teams (C-CIRT)

After the Building Captains have secured their areas of responsibility they may form up into C-CIRT response teams. A C-CIRT response team will consist of a minimum of 3 and not more than 7 with a clearly designated team leader. The C-CIRT team will establish a unique reference name and advise Campus Command that they are available.

The C-CIRT teams will then standby until assigned by Campus Command. On all assignments and movements the C-CIRT team will remain as a unit and not split up unless the team is restructured by Campus Command.

Some C-CIRT Teams may by pre-organized and have specialized functions. For example the Facilities Department will organize into C-CIRT teams that will specialize in rescue, securing utilities, and performing detailed evaluations of the buildings.

E. Protective Action Plans (PAP)

Each building or response zone will develop and maintain a building "Protective Action Plan (PAP). The PAP will provide detailed information regarding emergency procedures, personnel, hazards, and equipment location specific to their location.

An Emergency Action Committee (EAC) formed in each building will periodically review the PAP and make recommendations to the Director of Security and Emergency Management. The Building Captains will coordinate the EAC. The EAC will meet as often as necessary but at least once a year.

In addition the EAC will submit a "Mitigation Plan" to the Director of Emergency Management by February of each year. The Mitigation Plan will identify unmitigated hazards in their area and include requests for equipment, training, and/or policy clarifications.

F. EvCC Operations Manual

The EvCC Operations Manual provides specific instructions and guidelines for response personnel. This manual is the standard for training and developing additional reference materials.

G. EvCC Field Operations Guides (FOG)

Field Operations Guides (FOG's) are quick access reference manuals intended to be used in the EOC and at the command posts. The FOG manuals are where information that may frequently change such as contact information and specific personnel assignments. This type of information can become outdated and task intensive to place with the EvCC CEMP manual. There are at least two types of FOG manuals that will be maintained for EvCC command use.

The EVCC Emergency Operations Center FOG will contact information and EOC general reference materials. Position specific guidelines for command may also be kept in this FOG manual. Additional FOG manuals may be maintained and readily available that contains guidelines for specific activities. A few examples of activities where these FOG manuals would be useful are Multiple Causality Incidents (START Triage), Post Earthquake Building Evaluations, and Utilities Information.

H. Emergency Operations Center (EOC) Activation

The Incident Commander may activate the Emergency Operations Center (EOC). When activated all Vice Presidents, including alternates and assigned staff will be directed to assemble at the EOC. After assembling the EOC staff the President or his/her designee has the option of assuming or assigning the position of EOC Manager. The EOC Manager may then assign personnel to EOC positions in accordance with the needs of the emergency.

In all but the most minor incidents, a formal stationary EOC may be established promptly in a safe area. The size and scope of the EOC will be determined by the EOC Manager.

7. EMERGENCY OPERATIONS CENTER

The Emergency Operations Center (EOC) is the pre-established, central location where designated leaders converge to coordinate emergency response, recovery, communication, and documentation activities.

A. Purpose

A fully capable emergency operations facility is an essential element of a comprehensive emergency management system and necessary to ensure continuity of operations at EvCC. A campus Emergency Operations Center (EOC) is a facility designated for managing an emergency event. It is where the EvCC incident management team makes decisions to allocate and coordinate resources, provides for incident communications coordination, and directs the overall disaster emergency response.

This guideline provides a framework for response and is not intended to limit the actions needed for an efficient and effective response. Depending on the scale of the event, this procedure will provide support to the City of Everett Emergency Management, the State of Washington, and federal response activities during a state of emergency or disaster declaration by those authorities. By locating the EvCC campus decision makers in a single facility, the EOC, the following advantages are realized:

❖ **Centralizes Incident Management**
- Provides central point where all information related to the incident is received and analyzed, incident priorities are determined, strategies are developed and critical resources are assigned to tactical operations.
- Provides for operations during extended periods of time.
- Enhances coordination between involved agencies and provides for the efficient and effective use of all modes of communications available for the incident.
- Minimizes disruption to campus departments not directly affected.
- Provides a centralized location to conduct planning meetings, tactics meetings, shift briefings, media briefings, press conferences, public information releases and other information dissemination.

❖ **Provides for Situation Status Management**
- Establishes a central location for information to be gathered, analyzed, tracked, displayed, distributed and stored.

- Provides for the verification of information.
- Provides for immediate availability of incident information.

❖ **Provides for Resource Status Management**
- Establishes a single location for resources to be tracked (e.g., personnel, equipment), their location and status.

B. Situation

EvCC is subject to many hazards that would require the use of a centralized emergency operations center (EOC) to facilitate policymaking, coordination, and control of response resources in a large-scale emergency/disaster situation.

EvCC will normally manage emergency/disaster operations from its EOC. Field operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene. The EOC has the capability to communicate with the necessary local, state, and federal agencies needed in times of emergency.

C. Assumptions

❖ The EOC procedures will be adequate for most disaster conditions that could arise for EvCC.
❖ The Emergency Management Director will coordinate the reviewing and updating the EOC procedures as necessary.
❖ The EOC procedure provides for the centralized locating of five functional sections of incident response consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.
❖ Close coordination must be maintained between EvCC, the City of Everett and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

D. EOC Responsibilities

The EOC maintains a strategic view of the overall situation and is kept informed by the Incident Commander(s) as the disaster or emergency unfolds. The EOC staff sets priorities and allocates scarce resource but does not provide on-scene management.

The EOC responsibilities are to:

❖ Secure materials, equipment and contractors needed during the emergency.

❖ Plan and document the necessary evidence for financial cost recovery from the appropriate agencies following the incident.

❖ Plan for the resumption of normal campus operations.

❖ The EOC documents all emergency activities.

E. Emergency Operation Center (EOC) Locations

Main Campus EOC

Primary – Olympus Hall, Board Room

Alternate #1 – Fitness Center, 2nd Floor

Alternate #2 – WHI #105

Alternate #3 – Any Suitable Classroom

Corporate and Continuing Education Center EOC

Primary – First Floor Lunchroom

Alternate #1 – South Staff Parking Lot

Aviation Program – Paine Field EOC

Primary – If feasible, establish Unified Command with Paine Field EOC

Building C-80 - Staff Conference Room

Alternate #1 – Building C-81, Central Hanger

Cosmetology Training Center EOC

Primary – Staff Conference Room

Alternate #1 – West Parking Lot, central section

F. Emergency Operations Center Relocation

After initial deployment, the EvCC Incident Commander may recommend relocating the Emergency Operations Center due to the emergency. Any change of location must be communicated effectively to all personnel within the extended Incident Command System management structure.

G. Security for EOC Access

When feasible and necessary, access to the EOC will be controlled by the EvCC Security Department.

H. Incident Documentation

It is important that the incident be properly documented from the beginning of the incident and continued until the EOC is demobilized. EOC Activity Logs provided for each EOC position to record:

- Time and information for telephone calls made and received
- Time and information for actions requested and taken
- Other general notes and information

Additional documentation will be provided by message forms provided for messages received and sent by EOC staff, maps generated to support the incident, damage assessment forms, and media releases developed by the EOC or received from other sources.

I. Shift Changes

In incidents where response and recovery efforts span multiple days, the EOC Operations Section Chief will evaluate the situation and define necessary shift changes (e.g., 8 or 12 hours). Each EOC position is responsible for identifying and notifying the staff for the oncoming shift.

At every shift change, outgoing EOC team members will brief the incoming staff. This briefing should include a review of the most recent operational period action plan, significant changes in the response strategy identified by the Executive Group and tactical response actions taken by specific departments.

J. Deactivation and Demobilization of the EOC

The EvCC President or his/her designee, advised by the EOC Manager, will determine when to deactivate the EOC and transition to normal campus operations. The process of demobilizing includes demobilizing all units, documenting the incident in preparation for requests for state/federal disaster recovery funds, and documenting the incident in preparation for the After Action Report and updating to university plans and procedures.

To accomplish this:

- ❖ The EOC Manager will notify sections when they are no longer required in the EOC.
- ❖ All staff must ensure that any open actions not yet completed will be handled after the deactivation.

❖ All staff must ensure that all required forms or reports are completed prior to deactivation and have copies made of all logs, reports, messages, and any other documents used and received in the EOC. Leave originals in the position folder.

❖ The EOC Manager will return supplies and equipment to the storage location and secure.

❖ An official notification will be sent to all involved internal and external participants that the EOC is deactivated.

K. Recovery Planning

This action signifies the transition from the response phase to the recovery phase. Prior to deactivation, the Executive Group Director will assign staff to a Disaster Recovery Group (DRG) to establish the short-term recovery goals that facilitate long-term recovery. The recovery plan should address the following:

❖ The recovery effort's goals

❖ The recovery organization's structure, including the roles of government, the public, business, and not-for-profit organizations in the process

❖ Short-term recovery operations, such as debris removal and volunteer and donations management

❖ Temporary shelter and housing, permanent housing

❖ Economic recovery

❖ Environmental recovery

❖ Infrastructure and lifelines

❖ Financial and community resources

❖ Social and psychological aspects of recovery

8.   MEDICAL AND FIRST AID SUPPLIES

Every building is provided with a First Aid Kit and an Emergency Response Kit. The First Aid Kit is intended to be used for minor injuries that typically occur in a workplace. The Emergency Response Kits are intended to be left intact and ready to respond to a catastrophic injury or illness.

If necessary, the nursing department, located in the Index Quad, is equipped with hospital beds. Exercise mats are available in the EvCC Sports and Fitness Center may be used to transport and care for injured.

Potable water may be accessed from local hot water heaters and vending machines.

9.   HAZARDOUS MATERIAL AND CHEMICAL SPILL RESPONSE

Everett Community College does not store hazardous materials or generate hazardous waste in a quantity larger than 55 gallons. Fifty-five gallon drums of waste-oil, antifreeze and gasoline are stored in secondary containment. Flammable cabinets, with spill-reservoirs, are provided in areas where small quantity containers of flammables (such as paints and solvents) are used. Acid resistant cabinets are used in the chemistry stockroom (Monte Cristo Building,) for safe storage of acids and bases.

Substance-specific spill kits are maintained in the chemistry and biology laboratories. These kits include activated carbon, neutralizer-absorbent combinations, and mercury capturing methods.

Spill control equipment is located at both the EvCC Primary Hazardous Waste Storage Area. Available equipment includes absorbent pads (*a.k.a.,* pillows), absorbent booms (*a.k.a.,* pigs), spill containers and a spark proof shovel. Additional supplies of the absorbent materials are stored in the campus Maintenance Building. Spill response equipment is limited for use to spills and releases that are smaller than 55-gallons in quantity.

10. EMERGENCY COMMUNICATIONS

Campus communications are typically accomplished via campus telephone, voicemail message, electronic mail (e-mail), or through two-way campus radios. <u>During an emergency, campus phone trees are the primary source for communicating with campus personnel</u>. EvCC has established phone trees for contacting personnel quickly and efficiently. To augment phone notification, to reach individuals not accessible by phone, or if the phone system is not operational, e-mail notification may be utilized for communicating with personnel on- and off-campus. Two-way radios are used routinely by security officers and facilities personnel and will be used for communication during an emergency. Information Relay Service Unit members, "Runners," will be used to augment the communication system when necessary.

A. Campus Telephone and Voice Message System

The landline campus telephone and voice-messaging system is equipped with an emergency generator power backup system that can power the system during an electrical outage. The campus telephone system is connected to equipment owned by local telephone service providers (Verizon Communications). All of these providers use battery backup and emergency generator systems for their switching equipment. Upon request, the local telephone service providers may supply additional backup by means of additional batteries or power-generating equipment. However, in the event of a regional emergency, additional battery backup or power-generating equipment may not be available.

It is possible that the central office switching equipment in Everett could become inoperable, while the campus switching equipment would be operational and could be used for internal, on-campus communications. The campus telephone systems and voice messaging systems operate independently of the central office. The only time the central office facilities are used is when making a call to or receiving a call from off-campus locations.

B. Campus Radios

The campus security officers routinely use two-way digital radios for routine and Level 1 emergency communication. The radios operate in either a "duplex" mode or a "simplex" mode. In the duplex mode the radio signal is retransmitted by a "repeater" located on the top of Gray Wolfe Hall. This greatly enhances the strength and range of the signal resulting in reliable communications at any location on the main campus. In the simplex mode the radios operate "radio to radio" directly resulting in areas where radio communication is ineffective.

The system provides for three channels. Channel #1 and Channel #2 have repeaters on the top of Grey Wolfe Hall giving them reliable campus wide coverage. Channel #3 does not have a repeater and operates only in a simplex mode (radio/radio) with limited coverage. If the repeaters are inter-operable Channels #4 & Channels #5 are simplex channels for Channels #1 & #2 and allow the radios to bypass the repeaters and operate radio/radio.

The digital radios have the capability of connecting with the Campus telephone system. This provides the user with a dial tone for telephone calls and access to the campus Informacast system. With access to the Informacast the user can broadcast verbal messages over the telephone system campus wide.

The primary assigned uses for these channels are as follows

- ❖ Channel #1: Primary Command & Control, Security Daily Operations, Informacast Connect

- ❖ Channel #2: Tactical Operations, Building Captains

- ❖ Channel #3: Support Activities

- ❖ Channel #4: Channel #1 (simplex to bypass the repeater)

- ❖ Channel #5: Channel #2 (simplex to bypass the repeater)

Sites off campus are too far away to communicate directly with the radios on the main campus. They are provided with lower powered radios for local coordination.

C. Cellular or Digital Phones

Cellular phones typically have an active service life of hours during use before recharging is required. During a localized emergency that includes loss of phone service, the cellular phones may provide a vital link with emergency response agencies, contractors, utilities and other off-campus entities.

However, during an area-wide emergency, high-volume cellular phone use often overwhelms the service and calls made from cellular phones will not be possible due to the communication overload.

Personal cellular or digital phones are widely used by college personnel, students, and visitors on campus. These additional phones may provide an available means for individuals to communicate with people on- and off campus. Calling family members or friends may help reduce concern and anxiety significantly. However, due to the limitations identified above, their usefulness during a regional emergency may be limited.

D. Voice Mail

During a campus emergency, a telephone "voice mail" message will be sent to al campus telephones and the Public Information Officer will record an informative message on the campus "Info Line" to update those off campus about the college's current status.

Provisions for "Message Runners" are also included in this Emergency Response and Management Plan. Message runners physically carry communications between parties during an emergency and are members of the Information Relay Emergency Services Unit.

E. Internet Communications (email) and EvCC Intranet

The majority of campus personnel are connected to the campus email system via computer. Email accounts may also be accessed from off-campus computers via Internet.

The Internet is widely accessed from computers both on- and off-campus. It can provide an excellent means of disseminating information about any emergency affecting the EvCC campus to a large on- and off-campus audience from the EvCC web site at http://www.everettcc.edu

The email system and Internet servers can also provide both internal and external communications for as long as power is available to the servers and the local (LAN) and wide area data networks (WAN) are functional.

F. Computer Back-Up

Everett Community College copies the data from the student administration files and the campus servers for storage at a secure location offsite. The campus director of information technology systems may arrange for delivery or pickup of these back-up files. The information contained on the backup files may be accessed through other community colleges in the event the EvCC computer systems are incapacitated.

11.   EXTENUATING CIRCUMSTANCES – SOLE EMERGENCY RESPONSE

In the rare event that catastrophic damage is incurred or outside emergency assistance is unavailable, the Operations Officer will lead the effort to: rescue, suppress fires, mitigate hazards, control and repair damage, and respond to emergencies as appropriate. All such activities must be approved by the EvCC Incident Commander and coordinated with the Safety Officer to minimize the risk to all participants.

During an incident, the Safety Officer shall advise the Operations Officer of activities judged to be unsafe that may need to be altered, suspended, or terminated by the Incident Commander. The Operations Officer will update the Incident Commander regularly on the status of assigned activities, personnel, equipment and resources. The Operations Team will provide documentation of expenses and damages to the Administrative Officer following the incident.

12.   ROLES AND RESPONSIBILITIES OF INCIDENT SUPPORT PERSONNEL

The first priority during an emergency is the safety of all EvCC employees, students, and visitors on campus. The roles and responsibilities of most faculty and staff will be directed toward safety of the campus population and will depend on the nature of the emergency.

A. Employee Responsibility

College employees have the responsibility to:

- ❖ Understand and know what actions to take during an emergency. At any time employees have questions concerning safety procedures, they are to contact their supervisor.
- ❖ Take appropriate steps to know the location of nearest fire extinguisher, first aid kit, and emergency exit.
- ❖ Know the location of your Emergency Evacuation Assembly area.

All EvCC employees have designated roles and job duties to participate in the safe and immediate evacuation of students and campus visitors during an emergency. All campus personnel, students, and visitors are expected to cooperate fully with the instructions of EvCC Officials (Incident Commander, Building Captains, Campus Security and other Campus Officials) during an emergency.

An EvCC employee, student or visitor will never be required to place him/herself at risk, nor conduct any activity that s/he feels is unsafe.

B. Building Captains

Building Captains will manage building evacuation activities. The Building Captain must immediately notify the Safety Officer if individuals are trapped, or if individuals – known to be present at the time of the event – cannot be located. The Building Captain should stay with his/her group and designate a responsible person to relay information to the Emergency Operations Center. The Building Captain will instruct everyone to stay calm and remain at the assembly point until the Operations Officer or Safety Officer provides further instruction.   Failure to check-in can result in unnecessary risks to rescuers.

C. Campus Security

The Campus Security unit will provide for public safety by assisting with controlled access, parking and traffic control during emergency incidents on campus. If an emergency situation requires the services of these units, they will report to the Director of Safety and Security who will:

- Mobilize and coordinate volunteers and equipment for campus facility security and for traffic and crowd control.
- Carry out any other duties as assigned.

The Campus Security unit will generally prioritize their actions based on the following:

- Minimize injuries and loss of life;
- Minimize damage to property and the environment; and,
- Facilitate the restoration of EvCC education and services.

D. Facilities Personnel

Facilities personnel will remain on campus unless specifically instructed to evacuate. Facilities' supervisors will report to the Operations Officer and will deploy personnel to repair, maintain and operate equipment or utilities throughout the emergency, necessary to restore or maintain vital functions.

Facilities' personnel also will maintain an inventory of auxiliary equipment and special assistance personnel, such as earth-moving equipment or contractors, and will activate equipment and personnel as needed during an emergency incident.

E. **Information Technology Systems Personnel**

During an emergency situation that threatens or disables computers or communications systems, the information technology systems' director, and telecommunications / media services supervisor will report to the PIO. Primary areas of responsibility are to:

- Maintain adequate communication systems between critical functions on- and off-campus, during an emergency incident.
- Arrange continuation or restoration of service with telephone companies.
- Operate and maintain the campus-wide communication system necessary under any emergency condition.
- Assist in establishing voice/data communications (telephone, radio, and messages) between the EvCC Incident Commander, Incident Command Teams, Building Captains, Emergency Service Units, and with the public.
- Install and relocate live telephone service from phones or buildings, as required.
- Work with the PIO, after an incident has been stabilized, to establish a runner service to supplement hardware communications.

13. CAMPUS ACCESS DURING AN EMERGENCY

During any emergency incident, access to campus may need to be controlled and/or routes for mass evacuation from campus designated. EvCC campus security officers shall manage access control points to campus. Selection of access control points by the EvCC Incident Commander will be based upon the severity of the incident, with the primary goal of saving lives and securing college property.

14. INCIDENT DOCUMENTATION

Each Incident Command System Officer is responsible for documenting the activities and expenditures associated with the discharge of his/her emergency functions. Additionally, each professional emergency responding agency will keep documents associated with its activities during the response.

This information is valuable for several reasons. These documents:

- ❖ Provide the basis to assess emergencies and evaluate the response.

- ❖ Identify areas where campus preparedness activities worked well, and those areas that need improvement.

- ❖ Verify emergency expenses and document efforts to recover expenses.

- ❖ Assist in the event of litigation.

All documents, status sheets, daily logs, and forms shall be kept along with all financial records and photographs related to the emergency. EvCC should request the post-incident reports from any responding agency that participated in the emergency.

15. CONTINUITY OF OPERATIONS

Continuity of government and continuity of operations are prime operational concepts for the Everett Community College following an emergency or major disaster. Continuity actions and activities follow closely the response efforts to save lives. An evaluation of continuity of government will be accomplished as soon as possible followed by an assessment of College operations. Some College services may be a higher priority than other College services based on the severity of the emergency or major disaster.

16. TERMINATION OF EMERGENCY DECLARATION

Every emergency incident involves simultaneous response and recovery processes. During the early stages of an emergency, response activities dominate while recovery processes support response. Termination of the emergency declaration is the official recognition that the emergency phase of the incident has waned and the recovery process is dominant.

Termination activities should concentrate on giving accurate information to people who need it most, and should begin as soon as the emergency phase of the operation is completed.

Termination activities should include debriefing, post-incident analysis, and identification of a recovery team or recovery plan.

A. Debriefing

Debriefing should begin as soon as the emergency phase of the operation is completed. The purpose of the debriefing is to identify and inform participants:

❖ What happened?

❖ What is known about the status of the campus facility, including when operations will resume, or when a determination of a timeframe for resuming operations will be known?

❖ What is known about the condition, beyond campus, boundaries that may affect movement away from campus?

❖ What is known about the status of the campus populations including the type and extent of any injuries?

❖ Where the injured were taken?

❖ How to access updates?

❖ What actions will be taken next?

B. Post-Incident Analysis

Post-incident analysis is a reconstruction of the incident to establish a clear picture of events that took place during the emergency. As soon as is practical, campus response team should construct a brief chronological overview of who did what, when, and where during the incident.

Key topics for the Post-Incident Analysis should include:

❖ **Command and control**

- Did the first trained responder to arrive on scene establish the Incident Command System?

- Was the emergency response organized according to the existing emergency management plan procedures?

- Did information pass from ICS support teams to the CCS Incident Commander, and from the CCS Incident Commander to the EOC through appropriate channels?

- Were response objectives communicated effectively to field personnel who were expected to implement them?

- Did the CCS Incident Commander integrate well with the professional emergency response Incident Command upon arrival, and throughout the incident?

❖ **Tactical operations**

- Did the on-scene Incident Commander effectively order tactical operations?

- Did the Operations Team implement these orders? What worked? What didn't?

- Were tactical operations conducted in a timely and coordinated fashion?

- Do revisions need to be made to tactical procedures?

- Do tactical work sheets need to be developed or modified?

❖ **Resources**

- Were human and material resources adequate to conduct the response effectively?

- Are improvements needed to facilities or equipment?

- Were mutual aid agreements implemented effectively?

❖ **Support services**

- Were support services adequate and provided in a timely manner?

- What is needed to increase the provision of support to a necessary level?

❖ **Plans and procedures**

- Were the Emergency Management Plan and associated tactical procedures current?

- Did they adequately cover notification, assessment, response, recovery, and termination?

- Were roles and assignments clearly defined?

- How will plans and procedures be upgraded to reflect successful and unsuccessful aspects of the emergency response?

- What other procedures could have been in effect?

- Are there any procedures that should be eliminated?

- What additional protective measures could have been taken to eliminate the damage?

- Have there been any changes in the facilities, equipment, or operations of the institution that warrant changes in the procedures for emergency management?

❖ **Training**

- Did this event highlight the need for additional basic or advanced training?

❖ **Communication**

- How well did internal and external communication plans worked?

- What should be clarified or changed?

❖ **Legal**

- Are there ongoing legal issues that need to be resolved?

17. RECOVERY PLAN

The timing for moving from a response focus to a recovery focus will depend on the nature and magnitude of the emergency, and damage to campus structures and infrastructure. Once the immediacy of the emergency subsides, efforts at returning the campus to normal operations begin. EvCC will return to the standard/routine organizational structure from the Incident Command structure and employees will return to work. This process may be gradual and may take an extended period of time depending upon the extent of the damage to campus.

EvCC leadership will strive to assure an organized recovery that maximizes safety of personnel and mitigates further damage to college facilities and assets. The Recovery Plan, or a timetable for a Recovery Plan, should be communicated to all interested parties. It is possible that recovery may continue long after resumption of normal operations.

18. TRAINING ON THE EMERGENCY MANAGEMENT PLAN

Everett Community College is committed to ensuring that the EvCC Emergency Response & Management Plan is a flexible and dynamic plan. This Plan will be tested and evaluated regularly to ensure maximum preparedness. Key staff will participate in tabletop and full-scale exercises to enhance skills and evaluate plan protocols. All EvCC employees will be required to have a basic understanding of the Emergency Response & Management Plan including their role in the successful execution of critical protocols.

The EvCC Incident Commander and Emergency Operations Center (EOC) members will debrief following the termination of an emergency incident or training drills, identifying those aspects of the Plan that worked well and those aspects that can be improved based on the experience.

19. CAMPUS MITIGATION PLAN

A. EvCC will develop a Mitigation Plan to eliminate hazards or mitigate the impacts of hazards that cannot be eliminated.

B. The Goal is to reduce vulnerability to all potential hazards in an effort to reduce losses and disruption, and become safer and more secure.

C. The Mitigation Plan is based on the relatively ranked list of campus threats produced by the Risk Assessment Model. The strategy should also consider campus institutional priorities and operational experience, highly valued or irreplaceable assets identified to be vulnerable, and cost-benefit analysis.

D. The Mitigation Plan should focus on the greatest campus vulnerabilities and establish prioritized interim and long-term actions to reduce campus risks. Specific prioritized mitigation measures including 'best practices' will be documented in the campus implementation strategy.

E. Campus Mitigation Plan Development

1. Identify Vulnerable Locations/Critical Assets

For each of the threat events, identify specific vulnerable campus locations or critical/irreplaceable/high value facilities or collections at risk (if applicable).

2. Identify Mitigation Measures

For each of the threat events, brainstorm on existing and potential interim and long-term mitigation measures that have already been implemented or could possibly be implemented, taking into consideration specific vulnerable locations and assets.

3. Prioritize Mitigation Actions

Consider campus institutional priorities and cost-benefit analysis to develop a mitigation strategy including goals and objectives, and costs. Prioritize both interim and long-term mitigation measures for implementation.

4. Develop Implementation Strategy

Based on the overall campus mitigation strategy, document the prioritized mitigation measures selected for implementation and identify "best practices." Develop an

implementation strategy including funding sources, oversight responsibility, and a timeline.

20. REVIEW AND UPDATE OF THE EMERGENCY MANAGEMENT PLAN

A. Responsibility for Planning and Coordination

The Everett Community College Director of Security is responsible for this plan, its maintenance and coordination.

B. Plan Maintenance

The EvCC Emergency Response & Management Plan will be reviewed on at minimum an annual basis to ensure that the Plan reflects the current conditions and status of the campus facilities and personnel. During this process the roster of Incident Command System personnel (and designates) and Building Captains and Floor Officials will be reviewed and updated, if needed, along with the state of the campus emergency preparedness and response. Appropriate recommendations will be made to revise any programs and/or procedures for Presidential approval.

C. Plan Distribution

The plan distribution is outlined in the distribution table in APPENDIX #5 "Plan Distribution Table" of this plan.

D. Plan Availability

When final, this plan will be made available on the Everett Community College Internet site for access by the public and other emergency management partners at www.everettcc.edu/emergencymgmt

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APPENDIX – A

<u>Succession of Authority</u>

The following table identifies the Succession of Authority

for the purpose of declaring a Campus State of Emergency and serving as the Senior Executive Manager in the Emergency Operations Center.

	Name	EvCC Organizational Position	Contact Information
1	David Beyer	President	dbeyer@everettcc.edu or Phone: 425-388-9573
2		Executive VP of Instruction and student services	@everettcc.edu or Phone: 425-388-9216
3	Patrick Sisneros	VP of College Services	psisneros@everettcc.edu or Phone: 425-388-9026
4	Jennifer Howard	VP of Administrative Services	jhoward@everettcc.edu or Phone: 425-388-9232
5	John Olson	VP of College Advancement	jolson@everettcc.edu or Phone: 425-388-9404
6	Marc Tolle	Director of Security & Emergency Management	mtolle@everettcc.edu or Phone: 425-388-9915

A Model "**PROCLAMATION OF A CAMPUS STATE OF EMERGENCY**" that may be used by the President (or Designee) to declare a Campus State of Emergency in included in Appendix "B".

APPENDIX – B

Emergency Declaration Form

PROCLAMATION OF A CAMPUS STATE OF EMERGENCY

WHEREAS, **Everett Community College** emergency policies and procedures empower the president to proclaim a Campus State of Emergency when the campus has been affected by an emergency or disaster; and

WHEREAS, the President does hereby find that conditions of peril to the safety of persons and property have arisen within the campus caused by

_____

_____

_____

commencing on or about _____ , on the date of _____, warranting the necessity for, and proclamation of, a Campus State of Emergency; and

WHEREAS, the response and recovery aspects of the Everett Community College emergency management plan have been activated, and local resources are being utilized to the fullest possible extent;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said Campus State of Emergency shall be deemed to continue to exist for a period as determined by the President of the Everett Community College.

_____   _____

President   Date
Everett Community College

APPENDIX – C

Additional Resources and Links

A. Community Agencies / Resources

Community Agencies/resources available locally for students and parents long-term support:

EvCC Counseling Center **3rd Floor Parks Building**	*425-388-9263 ext. 9263*
Catholic Community Services	**425-257-2111**
Care Crisis Line	**425-252-4103**
Snohomish County Mental Health	**509-765-9239**
Lutheran Social Services	**425-672-6009**
Providence Hospital **Emergency / Trauma**	**425-258-7555**
American Red Cross	425-252-4103
Other good sources of help include family doctor and other church officials. Information about other referral agencies or private practitioners may be obtained from the counselors.	

B. Emergency Management Resources and Links

After a Disaster: A Guide for Parents and Teachers	http://www.mentalhealth.org/publications/allpubs/KEN-01-0093/default.asp
American Red Cross	http://www.redcross.org/
Centers for Disease Control and Prevention (CDC)	http://www.cdc.gov/health/default.htm
Planning and preparation	http://www.bt.cdc.gov/planning/index.asp
Emergency response	http://www.bt.cdc.gov/emcontact/index.asp
Clinical and research aspects of trauma responses and their resolution	http://www.trauma-pages.com/
Disaster Resources for Educators	http://www.ag.uiuc.edu/%7Edisaster/resource.html
Federal Emergency Management Agency (FEMA)	http://www.fema.gov/
Emergency Management Guide for Business and Industry:	http://www.fema.gov/pdf/library/bizindst.pdf
Preparedness	http://www.fema.gov/pte/prep.htm
Terrorism Fact Sheet	http://www.fema.gov/library/terrorf.htm
U.S. Department of Health & Human Services\n\nDisasters and emergencies	http://www.hhs.gov/\n\nhttp://www.hhs.gov/disasters/index.shtml
U.S. Department of Homeland Security	http://www.dhs.gov/dhspublic/index.jsp
U.S Department of Health and Human Services – Disaster Mental Health	http://www.mentalhealth.org/cmhs/EmergencyServices/default.asp

C. State of Washington – Additional Resources and Links

Emergency resources	http://access.wa.gov/emergency/homeland.asp
Emergency management division	http://www.wa.gov/wsem/
University of Washington Disaster Reduction	http://depts.washington.edu/disaster/dru-resources_for_prepare.htm
Washington Industrial Safety and Health Administration	http://www.lni.wa.gov/wisha/regs/wacindex.htm

APPENDIX – D

<u>Authorities and References</u>

The Everett Community College Comprehensive Emergency Management Plan (CEMP) has been developed and is maintained under the following authorities and guidelines:

Homeland Security Presidential Directive (HSPD) – 5, *Management of Domestic Incidents*, February 28. 2003.
Homeland Security Presidential Directive (HSPD) – 8, *National Preparedness*, December 17, 2003.
Public Law 93-288, the disaster Relief Act of 1974, as amended by Public Law 100-707, the Robert T. Stafford Emergency Assistance and Disaster Relief Act.
Revised Code of Washington (RCW) 38.52, *Emergency Management*, as amended.
Washington Administrative Code (WAC) 118, *Military Department (emergency management)*, as amended.
Revised Code of Washington (RCW) 35.33.081, *Emergency expenditures -- Nondebatable emergencies*, as amended.
Code of Federal Regulations, Title 44, Emergency Management.
Homeland Security Act of 2002
Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-225.
National Response Framework, January 2008
National Incident Management System, December 2008
Washington Military Department, Emergency Management Division CEMP Planning Guide, May 2008.
US Department of Homeland Security, Federal Emergency Management Agency, Comprehensive Preparedness Guide 101, June 2009

APPENDIX – E

Glossary & Acronyms

Alert and Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

All-Hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities. (Source: National Response Framework)

Annex: Annexes to this basic plan can stand alone, however, are guided by the focus of the basic plan.

Appendix (Appendices): Appendices supplement the basic plan to organize specific topics for ease of use.

Catastrophic Incident: Any natural or manmade incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, property, morale, and/or government functions. (Source: National Response Framework)

Common Operating Picture: A continuously updated overview of an incident compiled throughout an incident's life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing. The common operating picture allows incident managers at all levels to make effective, consistent, and timely decisions. The common operating picture also helps ensure consistency at all levels of incident management across jurisdictions, as well as between various governmental jurisdictions and private-sector and nongovernmental entities that are engaged. (Source: National Response Framework)

Complex Incident: Any natural or manmade incident that results in multi-agency or multi-jurisdictional response affecting the population, infrastructure, environment, economy, property, and/or government functions.

Comprehensive Emergency Management Plan (CEMP): Official document establishing the philosophy and strategic direction for College Emergency Management actions in an emergency or major disaster.

Continuity of Government: Continuity of Government, or COG, means a coordinated effort within the College Government's elected officials to ensure that College essential functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies and major disasters.

Continuity of Operations: Continuity of Operations, or COOP, means an effort within individual College departments and agencies to ensure that primary essential functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies and major disasters.

Critical Infrastructure: Systems, assets, and networks, whether physical or virtual, so vital to the United States that the destruction of such systems and assets would have a debilitating impact on security, national economic security, national public health or safety, or any combination of those matters. (Source: National Response Framework)

Declaration of Local (Civil) Emergency: Legal declaration proclaimed by the Mayor after an emergency or major disaster overwhelms or may soon overwhelm the College's response resources or capabilities including mutual aid. (Source: EMC 9.02)

Department Operations Center: Operations centers that direct field response operations of specific department resources in response to an emergency or major disaster. Currently the College departments that maintain a department operations center include: Police, Fire, Public Works and Transportation Services.

Disaster: An occurrence of a natural catastrophe, technological accident, or human-caused event that has resulted in severe property damage, deaths, and/or multiple injuries. As used in this plan, a "major disaster" is one that exceeds the response capability of the Local jurisdiction and requires County, State, and potentially Federal, involvement. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Disaster Manager: The senior official designated by the Mayor to coordinate the overall response, restoration and recovery activities.

Disaster Operations: Operations conducted by College government in response to an emergency or major disaster that include operating the Emergency Operations Center (EOC).

Disaster Policy Group (DPG): A group established to provide consultation to the Mayor in forming executive policy decision strategies related to the emergency or major disaster.

Disaster Recovery Center: Places established in the area of a presidentially declared major disaster, as soon as practicable, to give victims the opportunity to apply in person for assistance and/or obtain information related to that assistance. DRCs are staffed by Local, State, and Federal agency representatives, as well as staff from volunteer organizations (e.g., the American Red Cross). (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Donations Management: The management of donated items that have not been requested by government officials, voluntary disaster relief organizations, or other donations-related personnel.

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means

any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States. (Source: National Response Framework)

Emergency Alert System: The Emergency Alert System (EAS) is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers and, direct broadcast satellite (DBS) service providers to provide the communications capability to the President to address the American public during a National emergency. The system also may be used by state and local authorities to deliver important emergency information such as AMBER alerts and weather information targeted to a specific area. (Source: Federal Communications Commission)

Emergency Management: As subset of incident management, the coordination and integration of all activities necessary to build, sustain, and improve the capability to prepare for, protect against, respond to, recover from, or mitigate against threatened or actual natural disasters, acts of terrorism, or other manmade disasters. (Source: National Response Framework)

Emergency Manager: The person who has the day-to-day responsibility for emergency management programs and activities. The role is one of coordinating all aspects of a jurisdiction's mitigation, preparedness, response, and recovery capabilities.   (Source: national Response Framework)

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, tribal, College, county), or some combination thereof. (Source: National Response Framework).

EOC Coordinator: The individual responsible for the activation, staffing and administration of the College Emergency Operations Center.

Emergency Support Function (ESF): In the National Response Framework, a functional area of response activity established to facilitate the delivery of Federal assistance required during the immediate response phase of a disaster to save lives, protect property and public health, and maintain public safety. ESFs represent those types of Federal assistance that a State will most likely need because of the impact of a catastrophic or significant disaster on its own resources and response capabilities, or because of the specialized or unique nature of the assistance required. ESF missions are designed to supplement State and Local response efforts. The ESF structure is used at the County, State and Federal levels during an emergency or major disaster. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Emergency Worker: Emergency worker means any person who is registered with a local emergency management organization or the military department and holds an identification card issued by the local emergency management director or the military department for the purpose of engaging in authorized

emergency management activities or is an employee of the state of Washington or any political subdivision thereof who is called upon to perform emergency management activities. (Source: RCW 38.52.010 and WAC 118-04)

Evacuation: Organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

- *Spontaneous Evacuation*. Residents or citizens in the threatened areas observe an emergency event or receive unofficial word of an actual or perceived threat and, without receiving instructions to do so, elect to evacuate the area. Their movement, means, and direction of travel are unorganized and unsupervised.
- *Voluntary Evacuation*. This is a warning to persons within a designated area that a threat to life and property exists or is likely to exist in the immediate future. Individuals issued this type of warning or orders are not required to evacuate; however, it would be to their advantage to do so.
- *Mandatory or Directed Evacuation*. This is a warning to persons within the designated area that an imminent threat to life and property exists and individuals should immediately evacuate in accordance with the instructions of local officials

Function: One of the five major activities in the Incident Command System: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved (e.g., the planning function). A sixth function, Intelligence/Investigations, may be established, if required, to meet incident management needs. (Source: National Response Framework)

Hazard Mitigation: Any action taken to reduce or eliminate the long-term risk to human life and property from hazards. The term is sometimes used in a stricter sense to mean cost-effective measures to reduce the potential for damage to a facility or facilities from a disaster event. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Homeland Security Exercise and Evaluation Program (HSEEP): A capabilities and performance-based exercise program that provides a standardized methodology and terminology for exercise design, development, conduct, evaluation, and improvement planning. (Source: National Response Framework)

Homeland Security Region 1: A regional organization of emergency management offices from Snohomish County, Skagit County, Whatcom County, Island County, San Juan County and the Tribal Governments in those counties.

Incident: An occurrence or event, natural or manmade that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response. (Source: National Response Framework)

Incident Action Plan (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. (Source: National Response Framework)

Incident Command: Entity responsible for overall management of the incident. Consists of the Incident Commander, either single or unified command, and any assigned supporting staff. (Source: National Response Framework)

Incident Command Post (ICP): The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities. (Source: National Response Framework)

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is a management system designed to enable effective incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations. (Source: National Response Framework)

Incident Commander: The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.   (Source: National Response Framework)

Incident Management: Refers to how incidents are managed across all homeland security activities, including prevention, protection, and response and recovery. (Source: National Response Framework)

Incident Management Team: Incident Management Teams are "typed" according to the complexity of incidents they are capable of managing and are part of the Incident Command System to manage the logistical, fiscal, planning, operational, safety and community issues related to the incident/emergency, an Incident Management Team will provide the command and control infrastructure that is required.

Joint Field Office (JFO): The Joint Field Office is the primary Federal incident management field structure. The JFO is a temporary Federal facility that provides a central location for the coordination of Federal, State, tribal, and local governments and private-sector and nongovernmental organizations with primary responsibility for response and recovery. The JFO structure is organized, staffed, and managed in a manner consistent with *NIMS* principles and is led by the Unified Coordination Group. Although the JFO uses an ICS structure, the JFO does not manage on-scene operations. Instead, the JFO focuses on providing support to on-scene efforts and conducting broader support operations that may extend beyond the incident site. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information Center (JIC): A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The JIS provides a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander (IC); advising the IC about public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Long-Term Recovery: A process of recovery that may continue for a number of months or years, depending on the severity and extent of the damage sustained. For example, long-term recovery may include the complete redevelopment of damaged areas. (Source: National Response Framework)

Major Disaster: Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby (Stafford Act, Sec. 102(2), 42 U.S.C. 5122(2). (Source: National Response Framework, National Incident Management System)

Mass Care: The actions that are taken to protect evacuated or relocated people and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to the people who have been displaced from their homes because of a disaster or threatened disaster. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Mitigation: Mitigation is the effort to reduce loss of life and property by lessening the impact of disasters. This is achieved through risk analysis, which results in information that provides a foundation for mitigation activities that reduce risk. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Multi-agency Coordination System: Multi-agency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multi-agency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are EOCs and MAC Groups. These systems assist agencies and organizations responding to an incident. (Source: National

Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Mutual Aid: Mutual aid is an agreement among emergency responders to lend assistance across jurisdictional boundaries when required. This is usually in an emergency that exceeds local resources, such as a disaster or an emergency normally requested only when such an incident occurs. Executing mutual aid and other agreements established prior to an incident with appropriate entities at the local, tribal, State, and Federal levels is an important element of preparedness, along with the readiness to develop/implement new agreements during the life cycle of an incident. (Source: National Response Framework)

National Incident Management System (NIMS): Provides a systematic, proactive approach that guides government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

National Response Framework: A guide to how the nation conducts all-hazards incident management. (Source: National Response Framework, National Incident Management System, FEMA Comprehensive Preparedness Guide (CPG) 101)

Nongovernmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency. (Source: National Response Framework)

Phased Operational Approach: The approach for activating the Emergency Operations Center (EOC) in support of emergencies and major disasters. The phases include: routine operations, enhanced operations, full operation, and catastrophic operations. Each level requires different support requirements.

Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities. Preparedness is the process of identifying the personnel, training, and equipment needed for a wide range of potential incidents, and developing jurisdiction-specific plans for delivering capabilities when needed for an incident. (Source: National Response Framework)

Presidential Declared Disaster: As set forth in the Stafford Act, a governor seeks a presidential declaration by submitting a written request to the President through the FEMA regional office. In this request the Governor certifies that the combined local, county and state resources are insufficient and that the situation is beyond

their recovery capabilities. Following a FEMA regional and national office review of the request and the findings of the preliminary damage assessment, FEMA provides the President an analysis of the situation and a recommended course of action. (Source: FEMA website)

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice. (Source: National Response Framework)

Public Information: Processes, procedures, and systems for communicating timely, accurate, accessible information on an incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected). (Source: National Response Framework)

Recovery: The economic focused long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstituting these systems to a new condition that is less vulnerable. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Regional: Relates to the interaction with jurisdictions in close proximity.

Registered Emergency Worker: Registered emergency worker means any person who is registered with a local emergency management organization or the department and holds an identification card issued by the local emergency management director or the department for the purpose of engaging in authorized emergency management activities or is an employee of the state of Washington or any political subdivision thereof who is called upon to perform emergency management activities. (Source: RCW 38.52.010)

Relocation: The movement of people after a disaster occurs. The relocation may be spontaneous, voluntary, or mandatory. See evacuation definition.

Resilience: Disaster resilience is the ability of a community to anticipate, prepare for, respond to, and recover quickly from impacts of disaster

Resource Management: A system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management includes mutual aid and assistance agreements; the use of special Federal, State, tribal, and local teams; and resource mobilization protocols. (Source: National Response Framework)

Resource Management: Those actions taken by a government to (a) identify sources and obtain resources needed to support disaster response activities; (b) coordinate the supply, allocation, distribution, and delivery of resources so that they arrive where and when they are most needed; and (c) maintain accountability for the resources used. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Under the *National Incident Management System*, resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an emergency operations center. (Source: National Response Framework)

Response: Activities that occur during and immediately following an emergency or major disaster providing immediate emergency assistance designed to reduce the impact to people, environment, economy and property.

Restoration: The service focused short and long-term activities normally beyond the initial crisis period and emergency response phase of disaster operations that focus on returning College services to a normal status or to reconstituting these services to a new condition.

Service Animal: Any guide dog, signal dog, or other animal individually trained to assist an individual with a disability. Service animals' jobs include, but are not limited to:

- Guiding individuals with impaired vision;
- Alerting individuals with impaired hearing (to intruders or sounds such as a baby's cry, the doorbell, and fire alarms);
- Pulling a wheelchair;
- Retrieving dropped items;
- Alerting people to impending seizures; and
- Assisting people with mobility disabilities with balance or stability.

Shelter-in-Place: Shelter-in-place means to take immediate shelter where you are—at home, work, school or in between—usually for just a few hours. Local authorities may instruct you to "shelter-in-place" if chemical or radiological contaminants are released into the environment.

Short-Term Recovery: A process of recovery that is immediate and overlaps with response. It includes such actions as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes, and providing food and shelter for those displaced by a disaster. Although called "short term," some of these activities may last for weeks. (Source: National Response Framework)

Situation Report: Document that contains confirmed or verified information and explicit details (who, what, where, and how) relating to an incident. (Source: National Response Framework)

Situational Awareness: The ability to identify, process, and comprehend the critical elements of information about an incident. (Source: National Response Framework)

Special-Needs Population: A population whose members may have additional needs before, during, or after an incident in one or more of the following functional areas: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings; are elderly; are children; are from diverse cultures, have limited proficiency in English or are non-English speaking; or are transportation disadvantaged. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. This Act describes the programs and processes by which the Federal Government provides disaster and emergency assistance to State and local governments, tribal nations, eligible private nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events. (Source: National Response Framework)

Standard Operating Procedure (SOP): A set of instructions constituting a directive, covering those features of operations which lend themselves to a definite, step-by-step process of accomplishment. SOPs supplement Comprehensive Emergency Management Plans (CEMPs) by detailing and specifying how tasks assigned in the EOP are to be carried out. SOPs constitute a complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Terrorism: The use or threatened use of criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation rather than direct confrontation. Emergency management is typically concerned with the consequences of terrorist acts directed against large numbers of people. (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

Unified Command (UC): An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan. (Source: National Response Framework)

Volunteer Management: The active participation of citizens of the community by accepting and encouraging the involvement of volunteers within all appropriate programs and activities. Volunteer management includes recruitment, utilization, recognition and retention of volunteers by the creation of meaningful and productive roles in which volunteers might serve.

Warning: The alerting of emergency response personnel and the public to the threat of extraordinary danger and the related effects that specific hazards may cause. (same as Alert and Warning) (Source: FEMA Comprehensive Preparedness Guide (CPG) 101)

WebEOC: Stands for Web Based Emergency Operations Center. It is a computer software program for emergency and major disaster management by collecting and saving information on actions in managing the incident.

Acronyms

AAR	After-Action Review, After-Action Report
CEMP	Comprehensive Emergency Management Plan
CERT	Community Emergency Response Team
COG	Continuity of Government
COOP	Continuity of Operations
CP	Command Post
CPG	Comprehensive Preparedness Guide (FEMA)
CPX	Command Post Exercise (also known as FE)
DEM	Snohomish County Department of Emergency Management
DHS	US Department of Homeland Security
DPG	Disaster Policy Group
EAS	Emergency Alert System
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EMC	Everett Municipal Code
EMD	Washington Military Department Emergency Management Division
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOF	Emergency Operations Framework
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FSE	Full-Scale Exercise
GETS	Government Emergency Telecommunications System
GIS	Graphic Information System
HAZMAT	Hazardous Material(s)
HIVA	Hazard Identification and Vulnerability Assessment
HMP	Hazard Mitigation Plan
HSPD	Homeland Security Presidential Directive

HSEEP	Homeland Security Exercise Evaluation Program
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IP	Improvement Plan
JIC	Joint Information Center
JIS	Joint Information System
MACS	Multi-Agency Coordination System
MOU	Memorandum of Understanding
NFIP	National Flood Insurance Program
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NPG	National Preparedness Guideline
NRF	National Response Framework
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
RCW	Revised Code of Washington
SARA	Superfund Amendments and Reauthorization Act
SITREP	Situational Report
SOP	Standard Operating Procedure
TCL	Target Capabilities List
TTX	Tabletop Exercise
UC	Unified Command
UTL	Universal Task List
WAC	Washington Administrative Code
WPS	Wireless Priority Service