



Emergency Operations Plan

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SECTION I - MAJOR EMERGENCY GUIDELINES

A. PURPOSE

The College Emergency Response Plan is predicated on a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

1. An emergency or a disaster may occur at any time of the day or night.
2. **The succession of events in an emergency is not predictable; hence published support and operational plans will serve only as a guide and not as a mandate or specific checklist. Specific plans may require field modification in order to meet the requirements of the emergency.**
3. Disasters may affect residents in the geographical location of the college; therefore, city, county, and federal emergency services may not be available. A delay in off-campus emergency services may be expected up to 72 hours.
4. A major emergency may be declared if information indicates that such a condition is developing or is possible.

The basic emergency procedures contained herein are provided in order to enhance the protection of lives and property through effective use of college and campus community resources. Whenever an emergency affecting the college reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES, the Chief/Incident Commander (College President) or designee may declare a state of emergency and these contingency guidelines may be implemented.

There are two general types of emergencies that may result in the implementation of this plan. These are (1) large scale disorder, and (2) large scale natural/man-made disaster. **Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.**

B. SCOPE

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

C. AUTHORITY

This revised plan was developed by the Emergency Management Command Staff of Galveston College during the 2009-2010 academic year. This Plan will be reviewed and revised (as applicable) each following school year.

D. DEFINITION OF EMERGENCY AND DISASTER

The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining the appropriate response:

1. **EMERGENCY:** An incident, potential or actual, which affects an entire building or buildings, or human life or well-being, and which will disrupt the overall operation of the college.

2. **DISASTER:** An event or occurrence which has taken place and has seriously impaired or halted the operations of the campus or entire college.
3. **MEDIA RELATIONS CRISIS:** Any incident which has the potential for adverse publicity concerning operation of the college.

E. EMERGENCY OPERATIONS CENTER

When an emergency occurs or is eminent, it shall be the responsibility of the Emergency Preparedness Safety Officer (Director of Facilities & Security) under the direction of the Chief/Incident Commander (College President) to set-up and staff an appropriate Emergency Operations Center/Office as directed in Section II.

If the emergency involves a large part of the campus, the Emergency Operations Center (EOC) is to be set up in the President's Conference Room, M202. If this site is unavailable, the Chief/Incident Commander (College President) will select an alternate location. These include R-261, and the Seibel Wing Conference Room.

If Emergency services are required they are to report to the Emergency Operations Center.

F. DECLARATION OF CAMPUS STATE OF EMERGENCY

The authority to declare a campus state of emergency rests with the Chief/Incident Commander (College President) or his/her designee, as follows:

In the event of a situation on or near the campus, the Director of Facilities and Security (Emergency Preparedness Officer) shall report to the Chief/Incident Commander (College President) all appropriate information regarding the emergency and the possible need for a declaration of a campus state of emergency. The President or his/her designee has the authority to declare a campus or College state of emergency based on the best information available at the time.

During the period of any campus major emergency, the Emergency Preparedness Officer, as required, shall place into immediate effect the appropriate procedures necessary to meet the emergency and safeguard persons and property, and maintain the educational facilities.

G. TYPES OF EMERGENCY PROCEDURES

Types of emergencies covered in this Emergency Response Plan are as follows:

Evacuation and Shelter in Place Procedures

- Building Evacuation
- Campus-Area Evacuation
- Shelter-in-Place
- Campus Lockdown

Crisis (Emergency) Procedures

- Bomb Threat
- Chemical and/or Radiation Spill
- Child Abuse Reporting
- Childnapping
- Child Left at College
- Picking Up a Child in a Crisis
- Custody Laws Pertaining to a Child in a Crisis
- Civil Disturbance or Demonstrations
- Death of Student/Faculty/Staff on Campus
- Drug and Alcohol Abuse
- Explosion, Aircraft Down (Crash) on Campus
- Fire
- Gang-Related Activity
- Illness and Injury (Medical and First Aid)
- Nuclear Preparedness
- Physical or Mental Abuse
- Power Failures
- Psychological Crisis
- Stranger In or Around Campus
- Toxic Fume Release (off Campus)
- Vehicular Accidents (College Owned)
- Violent or Criminal Behavior
- Weapons, Suspicion or Possession
- Communicable Diseases/Pandemic Health Crisis

Natural Disaster Procedures

- Severe Weather Emergency Preparedness (Hurricane, Tornado)

SECTION II - RESPONSIBILITIES

A. EMERGENCY MANAGEMENT COMMAND STAFF:

The Chief/Incident Commander (College President) or his/her designee shall begin contacting all necessary members of the Emergency Management Command Staff, which consists of the following personnel:

- Chief/ Incident Commander – College President
- Emergency Preparedness Safety Officer - Director of Facilities & Security
- Law Enforcement Officers- Galveston County Deputy Sheriffs
- Public Information Officer- Director of Public Affairs/Galveston College Foundation
- Intelligence Officers -Vice Presidents (coordinate the activities of their Deans & Directors)

General responsibilities of the team members are listed below. **Note:** During a campus lockdown, or any incident involving the Galveston County Deputy Sheriffs, the Galveston County Deputy Sheriffs will assume command of the scene and provide statements to the media. The Galveston County Deputy Sheriffs will also ensure proper communications are established with the families of those affected.

1. CHIEF/ INCIDENT COMMANDER: *(The President or designee)*

- a) Responsible for the overall direction of the College's emergency responses.
- b) Determines reassignment employees and may solicit volunteers (during and after the event)
- b) Contacts members of the Emergency Management Command Staff and apprises them of the nature of the emergency.
- c) Works with the Emergency Preparedness Safety Officer and others in assessing the emergency and preparing the College's specific response.
- d) Declares and ends, when appropriate, the campus state of emergency as provided for in the Major Emergency Guidelines of this Plan (Section I).
- e) Notifies and conducts liaison activities with the College administration, governmental agencies, Emergency Management Command Staff, and others as necessary.

2. EMERGENCY PREPAREDNESS SAFETY OFFICER: *(Director of Facilities & Security)*

- a) Responsible to carry out the overall direction of the Emergency Director-Chief.
- b) Takes immediate and appropriate action to protect life and property and to safeguard records as necessary.
- c) Determines the type and magnitude of the emergency and establishes the appropriate Emergency Operations Center.
- d) Implements recording of closing information on the College Telephone/Voice System
- e) Notifies and utilizes Galveston County Deputy Sheriffs in order to maintain safety, security, and order.
- f) Notifies and conducts liaison activities with appropriate outside organizations, such as fire, police, office of emergency services, etc.
- g) Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.

- h) Provides vehicles, equipment, and operators for movement of personnel and supplies, assign vehicles as required by the Emergency Management Command Staff for emergency use.
- i) Obtains the assistance of utility companies as required for emergency operations, and coordinates with the City's Emergency Operations Center (EOC) if necessary.
- j) Surveys habitable space and relocates essential services and functions.
- k) Shall provide for storage of vital records at an alternate site; coordinates with building and area coordinators for liaison and necessary support.
- l) Maintains the Security Department in a state of constant readiness.
- m) Monitors city emergency warning and evacuation systems.
- n) Shall provide traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
- o) The Emergency Preparedness Safety Officer prepares and submits a report to the Chief/Incident Commander (College President) appraising the final outcome of the emergency regarding damage.

3. PUBLIC INFORMATION OFFICER (*Director of Public Affairs/ Galveston College Foundation or Galveston County Deputy Sheriffs- see note above*)

- a) Establishes liaison with the news media and produces public announcements of information as requested by the President.
- c) Arranges photographic and audio-visual services, if requested by President.
- d) Advises Chief/Incident Commander (College President) or designee of all news concerning the extent of disaster affecting the College.
- e) Prepares all internal announcements and information including ConnectEd and releases announcements upon the approval of the Chief/Incident Commander (College President).

4. INTELLIGENCE OFFICERS: (*Vice Presidents*)

- a) Establish phone trees with their Deans and Directors to ensure all their subordinates can be contacted during and after the emergency
- b) Develop individual departmental plans with each of their Deans and Directors to prepare and secure their departments prior to campus evacuations.
- c) Develop individual departmental plans with each of their Deans and Directors to fully recover their departments upon return from campus evacuations. These plans are to include makeup class scheduling with their faculty.

5. DIRECTOR OF HUMAN RESOURCES & RISK MANAGEMENT:

- a) Submits updated list of employee phone numbers and addresses to IT monthly.
- b) Makes the employee list available to the Emergency Management Command Staff members both in hard copy and electronically as requested for emergency purposes.
- c) Coordinates the property insurance claims with each carrier and their adjusters and FEMA.

6. DIRECTOR OF INFORMATION TECHNOLOGY:

- a) Maintains the Computing Services Department in a state of constant readiness.

- b) Maintains backup systems for security of College records.
- c) Provides support for all computerized communications resources.
- d) Provides emergency repairs to the College IT Infrastructure as required.
- e) Reroutes or relocates Computer Assets as needed.
- f) Updates employee and student phone numbers and addresses in ConnectEd to be utilized during emergency situations.
- g) Protect all computer assets and computerized communications resources.

7. ATHLETICS DIRECTOR:

- a) Communicates with Coaches regarding emergency closures that may affect College housing residents.
- b) Provides the Chief/Incident Commander (College President) with a list of all the College housing residents that includes contact information for each resident.
- c) Develops a plan for the evacuation of the College housing residents to temporary housing locations and submits it to the Emergency Director-Chief.
- d) In the event of an evacuation gives written notice to all student residents that the College is not responsible for any personal items left in the dorms and ensures all refrigerators are completely emptied and defrosted (including the removal and disposal of ice).

8. VICE PRESIDENT OF STUDENT SERVICES:

- a) Communicate with student organization leadership concerning any emergency closures that may affect organization's events or ceremonies.
- b) Assist in the process of communicating emergency procedures to student groups and individual students both in times of emergency and non-emergency status.

B. OTHER RESOURCES: GENERAL STAFF

1. AREA SAFETY LIAISONS:

Area Safety Liaisons will be appointed by the Emergency Preparedness Safety Officer (Director of Facilities & Security) or designee, and will have the following general responsibilities prior to and during an emergency:

- a) When alarm sounds put on safety vest and emergency backpack
- b) Direct all personnel in their area to proceed to designated assembly area outside the building
- c) Close office doors after verification that all areas are vacated
- d) Upon exiting assigned area contact a Security Representative and give confirmation of the evacuation
- e) Proceed out of the building and join group; account for all individuals
- f) Ensure no vehicles enter the parking lots and no one re-enters the buildings until the "all clear" is given.
- g) Once the "all clear" is given ensure the employees and students are safely escorted back in to the College buildings

2. FACULTY AND SUPERVISORS:

- a) Educate students and/or employees concerning College emergency procedures as well as evacuation procedures for their building and/or activities.
- b) Inform students and/or staff of an emergency and initiate emergency procedures as outlined in this plan.

- c) Report all safety hazards to the Emergency Preparedness Safety Officer (Director of Facilities & Security).

3. PURCHASING COORDINATOR:

- a) Arrange for the purchase of emergency supplies as needed through purchase orders, petty cash, credit cards, and checks.
- b) Track and maintain records by property address, of all incident related supplies, materials and repairs.
- c) To the extent possible, communicate with vendors of any anticipated large deliveries concerning possible closure of the College.

4. DIRECTOR OF BUSINESS SERVICES:

- a) Will maintain separate financial record keeping of event expenditures and receipts.

C. OTHER RESOURCES: OUTSIDE AGENCIES

1. MUTUAL AID FROM LOCAL AGENCIES:

- a) The protocol to request outside assistance from local agencies (Galveston Police, Fire, EMT, etc.) shall follow the Emergency Management Command Staff chain of command: the Chief/Incident Commander (College President), the Emergency Preparedness Safety Officer (Director of Facilities & Security), the Intelligence Officers (Vice Presidents) and the remaining members of the Command Staff.
- b) The level of assistance provided by Galveston Police and Fire should follow the specifications defined in City of Galveston Emergency Operation Plan, Annex G and Annex F (see Exhibit A and Exhibit B).
- c) During an event that requires local authority assistance (Galveston Police, Fire, EMT, etc.) the Galveston County Deputy Sheriffs will take command of the incident or other emergency situation.
- d) The College through Chief/Incident Commander (College President) or his/her designee shall work with the Galveston County Deputy Sheriffs to determine the compatibility of resources.
- e) The Chief/Incident Commander (College President) or his/her designee working with the Galveston County Deputy Sheriffs shall determine who will have access to the EOC and who will have access to the incident scene.
- f) The Galveston County Deputy Sheriffs shall determine, by nature of the event, appropriate search and rescue procedures, triage procedures, procedures for handling casualties, and/or other procedures as appropriate. It is the responsibility of the Galveston County Deputy Sheriffs to request appropriate resources and/or assistance from the College through the College President and/or his/her designee.

SECTION III - NOTIFICATION PROCEDURES

A. IMMEDIATE EMERGENCY RESPONSE

In the event of an emergency, the Galveston College Public Announcement (PA) Notification System will be accessed through the College phone network (or an outside line). The PA announcements will be made by the administrator in charge of the campus at the time of the incident following the chain-of-command: first- College President, Vice President of Instruction, Vice President of Community Engagement & Special Projects, Vice President of Student Services, and last- Director of Human Resources & Risk Management. Coaches will be responsible for contacting the resident students.

Immediately following the PA announcement: Public Affairs and IT will follow with text messages, phone calls, and post a notice on the College webpage. Following the personnel order: first- Director of Public Affairs, second- Director of IT, third- Digital Communications & Web Services Manager. Maintenance needs will follow- Director of Facilities & Security, Maintenance Technician, and the Custodial Foreperson. Security needs will follow- Director of Facilities & Security, Vice President of Community Engagement & Special Projects, and then Director of Human Resources & Risk Management.

The system of using the College Emergency Communication Chart is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the college (see Attachment A). During an emergency the College may send out updates through an appropriate media which may include informational updates on the College's website, announcements through ConnectEd, and/or announcements to the local media. During an emergency situation, College telephones must be restricted to college official communication only. In the absence of telephone services, the Security Department may utilize issued two-way hand-held radios for emergency notification (contingent on available personnel).

B. COLLEGE CLOSINGS

The College Campus is not a designated place of refuge. No person may shelter on the College Campus without first obtaining the permission of the Chief/Incident Commander (College President) or his/her designee. Only the Chief/Incident Commander (College President) or his designee may authorize an on campus shelter.

1. The Chief/Incident Commander (College President) or his/her designee may confer with the Emergency Management Command Staff and other appropriate personnel on all closings due to emergency situations.
2. Once a decision has been made to close the College, the Chief/Incident Commander (College President) or his/her designee will contact the Emergency Preparedness Safety Officer (Director of Facilities & Security), the Public Information Officer, and other members of the Emergency Management Command Staff, as appropriate.
3. The Director of Facilities and Security has responsibility for seeing that appropriate information is posted on the College's Telephone/Voice System.
4. The Public Information Officer (Director of Public Affairs) has responsibility for contacting the local and/or regional radio and television stations regarding college closings. (These stations typically include: KPRC Channel 2, KTRK Channel 13, KHOU Channel 11, KTRH 740 AM, KRIV Channel 26.)
5. The Public Information Officer (Director of Public Affairs) and the Emergency Preparedness Safety Officer (Director of Facilities & Security) will initiate the notification system.
6. Security will notify faculty, students, and staff of closing if they arrive on campus early and are unaware of the closing.
7. The security department will check that buildings are secure.

8. Maintenance employees will also check for security and damages (roof leaks, window leaks, water on floor, etc.)
9. College emergency information may be made available for all employees and students through the following, as appropriate, and or any other appropriate media:
 - a) College's Emergency Notification System (Connect ED),
 - b) Posted on the College's Web Site,
 - c) The student Whitecaps e-mail accounts, and
 - d) The College Status Update phone number **(866) 483- 4242**, and or
 - e) Other appropriate media

To receive notices from Connect ED all employees and students must ensure the College has current contact phone numbers and addresses on file. To update contact information, employees call the HR Department (409) 944-1280 and students call the Admissions Office (409) 944-1230.

If there is a question as to responsibility of the college workforce in emergency situations all employees should call their immediate supervisor.

SECTION IV - SOURCES OF ASSISTANCE DURING EMERGENCIES

A. ON-CAMPUS ASSISTANCE

1. **Security Services** are available twenty-four hours per day, seven days per week, and may be reached at **Ext. '0', (409-944-4242), or 409-944-1361.**
2. Maintenance Operations (Plant Operations).....x366
3. Purchasing Department.....x213
4. Receiving.....x363
5. IT.....x352
6. Human Resources.....x209

B. OFF-CAMPUS ASSISTANCE: EMERGENCY RESPONSE PROVIDERS:

Emergency Resource Telephone Numbers (from College phones- 409 area code)*

1. Emergency *911
2. Fire Department *911
3. Sheriff's Department *911
4. Hospital (Emergency)--The University of Texas Medical Branch409-772-1521
5. Ambulance/Emergency Medical Services *911
6. **Emergency Management Agencies:**
 - Galveston Emergency Operation Center (Fax 797-3711) 797-3710
 - Texas City Emergency Management/Safety 643-5707
7. National Response Center
 - (To Report Toxic Chemical and Oil Spills [VoicelTTY]..... 1-800-424-8802
8. Children's Protective Services 766-5932
9. Texas Department of Health512-834-6600
10. Poison Control Center 1-800-764-7661
11. American Red Cross Galveston County Unit..... 945-7200
12. National Weather Service – Dickinson.....281-337-5074
13. City of Galveston Police (Non- Emergency) 797-3702
14. Bomb Squad..... *911

***Remember to Dial 9 for an outside line and always give the operator your exact location.**

SECTION V - EMERGENCY PROCEDURES

This section contains basic guidelines or procedures for specific types of emergencies. These guidelines may be changed or altered based on the College President or his/her designee, the Director of Facilities and Security, or a local authority based on specific conditions or the emergency situation.

A. – EVACUATION AND SHELTER IN PLACE PROCEDURES

1. **BUILDING EVACUATION: INCIDENT ACTION PLAN (IAP)**

All building evacuations will occur when an alarm sounds and/or upon notification by the Area Safety Liaison.

- Leave by the nearest designated exit and alert others to do the same.
- Carry out all personal items in your possession, i.e., books, purses, etc
- Close doors behind you but do not lock them.
- **Assist the handicapped in exiting the building.**
- **DO NOT USE THE ELEVATORS.**
- Report to your designated area assembly point.

Once outside, proceed to a clear area **up wind** that is at least 300 feet away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.

NOTE: STAY IN THE AREA DIRECTED UNTIL OFFICIAL NOTIFICATION TO RE-ENTER.

2. **CAMPUS AREA EVACUATION: INCIDENT ACTION PLAN (IAP)**

Evacuations of all or part of the campus grounds will be announced by the Chief/Incident Commander (College President) or designee and/or Security Department. All persons are to immediately vacate the area in question. Instructors and their designees are responsible for aiding handicapped persons.

3. **SHELTER-IN-PLACE: INCIDENT ACTION PLAN (IAP)**

Shelter-in-place is a designation used when a situation requires the lock-down of the campus in order to protect students and staff from threats usually associated with, but not limited to, chemical or environmental disasters.

- Go inside building.
- Close all windows and doors.
- If radio or television is available the station should be tuned to a local or regional station for continuous updates. (KTRH 740 AM, KHOU TV Channel 11, KPRC TV Channel 2, KTRK TV Channel 13, KRIV TV Channel 26)
- If eyes, nose, or throat become irritated, protect your breathing by covering your mouth with a damp cloth, take frequent shallow breaths and stay calm.

Do not leave the building until you receive official notification that the danger has passed.

4. **CAMPUS LOCKDOWN: INCIDENT ACTION PLAN (IAP)**

This procedure is used when an intruder invades the premises or there is an imminent danger to the student and staff. Galveston County Deputy Sheriffs will assume command of the scene and provide statements to the media. The Galveston County Deputy Sheriffs will also ensure proper communications are established with the families of those affected.

Emergency Management Command Staff:

- **Galveston County Deputy Sheriffs will immediately notify the local authority (Galveston Police 911).**
- The level of assistance provided by Galveston Police should follow the specifications defined in City of Galveston Emergency Operation Plan, Annex G (see Exhibit B).
- During an incident the Galveston County Deputy Sheriffs will take command of the scene. The Galveston County Deputy Sheriffs working with the Chief/Incident Commander (College President) will:
 - determine the compatibilities of resources
 - determine who will have access to the EOC and the incident scene
 - determine an alternate site for the EOC, if necessary.
 - determine the search and rescue procedures, triage procedures and procedure for handling casualties.
- The Chief/Incident Commander (College President), working with the Emergency Preparedness Safety Officer (Director of Facilities & Security) and Galveston County Deputy Sheriffs will sound the "All-Clear" when the incident is resolved.

Faculty/ Staff:

Secure immediate area:

- Close, lock and barricade all classroom and office doors.
- Close blinds and block windows, if safe to do so.
- Turn off lights, radios, and computer monitors. Silence cell phones.
- Move to the corners of the room - away from doors and windows.
- Keep occupants calm, quiet and out of sight.
- Take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets.
- Place signs in exterior windows to identify the location of injured persons.
- If there are no security problems in the room, slide the green card under the locked door.
- No one is allowed to enter or leave the room until the "All-Clear" is given.
- No one is allowed to enter or leave the campus until the "All-Clear" is given.
- When the "All-Clear" is given students and staff will return to their regular activities.

Exiting a secure area:

- Consider the safety of masses vs. the safety of few.
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.

Contacting Authorities:

- Use Emergency 911 and 409-944-1361 (GC Security Mobile Number).
- **Be aware that the 911 system will likely be overwhelmed. Program 409-944-1361 into your cell phone for emergency use or consider email.** Email may be an option when unable to speak.

What to Report:

- Your specific location/building name and office/room number
- Number of people at your specific location
- Injuries and the number injured, types of injuries

- Assailant(s) location, number of suspects, race/gender, clothing description, physical features, types of weapons (long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc.

B. – CRISIS (EMERGENCY) PROCEDURES

1. BOMB THREAT: INCIDENT ACTION PLAN (IAP)

IMPORTANT REMINDER: Two-way radios, pagers, and cellular telephones should **NOT** be used **AT ANY TIME** during a bomb threat!

If you observe a suspicious object or potential bomb on campus:

- **DO NOT HANDLE THE OBJECT!**
- Immediately contact the College Security at **Ext '0' (409-944-4242) or 409-944-1361** and they will contact the local authorities.
- Do not turn lights on or off.
- Do not open drawers or cabinets.
- Follow the evacuation procedure as directed (see Section V-A-1 above).
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.
- If requested, assist emergency crews as necessary.

In cases of a bomb threat where the location of the bomb has not been determined, the local authority will conduct the bomb search. The Chief/Incident Commander (College President) will make the decision to activate the Emergency Operations Center.

Any person receiving a phone call bomb threat should ask the caller: **(See sample Bomb Threat Report Form next).**

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?
6. What is your name?

Keep talking to the caller as long as possible and record the following:

1. Time of call.
2. Age and sex of caller.
3. Speech pattern, accent, possible nationality, etc.
4. Emotional state of caller.
5. Background noise.

Report the incident immediately to the College's Security Emergency extension 0. The Security Department will then notify the Chief/Incident Commander (College President).

BOMB THREAT REPORT

Time and Date Reported _____ How Reported _____

Exact Words of Caller: _____

Questions to Ask: **(REMAIN CALM AND SPEAK DISTINCTLY)**

1. Tell caller that the school building is occupied and innocent people will be hurt.
When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does it look like? _____
5. Why did you place the bomb? _____

TRY TO KEEP THE CALLER TALKING AS LONG AS POSSIBLE!

Description of caller's voice:

Sex _____ Age _____ Accent: _____

Tone of voice: _____

Caller appeared to be: Calm _____ Angry _____ Nervous _____ Drunk _____ Sober _____

Comments: _____

Background Noise: _____

Is voice familiar: _____ If so, who does it sound like? _____

Other voice characteristics: _____

Time Caller Hung Up _____ Remarks _____

2. CHEMICAL and/or RADIATION SPILL (ON CAMPUS) : INCIDENT ACTION PLAN (IAP)

If a **spillage** of a hazardous chemical or radioactive material occurs:

- **Report it immediately to the Security at Ext '0' (409-944-4242) or 409-944-1361 and to the Emergency Preparedness Safety Officer (Director of Facilities & Security) ext. 365.**
- **When reporting, be specific about the nature of the involved material and exact location.**
- The College's Security Department will contact the necessary specialized authorities and medical personnel.
- The key person on site should vacate the affected area at once, closing all doors (**do not lock doors**) to prevent further contamination of other areas until the arrival of the College's Security Officers.
- If possible, secure air conditioning to prevent contamination spreading through the re-circulation system.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give his/her name to the College's Security Officers.
- Required first aid and clean-up by specialized authorities should be started at once.
- **DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.**
- If requested, assist emergency crews as necessary.

If an **emergency** exists:

- Activate the manual pull station building alarm system.
- **REPORT EMERGENCY TO THE COLLEGE'S SECURITY DEPARTMENT IMMEDIATELY at Ext '0' (409-944-4242) or 409-944-1361.**
- Follow the evacuation procedure as directed (see Section V-A-1 above).

The Chief/Incident Commander (College President) or his/her designee will make the decision to activate the Emergency Operations Center.

3. CHEMICAL/TOXIC FUME RELEASE (OFF-CAMPUS) : INCIDENT ACTION PLAN (IAP)

If you notice a chemical or toxic fumes released on campus call Security at Ext '0' (409-944-4242) or 409-944-1361.

During an accidental industrial release of toxic fumes from chemicals or other emergencies where the air quality threatens persons on the campus, Sheltering-in-Place (as described in Section V – A-3 above) is recommended.

It is the responsibility of the local authorities to notify our campus security to issue orders for in-place sheltering during chemical emergencies generated off campus.

The Chief/Incident Commander (College President) or his/her designee will make the decision to activate the Emergency Operations Center.

In the event of a chemical spill or a toxic fume release, students, faculty, and staff shall be notified in an appropriate and timely manner with directions on seeking shelter-in-place, or if appropriate, to evacuate the facility.

4. CHILD CRISIS: INCIDENT ACTION PLAN (IAP)**a. CHILD ABUSE REPORTING**

Anyone who suspects a child is being abused or neglected has a legal obligation to report it, within 48 hours, to the Texas Department of Family & Protection Services (800) 252-5400. If child abuse is suspected these procedures must be followed:

1. If the child is attending Galveston College classes or programs (i.e., Kid's College) or if the child is the offspring of a Galveston College student or employee, contact the Vice President of Instruction and/or the Vice President of Student Services. It will be their responsibility to notify Security, the President, and the appropriate authorities including the Texas Department of Family & Protection Services (800) 252-5400.
2. In order to document reports of child abuse or neglect, campus personnel reporting suspected cases of child abuse or neglect are encouraged to use the reporting form on the next page. (See Child Abuse Form on Next Page)
3. College employees working with minor children are required to complete the Dallas Children's Advocacy Center online training at dcctraining.org

NOTE: For information on physical signs and behavioral symptoms, see Attachment B.

**GALVESTON COLLEGE
REPORTING FORM FOR CHILD ABUSE AND NEGLECT**

Today's Date: _____ Person/Agency Notified: _____

Name of Child: _____

Child's Address: _____

Birthday or Age: _____

Name and age of siblings: _____

Parent or Guardian's Name: _____

Address: _____

Phone (home and work): _____

How does this child come to be at the College? _____

Type of suspected abuse or neglect? _____

Conditions prompting this report including events, time and places _____

Person making report:

Name _____ Date: _____

Title: _____ Telephone: _____

What follow-up occurred and by whom? _____

***Attach to this form any additional or pertinent information and submit to the appropriate Vice President within one working day.**

b. CHILDNAPPING

1. Children will be in view of the adults supervising them at all times. Teachers will count children in their group each time the group transitions to a new setting. Teachers will have a list of persons to whom each child in care may be released. If an individual other than the familiar parent/guardian is picking up, the teacher will view that person's driver's license or other form of official, picture identification, matching the license number with the number listed on the enrollment form.
2. Parents should inform the teacher if anyone other than the usual person is picking up. In the event a parent must phone in a request to release the child to any other individual, the teacher will confirm the identity of the parent making the phone request before releasing the child. It may be necessary to place a call back to the parent to verify the caller's identity. Proper identification will be presented when the alternate person arrives to pick up the child. The child will not be released if any question exists.
3. If a non-custodial parent is bared from picking up or visiting the child while the child is in the care of the Daycare Center and/or in a supervised College sponsored activity, a copy of the court order will be kept on file. It is the custodial parent's responsibility to provide such documentation. Campus Security will be immediately notified if the non-custodial parent makes contact. After security is notified the custodial parent will be informed.

NOTE: CERTIFIED COURT ORDERS WITH SEAL SHOULD BE ON FILE WITH COLLEGE SECURITY DEPARTMENT (A copy shall also be given to the program coordinator)

4. In the event a child is actually taken, the following steps will be followed:
 - a) NOTIFY CAMPUS SECURITY IMMEDIATELY at **Ext '0' (409-944-4242) or 409-944-1361**.
 - b) Care givers will remain calm and observant to obtain as much information as possible; car make, color and license number, direction offender goes, identifying characteristics of both adult and child such as weight, height, coloring of clothes.
 - c) Call the appropriate Vice President.
 - d) Obtain help to assure the safety of the rest of the group.
 - e) Call custodial parent/legal guardian or emergency contact.

NOTE: No contact will be made, nor information given to any member of the media.

5. CIVIL DISTURBANCE OR DEMONSTRATIONS: INCIDENT ACTION PLAN (IAP)

The freedom of assembly is recognized by the College, however, the College will not permit any group or individual to disrupt or attempt to disrupt the operation and functioning of the College by any means.

Students desiring to meet in assembly shall obtain approval from the Vice President of Student Services to ensure equal opportunity and to prevent conflicts with other campus activities. The use of placards and signs carried by persons shall be restricted to the administratively assigned areas.

Congregating by students and others on the walkways of the campus, in lobbies, halls, classrooms, or office doorways so as to prevent College employees or students from attending classes, entering libraries, study rooms and offices shall not be permitted. Students who participate in such activities shall be subject to disciplinary sanction.

Those unconnected with the campus shall be referred to local law enforcement authorities for possible prosecution under the laws of Texas.

a. Non-Violent, Disruptive Demonstrations

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

- The Chief/Incident Commander (College President) or his/her designated representative may ask the demonstrators to terminate the disruptive activity (see Attachment C).
- The Chief/Incident Commander (College President) or designee may, if deemed appropriate, call for a photographer with video recording equipment to document the proceedings. Efforts may be made to secure positive photographic identification of demonstrators in violation to facilitate later testimony.
- Demonstrators may be advised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion or possible intervention by the College's Security Department (see Attachment D).
- The Chief/Incident Commander (College President) or designee may determine the need for the injunction of civil authorities.
- If court injunction is obtained, the demonstrators will be so informed. Demonstrators who refuse to comply will be warned of the intention to arrest.

b. Violent Disruptive Demonstrations

In the event of a violent demonstration in which injury to persons or property occurs or appears eminent, the Chief/Incident Commander (College President) will be notified.

During regular office hours:

1. The Vice President of Student Services and all available Security Officers will be summoned to the scene.
2. The Chief/Incident Commander (College President) or designee will call to have the demonstration documented with photographs or video.
3. The Chief/Incident Commander (College President) or designee, in consultation with the Vice President for Administration, will determine if and when arrests are to be made.
4. The local Police Department will be requested for assistance.

After regular office hours:

1. The Security Department will be notified of the disturbance immediately.
2. The Security Department will investigate the disruption and report findings to Chief/Incident Commander (College President) and Director of Facilities & Security.
3. The Chief/Incident Commander (College President) or designee shall:
 - a) Report the circumstances to the Vice President of Student Services.
 - b) Notify other key administrators.
 - c) Notify the Public Information Officer (Director of Public Affairs/GC Foundation), who will arrange for a photographer if necessary.
 - d) If necessary, the Chief/Incident Commander (College President) may authorize the Emergency Preparedness Safety Officer (Director of Facilities & Security) to notify the Galveston Police Department (GPD) of the need to make arrests as appropriate.

NOTE: The Emergency Preparedness Safety Officer (Director of Facilities & Security) may request GPD officer intervention without counsel from others if it is deemed to be of paramount importance to the safety and security of persons and property.

6. DEATH OF STUDENT/FACULTY/STAFF (ON CAMPUS) – Procedures

Call 911 and Campus Security at **Ext '0' (409-944-4242) or 409-944-1361**. The Chief/Incident Commander (College President) or designee will notify the family of deceased and will make the decision to activate the Emergency Operations Center, if appropriate.

The Emergency Management Command Staff should be convened within one hour after the incident is reported (when feasible) to collect accurate and detailed information about the death(s).

- A. Issues to be covered:
1. Determine if the Counseling staff or Human Resource office can handle the situation or if the services of an outside agency (EAP, MADD, Hospice, Etc.) are required.
 2. Determine if a room(s) at the College is needed for those grieving.
 3. Develop statements (as needed) for the following:
 - a) Media: To be delivered by the Chief/Incident Commander (College President) or the Public Information Officer (Director of Public Affairs/GC Foundation).
 - b) Students, faculty, and staff
 4. Determine what the College's role for the funeral proceedings will be (if any) (flowers, donations, cards, eulogy, etc.).
 5. Determine if a memorial or memorial service is appropriate.

Note: Depending on the situation, several meetings of the team may be necessary. It may also be necessary to include students in some of the meetings and planning sessions.

- B. The Emergency Management Command Staff may conduct a follow-up review meeting to bring closure to the incident and critique the process.

Note: For assistance in coping with death see Attachment E.

7. DRUG AND ALCOHOL ABUSE – Procedures

Once an administrator, instructor, or staff member is aware that an individual's faculties have been impaired by drugs or alcohol, the employee should assess the level of the crisis and respond using the following guidelines:

Emergency Level: This describes a student or employee whose behavior is impaired or out of control because he/she is under the influence of drugs or alcohol. In this situation, you should:

1. Take steps to ensure your own safety and the safety of others.
2. Contact the Campus Security Department immediately at **Ext '0' (409-944-4242) or 409-944-1361**. Campus Security will notify the local authorities at 911.
3. Clearly state that you need immediate assistance. Give your name, location, and briefly describe the situation.
4. **DO NOT HANG UP** until told to do so.

Secondary Level: This describes a student or employee who approaches you confidentially, requesting help because he/she has a drug or alcohol problem. In this situation, you should:

1. **If a student**, immediately call or escort the individual to the Counseling Center or the Vice President of Student Services.
2. **If an employee**, refer to EAP, Human Resource office, or the employee's supervisor.

Note: For information on Drug and Alcohol Abuse Behavioral Signs and Symptoms, see Attachment F.

8. EXPLOSION, OR AIRCRAFT DOWN (CRASH) ON CAMPUS: INCIDENT ACTION PLAN (IAP)

In the event of an explosion or downed aircraft (crash) on campus, take the following action:

- Immediately take cover under tables, desks and other objects which will give protection against falling glass or debris.
- Stay calm.
- After the effects of the explosion and/or fire have subsided, **IMMEDIATELY contact Campus Security at Ext '0' (409-944-4242) or 409-944-1361**. Campus Security will notify the local authorities at 911.
- Give your name and describe the location and nature of the explosion(s).
- If an emergency exists, activate the manual pull station building alarm system.
- Evacuate as directed in Section V-A-1.
- If requested, assist emergency crews as necessary.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by College official.

The Chief/Incident Commander (College President) or designee will make the decision to activate the Emergency Operations Center. Keep clear of the Emergency Operations Center unless you have official business.

9. FIRE: INCIDENT ACTION PLAN (IAP)

KNOW THE LOCATION OF FIRE EXTINGUISHERS, FIRE EXITS, AND PULL ALARM SYSTEMS IN YOUR AREA AND HOW TO USE THEM.

If a minor fire appears controllable:

- **IMMEDIATELY** contact Campus Security at **Ext '0' (409-944-4242) or 409-944-1361**
- Promptly direct the charge of the fire extinguisher toward the base of the flame.

If a large fire appears uncontrollable:

- **IMMEDIATELY** notify Campus Security at **Ext. '0', (409-944-4242), or 409-944-1361**.

- Activate the manual pull station building alarm system.
- Evacuate as directed in Section V-A-1
- If requested, assist emergency crews as necessary.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

The Chief/Incident Commander (College President) or designee will make the decision to activate the Emergency Operations Center.

NOTE: Should you become trapped inside a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. DO NOT PANIC!

10. **GANG-RELATED ACTIVITY**

If you witness gang related activity that could be detrimental to the campus setting or you have reason to suspect that a student may be involved in gang activity, notify:

Campus Security at **Ext '0' (409-944-4242) or 409-944-1361**

11. **GAS LEAKS: INCIDENT ACTION PLAN (IAP)**

Natural gas is mixed with Tertiary Butyl Mercaptan to give it odor. The gas goes up and the odor goes down. If odor is detected in or near the building, do the following:

- **Do not use light switches, cell phones, or telephones**
- **Go to an area away from the Gas Leak and call campus security at Ext '0' (409-944-4242) or 409-944-1361.**
- Evacuate the building immediately as directed in Section V-A-1.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by college security officers or other college personnel.

The Chief/Incident Commander (College President) or designee will make the decision to activate The Emergency Operations Center.

12. **ILLNESS AND INJURY (MEDICAL AND FIRST AID)**

CALL POLICE EMERGENCY 911 IF YOU NEED ASSISTANCE AND CONTACT COLLEGE SECURITY at Ext '0' (409-944-4242) or 409-944-1361.

When an injury or illness occurs, evaluate the situation (USE COMMON SENSE). Initiate appropriate action:

Minor conditions with no threat to life or limb:

- Call Security at **Ext '0' (409-944-4242) or 409-944-1361.**
- Direct the person to the nearest first aid kit location (Business Office, Admissions, Media, Academics, Security, Fitness Center or Physical Plant/Maintenance).
- Ask if they need assistance to home, hospital, or doctor.
- On the job injuries - contact HR for location of contracted Worker's Comp clinic.
- Both the supervisor and employee will complete the Accident Report forms posted on the College's intranet.

Major conditions – Unconsciousness, Difficulty Breathing, Choking, Seizures, Chest Pain, Serious Bleeding, etc:

- Get help.

- Dial Police Emergency at 911 and Security at **Ext '0' (409-944-4242) or 409-944-1361.**
- If possible, report if the person is **conscious, breathing, or bleeding.**
- If no phone is available, send someone to contact the College Security and direct them to the incident. They may also be needed to direct the EMS to the scene.
- If possible, during the emergency, determine:
 1. Does the person have any medical conditions?
 2. Does the person take any medications?
 3. Does the person have any allergies?
- If an 'emergency contact' can be identified, the designated 'emergency contact' will be notified as quickly as possible. (Remember to look for an ICE ('In Case of Emergency') phone number in the individual's cell phone.)
- The individual or responsible legal guardian must cover all medical expenses

Cardio-vascular Emergencies - Automated External Defibrillators (AED) are available for immediate use in case of an emergency including cardiac arrest.

- Defibrillators are located at Security, Financial Aid, Fitness Center, Moody Lobby, Health Sciences and Academics.
- Coaches, Security and Nurses have been trained to use this equipment. Follow instructions if no trained personnel are available.
- Security officer will deactivate AED to silence audible alarms.
- Upon completion of CPR/AED Procedure, Security officer will replace AED unit and re-activate the system as quickly as possible.
- Responding officer is responsible for completing Accident/Illness Report to be turned in to supervisor.

13. **MISSING STUDENT- Procedure**

In accordance with the **Higher Education Opportunity Act of 2008** each student who resides in on-campus housing is required to register a confidential contact person to be notified in case of emergency or the student is determined to be missing. This contact information will be submitted on the *Galveston College Dormitory Living Acknowledgement Statement*.

Authorized campus officials and law enforcement officers responding to an emergency or conducting a missing person investigation may have access to this information. Students under 18 years of age and not emancipated must identify their parent(s) or legal guardian(s) as emergency contacts. Local law enforcement will be notified that the student is missing even if that student has not registered a contact person.

Missing student reports should be made to the Vice President of Student Services (or designee) and will be referred immediately to the campus Security Department. If campus Security determines a student has been missing for more than 24 hours, the emergency contact process below will be initiated. This process may be implemented in less than 24 hours if circumstances warrant.

Emergency contact process to be completed by the Director of Facilities and Security (or designee):

- Conduct a search of college property.
- Contact the emergency contact(s) identified by the student.
- Notify external law enforcement and emergency response agencies to initiate a missing person investigation.

14. NUCLEAR PREPAREDNESS

EXECUTION: Since any type of nuclear emergency would, in scope, involve a large geographic area the area plan developed by the Galveston County and City of Galveston Emergency Management Agencies will control the event. Therefore, upon the occurrence of a nuclear accident or disaster, the institution will come under the Agencies established plan.

15. PHYSICAL AND MENTAL ABUSE

Emergency Level: If you are a victim of or a witness to any physical and/or mental abuse on campus promptly notify Campus Security at **Ext '0' (409-944-4242) or 409-944-1361**.

1. Report the incident, including the following:
 - a. Nature of incident
 - b. Location of the incident
 - c. Description of person(s) involved
2. Assist the officers when they arrive by supplying them with all available information and ask others to cooperate.

Secondary Level: If a student or employee approaches you confidentially requesting help because they have been abused, you should:

1. If student, immediately call or escort the individual to the Counseling Center or the campus administrator in charge, if the student is willing.
2. If employee, refer to Human Resource office, EAP or their supervisor.

Note: For information on Physical and Mental Abuse Behavioral Signs, see Attachment G.

16. POWER FAILURES: INCIDENT ACTION PLAN (IAP)

If there has been a power failure on the campus or lines are reported down in the area of the campus:

TOTAL or PARTIAL POWER FAILURE:

- Notify the Maintenance Department, 409-944-1363 or 409-944-1365.
- Evacuate the building if directed (see Section V-A-1)
- Maintenance personnel will make proper restoration of power by repair or by notifying the utility company.
- Electrical panels will be turned off by Maintenance personnel ONLY.
- DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.

ELECTRICAL LINES DOWN ON CAMPUS:

- Direct all personnel away from the area.
- Notify Security, at **Ext. '0' (409-944-4242), or 409-944-1361**
- Maintenance will determine ownership of the wire, secure the area, and make repairs or notify utility company for needed services.

The Chief/Incident Commander (College President) or designee will make the decision to activate the Emergency Operations Center.

In case of after hours emergencies, notify:

Tim SetzerCell: (979) 236-7497

17. **PSYCHOLOGICAL CRISIS: INCIDENT ACTION PLAN (IAP)**

A psychological crisis exists when an individual is threatening harm to himself/herself or others.

a. **PROCEDURES FOR INTERVENTION OF SUICIDAL TENDENCIES**

Emergency Level:

If the individual has attempted or done harm to himself/herself:

- **Call 911 and Security at Ext. '0' (409-944-4242), or 409-944-1361.**
- Ambulatory service will automatically take individual into custody and make decision of where to be transported.

If the individual is making an attempt on his/her life at the present time, or is threatening to do so: (This includes the individual who has a weapon or other immediate means of ending his/her life).

1. Do not leave the individual alone.
2. Remove all weapons if possible; however, do NOT confront an individual with a weapon. (In case of a weapon, **Call 911 and Contact Campus Security at Ext. '0' (409-944-4242), or 409-944-1361.**)
3. If the individual is willing to accept assistance, work to provide appropriate assistance through the Counseling Center. The Counseling Center will help by contacting an appropriate family member or by arranging for appropriate transportation to an appropriate treatment facility.
4. If the individual is unwilling to accept assistance, **call 911 or Contact Campus Security at Ext. '0' (409-944-4242), or 409-944-1361.**
5. Once Campus Security or the local authorities have arrived on the scene they will follow their appropriate protocols and determine an appropriate course of action.

b. **PROCEDURES FOR INTERVENTION OF HOMICIDAL TENDENCIES**

This describes an individual who is making an attempt on someone's life at the **present** time, or is threatening an **immediate** attempt. Assess the level of the crisis and respond using the following guidelines:

An individual possessing a weapon:

- Take steps to ensure your own safety and the safety of others.
- **Call 911 and Campus Security at Ext. '0' (409-944-4242), or 409-944-1361** immediately.

An individual that does not appear to possess a weapon:

- Take steps to ensure your own safety and the safety of others.
- Contact Campus Security at **Ext. '0' (409-944-4242), or 409-944-1361** immediately.
- Contact the Vice President of Student Services and the Counseling Center as soon as possible.
- If the individual is willing to accept assistance, work to provide appropriate assistance through the Counseling Center. The Counseling Center will help by contacting an appropriate family member or by arranging for appropriate transportation to an appropriate treatment facility.
- If the individual is unwilling to accept assistance, the individual and the situation should be referred to the appropriate authority. Once Campus Security or the local authorities have arrived on the scene they will follow their appropriate protocols and determine an appropriate course of action.

In all such situations (a and/or b), the Vice President of Student Services or designee shall review and/or investigate the incident to determine if a violation of the Student Code of Conduct has occurred, and if so, to determine the appropriate type/level of disciplinary action to be invoked.

18. STRANGER IN OR AROUND CAMPUS (LOITERING)

Loitering on a college campus or in a college building, or near a college campus is a misdemeanor and is covered under the Texas Education Code 4.23.

Immediately call Campus Security at **Ext. '0' (409-944-4242), or 409-944-1361** for their assistance.

19. VEHICULAR ACCIDENTS (COLLEGE OWNED)

TRIPS AWAY FROM CAMPUS - In the event of an accident

- Remain calm.
- If threat of fire exists, move students to a safe place
- Call emergency vehicles/services: police, fire, ambulance, highway patrol, and begin administration of first aid.
- Notify Campus Security Department at **Ext. '0' (409-944-4242), or 409-944-1361.**
- Refer all media inquiries to the College Public Affairs Office.
- Complete the Accident Report Form located in the glove compartment of the vehicle.

20. VIOLENT OR CRIMINAL BEHAVIOR

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

- Promptly notify Campus Security at **Ext. '0' (409-944-4242), or 409-944-1361** Once Campus Security has arrived on the scene they will follow College procedures and their appropriate protocols, and determine an appropriate course of action which may include contacting local authorities.
- Report the incident, including the following:
 1. Nature of the incident.
 2. Location of the incident.
 3. Description of person(s) involved.
 4. Description of property involved.
- Avoid personal risk or confrontation.
- Should gunfire or discharged explosives occur on the campus, take cover immediately.
- After the disturbance, seek emergency first aid if necessary.

WHAT TO DO IF TAKEN HOSTAGE:

1. Be patient. Time is on your side. Avoid drastic action.
2. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally unbalanced. Do nothing which could jeopardize or compromise your well being, or that of others.
3. Don't speak unless spoken to, and then only when necessary. Don't talk down to the captor, who may be in an agitated state. Avoid appearing hostile. Attempt to

- establish rapport with the captor. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
4. Be patient; wait. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected. Displaying a certain amount of fear can possibly work to your advantage.
 5. Be observant. When you are released, or when you escape, the personal safety of others may depend on what you remember about the situation.
 6. Be prepared to answer the police on the phone.
 7. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

21. WEAPONS, SUSPICION or POSSESSION OF

If you believe an individual is in possession of a weapon:

- Do not approach/confront the individual.
- **Dial 911.**
- Contact Campus Security at **Ext. '0' (409-944-4242), or 409-944-1361.**

22. COMMUNICABLE DISEASES/PANDEMIC HEALTH CRISIS

According to the Office of State Personnel Communicable Disease Emergency Policy the State Health Director or the Governor has authority to declare a public health emergency. The Governor may close all schools, community colleges, universities, childcare and adult day care facilities and order that no public events shall be held where large numbers of people are gathered in one physical location. The Governor may also close all non-mandatory State services and order mandatory services to remain operational.

In the absence of such an order, the Chief/Incident Commander (College President) is responsible for the College. The President and/or designee may seek guidance from local/state Public Health officials to determine the severity of the individual situation and to determine what actions should be taken (including the closure of the College). In the absence of a directive from appropriate local/state health authorities, the authority to close the College resides with the College President or his/her designee.

Decisions will be made and implemented based on the best information available received from various entities, including county and state health officials, state and national authorities, and other advisories gathered during the emergency.

In the event of the declaration of a Public Health Emergency by the State, or, by agreement between Public Health officials and the College, the following social distancing actions may be taken, in accordance with Office of State Personnel Communicable Disease Policy:

- Requiring sick employees, or employees with sick family members, to remain at home until a physician has determined they (or their family member) are no longer contagious
- Increasing distance between people (5-6 feet)
- Decreasing the number of contacts
- Canceling public events or mass gatherings
- Suspension of classes
- Evacuation of residence halls
- Alternatives to face to face contact at work by requiring employees to fulfill their responsibilities by: working at home, working at an alternate site, by working in shifts, or by being excluded from the workplace

C. – NATURAL DISASTER PROCEDURES

1. SEVERE WEATHER EMERGENCY PREPAREDNESS: INCIDENT ACTION PLANS (IAP)

a. GENERAL HURRICANE PLAN

This plan provides information and procedures to be followed from the time a hurricane or tropical depression first appears or it is expected to enter the Gulf of Mexico. The objectives of the Hurricane Protection Plan are:

1. To take every step possible to ensure the safety of all College personnel (student, staff, faculty, and visitors) within the College's community: In the case a major storm, the general procedure will be to evacuate all personnel (staff and students) in time to prevent a disaster here on the Island or a disaster related to impassable roads.
2. Protection of property: Every step possible will be taken, excluding risk to human life, to protect all Galveston College property. It is not the intent of Galveston College to endanger the lives or property of its employees. However, certain employees are critical to the protection of the College.

In the event of a Hurricane:

- The Chief/Incident Commander (College President) shall immediately begin contacting members of the Emergency Management Command Staff to review procedures and to consider the possible impact of the storm on upcoming events.
- The primary defense for hurricane protection will be at the division/department level. Essential Personnel will direct hurricane protection procedures at the departmental levels under the direction the Emergency Management Command Staff and be responsible for the implementation of the program.
- Departmental procedures will be assisted by Security and Maintenance Departments when possible; however, the individual departments must perform the tasks. **Do not wait for someone else,** as they may be too busy across the campus.

b. HURRICANE CONDITIONS: *These procedures and timelines are subject to change based on the level and severity of the storm.*

CONDITION 4 – HURRICANE ALERT:

Issued when a hurricane or a tropical storm is closer than Latitude 15 degrees North and Longitude 80 degrees West, or has already entered the Gulf of Mexico. An alert is issued by the National Weather Bureau when storm conditions can be expected to reach Galveston within 72 to 144 hours.

Division and Department Heads: All personnel (both academic divisions and non-academic departments) will report to their department head to receive instructions for duty assignments.

Maintenance Department:

1. Remove all light weight objects from the campus grounds. This includes all waste containers.
2. All construction materials will be removed from job sites if possible and stored within the maintenance building.

3. Review the current inventory of storm supplies.
4. Purchase items in short supply.

Campus Security: All security officers will report to their supervisor for instructions.

CONDITION 3 – HURRICANE WATCH:

Issued when hurricane winds can be expected to reach Galveston within 36 to 120 hours.

- The time for dismissal for all personnel and classes will be announced by the President's office and communicated through the Public Information Officer (Director of Public Affairs Office/GC Foundation).
- All personnel not specifically assigned to college duties are to depart the campus and take preventive measures for the duration of the storm.
- College buildings will be closed until faculty, staff, and students are notified it is safe to return to the campus.

Division and Department Heads: Department heads are to implement the following procedures and complete the Evacuation Checklist (**see Attachment H**):

1. Move books, office machines and other documents to rooms which will not get water damage in case of window breakage or lower level flooding.
2. Cover computer equipment in offices and classrooms. Plastic and cord will be available from Maintenance Department. Rooms with a northerly exposure are considered to be the safest in regard to window breakage and blowing rain, but precautions should be taken to cover any items which may be damaged by wind and water.
3. All scientific instruments and teaching equipment shall be moved away from windows to a safe area and covered with plastic, if deemed necessary.
4. Ensure all important data is located on the network H: drive or S: drive. Data stored on C: drives (Desktops) will not be backed up by IT.
5. Drapes and blinds are to be drawn to reduce the effects of flying glass in the event of window breakage.
6. All electrical and gas operated equipment are to be unplugged or shut off wherever possible to protect machinery and eliminate electrical and gas hazards (refrigerators will be emptied).
7. Essential personnel are to report to the President's office for additional assignments or for permission to evacuate non-essential personnel.
8. After preparations are complete, and the Checklist has been submitted to each area supervisor, non-essential personnel are to be dismissed to tend to their families or other duties.

Maintenance Department:

1. Support academic and non-academic departments in completion of their primary duties.
2. Distribute emergency flashlights, lanterns, first-aid kits as required.

Campus Security:

1. Prepare College vehicles (fill up with gas). College vehicles will remain on campus and will be parked under the cover of a permanent building.
2. Obtain from the Maintenance Department: drinking water, batteries, flashlights, first-aid equipment, and other necessary items of equipment for comfort and safety of Security Department personnel.
3. As time allows, assist any other departments of the college seeking help with hurricane preparations.

CONDITION 2 – HURRICANE WARNING:

Issued when hurricane winds are expected within 24 to 96 hours. This event is likely to be preceded by heavy rain squalls and winds. Street flooding in the College area can be expected. All personnel not specifically assigned to college duties should have departed and taken preventive measures for the duration of the storm.

Division and Department Heads:

All preparations are to be completed and personnel are to leave the campus after approval. At this time, heavy rains can be expected to be in the area making the roads impassable.

Maintenance Department:

1. Park all motor vehicles under the cover of a permanent building.
2. Check with the Emergency Preparedness Safety Officer (Director of Facilities & Security) for further orders or for dismissal permission.
3. The Emergency Preparedness Safety Officer (Director of Facilities & Security) will close down all HVAC operations just prior to departing the campus.

Campus Security:

1. Inspect all facilities to insure that everything is 'battened down'.
2. Check to insure that all windows are closed and outside doors are locked.

CONDITION 1 – HURRICANE:

Issued when hurricane winds are expected within 12 to 72 hours.

- All final preventive and security measures are to be completed for the protection of all buildings, grounds, and vehicles.
- All evacuation planning is to be concluded.

Campus Security:

1. Should breakage or any other damage occur on campus, Security officers will secure the campus to avoid looting.
2. Reports will be filed of all damage.
3. Photographs of all damage will be taken.

SUPPLIES:

A "Hurricane Closet" had been supplied and is in the maintenance area under the direct control of the Emergency Preparedness Safety Officer (Director of Facilities & Security) and is maintained through maintenance funds.

At Condition 3 – Hurricane Watch, these supplies will be issued to Essential Personnel for use in hurricane protection. The Emergency Preparedness Safety Officer (Director of Facilities & Security) will update this list as needed. Less critical items will be drawn from all college supplies as needed.

A list of the supplies are:

12 rolls.....	Plastic polyethylene sheets	6.....	Electric lanterns
1500 ft.	1/8" nylon cord	3.....	First Aid Kit
36 rolls.....	1-1/2" masking tape	3.....	5 gallon water cans
6	2 cell flashlights	4 quarts.....	Motor oil
50	D cell batteries	25 gal.....	Gasoline

RISK MANAGEMENT: Following the hurricane the Risk Manager, working with the Emergency Preparedness Safety Officer (Director of Facilities & Security), will take all necessary steps to minimize the damage to the College facilities.

1. The College shall maintain a contractual relationship with a dedicated recovery vendor that will respond within 72 hours following the hurricane to begin the recovery process.
2. The Risk Manger will file all insurance claims and secure individual carrier adjusters to inspect the campus.
3. The Risk Manager, working with the Emergency Preparedness Safety Officer (Director of Facilities & Security), will document all damages and process all insurance claims and will begin the communication process with State and Federal Offices (FEMA).

c. GENERAL TORNADO / WATERSPOUTS PLAN

Severe Thunderstorm Watch or Warning: Stay indoors until the threat has passed.

Tornado Watch: Indicates that conditions are favorable for a possible tornado. It is not necessary to interrupt the normal operations of the College during a tornado watch.

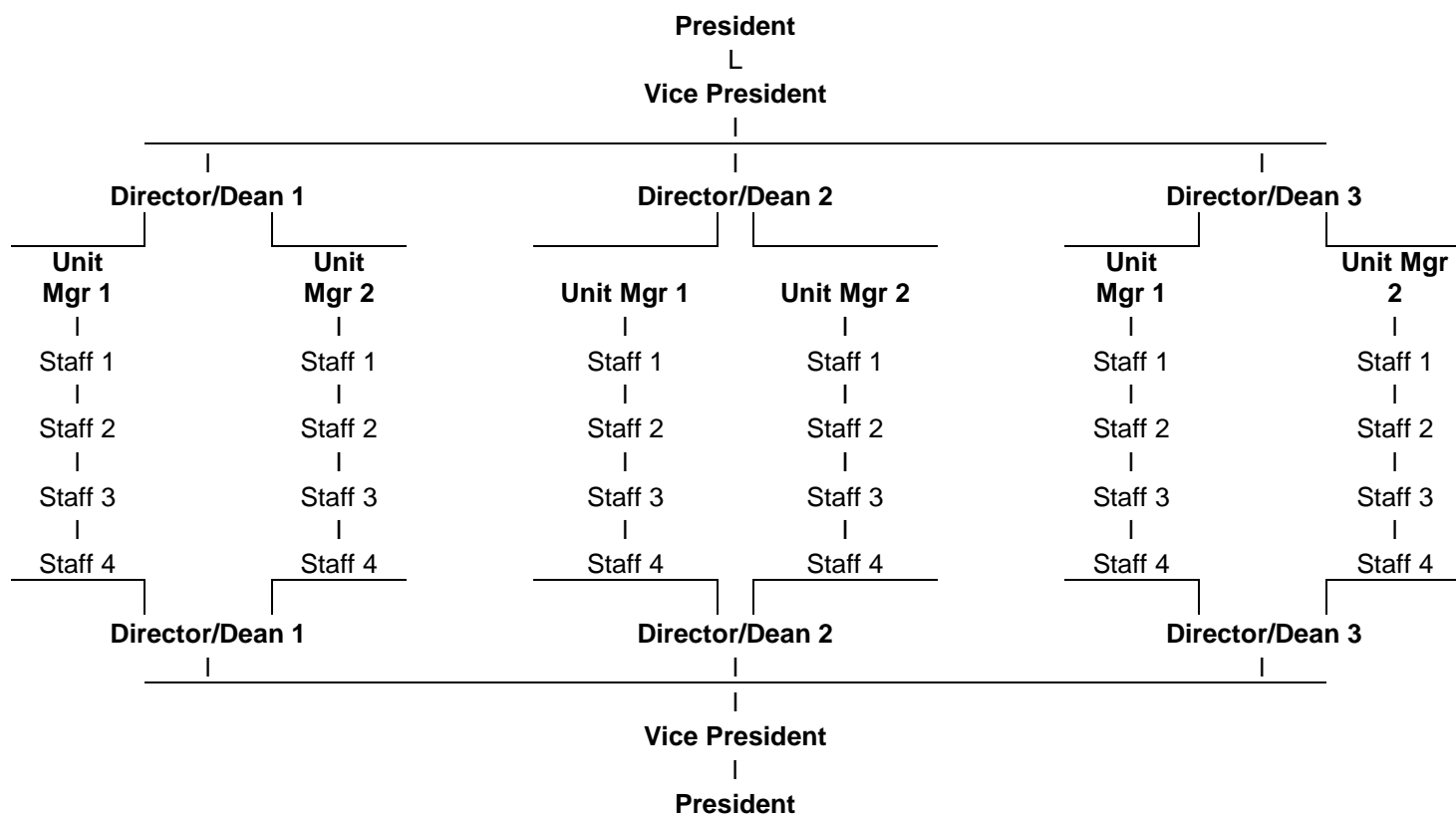
- Notify Security and Emergency Management Command Staff.
- Notify all key personnel of impending weather and ask that they advise all personnel in their areas.

Tornado Warning: indicates that a tornado has been sighted and is a definite threat to geographical areas specific to the College. Upon notification that a tornado warning has been issued, the College should take immediate safety precautions.

- Notify Emergency Management Command Staff.
- Faculty and supervisors will evacuate all persons in their respective areas of responsibility to the predetermined safest area of the buildings.
- Protective posture (duck and cover) will be assumed. Coats, jackets, and books may be used to cover head, arms, and legs, put hands over your eyes.
- Stay inside away from windows.
- Remain near an inside wall of a room or hall.
- Exterior windows will not be opened. Exterior doors should remain closed.
- Keep calm and do not get excited.
- Avoid any area with a large and poorly supported roof.
- Persons outside or in automobiles should take cover in the nearest building.

The Galveston College Security Department will be directly monitoring the weather status by the primary weather radio station, two-way radio signal or by one of the other local law enforcement agencies. Tornado warnings are canceled by official notification only.

ATTACHMENT A - COLLEGE EMERGENCY COMMUNICATION CHART



VP contacts Directors/Deans. Directors/Deans call their unit managers, who call Staff 1, who call Staff 2, and so on. The Staff 4 position (whoever is last on the list) calls-back to the Director to assure that the call tree has worked. The Directors call-back to the VP.

TIPS:

- If you are conducting a test, always remember to say, "This is a test."
- If you get an answering machine, leave a message and then call the next person on the call tree to keep it going.
- Write down what the message is so you can be confident that you are relaying it exactly!

ATTACHMENT B - CHILD ABUSE / NEGLECT SYMPTOMS**Physical Neglect**

- Poor hygiene, inappropriate dress
- Consistent hunger
- Consistent lack of supervision, especially for long periods of time, or engages in dangerous activities
- Unattended physical/medical needs
- Abandonment

SYMPTOMS: Consistent body odors and soiled clothing, begging for or stealing food, thefts, consistent fatigue (listlessness), alcohol/drug abuse, temper tantrums (young child) or aggression (older child) may signify masked depression, clings to people or is fearful and shy around people, hyper-activity, short attention span, poor school performance.

Emotional Abuse

- Speech Disorders
- Lags in physical development
- Failure to thrive
- Aggression

SYMPTOMS: Habit disorders (sucking, biting, rocking, etc.), conduct disorders (tantrums, destructive, demanding, etc.), or overly compliant interactions (passive, lack of spontaneity, inhibition of play, etc.), impaired peer relations, infantile or pseudo adult behavior, developmental lags (cognitive and emotional), poor school performance.

Physical Abuse

- Repeated/unexplained bruises, burns, welts, on face, lips, mouth, torso, back, buttocks, or thighs
- Marks evident after absence, weekend or vacation marks in various stages of healing
- Unexplained lacerations and fractures

SYMPTOMS: Behavioral extremes and withdrawal or aggression, wary of physical contact, excessive concern for parent's needs, poor peer relations (excessive shyness, dependence, immobility, lack of curiosity), reluctant to go home, inappropriate clothing (i.e., long sleeves in warm weather), run away, substance abuse, suicidal ideation, poor school performance. ~: In severe abuse, rather than exhibiting hostility, rarely makes demands, adapts to adult expectations quickly and is generally fearful.

Sexual Abuse

- Pain, itching, discharge (genitals)
- Difficulty walking or sitting
- Torn, stained, bloody underclothing
- Venereal disease
- Pregnancy

SYMPTOMS: Increased nightmares or night terrors, bed wetting after age 5, excessive public masturbation after 6 or 7, clutching genitals, sophisticated sexual knowledge, seductive/pseudo mature behavior, sexual abuse of other children, sexually promiscuous, fatigue, day dreams, reluctance to go home, over attachment to or fearful of father, poor school performance with acting out behavior in school or super-kid syndrome (good grades, leader), run away, substance abuse, suicidal ideation.

ATTACHMENT C - DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION

A directive should be read by either the Chief/Incident Commander (College President) or the Vice President of Student Services. A video recorder should be available to document the reading of this directive as well as the activities. These documents will be for future reference in case an incident should go to court.

IDENTIFY YOURSELF:

This assembly and the conduct of each participant is seriously disrupting the operations of Galveston College and is in clear violation of the rules of the district. You have previously been called upon to disperse and terminate this demonstration. You have been given the opportunity to discuss your grievances in the manner appropriate to the district. (In no event will the administration of the district accede to demands backed by force). Accordingly, you are directed to terminate this demonstration. If you have not done so within fifteen minutes, I will take whatever measures are necessary to restore order including active involvement of the college security department and the Galveston Police Department. Any student who continues to participate in this demonstration is subject to possible arrest, and will also be subject to suspension from further classes here at Galveston College.

ATTACHMENT D - TERMINATE DEMONSTRATION WITH SECURITY ASSISTANCE

A directive should be read by either the Chief/Incident Commander (College President) or the Vice President of Student Services. A photographer, with a video recorder, should document the reading of this directive and people creating the disruption.

IDENTIFY YOURSELF:

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failure to do so. Since you have chosen to remain in violation of the rules and regulations of the College, each of you is hereby suspended, subject to later review.

The district's Security Department and Galveston Police Department will now assist in dispersing this assembly. Those of you who fail to leave immediately will be subject to arrest.

SUSPENSION HEARING:

Be advised that students summarily suspended have the right to request a due process hearing. The request must be in writing and must be presented to the Vice President of Student Services within three working days from the date of the suspension. The hearing shall be convened and conducted in accordance with College Policy.

ATTACHMENT E - COPING WITH DEATH

1. Tell co-workers/students about the death in a quiet and direct manner as soon as the facts are known, which will help to de-escalate the situation.
2. Avoid platitudes; be aware of and sensitive to various religious beliefs.
3. Allow permission for a range of emotions without judgment.
4. Do not offer unnecessary details, but do answer all questions.
5. Physical contact may comfort some people.
6. Discuss the meaning and effect of the loss and discuss funeral etiquette, appropriate memorials or remembrances of the deceased.
7. Attend the funeral or call family members to extend personal condolences.
8. Offer to help by doing something specific.
9. Do not be afraid of tears.
10. Maintain your contact with the grieving person and encourage others to do the same to help break the isolation which might be felt.

Grief is a normal, healthy response to loss. The intensity of emotions surrounding the loss is high for several months after the death, continuing for a year. Research shows that actual resolution of grief may take anywhere from 1-6 years.

The seven stages of grief are as follows:

1. Shock and Disbelief
2. Disorganization and Confusion
3. Volatile Emotions
4. Guilt
5. Sense of Loss and Loneliness
6. Relief
7. Re-establishment of Equilibrium

Indicators of Resolved Grief:

- The bereaved lets go of the past and lives in the present.
- The bereaved finds meaning in the death.
- The bereaved talks about the deceased without crying.
- The bereaved invests in familiar activities and relationships.
- The bereaved establishes new relationships.

ATTACHMENT F - DRUG/ALCOHOL ABUSE BEHAVIORAL SYMPTOMS**Symptoms of Chemical Dependency**

- Wide mood swings, elated or depressed, omnipotent or sorry for oneself
- New friends, peer group
- Increased secrecy
- Confusion, lethargy, bloodshot eyes, empty stares
- Increased irresponsibility at home, work or school
- Stealing, selling household items, gambling, shoplifting
- Lying
- Becoming defensive, demanding, arguing over trivial things
- Changing sleeping, eating, personal habits, clothing, weight
- Demonstrating an inability to harmonize with friends, co-workers, authority figures

Symptoms of Depression

- Depressed mood -- feelings of sadness lasting more than two weeks
- Social withdrawal
- Irritability
- Impaired sleep or appetite
- Spontaneous crying spells
- Lack of interest in previously enjoyable activities
- Chronic fatigue
- Decreased sexual desire
- Suicidal thoughts

Symptoms of Co-Dependency

- Difficulty identifying and expressing feelings
- Difficulty forming or maintaining close relationships
- Low self-esteem
- Profound sense of shame, anxiety and guilt
- Constant need for approval
- Perfectionism
- Extreme need to please
- Compulsive need to rescue, "care take", and control
- Feeling overly responsible for the actions of others
- Compulsive or addictive behavior relating to food, sex, alcohol, drugs, smoking, etc.

ATTACHMENT G – PHYSICAL/MENTAL ABUSE: SYMPTOMS**Symptoms of Family Violence:**

- Physical mistreatment: slapping, hitting, burning, etc.
- Sexual abuse: rape, incest
- Verbal abuse: threats, insults, harassment
- Psychological/emotional abuse: withholding love, sympathy, understanding
- Neglect: inadequate physical or emotional care

Contributing Factors:

The pressures of daily life-job worries, unpaid bills, strained relationships can mount until a person feels overwhelmed and takes out these frustrations on family members.

Many people lose contact with family and friends that could provide support when pressures build, and they don't know where or to whom to turn for help.

Some people are reared to view violence as a natural outlet for anger.

Family violence is viewed as a private matter.

Society has condoned family violence by allowing men to control their families by force, if necessary.

Violence is passed from one generation to the next as role models are violent towards family members.

Unreasonable or conflicting expectations about the roles of husband and wife may lead to friction, frustration and ultimately to violence.

Abusers may feel unable to fulfill responsibilities or to live up to their image of the person they'd like to be. Shame and guilt may be expressed as violence toward others.

An elderly relative may feel like a physical and financial burden and resented for interference in family affairs.

Abusers may sedate or physically restrain an older person in order to be free to do other things.

Violence and intimidation are sometimes used to make elderly people give up pensions, change wills or insurance policies, etc.

Why Family Violence Continues:

People see no way out and are often economically dependent on abusers, lacking money to support themselves and skills to find work.

Victims may feel helpless, guilty or worthless and ashamed of the poor quality of the relationship and don't trust those that could help them.

Abusers may fear the consequences of seeking help

Victims feel isolated and have nowhere to turn and often hide the abuse from family, friends, human service agencies and police.

Family members may be unaware that help is available from local human service agencies, shelters and the police. They may not know their legal rights or realize that there are alternatives to living in a violent home.

Abusers may not realize that with proper treatment, they can learn to express anger in nondestructive ways.

Many victims and abusers have ambivalent feelings about each other and keep hoping for improvement, but without help, violence usually gets worse.

ATTACHMENT H - EVACUATION CHECKLIST

- ____ 1. Move books, office machines and other documents to rooms which will not get water damage in case of window breakage or lower level flooding.
- ____ 2. Cover computer equipment in offices and classrooms. Plastic and cord will be available from Maintenance Department. Rooms with a northerly exposure are considered to be the safest in regard to window breakage and blowing rain, but precautions should be taken to cover any items which may be damaged by wind and water.
- ____ 3. All scientific instruments and teaching equipment shall be moved away from windows to a safe area and covered with plastic, if deemed necessary.
- ____ 4. Ensure all important data is stored on the network H: drive or S: drive. Data stored on C: drives (Desktops) will not be backed up by IT.
- ____ 5. Drapes and blinds are to be drawn to reduce the effects of flying glass in the event of window breakage.
- ____ 6. All electrical and gas operated equipment is to be unplugged or shut off wherever possible to protect machinery and eliminate electrical and gas hazards. **All refrigerators are to be completely emptied and defrosted by individuals within the department or area. (This includes the removal and disposal of ice).**
- ____ 7. After preparations are complete, and the Checklist has been submitted to each area supervisor, non-essential personnel are to be dismissed to tend to their families or other duties.
- ____ 8. Essential personnel are to report to the President's office for additional assignments or for permission to evacuate non-essential personnel.

Area: _____ Supervisor: _____

Date: _____ Time: _____

Name of Person(s) Completing Checklist: _____

Signature(s): _____

Received by (Supervisor Signature): _____

Approval to be dismissed: _____ Yes _____ No*

*Checklist Items Not Completed: _____

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) DEFINITIONS:

Agency: A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

Agency Representative: A person assigned by a primary, assisting, or cooperating Federal, State, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

Area Command (Unified Area Command): An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multijurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.

Assessment: The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

Assignments: Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the IAP.

Assistant: Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders.

Assisting Agency: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See also Supporting Agency.

Available Resources: Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Chain of Command: A series of command, control, executive, or management positions in hierarchical order of authority.

Check-In: The process through which resources first report to an incident. Check-in locations include the incident command post, Resources Unit, incident base, camps, staging areas, or directly on the site.

Chief: The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established as a separate section).

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: In an incident management organization, the Command Staff consists of the Incident Commander and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant

or assistants, as needed.

Common Operating Picture: A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to support an Incident Communications Center.

Cooperating Agency: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordinate: To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Deputy: A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

Dispatch: The ordered movement of a resource or resources to an assigned operational mission or an administrative move from one location to another.

Division: The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A division is located within the ICS organization between the branch and resources in the Operations Section.

Emergency: Absent a Presidentially declared emergency, any incident(s), human-caused or natural, 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.

Emergency Operations Centers (EOCs): The physical location at which the coordination of information and resources to support domestic incident management 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, county, city, tribal), or some combination thereof.

Emergency Operations Plan: The "steady-state" plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

Emergency Public Information: Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.

Emergency Response Provider: Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities. See Section 2 (6), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002). Also known as Emergency Responder.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from

dangerous or potentially dangerous areas, and their reception and care in safe areas.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

Federal: Of or pertaining to the Federal Government of the United States of America.

Function: Function refers to the five major activities in ICS: 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, may be established, if required, to meet incident management needs.

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

Group: Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. (See Division.)

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Incident: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

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.

Incident Command Post (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

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 the 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.

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

Incident Management Team (IMT): The IC and appropriate Command and General Staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for selecting appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Initial Action: The actions taken by those responders first to arrive at an incident site.

Initial Response: Resources initially committed to an incident.

Intelligence Officer: The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.

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.

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 mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning 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.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Government: A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Logistics: Providing resources and other services to support incident management.

Logistics Section: The section responsible for providing facilities, services, and material support for the incident.

Major Disaster: As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is 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, which in the determination of the President causes damage of sufficient severity and magnitude to warrant disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Management by Objective: A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

Mobilization: The process and procedures used by all organizations (Federal, State, local, and tribal) for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-agency Coordination Entity: A multi-agency coordination entity functions within a broader Multi-agency Coordination System. It may establish the priorities among incidents and associated resource allocations, deconflict agency policies, and provide strategic guidance and direction to support incident management activities.

Multi-agency Coordination Systems: 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, emergency operation centers (EOCs), specific multi-agency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.

Multi-jurisdictional Incident: An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

Mutual-Aid Agreement: Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

National: Of a nationwide character, including the Federal, State, local, and tribal aspects of governance and polity.

National Disaster Medical System: A cooperative, asset-sharing partnership between the U.S. Department of Health and Human Services, the U.S. Department of Veterans Affairs, the U.S. Department of Homeland Security, and the U.S. Department of Defense. NDMS provides resources for meeting the continuity of care and mental health services requirements of the Emergency Support Function 8 in the Federal Response Plan.

National Incident Management System: A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and

nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; Multi-agency Coordination Systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Response Plan: A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

Nongovernmental Organization: An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but 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.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

Operations Section: The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.

Personnel Accountability: The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that ICS principles and processes are functional and that personnel are working within established incident management guidelines.

Planning Meeting: A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

Planning Section: Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

Preparedness Organizations: The groups and fora that provide interagency coordination for domestic incident management activities in a non-emergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

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.

Private Sector: Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations (PVO).

Processes: Systems of operations that incorporate standardized procedures, methodologies, and functions necessary to provide resources effectively and efficiently. These include resource typing, resource ordering and tracking, and coordination.

Public Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

Publications Management: The publications management subsystem includes materials development, publication control, publication supply, and distribution. The development and distribution of NIMS materials is managed through this subsystem. Consistent documentation is critical to success, because it ensures that all responders are familiar with the documentation used in a particular incident regardless of the location or the responding agencies involved.

Qualification and Certification: This subsystem provides recommended qualification and certification standards for emergency responder and incident management personnel. It also allows the development of minimum standards for resources expected to have an interstate application. Standards typically include training, currency, experience, and physical and medical fitness.

Reception Area: This refers to a location separate from staging areas, where resources report in for processing and out-processing. Reception Areas provide accountability, security, situational awareness briefings, safety awareness, distribution of IAPs, supplies and equipment, feeding, and bed down.

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private sector, non-governmental and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan: A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.

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. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Resource Management: Efficient incident management requires 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 under the NIMS includes mutual-aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

Resources Unit: Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the

incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

Safety Officer: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

Section: The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.

Span of Control: The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

Staging Area: Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

State: When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Strategic: Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities; the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

Strike Team: A set number of resources of the same kind and type that have an established minimum number of personnel.

Strategy: The general direction selected to accomplish incident objectives set by the IC.

Supporting Technologies: Any technology that may be used to support the NIMS is included in this subsystem. These technologies include orthophoto mapping, remote automatic weather stations, infrared technology, and communications, among various others.

Task Force: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Technical Assistance: Support provided to State, local, and tribal jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design and hazardous material assessments).

Terrorism: Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a

violation of the criminal laws of the United States or of any State or other subdivision of the United States in which it occurs and is intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

Threat: An indication of possible violence, harm, or danger.

Tools: Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

Tribal: Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

Type: A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size; power; capacity; or, in the case of incident management teams, experience and qualifications.

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command.)

Unified Command: An application of ICS used when there is more than one agency with 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 IAP.

Unit: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Unity of Command: The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

Volunteer: For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) ACRONYMS:

ALS Advanced Life Support
DOC Department Operations Center
EMAC Emergency Management Assistance Compact
EOC Emergency Operations Center
EOP Emergency Operations Plan
FOG Field Operations Guide
GIS Geographic Information System
HAZMAT Hazardous Material
HSPD-5 Homeland Security Presidential Directive-5
IAP Incident Action Plan
IC Incident Commander
ICP Incident Command Post
ICS Incident Command System
IC or UC Incident Command or Unified Command
IMT Incident Management Team
JIS Joint Information System
JIC Joint Information Center
LNO Liaison Officer
NDMS National Disaster Medical System
NGO Nongovernmental Organization
NIMS National Incident Management System
NRP National Response Plan
POLREP Pollution Report
PIO Public Information Officer
PVO Private Voluntary Organizations
R&D Research and Development
RESTAT Resources Status
ROSS Resource Ordering and Status System
SDO Standards Development Organizations
SITREP Situation Report
SO Safety Officer
SOP Standard Operating Procedure
UC Unified Command
US&R Urban Search and Rescue