



Highline College Emergency Operations Plan



For more information about this document or emergency preparedness at Highline College, please contact: Francesca Fender: ffender@highline.edu



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I. PLAN DISTRIBUTION

A copy of the Highline College Emergency Operations Plan (EOP) has been electronically distributed to all staff listed below, along with all assigned Emergency Response Team (ERT) members. The campus community has access to the Emergency Operations Plan through the Highline College website.

Distribution List:

John Mosby, President

Michael Pham, Vice President for Administration Services

Emily Lardner, Acting Vice President for Instruction

Aaron Reader, Vice President for Student Services

Josh Gerstman, Vice President of Institutional Advancement

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Revised: February 2020

The Role of the Emergency Operations Plan

The Emergency Operations Plan (EOP) is a tool for implementation in what is a broad Emergency Management Program at Highline College. The EOP is a document developed for use by those involved in Emergency Management and purposefully delineates roles and responsibilities, area of authority and provides guides for responding to incidents and hazards, both natural and mad-made.

The annexes have been created for specific event response and recovery efforts by the Emergency Response Team (ERT). They are intended for quick reference and guidance during an emergency/incident that would assist any member of the Emergency Response Team to begin structuring response to a specific hazard.

The primary audience for the EOP are members of the Highline College community tasked with creating, executing, reviewing or approving the emergency management cycle. The EOP is updated annually to reflect small corrections or personnel changes. Larger revisions are done on a three to four year cycle. The Public Safety office is responsible for updates, corrections and distribution of this document. No other department, division, position or person is authorized to make changes to the EOP without approval of the Public Safety Office.

The EOP has been drafted to be the foremost standard for all departments collaborating response during an emergency. It is intentionally written to encourage coordinated collaboration across departments, specifically, Public Safety, Facilities, Information Technology Services and Administrative Service, to ensure the best possible response efforts, united by a commonly shared structure and objective.

III. PURPOSE AND OBJECTIVES

A. The purpose of the Highline College Emergency Operations Plan is to provide guidance regarding the coordination of the response and immediate stabilization of the college during and after an emergency. The EOP is designed to uphold the mission of Highline College and embrace the inclusive, transparent culture of the institution.

B. The primary objective of the EOP is to coordinate response that is focused on preservation of life, the protections of property, and continuity of campus operations.

Other key objectives include:

- Maintain or promptly restore essential services and operations.
- Maintain or promptly restore the educational mission.
- Manage event communications and information effectively.
- Manage college resources responsibly.

IV. SCOPE

This EOP is designed to outline efforts and activities necessary to respond and stabilize operations in an emergency or disaster that occurs within the boundaries of the main Highline College campus in Des Moines, Washington. The scope of this plan covers the cycles of emergency management (prevention, mitigation, preparedness and recovery) with action oriented and functional activities.

This EOP applies to all Highline College students, staff, faculty, campus partners and volunteers involved in college owned property and activities and personnel participating in mitigation, preparedness, response, and recovery efforts. This EOP also recognizes external partner agencies and organizations and defines the interaction of response efforts between agencies.

V. SITUATION OVERVIEW

Due to its geographic location, Highline College is vulnerable to a variety of hazards, which could cause complex emergency situations.

Highline College is located within King County and partially within the city limits of Des Moines and Kent. Highline College faculty, staff and students can comprise a daily population of approximately 10,000 throughout the academic year. Special events can attract hundreds of guests on a regular basis throughout the year. During the writing of this report, approximately 75 students live on campus in housing situated off of Pacific Highway.

Highline consists of 30 major buildings including academic space, staff and faculty offices and sports facilities. The total square feet of the college comprises 575,090 with a total insurance replacement value of \$92,593,853.

Highline College is situated in a seismically active area of western Washington, specifically along the Cascadia subduction zone. Weather exposures range from potentially severe cold and heavy snowfalls in winter to summer highs in the 90's with potentially severe thunderstorms, high winds and hail throughout the year. In addition, the College is situated on a slope and which can cause flooding and rainwater issues.

South King County is home to residents who speak 170 different languages, many that are spoken on Highline College.

Highline College operates its own Public Safety Department comprised of 8 to 10 full and part time non-commissioned officers that operate 24/7/365. Highline maintains a mutual aid/MOU with the Des Moines Police Department. Other local law enforcement resources include Kent Police Department and King County Sheriff's Office. Highline College is served by South King Fire and Rescue, located approximately 2 miles from the campus.

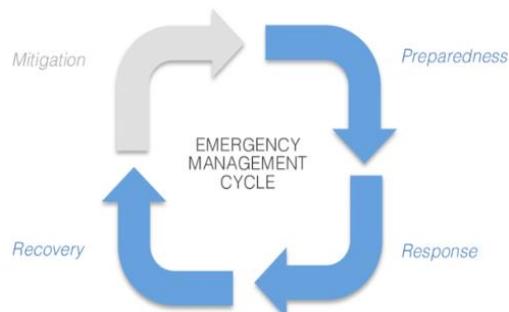
The college rents Building 0 to a Children's Home Society who runs daycare operations for infants to preschool age children. At any given time, there are on average 95 children in the facility from Monday to Friday. The daycare center participates in evacuation drills and other campus exercises as appropriate.

VI. CONCEPT OF OPERATIONS

This section outlines the continuous circle of emergency management. It also gives supporting and contextual information related to how the College responds, classifies incidents and prepares for all-hazards.

Emergency Management Cycle

Concepts presented in this emergency management plan consider the full spectrum of emergency responses, from a minor involvement to total involvement with destructive impact. Highline College uses the Emergency Management Cycle to guide all plans, programs, and response activities that occur on or impact campus.



Mitigation

- Mitigation is a long-term continuous process that the College works towards in order to reduce or eliminate risk to human-life and property from hazards. The College does this in several ways including the following:
 - **Infrastructure Enhancement.** The college continually evaluates current infrastructure to identify gaps and safety vulnerabilities. Opportunities for improvement are considered as part of the capital budget planning process.
 - **Redundant Power Supply.** The College has identified critical facilities, and resources that require uninterrupted power, or that may only be without power for a short period of time. These locations have been equipped with emergency generator back-up power.
 - **Weather Advisories.** The college monitors local weather for advisories in order to prepare the campus and its community for severe conditions.

Preparedness

- Preparedness activities occur before, during, and after an emergency or disaster event. Mitigation and prevention activities are most effective before an event occurs, while protection and response efforts occur during the event.
 - **Training and Exercises.** Members of the Emergency Response Team participate in quarterly training to test and validate plans, policies, procedures and equipment.
 - **NIMS Compliance.** The college Emergency Management program is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and functional disciplines. It is intended to be applicable for all hazards and threats, improve coordination and cooperation between entities involved in incident management activities, and provide a common standard for overall incident management.
 - **Discussion Based Training.** Public Safety provides seminars, workshops, and department trainings. These types of exercises focus on strategic-policy oriented issues, and can be used to familiarize players with plans and procedures.
 - **Equipment.** Test and validate equipment to ensure both internal and external interoperability. Inspecting critical facilities and equipment, including testing of warning and communications systems.
 - **Conduct precautionary evacuations** in the potentially impacted areas.
 - **Mobilizing personnel** and pre-positioning resources and equipment and establishing or activating staging areas.

Response

- Response activities are primarily performed at the field level. Emphasis is placed on minimizing the effects of the emergency or disaster. Field responders will use the Incident Command System to organize response to the emergency or disaster.

Response activities may include, but are not limited to, the following:

- Making all necessary notifications.
- Conducting life safety and/or rescue operations.
- Disseminating warnings, emergency public information, and instructions to campus community.
- Clearing buildings and conducting evacuation operations.
- Caring for displaced persons and treating the injured with first aid.
- Conducting initial damage assessments and surveys.
- Assessing need for mutual aid assistance or enacting the Regional Coordination Framework partnership.
- Restricting movement of traffic/people and unnecessary access to affected areas.
- Developing and implementing incident action plans, both long term and short term.
- Coordinating with Municipal, County, State, and Federal agencies working in the field.
- Operating mass care facilities.
- Procuring required resources to sustain operations.
- Documenting situation status.
- Restoring vital utility services.
- Documenting expenditures.

Recovery

As the immediate threat to life, property, and the environment subsides, restoration of the ongoing mission of Highline College will begin through various recovery activities.

Recovery activities involve restoring services to the campus and rebuilding the affected area(s). Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power to mitigation measures designed to prevent future occurrences of a given threat facing the campus.

Extended response activities may include, but are not limited to the following:

- Conducting hazard mitigation analyses.
- Inspecting all facilities for safety, health, and structural integrity.
- Identifying residual hazards.
- Restoring all utilities.
- Establishing and returning to the College's mission

- Determining and recovering costs associated with response and recovery.
- Applying for State and Federal assistance programs.

VII. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Oversight

The Highline College Vice President for Administration (VPA) is responsible for the Public Safety Department, which in turn protects life, secures critical infrastructure, and timely resumption of operational activities. The VPA oversees and advises the Emergency Response Team.

Emergency Response Team

The Highline College Emergency Response Team is responsible for preparedness and immediate response to emergency incidents on campus. The primary objective for the team is to ensure that plans, response personnel, safety equipment and infrastructure are ready to handle any emergency, at any given time, with little to no notice.

- ◆ The Highline Emergency Response Team (ERT), as illustrated on page 10, is charged with immediate response to an incident on campus, advising the Executive Staff, creating plans and implementing strategies as the incident unfolds, adapting tactics to match the scope and direction of the emergency;
- ◆ The ERT serves as the single point of contact for field emergency response operations and coordinates response efforts between on-scene responders and the Executive Staff of Highline College.
- ◆ Members of the ERT are responsible for determining the level of response and activation in an emergency and for establishing the Emergency Operation Center
- ◆ The ERT at Highline are trained to use an Incident Command System structure. Similarly to ICS, the ERT has considerable internal flexibility; it can grow or shrink to meet different needs. Highline College has modified the traditional ICS structure to optimize disaster management at the College.
- ◆ The ERT is also responsible for securing information and disseminating updates and any required actions to Highline faculty, staff and students.
- ◆ The ERT is comprised of the following members:
 - Associate Vice President for Administration
 - Director of Public Safety and Emergency Management
 - Associate Director of Public Safety and Emergency Management
 - Director of Facilities Operations
 - Administrative Services Manager, Facilities and Operations
 - Executive Director of Information Technology Services
 - Manager, Infrastructure Services
 - Director of Grants and Public Information
 - Director of Library

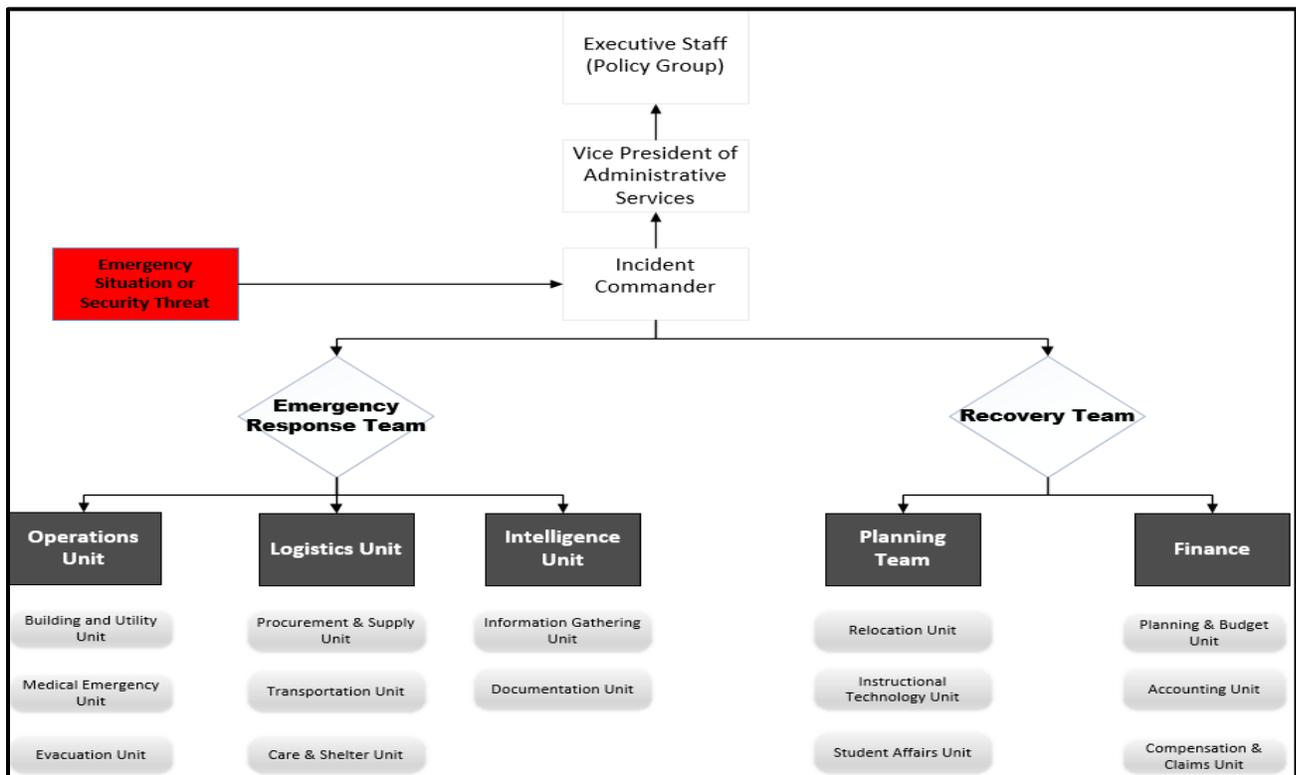
Recovery Team

The Recovery Team has been established and organized to assess the disruptions to normal operations and carry out actions that involve both short-term and long-term recovery efforts. This team will help restore the vital services of the College community and provide the basic needs of returning to normal business operations. The recovery process might include assistance to individuals, restoring business operations and College services, debris removal, restoration of utilities, disaster mental health services, and reconstruction of damaged roads and facilities.

Incident Command System

The federally used Incident Command Structure, or ICS, has proven to be the best practice in managing an emergency situation. ICS is a standardized, on-scene, all-hazard incident management concept that is flexible in application, team based, and action oriented (designed for rapid deployment). ICS allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents.

Based off the above organizational structure, during an emergency, the Incident Commander will decide which sections are needed for response or to provide support to the Emergency Operations Center. Each section has a Chief (and three backups) who will lead the group, serve as the point of contact for the section, and help determine the level of staffing and expertise needed within the section to respond to the emergency. As incidents grow, the Incident Commander may delegate more authority to sections and add sections as needed.



Incident Commander

- Typically, the Director of Public Safety will serve as the Incident Commander (IC) at the scene of an emergency.
- The IC will determine the level of response needed to manage the incident.
- Sets the incident objectives, strategies, and priorities and has overall responsibility at the incident or event.
- Organizes the response command and control structure.
- The Incident Commander group is comprised of leaders such as the Public Safety Director, Facilities Director, or Executive Director of ITS.
- Coordinates and communicates with local, state, and federal emergency responders including fire departments, law enforcement, Homeland Security, etc.
- Ensures all responding staff on site are safe.

Communications or Public Information Officer (PIO)

- Serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.
- Conducts rapid dissemination of critical instructions and accurate information to the campus community and the media.
- Timely public information and updates to the President's office and to students and families, including the use of Highline's website and toll-free numbers.
- Rumor control.
- Initiation and scheduling of on-campus media briefings as appropriate.
- Establishment of a "media center" near the briefing site for use by the media.
- Timely response to media inquiries and calls from the campus community.
- Coordination and networking with other local PIO's as necessary and appropriate.

Command Support Staff

- Assists in collecting intelligence from and disseminating information to various EOC representatives.
- Maintains maps, display boards, and other disaster related information.
- Continued analysis of disaster information for Incident Commander and support staff.
- Maintain contact with Executive Staff and coordination with field operations.
- Maintaining log of EOC incident response actions.

Operations

- Conducts tactical operations to carry out the plan. Develops the tactical objectives and organization, and directs all tactical resources.
- Coordinates with the various Operations Section units to provide initial response (fire, medical, power outage) to a major disaster or minor incident.
- Initiate immediate action plans to minimize casualties and injuries.
- Request and allocate resources and other related support.

- Coordinates mutual aid.
- Coordinates the movement and reception of persons in the event of an evacuation.

Logistics

- Provides support, resources, equipment and all other services needed to meet the operational objectives.
- Activates branches within the Logistics Section as required; monitor section activities continuously and modify the organization as needed.
- Ensure that appropriate support is in place for incident communication, transportation, and that supplies and equipment are available for the incident response and management.
- Coordinates volunteers and runners.

Planning

- Prepares and documents the Incident Action Plan to accomplish the objectives, collects and evaluates information, maintains resource status, and maintains documentation for incident records.

Finance/Administration

- Monitors costs related to the incident. Provides accounting procurement, time recording, and cost analyses.

Student and Faculty Liaison

- Liaisons will assist in orienting students and faculty with emergency procedures during an incident.
- Communicate the needs and issues of the student and faculty community to the Incident Commander.

Coordination in the State of Washington with Local, State and Federal Agencies

Since Highline College is an institution located in South King County in the City of Des Moines, during a full-scale, region-wide emergency, College representatives will coordinate with City officials, as well as local, county and state agencies.

- If an emergency has surpassed the College's resources, a request for additional assistance may be made to the City of Des Moines or the Regional Coordinator (Zone 3) for the King County Office of Emergency Management directly.
- For law enforcement assistance, requests should go directly to the Des Moines Police Department by calling 911.

Multi-jurisdictional coordination will be facilitated through the Highline Emergency Operations Center. Representatives in the EOC will maintain communication and coordination with outside agencies.

Authority

The President or his designee may close the College by a general announcement in the event of severe weather conditions, power curtailment, a major disaster, or other emergency. Such a declaration will be made when there is an actual or threatened condition of disaster or extreme peril to persons or property on campus which cannot be met by ordinary campus administrative procedures and makes implementation of this plan necessary.

VIII. LEVELS OF EMERGENCY RESPONSE

Levels of Activation

Any event or occurrence will escalate and de-escalate over time. This plan recognizes four levels of escalation: Standard Response, Emergency Disaster, and Catastrophe. An event may begin at one level and escalate or deescalate to a different level over time.

Standard Response

These are events or occurrences which are handled using the standard operating procedures for the department(s) involved in response and recovery activities. Procedures for managing standard responses are housed at the department level and will not fall within the scope of the Emergency Operations Plan. Personnel participating in a standard response should be aware of triggers that the event is escalating to a more severe status.

Emergency

A standard response becomes an emergency when it exceeds the daily operational capabilities for any affected department involved incident response or recovery. In an emergency, support from the Emergency Response Team and possibly limited support from local first responders. The Executive Staff group will typically only activate on a limited capacity and may only need updates or status reports. Emergencies are typically of a short (a few hours) nature and have a limited exposure for the campus community. Examples of an emergency may include a building fire, severe weather, a gas leak, a localized and small chemical spill, limited infectious disease exposure, or a short-term mass care and sheltering operation.

Disaster

Events escalate into disasters when the response and recovery departments require extended support from the ERT and possibly from other community partners such as other institutions of higher education.

IX. NOTIFICATION OF AN EMERGENCY

Highline College may be notified of an actual or potential emergency impacting the College through several sources, including:

- Highline.edu email
- HC Alert Text
- Desktop Alerts
- Office/Phone Alerts
- Indoor Speakers
- Outdoor Speakers
- Official Highline College social media accounts

IX. EMERGENCY MANAGEMENT PROCESS WALKTHROUGH

The Emergency Operations Plan is activated whenever an event occurs, or is likely to occur, that requires coordination and collaboration among multiple departments of the college or that escalates beyond normal operating procedures. Any individual that identifies an actual or potential event that could easily escalate into an incident should either notify Public Safety, or local law enforcement if it's an urgent matter.

The Emergency Response Team will activate and scale up as necessary

IX. EMERGENCY MANAGEMENT LOCATIONS

Emergencies are managed from a variety of different locations, each of which is designed to support the functions and activities assigned to it. The locations used by Highline College Emergency Management team include the Incident Command Post (ICP) and staging area, the Emergency Operations Center (EOC) the Policy Group location, and the media staging area.

A. Activation

During incidents and emergency conditions in which activation of the Highline College EOC is needed, the following ERT members may activate this plan and the EOC.

1. Director of Public Safety
2. Associate Director of Public Safety
3. Vice President of Administrative Services
4. Executive Director of Information Technology Services

B. EOC Location

1. **Primary Location:** The primary location for the Emergency Operations Center is the Public Safety Office Building 6, first floor.
2. **Secondary Location:** In the event that Building 6 is a part of the emergency or is unsafe, the secondary location will be Building 99, second floor, finance suite.

3. **Third Location:** If no safe areas are available in building 6 or 99, the third location will be Building 26, first floor, ITS work area.

C. Staging Area Locations

1. Building 24 Bravo – Facilities Maintenance Shed
2. West parking Lot
3. East Lot

D. Media Staging Locations

1. Lowes Parking lot area: At times, scenarios call for media to be off campus.
2. Building 4
3. South Lot

E. EOC Priorities

- Save lives and protect the health, safety and welfare of all campus constituents including responders and recovery personnel.
- Ensure security of the College and restore a sense of order.
- Protect and restore critical infrastructure and key resources.
- Protect property and mitigate damage and impacts to individuals, the community and the environment.
- Facilitate recovery of individuals.
- Facilitate recovery of operations.
- Protect the College's credibility and reputation.

F. EOC Modes

- **Physical EOC Mode:** The ERT will organize at the designated EOC location; set priorities, establish response strategies/missions based on the changing situation, coordinate incident information and resources.
- **Virtual EOC Mode:** The ERT or certain team members will organize over a virtual communication system supported by the network; using voice, video and chat communication they will set priorities, establish response strategies/missions based on the changing situation, coordinate incident information and resources.

The Incident Commander will decide which type of EOC to activate depending on the nature, scale, and escalation of the incident. The ERT will be notified that the EOC has been activated either with alert text message or phone call.

G. Demobilization

The Incident Commander, will determine when to deactivate the EOC and return to normal operations.

X. INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

During an emergency, information collection provides situational awareness to leadership and promotes informed decision making.

A. Information Collection

Information will be collected from a variety of sources. Per the ICS, the Intelligence Unit will be charged with collecting information. The following lists a few examples of potential sources of operational information:

- On-scene responders
- College departments
- Public agencies
- Television, radio, and print media
- Social media
- Victims of the emergency
- Subject matter experts

B. Analyzing Information

After information has been collected and fed up the chain of command, it must be analyzed to determine operational relevance. Emergency management personnel (Incident Commander and support staff) will analyze information that is received and prepare public updates for dissemination.

C. Dissemination

The Highline Emergency Communication System consists of the following independent systems which are tied into a single web accessible interface. The systems tied into the emergency alert work together as a layered approach to provide critical communication and reach the largest number of college community members.

The Highline Emergency Alert System consists of:

- An opt-in text message system
- Email to highline.edu account
- Campus desktop alert
- Office and classroom phone alert
- Digital signage
- Social media and Highline webpage message
- Buildings 6, 7, 8, 25, 28, 27, and 29 have interior speakers installed and they are capable of broadcasting an emergency loudspeaker message.

- External public address system which is capable of providing emergency notification to the exterior central location of campus.

Launch of the Highline Emergency Alert System can be performed by the Public Safety Office, the Incident Commander, the Emergency Management Coordinator and members of Information Technology Services.

XI. CONTINUOUS TRAINING AND EXERCISES

The Emergency Response Team provides on-going information, guidance, and training to the college and the community to prepare for emergencies. The following information and activities are provided to the college community to assist in responding to emergencies:

- Training in emergency response procedures;
- Posted building Emergency Response Guides, fire extinguishers and automated external defibrillators;
- National earthquake drill (Great Shakeout);
- Fire and emergency drills;
- For certain staff members, emergency response exercises including an annual tabletop exercise.

Members of the Emergency Response Team will be provided with training opportunities to better understand their roles and responsibilities during an incident. Awareness information and training will be provided to the campus community in the form of marketing campaigns or classes offered by the Public Safety Department.

It is mandatory for members of the Highline Emergency Response Team to complete the following online Emergency Management Institute courses:

- IS-100.B (Introduction to Incident Command System)
- IS-200.B (ICS for Single Resources and Initial Action)
- IS-700.A (National Incident Management System)
- IS-800.B (National Response Framework, An introduction)

APPENDICES

APPENDIX A RESPONSE ACTIONS BASES ON ICS SECTION

List of response action tasks related to the Operations and Logistics Section of the ICS.

OPERATIONS SECTION UNITS	EXAMPLES OF CRITICAL RESPONSIBILITIES
Information Technology Services	<ul style="list-style-type: none"> • Assist in the restoration/repair of telecommunications infrastructure and network equipment. • Protect, maintain and restore information technology services including Internet, network connectivity, server applications, data resources, Voice over IP and other network-enabled services and resources. Assess the availability and integrity of computer resources used for administrative and academic functions and provide technical support.
Facilities Services	<ul style="list-style-type: none"> • Conduct pre and post incident assessments of college facilities and infrastructure • Execute emergency support contracts (Regional Coordination Framework) disaster management and sustaining services. • Provide emergency repair of damaged infrastructure, and critical facilities <ul style="list-style-type: none"> • Facilitate utility repair and restoration • Provide alternate power supply to infrastructure • Assist in debris removal • Implement and manage the cost recovery programs for the reconstruction, infrastructure and janitorial services • Manage and maintain the parking lots
Public Safety	<ul style="list-style-type: none"> • Provide site security • Coordinate public warning • Provide security of community facilities • Provide parking lot traffic control measures • Provide security of unsafe areas or potential crime scenes • Manage building evacuation • Provide security at managed shelters

Emergency Management	<ul style="list-style-type: none"> • Direct, control and manage emergency operations • Coordinate the Emergency Operations Center • Coordinate the response of all departments and of local emergency coordinators. • Ensure appropriate implementation of the Incident Command System.
LOGISTICS and INTELLIGENT SECTION UNITS	EXAMPLES OF CRITICAL RESPONSIBILITIES
Transportation (Public Safety, Facilities Services & ITS)	<ul style="list-style-type: none"> • Report damage to transportation infrastructure as a result of the incident • Implement Road Closures • Coordinate alternate transportation services • Provide evacuation support • Assist law enforcement with evacuation of impacted areas within the college • Coordinate traffic control measures
Intelligence Collection	<ul style="list-style-type: none"> • Help conduct an initial situation assessment to determine type of emergency, location, type of structure or vehicles involved, size of area, number of people required and access routes for emergency vehicles.
RECOVERY TEAM UNITS	EXAMPLES OF CRITICAL RESPONSIBILITIES
Finance Services (Business Office)	<ul style="list-style-type: none"> • Gather necessary documentation • Facilitate emergency procurement <ul style="list-style-type: none"> • Process payments and reimbursements • Acquire and track resources • Track donations • Provide resource support • Coordinate any legal issues • Handle risk management issues
Counseling Services	<ul style="list-style-type: none"> • Help conduct and initial situation assessment to determine type of emergency, location, type of structure or vehicles involved, size of area, number of people required and access routes for emergency vehicles.
Academics	<ul style="list-style-type: none"> • Identify classroom building relocation needs

	<ul style="list-style-type: none">• Reschedule classes• Work with facilities to find alternate learning space
Planning	<ul style="list-style-type: none">• Coordinate reconstruction and redevelopment of impacted areas• Provide mitigation analysis and COOP implementation

APPENDIX B EVACUATION FOR PERSONS WITH DISABILITIES

The following guidelines are presented to assist with the evacuation of people with physical disabilities.

General Guidelines

- If you are a person (employee or student) with a disability who may need assistance during a crisis, it is strongly recommended you contact Access Services (students) or the office of Human Resources (employees) to discuss safety issues and the College's evacuation plan.
- In any emergency situation, if an individual wants to help a person with a disability, always ASK how you can help BEFORE giving assistance. Ask how they can best be assisted or moved and whether there are any special considerations or items that need to come with the person.
- DO NOT use elevators, unless authorized to do so by a DPS officer, police or fire personnel. Never use elevators if there is fire or structural damage to the building.
- If the situation is life-threatening, contact DPS at Ext. 3218 or call 911.

Assisting People with Disabilities – Response to Emergencies

- **People who are mobility impaired (those who use a wheelchair)**
When the alarm is activated, people using wheelchairs should either Stay in Place or move to a safe place and wait for assistance from the Building Evacuation Coordinator, a member of the fire department, or other trained emergency personnel.

Emergency personnel are trained to go to Areas of Refuge to assist people with disabilities. If the person with a disability is alone, he/she should contact 911. He/she should give the present location or Area of Refuge to which he/she is going. Elevators can be used only if authorized by emergency personnel, but may never be used in the event of fire or structural damage.

- **People who are mobility impaired (those who do not use a wheelchair)**
People with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. In an actual evacuation, these individuals may choose to wait until heavy traffic has cleared before attempting the stairs. If there is no imminent danger, the person with a disability may choose to stay in the building or move to an Area of Refuge until emergency personnel arrive. Elevators can be used only if authorized by emergency personnel, but may never be used in the event of fire or structural damage.

- **People who are deaf or hard of hearing**

Most areas and rooms in the College buildings are equipped with fire bells and strobe lights that simultaneously sound an alarm (auditory) and flash strobe lights (visual). Although this system is intended to alert deaf and hard of hearing individuals, they may not notice or hear emergency alarms and may need to be alerted to emergency situations.

- **People with a sight disability**

People with sight disabilities are generally familiar with their immediate surroundings and frequently traveled routes. Nonetheless, because the emergency evacuation route might be different from commonly traveled routes, people who have a sight disability should be assisted to exit the building.

- **People who are deaf and blind or partially sighted**

People who are deaf and blind or partially sighted will need to be alerted to emergency situations. People who are deaf and blind or partially sighted may be familiar with their immediate surroundings and frequently traveled routes. Nonetheless, since the emergency evacuation route might be different from commonly traveled routes, people who are deaf and blind or partially sighted should be assisted to exit the building.

APPENDIX C GENERAL RESPONSE ACTIONS

The following actions will be taken in the event of any major emergency affecting the campus

- ◆ Check in and establish communications with the Incident Commander or designated official.
- ◆ Determine the number of people able to respond.
- ◆ Assign field teams to survey campus/affected area for damage, hazards, and debris issues.
- ◆ Request a report on the integrity of all utilities and initiate repairs.
- ◆ Determine if the Operations Section will have to support search and rescue operations.
- ◆ Determine if emergency construction or repairs will be needed.
- ◆ Determine if the Operations Section will have to support traffic control operations.
- ◆ Determine if debris clearance will be needed.
- ◆ Provide responding teams with information concerning the type of structure, contents, and nature of the problem.
- ◆ Assign a person to keep a record of all activities.
- ◆ Establish a communication link between Public Safety Officers working with first responders and the EOC.
 - Keep all responsible teams informed of hazardous situations and areas.
- ◆ Ensure all information regarding damage and casualties is reported to the EOC.
- ◆ Coordinate requests for contractor assistance with Logistics Section and Finance Section Chiefs.
- ◆ If campus closure is ordered, follow Campus Closure Procedures (See Appendix C).

VIOLENT INTRUDER RESPONSE

IMMEDIATE ACTION

[REDACTED]

EARLY RECOVERY (hours to days along timeline)

- ◆ Appoint person to liaison with hospitals.
- ◆ Continue mass communication, include information on classes and continuing operations for the campus.

-
- ◆ Offer mental health support through the Employee Assistance Program and available mental health counselors.
 - ◆ Address Human Resources concerns.
 - ◆ Begin developing a task force for continuity of operations planning.
 - ◆ Develop a thoughtful process for acquiring donations, volunteers, and gifts.
 - ◆ Begin appointing Recovery Team members

MID-RECOVERY (week to months along timeline)

- ◆ Begin After-Action Report to reassess the incident and develop a corrective plan or update current plan.
- ◆ Continue the mental health counseling services for the community.
- ◆ Develop way employees can be involved in the community recovery.
- ◆ Create a campus mindset that there will be a “new normal” and the community culture prior to the incident will not exist anymore.

EARTHQUAKE RESPONSE

IMMEDIATE ACTION

The following is a general response checklist for the first few crucial minutes of an earthquake situation.

- ◆ Check in and establish communication with Section Chiefs.
- ◆ Manage building evacuations/keep people from re-entering buildings.
- ◆ Deploy units to gather information on damaged and collapsed structures.
- ◆ Identify people in need of medical attention.
- ◆ Identify major structural and debris problems.
- ◆ Ensure all information regarding damage and casualties is reported to EOC.
- ◆ Assign a liaison to establish communication with first responders.
- ◆ Release Emergency Communication to the campus as necessary.
- ◆ Post signs where applicable (barrier tape, signage, barriers, safety cones).
- ◆ Always funnel up information through the correct chain of command using the correct communication device.

ACTION PLAN ITEMS

- ◆ Provide responding teams with information on damaged and collapsed structures.
- ◆ Set-up triage area to medically assist victims until EMT arrives.
- ◆ Identify hazardous and unsafe conditions/situations for first responders.
- ◆ Identify major debris problems.
- ◆ Determine status of available equipment for repair and debris removal; work with Regional Coordinator.
- ◆ Establish priorities for repair and debris clearance in conjunction with EOC staff.

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- ◆ Identify need for barricades/cones, and procure or fabricate as necessary.
 - ◆ Check key facilities to determine extent of damage and ability to operate.
 - ◆ Post all signs for hazardous structures.
 - ◆ Post signs where and when applicable (barrier tape, signage, barriers, safety cones, etc.).

MAJOR FIRE AND HAZARDOUS MATERIALS INCIDENTS

IMMEDIATE ACTION

The following is a general response checklist for the first few crucial minutes of a major fire and hazardous material incident.

- ◆ Check in and establish communication with Section Chiefs.
- ◆ Deploy units to assist with evacuation or rescue needs, move people away from danger zones.
- ◆ Identify people in need of medical attention.
- ◆ Ensure all information regarding damage and casualties is reported to EOC.
- ◆ Assign a liaison to establish communication with first responders.
- ◆ Release Emergency Communication to the campus as necessary.
- ◆ Post signs where applicable (barrier tape, signage, barriers, safety cones).
- ◆ Always funnel up information through the correct chain of command using the correct communication device.

ACTION PLAN ITEMS

- ◆ Check with the first responder units concerning hazardous materials issues.
- ◆ Provide responding teams with information on potential chemical hazards.
- ◆ Prepare for immediate evacuation of employees away from the hazards and fires.
- ◆ Ensure emergency personnel have adequate protective equipment and clothing.

APPENDIX D INCLEMENT WEATHER CHECKLIST

Highline College Emergency Response: Inclement Weather Checklist

Inclement weather conditions during overnight:

1. The on duty Public Safety Officer will make contact with the Director of Public Safety by no later than 5:00 AM to assess the ground conditions at Highline College campus.
2. Communication and operation recommendations make their way up to the Vice President for Administration.
 - a. The Director of Public Safety will review flashalert.net to see if the surrounding school districts ie., Highline Public and Kent Public have issued late starts or closures that day.
 - a. The Director of Public Safety will consult with the Director of Facilities or his designee to make a recommendation on the feasibility of beginning campus operations.
 - b. c. The Director of Public Safety will initiate a conference call with the Vice President for Administration and the Director of Facilities to make recommendation for campus operations.
3. The VPA will consult with the President to make a recommendation on the campus operations (as one of the following):
 - a. Campus to operate normal hours
 - b. Campus to operate as late start (10AM opening), but will be open for employees to arrive at 9:30 AM.
 - c. Campus to close for the day (day and evening classes are canceled)
4. A decision to delay opening or closing the campus will be made by 6:00 AM
5. Once the decision is made, the VPA or his designee will issue the appropriate announcements via the following mediums:
 - a. All Avaya Page Groups, HC Twitter Alert, Highline College Facebook, CWU DM Staff Email, CWU DM students email, desktop alerts, text, Canvas, Motorola/Outside and Indoor Speakers, Scala Digital Signs, faculty email list-serve, staff list email, student list-serve.
 - b. The Director of Public Safety, or his designee will contact an ITS representative to disseminate the message on highline.edu main page.
 - c. The Director of Public Safety will disseminate the message on flashalert.net.

Inclement weather conditions during the daytime:

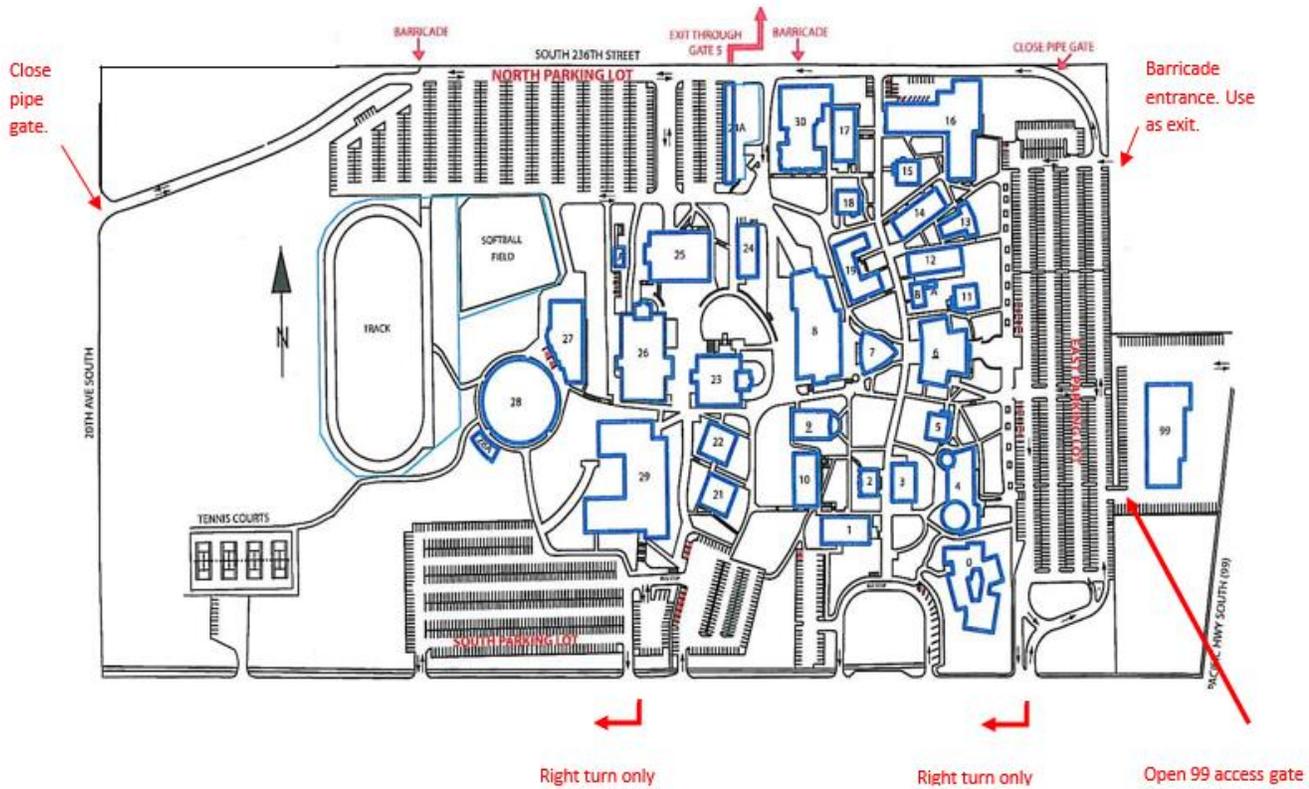
1. If a closure is considered during normal business hours the VPA will contact Facilities and Public Safety to gauge campus conditions and request an evaluation of roadway conditions.
2. The VPA will make a recommendation to the President on closing the campus and cancel classes, including evening classes by 2 PM
 - a. Evening-class closure decision will be made by 2PM.
3. Once the decision is made, the VPA or his designee will issue the appropriate announcements via the following mediums:
 - a. All Avaya Page Groups, HC Twitter Alert, Highline College Facebook, CWU

DM Staff Email, CWU DM students email, desktop alerts, text, Canvas, Motorola/Outside and Indoor Speakers, Scala Digital Signs, faculty email list-serve, staff list email, student list-serve.

- b. The Director of Public Safety, or his designee will contact an ITS representative to disseminate the message on highline.edu main page.
- c. The Director of Public Safety will disseminate the message on flashalert.net.

Vehicle Evacuation Procedures During Normal Business Hours

1. Under the direction of the Director of Public Safety, or his designee, the ERT will activate to assist with vehicle evacuation procedures.
2. If a closure is considered either during normal business hours or after normal business hours, ensure the gate/road closures and alternate exit routes have been implemented, as needed for the Inclement Weather Evacuation Route. (See page 3).
 - a. Facilities will close off the North Road as a precaution to prevent vehicle accidents. Public Safety Officers will close the 'pipe' gate on top of the North Road to prevent additional vehicles entering and exiting into the lot and area.
 - b. In the event that a vehicle needs to be towed, a Public Safety Officer will assist the owner of the vehicle, however the vehicle owner is responsible for calling a tow truck.
 - c. Facilities crew will place barricades by Building 30 to encourage use of Gate 5 (Neighborhood Gate). An assigned Emergency Response Team member will remove barricades for vehicles exiting the
 - d. Facilities will cone-off College Way gate from Pacific Highway to prohibit vehicles from entering and instead use it as an exit for vehicles in the East Lot.
 - e. The Building 99 Chain Gate will be opened to allow vehicles from the East Lot to exit onto Pacific Highway.
 - f. Traffic out of the South, East and Building 99 Parking Lots will all be directed to make right turns only to decrease congestion of the Pacific Highway intersection.



APPENDIX E POWER/NETWORK OUTAGE CHECKLIST

GENERAL SITUATION:

Power Outages are common and have a high frequency of occurring at least once a year. While most power outages are quickly resolved and are the effect of extreme weather, some power outages can be long enough to cause serious disruption to college operations and require executive leadership to cancel all campus classes and operations.

EQUIPMENT SITUATION:

Lighting:

- Emergency lighting will come on in some buildings.
- Emergency lighting will last for 24 hours.
- ERT members should all have flashlights readily available at their workstations.

Building 26 Server Room:

[REDACTED]

Radio Repeater:

[REDACTED]

Inoperable Equipment during power outage:

[REDACTED]

RESPONSE CHECKLIST:

[REDACTED]

APPENDIX E STANDARD OPERATING PROCEDURES FOR VEOC

PURPOSE

The purpose of this plan is to provide guidance for the activation and operating procedures for the Virtual Emergency Operations Center (VEOC) during an emergency or disaster. The purpose of the VEOC is to support the Emergency Response Team (ERT) share information, make decisions, and deploy resources without the requirement to be physically present.

- The Incident Commander can choose to fully activate the VEOC in which it would become the core concept of operations, or the VEOC can be partially activated as an adjunct to the traditional EOC and/or a smaller percentage of the ERT.
- In the event that either of the following situations has occurred, the VEOC can choose to be activated:
 - Physical EOC locations are inaccessible
 - Key employees are dispersed throughout the area and unable to congregate in one area.
 - The situation has not escalated to the point where the ERT needs to congregate in the EOC.
 - The ERT participants cannot leave their normal workstations.
- When fully activated, the VEOC will serve as the communication center for all responding ERT participants. It is assumed that some chiefs will be unable to login due to on-scene incident response.
- Depending on the incident the ERT will be given instructions to log into the VEOC. It is assumed that some chiefs will be unable to login due to on-scene incident response.
- Every effort will be made to staff the VEOC with sufficient personnel to adequately respond to the situation. This means that a minor emergency does not require the full staffing necessary to respond to a major disaster.

VIRUTAL PLATFORM SYSTEM

The VEOC will run on Microsoft Skype for Business. Skype for Business is a program that is preloaded onto all Highline computers, uses the Highline email server and uses the same log in and password as for Highline workstation computers. Please note, for Mac users, the system still goes by the original name of Lync. The ERT members are equipped with a webcam and headset to contribute to video chat conferencing.

Capabilities of Skype for Business include:

- Internet based software
- Includes instant messaging and video conferencing so members can participate as appropriate
- Ability to upload documents, plans, and maps to share with other participants.
- Records all content and shared information for record tracking.

- Mobile connectivity on iOS, Android, and Windows phone platforms
- Audio, Video, Chat and collaborative tools.

VEOC ACTIVATION LEVELS

The level of the VEOC activation will depend on the nature and scope of the threat to the College

- *Level 1: Minor*
Level 1 represents the least severe incidents which remain within the scope and capability of normal college response services without declaring an emergency and activating the Emergency Operations Plan (EOP). Typically for this type of incident the VEOC would not be activated.
- *Level 2: Moderate*
Level 2 incidents require the response of several campus entities, coordinated through activation of the EOP and may require partial or full activation of the VEOC.
- *Level 3: Major*
Level 3 incidents require the response of multiple campus entities in concert with external agencies, coordinated through activation of the EOP with full activation of the EOC. Such incidents may not be localized to a single campus area but may affect the surrounding community, may result in damage to the College and its facilities; may result in multiple casualties or fatalities; may result from an area-wide disaster; disrupt normal College operations and delivery of services; and may pose reputational or credibility risk to the College

VEOC ACTIVATION PROCEDURES

The activation of the VEOC will normally be initiated by the Emergency Coordinator, in her absence the Logistics' Chief will assume the responsibility (See page 3 for ERT organizational chart). In order to join the VEOC meeting, participants will need to follow these steps;

1. Log onto Microsoft Skype for Business using the same user name and password as your Highline account. For best practice, stay logged in during your work schedule to reduce the time it takes to log in during an incident.
2. To join a VEOC meeting, open the outlook calendar invite titled "VEOC". This will be sent to your Highline email account shortly after you're notified the VEOC is activated.
3. The Outlook calendar invite will automatically open Skype for Business for you if you haven't done so already and also open the meeting space.
4. When you enter the VEOC, announce your name and if you have no information to relay at that time let the other attendees know that you'll be on mute. **Please note, if you are off-campus and don't have access to the web cam or headset, use the chat column to notify the ERT that you have no voice equipment.

VEOC STAFFING

The IC will make the determination of which ERT members are needed in the VEOC. Depending on the situation, staffing can use the organizational incident command system or the ERT can assemble as a collaborative group focused around information sharing.

The Emergency Management Coordinator or a member of the ITS staff will begin the VEOC meeting and send the invite to the ERT. They will also begin recording the meeting session for documentation purposes.

RECORDS TRACKING

Messaging, video conference, and documents shared will be captured using the recording capabilities in Skype for Business.

POWER REDUNDACY

The servers supporting the Microsoft Skype for Business system are located off campus, and use of Skype for Business depends on the campus internet connection. This connection is housed in building 26, which has a back-up generator. If the generator fails, or the network is otherwise unavailable the VEOC can be activated over the wireless cell network and members can log in using a mobile device. Should the Skype for Business system for the VEOC be completely inaccessible, then the ERT will congregate in person at a designated location.

APPENDIX E LOCAL RESOURCES

There are a number of additional resources that are available regarding crisis response. These include the following:

HC Tenant Contact Information:

Central Washington University: Kurt Ikemeier - 206-439-3800

Childcare Center-Children's Home Society: Abby Ajaero (206) 670-1891

Kaplan: Adam Swaller: (206) 870-3740

City of Des Moines:

DMPD Non-Emergency Phone: (206) 870-7617

City of Kent:

Kent PD Non-Emergency Phone: (253) 856-5820

South King Fire and Rescue:

Non-Emergency Phone: (253) 839-6234

Zone 3 EM Coordinator (King County Emergency Management):

Sarah Miller: (206)-205-4031 / (206)-423-3053 (mobile)