

Emergency Operations Plan



Community College

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Record of Revisions

DATE	PAGE(S)	REVISION DESCRIPTION(S)
August, 2019	All – Updated Titles where used	Fr: Director of Auxiliary Services & Sustainability. To: Director for Environmental Health, Safety & Sustainability
		Fr: Vice President for Administration Services To: Vice President for Finance and Administration
		Fr: Executive Director of Human Resources & Organizational Effectiveness To: Director of Human Resources
		Fr: Director of Equity and Compliance To: Director of Equity, Inclusion and Compliance
		Fr: Vice President for Student Affairs To: Vice President for Institutional Excellence & Student Success
	P. 79	Removed references to Student Health Services and Replaced with: Public Health Services and/or Northeast State Community College
	P. 85	Removed reference to NeS College Health Service and replaced with: Northeast State Community College and Public Health Precautions and Actions.
	P. 97 – Updated the EOPG Call List	New Chief of Police - Brian Johnson New Deputy Chief - Andrew Mitchem New VP for Finance & Administration - Allen Bottorff, New Director of Human Resources - Megan Jones, New VP for Econ. Workforce & Dev. – Sam Rowell Added Connie Marshall as Interim VP for Acad. Affairs, Added Pete Miller, Jennifer Starling, and Chad Bailey
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Aug. 27,		Changes approved by the President's Cabinet
1/24/2020	P. 106	Added Secondary Communication Section
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July 2020	All	Updated Job Titles

December 2020	P. 20	EM Engagement – Replaced VP for Finance & Admin. With the Special Assistant to the President for Safety, Security and Plant Operations
	P. 29	Combined the paragraph for CFO with the paragraph for VP for Finance and Information Technology
	P. 33	Updated ICS Organization Structure flowchart, Figure 4
	P. 34	Updated Figure 5 – Example of a Merges ICS/ESF Org. Chart
	P. 71	Added TBR Policy 7.03.00.00 statement to the paragraph
	P. 96	Updates Service Contract # and Contact info
	P. 97	Updated Electronic Backup Info

Primary Distribution List

- Emergency Operations Planning Group (EOPG)
- Crisis Management Team (CMT)
- Building Coordinators / Assistant Building Coordinators (BC/ABC)
- Campus Police (at each campus police location) (NeSPD)

Secondary Distribution List

- Local First Responder Agencies (Police, Fire, and EMS)
- County and State Offices of Emergency Management
- Field locations (UP Dispatch, Physical Plant, EOC)

Executive Summary

The Northeast State Community College (NeSCC) Emergency Operations Plan (EOP) is an integrated response and management plan based on the National Incident Management System (NIMS). The EOP addresses administrative procedures necessary for optimum and coordinated response to campus emergencies. The NeSCC EOP outlines roles, responsibilities and the working relationships between campus departments and external agencies throughout the four phases of emergency management:

1. Mitigation
2. Preparation
3. Response
4. Recovery

A significant strength in the EOP is that each emergency support function annex of the plan was developed by the key NeSCC personnel who will play a major role in a NeSCC-specific event.

The NeSCC EOP is reviewed, comprehensively, on an annual basis. Ongoing tabletop mock crisis exercises for individual units and all-inclusive, campus-wide mock crisis exercises serve to 1) support ongoing training and preparation and 2) identify areas for improvements and/or enhancements. The plan is a living document; therefore, changes to the plan will be made, as necessary, throughout the year.

In addition to the basic plan section, which provides an overview of NeSCC's approach to emergency management, the EOP includes the following emergency support function annexes:

- Communications
- Environmental Health, Safety and Sustainability (EHS)
- Public Works and Utilities
- Fire
- Care and Sheltering
- Finance and Resource Management
- Counseling Services
- Technology Systems
- Law Enforcement, Safety and Security
- Damage Assessment and Recovery

Introduction

The Northeast State Community College (NeSCC) Emergency Operations Plan (EOP) is an all-hazards comprehensive emergency operation plan that details Northeast State's procedures for Mitigation, Preparation, Response, and Recovery. These four inter-related stages interact in an on-going cycle of emergency management activities.

The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment. While NIMS provides the template for the management of incidents, the National Response Framework (NRF) provides the structure and mechanisms for national-level policy for incident management. Adoption and comprehension of NIMS and NRF principles will assist Northeast State in successfully coordinating and engaging Federal response entities, should a disaster require their support and resources.

Within NIMS, the Incident Command System (ICS) provides for the effective and efficient management of domestic incidents and events by integrating a combination of facilities, equipment, personnel, procedures, and communications into a common organizational structure. The ICS can be used to organize both near-term and long-term field-level operations for a broad spectrum of situations.

The Northeast State EOP adheres to the NIMS concepts, requirements, and policies and outlines the desired actions of first responders and field-based operations in accordance with the ICS.

When necessary, multi-departmental and multi-agency coordination will occur through partial or full activation of the Northeast State Emergency Operations Center (EOC). The organization and coordinated activities in the EOC will model NRF and Tennessee Emergency Management Agency (TEMA) structure in such a manner that complements current non-emergency campus functions while best supporting emergency field operations.

Members of the Northeast State Environmental Health and Safety (EHS), Northeast State Emergency Operations Planning Group (EOPG) in cooperation with Sullivan County Emergency Management Agency developed this plan. Members of the Executive Council approve the plan. Membership and responsibilities of these groups and committees are outlined within the Planning Section.

The Special Assistant to the President for Safety, Security and Plant Operations is responsible for maintaining and coordinating periodic updates to this plan, as required. A current version of the EOP will be maintained in the EOC at all times.

Inclusion of lessons learned from real incidents/events, exercises, changes in College policies, changes in laws, and coordination of local, State, and Federal initiatives is critical in ensuring that Northeast State's plans and procedures are current and realistic. The EOPG, CMT, and other campus committees shall continually contribute information and data to support this initiative.

Northeast State is one of thirteen community colleges in the Tennessee Board of Regents (TBR) system, which is separate and apart from the College of Tennessee governing system. The Northeast State main campus is located in Blountville, Tennessee, which is beside Tri-Cities Regional Airport and is within 25 miles of Johnson City, Kingsport, and Bristol. Northeast State has approximately 7,000 students that attend classes at the main campus in Blountville, satellite locations in Kingsport, Gray, Johnson City, and Elizabethton.

The Special Assistant to the President for Safety, Security and Plant Operations is responsible for coordinating, reviewing, and managing all Northeast State campus emergency operations plans and policies to ensure interoperability, continuity, and compliance. The Northeast State Comprehensive Emergency Management Plan shall include all Northeast State campus' EOPs and is maintained by the Department of Environmental Health and Safety.

Chapter 1 - Preparedness and Planning

The Tennessee Emergency Management Agency (TEMA) conducts risk assessments of potential man-made and natural hazards in the local community, and engages in a historical review of emergencies in the area as part of the Hazard Mitigation Plan every five years. However, as risks emerge, TEMA conducts a risk assessment. Based on the risk assessment, a plan is created, and training and exercises are conducted. These analyses provide the foundation of the EOP, which includes an all-encompassing strategic response plan along with protocols and procedures for deploying resources to address critical incidents on any NeSCC campus.

Planning Groups and Committees

In addition to EHS, two primary groups participate in Northeast State's emergency management activities.

The Crisis Management Team (CMT): The CMT, chaired by the Northeast State President, is responsible for strategic decisions during emergencies that include campus closings, communication releases, etc. Depending on the level of emergency, the CMT will conduct emergency meetings (connecting by phone or other electronic means with those who cannot attend in person) to determine the College's strategic course of action. Additional responsibilities of the CMT may include:

- Deciding whether to meet in response to less severe or low-level incidents/events. Immediate response will usually be made by the Northeast State Police Department (NeSPD), the appropriate Fire Rescue agency or EHS.
- Assigning a Liaison Officer to interface with executive governmental and non-governmental officials (e.g., Senators, Federal Agency Representatives, and Red Cross Directors).
- Determining the need for campus closure, class suspension, administrative leave for employees and other strategic decisions.

The EOC will be restricted to the CMT members and the following personnel, or their designated (Alternate) representative.

1. Chief of Police
 - a. Alternate: Deputy Chief
2. Special Assistant to the President for Safety, Security and Plant Operations
 - a. Alternate: Chief of Police
3. President (Chair)
 - a. Alternate: Vice President for Academic Affairs
 - b. Project Manager to the President
4. Vice President for Academic Affairs
 - a. Alternate: Assistant Vice President, Multi-Campus Programs
5. Vice President for Finance and Information Technology
 - a. Director of Budgets and Grants
6. Vice President for Institutional Excellence & Student Success
 - a. Alternate: Assistant Vice President for Student Success
7. Vice President for Economic Workforce and Development
 - a. Alternate: RCAM Director
8. Vice President for Administration and Grant Development
 - a. Alternate: Director of Human Resources
9. Director of Human Resources
 - a. Alternate: Assistant Director of HR/OE
10. Director of Plant Operations and Maintenance
 - a. Alternate: Assistant Director, Plant Operations and Maintenance
11. Director of Community Relations (PIO 1)
 - a. Alternate: Community Relations, Publication Editor
12. Assistant Vice President and Chief Information Officer
 - a. Alternate: Assistant Director of Network and Infrastructure

The EOC would be established at the Blountville Campus, regardless of which campus the incident occurs.

The emergency call list for the above is located in Appendix B.

Alternates assigned to the CMT will be trained on the duties and responsibilities of the Primary member.

Should the Primary and Alternate be unavailable to fulfill their duties, the President or designee shall select an individual to represent the vacant position.

Emergency Operations Center (EOC) Locations

The following locations have been selected as areas for establishing the Emergency Operations Center:

Primary – President’s Conference Room, Pierce Building, Third Floor, Blountville Campus

Secondary - L106, Library, Blountville Campus

Tertiary – M102F, Maintenance Building, Blountville Campus

Personnel will be informed of the chosen location at the time of their notification. Other locations may have to be selected depending upon the situation.

An Emergency Operations Center Checklist is located in Appendix A.

The Emergency Operations Planning Group (EOPG)

The EOPG is primarily responsible for developing and maintaining the EOP, and staffing the EOC at the direction of the CMT. In some situations, as deemed necessary by the CMT, only portions of the EOPG may be required to activate the EOC. EOC activation is discussed further in the Response section.

The EOPG will meet at a minimum annually to discuss if updates are needed to the EOP and lessons learned.

Additional responsibilities of the EOPG may include:

- Developing plans and procedures within their functional areas of responsibility that contribute to emergency operations.
- Providing logistical and policy support to the Incident Commander/s or the EOC.
- Developing strategies and objectives for ensuring the response, recovery, and business continuity of Northeast State.

The EOPG is primarily comprised of the:

- Special Assistant to the President for Safety, Security and Plant Operations (Chair)
- Chief of Police, NeSPD
- Deputy Chief of Police, NeSPD
- Vice President for Finance and Information Technology
- Vice President for Academic Affairs
- Vice President for Institutional Excellence and Student Success
- Director of Human Resources
- Director of Community Relations (PIO)
- Purchasing Coordinator
- Chief Financial Officer
- Executive Director of Recruitment and Enrollment Management
- Director of Plant Operations and Maintenance
- Sullivan County Fire Department
- Sullivan County Emergency Management Agency
- Sullivan County EMS Dispatch (423) 279-2812 or 911

The Emergency Call List is Located in Appendix B

Secondary Communication

In the event of a loss of primary communication (landline phones) at any campus location, the college will activate the Secondary Communication Plan. Cell phones are located at various locations as outlined in Appendix G under the Secondary Communication Designees / Departments. Use of the issued phones is restricted to occasions when primary communication is inoperable and are for Northeast State-related business only. Procedure for usage is as follows:

- Phones are available for secondary communication when it is determined that landline phones are inoperable for an extended time, due to loss of landline phone service. The Information Technology Department will notify employees of the landline phone outage via email if email service is available.
- In the event of a loss of landline service, a notification will be put on the college website and through D2L with specific numbers used for secondary communication per Appendix G of the NeSCC Emergency Operations Plan.
- In the event that power is lost for an extended time, the college will update the website and D2L with specific numbers used for secondary communication per Appendix G by sending a NeSCC Alert.
- Each department / designee issued a phone has the responsibility to ensure that the phone is always charged and operational. In order to ensure that phones are working properly, each Secondary Communication Designee will test their phones on a monthly basis by making a call to a landline phone or another cell phone.
- Each Secondary Communication Designee is responsible for ensuring his or her department's respective cell phone is covered/staffed during the loss of Northeast State's primary communication (landline phones).
- In the event that phones are damaged or inoperable, contact the IT Service Coordinator.

The Secondary Communication Call List is Located in Appendix G

Training and Education of Key Personnel

It is the responsibility of members charged with Northeast State emergency management duties as described within this EOP to participate in training initiatives, collaborative environments, and committee meetings that promote Northeast State Emergency Management preparedness initiatives. The Special Assistant to the President for Safety, Security and Plant Operations shall ensure individuals charged with responsibilities within this EOP are provided the necessary training and resources to accomplish their tasks. At a minimum, the following training must be accomplished once:

Crisis Management Team:

- ICS-100, Introduction to the Incident Command System
- ICS-200, ICS for Single Resources and Initial Action Incidents

Optional:

- ICS-300, Intermediate Incident Command System for Expanding Incidents
- ICS-400, Advanced ICS
- ICS-700, National Incident Management System (NIMS), An Introduction
- ICS-800, National Response Framework, An Introduction

Emergency Operations Planning Group:

- ICS-100, Introduction to the Incident Command System
- ICS-200, ICS for Single Resources and Initial Action Incidents
- ICS-300, Intermediate Incident Command System for Expanding Incidents
- ICS-400, Advanced ICS
- ICS-700, National Incident Management System (NIMS), An Introduction
- ICS-800, National Response Framework, An Introduction

In addition, Northeast State Police Officers and other Northeast State officials who engage in unified-command field-based response operations with mutual aid partners are required to complete the following courses:

- ICS-100, Introduction to the Incident Command System
- ICS-200, ICS for Single Resources and Initial Action Incidents
- ICS-700, National Incident Management System (NIMS), An Introduction
- ICS-800, National Response Framework, An Introduction

ICS-100/200/700/800 training can be obtained online at the Emergency Management Institute (EMI) Independent Study website at <https://training.fema.gov/nims/>. ICS-300/400 must be obtained in a classroom environment. The EHS Coordinator will coordinate ICS-300/400 training with the appropriate agencies as needed.

Planning Assumptions

Emergency Planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. These are called planning assumptions, and are typically based upon anticipation of worst-case conditions.

Pre-Incident

- Continued analysis of situational data, information, and intelligence may be required to determine the potential impact to the Northeast State campus. Inconsistencies may exist.
- Periodic briefings and situation reports will be required.
- Scenario complexity and location may require the Northeast State President to evacuate either some or all portions of campuses within the area at risk. In some situations, the President may elect to suspend activities.
- Internal preparedness actions and coordination may be taken by Northeast State entities to increase survivability of assets post-incident.
- Resource availability may become strained and/or depleted.
- Vehicular traffic may be restricted and/or congested.

During and Post-Incident

- Critical infrastructure (electricity, water, sewer, and communications) may be interrupted and/or be inoperable.
- Emergency response agencies may suspend response activities, and/or response times will be longer than normal. A percentage of the population may be isolated and unable to receive emergency care/assistance.
- Roadways, bridges and overpasses may be closed, damaged, or covered in debris. Vehicular traffic may be restricted on and off campus.
- Information about the status and operations related to the incident may be sporadic, incomplete, and inaccurate.
- Information sharing will be critical in restoring Northeast State operations.
- Structural damage caused by high winds and flying debris may cause injuries and displacement of people.
- Communications and contact with family and homes may be interrupted.
- Emergencies may require cooperation/coordination among internal Northeast State departments and external governmental and non-governmental agencies.

- Post-incident damage assessments and analyses will prompt mitigation efforts to minimize future effects.
- A percentage of the campus population may require assistance. This will be coordinated through a campus advocate representative.

Purpose

Using the above assumptions as a guide for planning, the Northeast State EOP establishes the framework for preparing for, responding to, recovering from, and mitigating against the effects of all-hazards that could adversely affect the health, safety and/or general welfare of the students, faculty, staff, and visitors on the Northeast State campus.

Scope

This all-hazards plan identifies overarching responsibilities of key individuals/groups and provides guidance to support response and recovery actions that may be activated during an incident or event.

Examples:

- Bomb Threat/Detonation
- Large Public Gatherings and Spectator Events
- Active Shooter
- Civil Disturbances
- Epidemic/Illnesses
- Extended Power Outages
- Fires and Explosions
- Moderate and Major Chemical, Biological, Radiological, Nuclear, Explosive (CBRNE) Incidents
- Mass Casualty Incidents
- Extreme Weather Conditions (tornadoes, flooding, drought, severe thunderstorms, winter storms)
- Earthquake
- Threat or Acts of Terrorism
- Cyber Threats

Legal Authority and Guidance

Legal authority to undertake the development of the Emergency Operations Plan and subsequent actions in an emergency is derived from the following:

- 20 USC § 1092 (f)(1)(J) (Higher Education Opportunity Act);
- TBR Policy 5:01:01:18 (HR Emergency Procedures);
- TBR Guideline B-100 (Institutional Emergency Preparedness Plan)
- Legal representation will be managed by TBR Legal.

Agreements and Partnerships

Mutual aid agreements are critical. When an incident or event exceeds Northeast State management and resource capability, the Northeast State President may seek assistance from other political subdivisions and government agencies.

A cooperative partnership exists between Northeast State and the appropriate law enforcement agencies.

While the Red Cross will provide general population shelters for victims of disaster, not all individuals are appropriate for placement in this type shelter. Pursuant to the terms of Tennessee Emergency Management Plan ESF 8, the Department of Health, through its Medical Assistance Shelter Plan, is responsible for supporting ESF 6 to provide medical care shelter to medically needy individuals who are victims of disaster.

Northeast State has developed a Memorandum of Understanding (MOU) with the Sullivan County Sheriff's Office. Mass casualty procedures will be coordinated with Sullivan County.

Chapter 2 - Response

Initial response actions to a hazard are designed to minimize casualties, stabilize the incident, and protect property to the extent possible. They also seek to reduce the probability of secondary damage, and provide for a transition to recovery related operations.

In most situations, response stage activities will be managed at or near the scene of the incident/event by an Incident Commander (IC). Within the Incident Command System (ICS), the IC is ultimately responsible for the effective and efficient management of all resources called to the scene. Should the incident expand or the dynamics of the scene change, some or all components of Northeast State Emergency Management may be activated to support the Incident Commander. It should be anticipated that if the EOC is activated, Logistics, Planning, Finance or Administration functions might shift to the EOC.

In some situations, however, response operations may occur prior to a crisis occurring, such as upon receipt of advisories or intelligence that a natural or man-made hazard may affect the campus in the immediate future. This increased readiness response phase may include such pre-impact operations and activities as:

- Assessing and monitoring the hazard
- Alerting and warning potentially threatened/endangered populations
- Alerting response forces to stand by
- Evacuating, or special sheltering of, threatened populations
- Dispensing and/or relocating critical equipment and resources

This chapter focuses on Northeast State's protocols: roles, responsibilities and authority for the leadership, departments, and staff involved in emergency response; the five incident/event types; four levels of response and EOC staffing; and the Emergency Notification System.

Extreme regional incidents are likely to disrupt Northeast State functions, produce a competition for resources, cause severe infrastructure damage, and temporarily jeopardize many normal activities throughout Sullivan County and Northeast Tennessee area. When these extreme situations occur, the Northeast State EOC may serve as the central coordinating entity and liaison between and among all Northeast State campuses (Blountville, Gray, Kingsport, Elizabethton, and Johnson City). This efficient configuration assists in prioritizing and supporting the emergent needs of all Northeast State campuses, minimizes redundancy, reduces recovery costs, and resource and support conflicts. Such situations will necessitate augmentation of the EOC with regional campus representatives.

Authority

The primary responsibility for responding to emergencies at NeSCC rests with the President. Key personnel within the CMT, EOPG, NeSPD, and other Northeast State officials assist the President in fulfilling these responsibilities.

The President has the authority to direct and coordinate disaster operations and may delegate this authority to members of the CMT.

Succession Plan

In the event the President is not available when an incident occurs, the line of succession is:

1. Vice President for Academic Affairs
2. Special Assistant to the President for Safety, Security and Plant Operations
3. Vice President for Institutional Excellence and Student Success

Emergency Notification

In the event that a situation arises, either on or off campus, that, in the judgment of designated EHS or NeSPD, constitutes an ongoing or continuing threat, a campus wide “emergency notification” will be issued. The emergency notification will be issued through campus warning and emergency notification systems to students, faculty, staff, residence halls, and visitors. In such situations, and depending on the likelihood of timely receipt, all or a portion of the below listed systems may be employed.

- Text Messaging Service
Contracted through NeSCC Alert System to send messages to Northeast State faculty, staff, and students who have signed up for notifications
- Email
Messages sent to all current email accounts.
- Web Pages
Messages composed by the PIO and/or the NeSPD; initialized by Community Relations.

The purpose of an emergency warning is to alert the Northeast State community about an imminent threat to life, personal safety, or property damage, which dictate immediate protective measures. Timely warning notification should not be confused with an emergency message. Timely warning notification is addressed in the Northeast State Policy Number 04:66:00 Timely Warning. Timely Warning notification refers to the release of incident related information to afford individuals

to assess their relative risk to a known hazard or threat. Timely warnings advise members of the Northeast State community about serious crimes against people or property on campus that may pose an ongoing threat in accordance with the Clery Act.

A complete description of the system, usage process, and message templates is discussed in the Northeast State Emergency Communications Plan. An Emergency Warning flowchart is located within the Communications section of this plan.

Authority to Issue and Disseminate Emergency Warnings

The following persons are authorized to issue and disseminate emergency warnings:

- Chief of Police or designee
- Vice President for Finance and Information Technology or designee
- Northeast State Police Department, Ranking Officer on Duty
- Special Assistant to the President for Safety, Security and Plant Operations or designee
- Director of Community Relations or designee
- Assistant Vice President and Chief Information Office or designee
- Assistant Director of Application and Web Services or designee

Additionally, the following Northeast State Staff personnel may also issue emergency warnings:

- President
- Vice President for Academic Affairs

Authority to Close All or Portions of the College

The President has the authority to close the Northeast State campuses. In the President's absence, the Vice President for Academic Affairs would have that authority. The succession thereafter would be the Vice President for Finance and Information Technology and the Vice President for Institutional Excellence and Student Success.

Authority to Cancel Classes

The President has the authority to cancel classes.

In the absence of the President, the Vice President for Academic Affairs has the authority to cancel classes.

Closure/Cancellation Notification

Regardless of the situation, the individual who authorizes either the cancellation of classes, or the closing of all or part of Northeast State, shall also ensure the Chancellor, Tennessee Board of Regents (TBR) is immediately notified.

Authority to Evacuate

The President or his designee, Vice President for Academic Affairs, Northeast State Police Department, or Environmental Health and Safety, has the authority to order the evacuation of buildings. An evacuation of a building does not automatically result in the cancellation of classes or the closing of all or part of the College. Should an evacuation of a building significantly affect the ability of the College to reconvene normal class schedules, separate approval to cancel or close a portion or all of an educational facility shall require separate approval within established policies. Any absences resulting from closures will be handled in accordance with College leave policies and procedures.

Authority to Activate the Emergency Operations Center (EOC)

The President may activate the EOC at any time. Normally, however, the decision to activate the EOC will be based on a recommendation by the Chief of Police, in consultation with the Special Assistant to the President for Safety, Security and Plant Operations, Vice President for Academic Affairs, Vice President for Finance and Information Technology, Vice President for Institutional Excellence & Student Success, and the President.

Type of Incident / Event and Levels of Response Classification

Consistent with the Incident Command System, the Northeast State EOP classifies incidents/events as types. There are five types of incidents/events, which are described in Figure 1.

Categorizing incidents/events as “types” provides a framework in which the Incident Commander, EOPG and CMT can gauge the complexity of the crisis and anticipate the level of response and resources that may be needed to efficiently

manage the incident/event. This does not suggest, however, that a particular kind of incident/event is constrained or limited to a particular level of response. Incidents expand and contract. Likewise, resources and external agency involvement should expand and contract proportionally.

The four levels of Emergency Management (EM) /EOC activation associated with the five types of incidents/events are:

- Level 4 - EM Monitoring
- Level 3 - EM Engaged, EOC Not Activated
- Level 2 - EOC Partially Activated
- Level 1 - EOC Fully Activated

Incident /Event Type and EM/EOC Activation Levels

Type	Event	Complexity and Resource Demand	
1	* Major Tornado Impact	Catastrophic Incident/Complex Event requiring the application of Northeast State, Local, State, and Federal Resources.	LEVEL 1 EOC Fully Activated
	* Terrorist Incident		
	* Major Spectator Event		
2	* Moderate Tornado Impact	Major Incident/Event requiring the application of Northeast State, Local, State, and Federal Resources.	
	* Large Spectator Event		
3	* Major Aircraft Incident	Significant Incident/Event requiring the application of Northeast State, Local, State, and Federal Resources.	
	* Acts of Terrorism		
3	* Large Fire, Structural Collapse	Moderate Incident/Event requiring the application of Northeast State, Local Resources and Assistance.	LEVEL 2 EOC Partially Activated*
	* Tornado with Damage		
4	* Mass Casualty Incident		
	* Active Bomb/Shooter Threat		
4	* Large Motor Vehicle Accident		LEVEL 3 EM Engaged EOC Not Activated*
	* Small Fire		
4	* HAZMAT Incident/Extremely Hazardous Substances		
	* Major power Failure		
5	* Typical (423) 677-7927 or 911 Calls for Assistance	Small, Northeast State Resources Only	LEVEL 4 EM Monitoring
5	* Small Motor Vehicle Accidents		
5	*Small Event Support Requirements		

Not all Type 1, 2, 3, incidents/events dictate the activation of the EOC. Should a Type 4 or 5 incidents expand in complexity, activation of some or all components of the EOC may be required. The activation of the EOC or portions thereof is at the discretion of the President or authorized designee.

Figure 1 – Northeast State Incident/Event Typing and EOC Activation Levels, based on the National Incident Management System (NIMS) and National Response Framework (NRF).

EM Monitoring or EM Engaged, EOC Not Activated (Type-5 Incident/Event Level)

The lowest incident/event level, Type-5, requires Emergency Management monitoring, and typically does not require activation of the EOC or the Emergency Management Coordinator to be present at the scene. Incidents/events that occur at this level normally do not adversely affect other campus activities. Type-5 incidents/events:

- Pose no immediate danger or threat to the campus.
- Appear to be of short duration.
- Are limited in scope and can be managed by the appropriate administration and/or Northeast State resource/s (e.g., NeSPD, Plant Operations, and Environmental Health and Safety).

Examples of Type-5 incidents/events that require EM Monitoring or Engagement include:

- A major fire within close proximity to any Northeast State facility.
- A hazardous materials incident involving Extremely Hazardous Substances within two miles of a Northeast State facility.
- A planned event with participation anticipated to exceed 1000 people at/within a single location.
- A local power outage that has the potential to extend beyond one hour.
- A large motor vehicle accident with multiple injuries.
- Tornado watch issued for all counties Northeast State Community College serves (Sullivan, Washington, and Carter counties). This is issued by the National Weather Service when conditions are favorable for the development of tornadoes in and close to the watch area. Their size can vary depending on the weather situation. They are usually issued for duration of 4 to 8 hours. They normally are issued well in advance of the actual occurrence of severe weather. During the watch, people should review tornado safety rules and be prepared to move to a place of safety if threatening weather approaches.

If a Type-5 incident demonstrates the potential to expand in complexity, the Incident Commander must immediately notify NeSPD. In such circumstances, NeSPD will notify EHS and either/or may respond to the scene and directly assist field-based operations and may require minimal assistance from Northeast State departments without activating the EOC (EM Engaged). NeSPD and/or EHS will advise the Special Assistant to the President for Safety, Security and Plant Operations who in turn will advise the appropriate members of the CMT and EOPG.

EM Engaged, EOC Not Activated (Type-4 Incident/Event Level)

Extreme Type-5 and Type-4 incidents may provoke this level of activation. Events associated with this activation level may emerge as a single incident, but have the potential to quickly evolve into a multi-faceted campus crisis.

This is a proactive posture of Northeast State Emergency Management entities and may involve the participation of some Northeast State departments and their resources. Because of the potential resource demands may be placed upon Northeast State departments, NeSPD will notify EHS. NeSPD and/or EHS will advise the Special Assistant to the President for Safety, Security and Plant Operations who in turn will advise the appropriate members of the CMT and EOPG.

This level affords members of the CMT and EOPG to provide immediate assistance and resources to an Incident Commander. At this level, members of the CMT and EOPG will begin to consider business continuity strategies should the incident/event dynamics dictate. Considerations to activate portions of the EOC may occur at this point.

If the incident occurs without warning, the IC must notify the NeSPD. NeSCC Police will make appropriate notifications to the CMT and EOPG. NeSCC Police or the Director of EHS may initiate EOC activation procedures when:

- The potential danger is real. EOPG personnel should be prepared to react.
- The situation has the potential for expanding beyond a specific area.
- The situation may continue for an extended period.
- Resolving the situation may require resources in excess of those available locally.

Response activities may include:

- A large contingent of internal and external agencies responding to this incident (NeSPD, Sullivan County, Washington County, and Carter County Fire and Rescue Teams)
- Active interest from local media

Type-4 incidents/events that may require EM engagement include:

- A natural hazard that has impacted any Northeast State facility/property and caused minimal damage.
- A major fire or an extremely hazardous substance incident within one-half mile of a Northeast State facility.
- A major building system failure.

- A planned event with participation anticipated to exceed 3000 people at/within a single location.
- An incident/event at a Northeast State facility that requires additional resource and management assistance (e.g., hosting a major sporting event).
- Tornado Warning issued for Sullivan County, Washington County, or Carter County. A Tornado Warning is issued by the local National Weather Service Office (NWSO). It will include where the tornado was located and what towns will be in its path. If the thunderstorm which is causing the tornado is also producing torrential rains, this warning may also be combined with a Flash Flood Warning. If there is an ampersand (&) symbol at the bottom of the warning, it indicates that the warning was issued as a result of a severe weather report.

After it has been issued, the affected NWSO will follow it up periodically with Severe Weather Statements. These statements will contain updated information on the tornado and they will also let the public know when the warning is no longer in effect.

EOC Partially Activated (Type-3 Incident/Event Level)

This level of EOC activation suggests that a significant incident or event either has occurred or will occur within 24 hours requiring the application of significant Northeast State resources and management. In all cases, emergency preparedness and/or response operations shall focus on ensuring life, safety, and evaluating business continuity strategies that may be employed during or immediately following the incident/event.

Extreme Type-4 and Type-3 incidents may provoke partial activation of the EOC. Events associated with this activation level may emerge as a single incident, but have the potential to quickly evolve into a multi-faceted campus crisis.

If the incident occurs without warning, the Incident Commander must notify the EOC Coordinating Officer immediately. The EOC Coordinating Officer will make appropriate notifications to the Crisis Management Team (CMT) and the Emergency Operations Planning Group (EOPG). The EOC Coordinator will initiate EOC activation procedures when:

- The incident may affect several departments on campus.
- The incident will require both an internal and external agency response.
- Local/National media interest is high.

- Continuity of Operations Planning (COOP) activation relative to the incident is likely.

Response activities may include:

- Notifying Northeast State Police through (423) 677-7927 or 9-1-1
- Notifying members of the CMT and EOPG.
- Activating an Incident Command Post at or near the scene.
- Activating portions of the EOC.
- Employing Mutual Aid to assist with the incident/event.

Type-3 incidents/events that may require partial activation of the EOC include:

- A mass casualty incident on campus
- Major fire or hazardous materials spill of Extremely Hazardous Substances.
- Large scale disruption/dissent, including riots or bomb threats
- Extended power outage (greater than 2 hours)
- Large spectator event with national interest and participation anticipated to exceed 5000 people at/within a single location
- Contagious disease outbreak
- Campus-wide domestic water contamination
- Tornado Emergency issued for Sullivan County, Washington County, Carter County. An exceedingly rare tornado warning issued when there is a severe threat to human life and catastrophic damage from an imminent or ongoing tornado. This tornado warning is reserved for situations when a reliable source confirms a tornado, or there is clear radar evidence of the existence of a damaging tornado, such as the observation of debris.

EOC Fully Activated (Type-2 and Type-1 Incident/Event Level)

A fully activated EOC suggests that a major to disastrous incident/event has or will affect the College and or local area. Resource requirements needed to ensure the safety of personnel, stabilize the incident, and/or protect the environment are beyond the capability of Northeast State, Blountville, local, and State agencies. This activation/posturing are rare and are normally used only in extreme situations.

Extreme Type-3 and Type-2 incidents/events may also provoke this level of activation. Events associated with this activation level may emerge as a single incident, but have the potential to quickly evolve into a multi-faceted campus crisis.

If the incident occurs without warning, the Incident Commander must notify the EOC Coordinating Officer immediately. The EOC Coordinator will make appropriate notifications to the Crisis Management Team (CMT) and the Emergency Operations Planning Group (EOPG). The EOC Coordinating Officer will initiate EOC activation procedures when:

- Multiple Northeast State department and external agency response is probable.
- Media attention from local and national agencies will be high.
- Imminent events on campuses or in the general community may develop into a major College crisis or a full disaster.
- The campus will be closed to non-essential personnel.
- Evacuation of students from the campus may occur.

Response activities may include:

- Notifications to all relevant College officials.
- Full activation of the EOC.
- Activation of multiple scenes Incident Command Post/s.
- Unified EOC organizational structure.

Incidents/events that may require a fully activated EOC include:

- Tornado Emergency directly affecting the Northeast State campus
- Acts of terrorism causing mass casualties and severe property damage
- A large spectator event with national interest and participation anticipated to exceed 10,000 people at/within a single location.

Northeast State Incident Command Roles and Responsibilities

The Incident Command System (ICS) is a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications into a common organizational structure. The ICS can be used to organize both short-term

and long-term field-level operations for a broad spectrum of emergencies and pre-planned events.

Within the ICS, response stage activities are the responsibility of the Incident Commander. To support these initiatives, the EOC shall staff accordingly to provide logistical and managerial coordination, while simultaneously evaluating and developing business continuity strategies. In relatively small-scale incidents/events, the EOC may only consist of the EOC Coordinating Officer and a few key members needed to manage the incident. On large-scale incidents/events, the EOC may be fully staffed, and all members of the CMT and the EOPG may be engaged.

The remainder of this chapter focuses on the roles and responsibilities associated with structures and members of the ICS, the EOC, and Northeast State Departments responsible for incident response. It includes information on Protective Action Responses available to Incident Commanders and Northeast State's means of notifying students, faculty, staff, and visitors in an emergency.

Incident Commander (IC)

There is one IC for an incident. When multiple agencies (with jurisdiction and substantial committed resources) are involved in managing the incident, a Unified Command structure will be established. Command will function from a designated and clearly identifiable Incident Command Post (ICP). The characteristics of the incident will define which individual assumes the duties of Incident Commander.

Depending on the nature of the emergency, the following individuals might assume the role of the Incident Commander:

- Chief of Police
- Deputy Chief of Police
- Fire Rescue Personnel
- Hazmat Personnel
- Environmental Health and Safety Personnel
- Director of Plant Operations
- Information Technology Personnel

Depending upon the complexity of the incident/event, the Incident Commander may elect to designate key organizational members to serve as his/her Command and general staff. Should the Incident Commander elect not to staff any of the Command and general staff positions, and then he/she assumes the responsibility for ensuring that those functions are carried out.

For Type-5 (the lowest level of incident/event) and Type-4 (low-to-moderate incident/event level) incidents/events, which require the development of an Incident Action Plan, it is likely that only ICS Command and General Staff positions (Figure 2) are staffed. Should a major or catastrophic incident occur, it is likely that nearly all functions within the ICS organizational chart will be staffed.

Should a transfer of command be required, a briefing will be conducted between the oncoming and outgoing Incident Commander/s. Information regarding the resources employed/requested, actions taken, organizational structure, and a rough map/sketch of incident site should be conveyed.

The following standing priorities exist for the Incident Commander at the scene of the incident:

- First priority – Life Saving/Safety*
- Second priority – Incident Stabilization
- Third priority – Property Preservation

** Depending on the dynamics of the incident, incident stabilization may run concurrently with lifesaving operations, provided the Incident Commander is relatively certain that responder life safety will not be compromised.*

Incident Commander Responsibilities include but are not limited to:

- Ensuring the safety of all individuals at the scene of the incident/event.
- Managing the response initiative.
- Providing direction to the response teams.
- Communicating with Northeast State stakeholders through established communication channels.
- Communicating to the public through the Director of Community Relations (PIO).

In most situations, responding agencies at the scene will employ and adhere to their approved independent standard operating procedures and policies. Conflicts between responder and Northeast State policies will be referred to Northeast State's President and General Counsel (TBR level) for resolution. However, under no circumstances should this create a delay in saving lives and stabilizing the situation.

Incident Command Organization, Unity of Command, and Chain of Command

The ICS provides a hierarchal structure, which provides for Unity of Command and an identifiable Chain of Command. Unity of Command suggests that each individual engaged in operations within ICS is accountable to only one designated supervisor. Chain of Command provides for an orderly line of authority within the ranks of the organization (Figure 2).

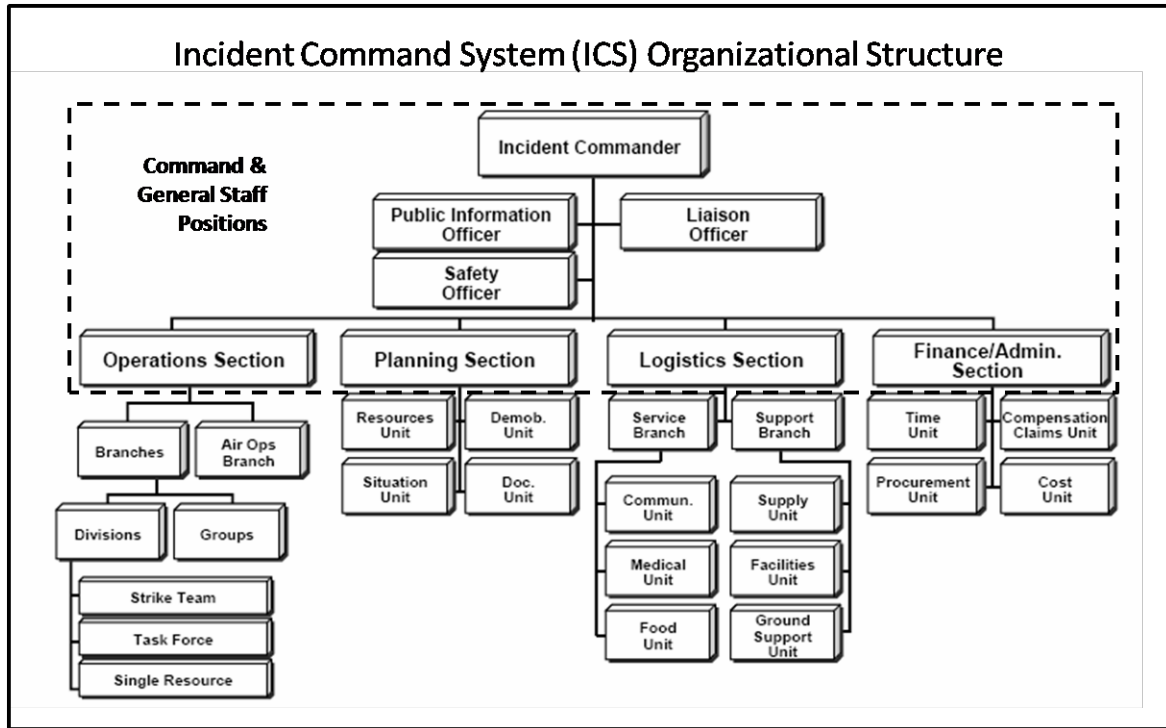


Figure 2-Complete ICS Organization at field-based scenes. Command and General Staff positions highlighted.

At the scene or in close proximity to the incident/event, an Incident Command Post (ICP) will be activated to which the IC will provide overall direction and management of the situation until resolved. The ICP may be any vehicle, facility, or location that the IC designates, which provides the necessary functionality needed to manage the situation.

Staffing of *field-based* Incident Command positions will be based upon the kind and type of incident or event. In some cases, staffing of these positions may only be Northeast State department representatives. In other scenarios, positions may be staffed by external agency participants, or a combination of both. Figure-3 represents a possible field-based Northeast State staffing configuration.

Northeast State Field Based Incident Command Post Staffing Assignments

Responsibilities	Position	Northeast State Staffing Possibilities
Safety Officer	Monitor and assess safety hazards and provide recommended protective measures for responder safety	Special Asst. to the President for Safety, Security and Plant Operations or designee *
Public Information Officer	Coordination and/or interface with the media and the public regarding the situation.	Director of Community Relations or designee *
Liaison Officer	Coordinate with internal and external cooperating/participating agencies	Special Asst. to the Pres. For Safety, Security and Plant Operations or designee from the President
Operations Section Chief	Develop strategies and tactics based on the Incident Commander's objectives to efficiently apply resources to mitigate hazards	Deputy Chief of Police or designee; Director of Plant Operations or designee; Special Asst. to the President for Safety, Security and Plant Operations or designee; Police Officer II or designee *
Planning Section Chief	Develop Incident Action Plans; maintain/provide situational awareness; document the event for legal/historical purposes; track resources assigned to the incident	Police Officer II or designee *
Logistics Section Chief	Provide Logistical support such as ordering, maintaining and accounting for resources and supplies; coordinate food services; coordinate transportation; and track resources assigned to incident documentation	Director of Accounting Services or designee *
Finance and CFO Section Chief	Negotiate and monitor contracts; timekeeping cost analysis, compensation for injury or damage to property; manage receipts for FEMA reimbursements, when major damage is incurred	Director of Purchasing, or designee *

Figure 3-Possible field-based Northeast State department staffing assignments.

Organization and Responsibilities

In emergencies, procedures sometimes must be changed at an instant's notice. Key responsible and qualified personnel have been selected and given the authority to make necessary modifications as required. In most cases, these key officials conduct these tasks and responsibilities on a day-to-day basis. The major difference is that under potential or actual emergency conditions, all resources and personnel will be applied to the management of the situation under the direction of the EOC.

In the event that the President or his/her designated representative is not available, the next senior ranking official will assume the responsibility for operation and management of the EOP.

President

1. The President is responsible for the overall operation and management of the EOP and is the ultimate authority in preparatory and response efforts.
2. Only the President, his/her designated representative, or the next available senior ranking official can activate the EOC.
3. When the EOC is activated, the President will move to the EOC and manage all College activities with the assistance of the EOC team members and necessary support personnel.
4. The President shall be kept abreast of all information by the Public Information Officer.

Vice President for Academic Affairs

1. Be prepared to assume the duties of the President in his/her absence.
2. Provide assistance in the implementation of the EOP when activated. Establish liaison with faculty members and coordinate assignments in accordance with the EOP and needs of the College.
3. Decide if academic and other programs on campus should be suspended or canceled temporarily.
4. Coordinate the relocation of classes if necessary and communicate those changes to appropriate personnel.

Vice President for Institutional Excellence and Student Success

1. Coordinate all activities and other matters regarding student safety and well-being.

Vice President for Finance and Information Technology

1. The CFO will be the primary point of contact for the EOC Coordinating Officer.
2. When the EOC is activated, the CFO will:
 - Provide assistance in activation of the EOP and ensure that key personnel are notified.
 - Ensure that the appropriate building managers have been contacted and advised of current events.
 - Acquisition of resources from outside the Institution
3. Facilitate and track emergency related external expenditures
4. Assist appropriate personnel in making risk assessments
5. Coordinate the preparation of the College's damage assessment report.
6. Provide computer support to the EOC and ICP.
7. Maintain internet and email communication at all locations.
8. Other duties as directed by the President

Additionally the Director will assure payroll, leave, and recordkeeping contingencies are available.

Director of Plant Operations

1. Provide necessary logistical support for the emergency, or the impending emergency area, including buildings, equipment, and required services.
2. Provide necessary vehicles and operators required to support the impending or actual emergency. First priority will be given to College vehicles and equipment. In the event of a large-scale evacuation, coordinate with the local Emergency Management Agency for additional vehicles.
3. Ensure that the primary and alternative EOCs have adequate batteries and generators to provide electrical power in case of a power outage.

4. Inspect buildings for signs of structural damage and, if present, recommend the building be evacuated and secured.
5. Provide qualified personnel to ensure the sanitation of shelter areas and the personal hygiene needs of shelter occupants.

Special Assistant to the President for Safety, Security and Plant Operations

1. Supervise and coordinate the actions of the Chief of Police
2. Issue emergency notification information through NeSCC Alert System
3. Reviewing and approving overall priorities and action strategies for the emergency response.
4. Overseeing response and recovery operations, and evaluating their effectiveness relative to business continuity.
5. Authorizing requests and coordinating Mutual Aid assistance as necessary.
6. Coordinating and communicating with local, State, and Federal EOCs, when they are activated.
7. Coordinating and communicating with Multiagency Coordination Centers when they are activated.
8. Resolving conflicts to ensure decisions that are in the best interest of Northeast State.

Additional Duties

1. Serves as the EOC Coordinating Officer for securing the safety of individuals and property.
2. Ensure the EOP is current. Ensure all emergency equipment and supplies identified in the EOP are available and operational.
3. Maintain close liaison with the local Emergency Management Agency and state and local fire officials to maintain a continuing state of preparedness, which will facilitate all emergency efforts between the College and all support elements.
4. Coordinating and communicating as necessary with the Vice President for Academic Affairs, Liaison Officer, Critical Management Team, and other Northeast State **groups** regarding EOC operations.

5. Coordinating and providing support and resources to Northeast State campuses (if required)
6. Authorizing requests and coordinating Mutual Aid assistance as necessary.
7. Coordinating and communicating with local, State, and Federal EOCs, when they are activated.
8. Coordinating and communicating with Multiagency Coordination Centers when they are activated.
9. Ensure the primary and alternative EOC's have adequate supplies and equipment.

NeSCC Chief of Police

The Chief of NeSCC Police will generally be one of the first to have knowledge of any emergency or potential emergency. The Chief of Police will be responsible for advising and updating the President or his/her designated representative, of potential problems and/or progress accordingly.

When emergencies occur that affects the entire College, activation of the EOP should be anticipated. Upon approval of the President or his/her designated representative, the Chief of Police will initiate the recall of key EOC personnel and activate the early warning system. In all emergencies the Northeast State Police Department will:

1. Take immediate local action to reduce the threat of potential injury or loss of life.
2. Inform the Special Assistant to the President for Safety, Security and Plant Operations of the local emergency or threat.
3. Initiate local evacuation when required.
4. Provide equipment and personnel for on-scene management and evacuation.
5. Survey the emergency area and surrounding areas to determine the extent of potential or actual damage, assess support requirements and determine if further action is required, i.e., expanding the boundaries of the emergency area of evacuation of personnel.
6. Maintain order and ensure access and egress routes remain clear for emergency equipment.

Director of Human Resources

The Director of Human Resources will coordinate services for affected faculty and staff to include:

1. Referral for inquires covered by worker's compensation
2. Employee Assistance Program (EAP) referrals for counseling and financial assistance
3. Assistance to employees in obtaining necessary help to financially recover from disaster's affect.
4. If required for emergency, notification to family members
5. The emergency preparedness plan for Payroll can be found in Appendix D.
6. The emergency preparedness plan for Purchasing can be found in Appendix E.

The Director will also be responsible for maintaining records of hours volunteered for federal matching funds from FEMA and will oversee adjusting employee schedules as needed.

Director of Community Relations (PIO)

The Communications representative will be responsible for the preparation and release of all public announcements and for assuring the maintenance of a journal of all EOC activities. All releases will be coordinated with the President.

NOTE: All inquiries by the media during an emergency shall be referred to the Community Relations Office.

Other Support Organizations

Internal and external support may be requested for specific situations. Approval for their use and the request for services will be authorized by the President. Other Support Organizations Contact Information is located in Appendix B.

Additional employees and students do not have a role in the EOP. The PIO will communicate pertinent information to employees and students who do not have a direct role in the EOP.

ICS Organizational Structure, Type 5 & Type 4 Incidents/Events

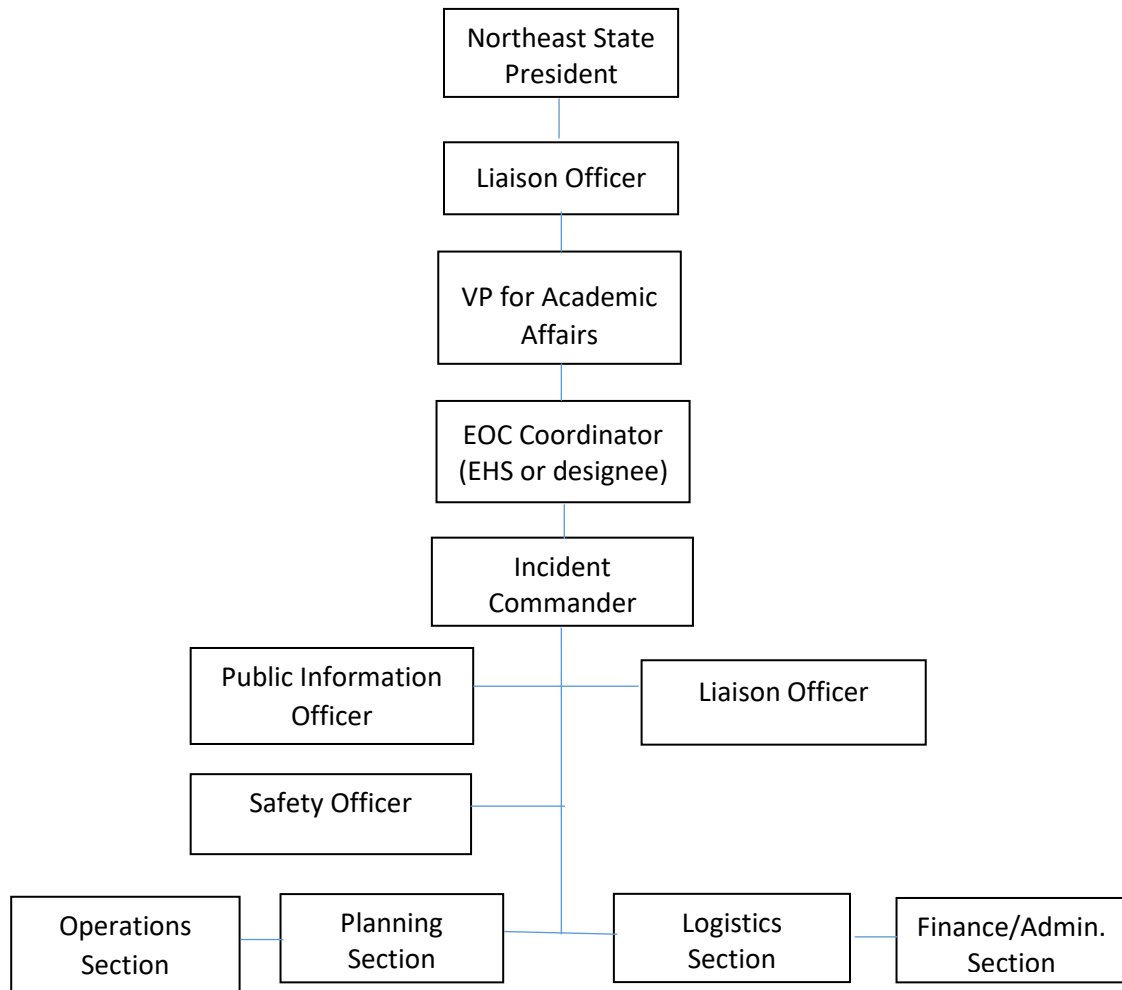


Figure 4-Example of a Small to Moderate Northeast State Incident Command Configuration, EOC Not Activated

If the incident is complex, requiring assistance from multiple Northeast State departments, jurisdictions and agencies, it is likely that the EOC will be activated (staffing of the EOC is incident specific).

Activation of the EOC suggests that a single or multiple incident command configurations are set up for different types of operations. Their independent resource needs will therefore differ. Close coordination of all available resources, strategic planning, and fiscal management is best achieved through a centralized entity. A possible command configuration to support a very large significant to catastrophic incident is depicted in Figure 5. In this configuration, emergency function assignments parallel non-emergent campus business functional areas of responsibilities. This helps

ensure Northeast State Mission Essential Functions (MEF) are addressed. Field-based Branches, Groups, Divisions, Strike Teams, Task Forces, and Single Resource requirements and configurations are incident specific.

The Northeast State department or division that is engaged in current operational period activities shall lead the Operations Coordination Section. As operations shift, so too will the Operations Coordination Section Chief. For instance, if the concentration of operation centers on law enforcement activity, then NeSPD shall lead Operations. If the focus of operations shifts to infrastructure restoration, then it is likely that Plant Operations will lead Operations. In instances where there is no distinguishable division/department responsible for current operations, the EOC Coordinating Officer shall oversee Operations.

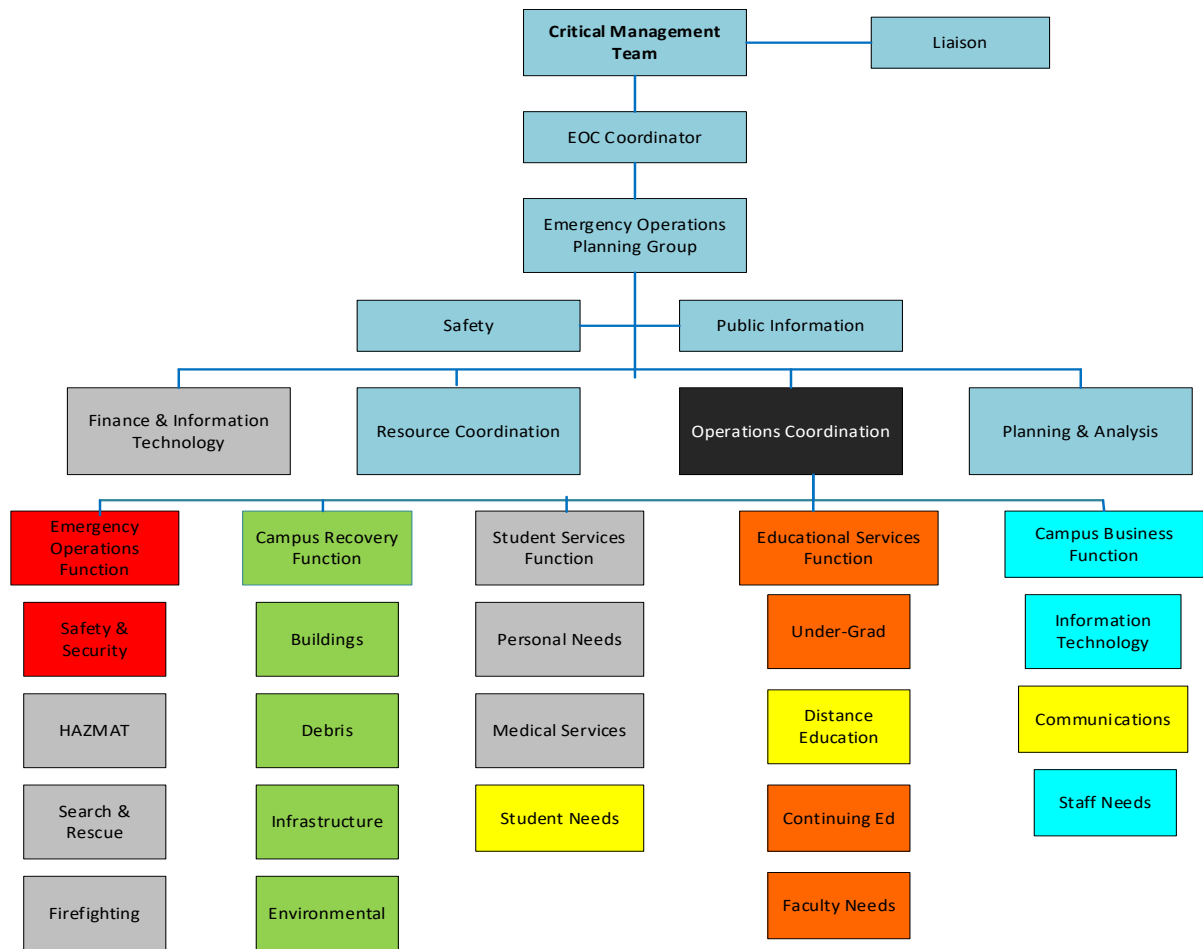


Figure 5-Example of a merged ICS/ESF Organizational Chart to support significant to catastrophic incidents.

Emergency Operations Center (EOC)

The EOC is designed and staffed to support Incident Commanders engaged in field-based operations, with resource fulfillment and agency cooperation and participation. Additionally, the EOC provides overarching strategic guidance to ensure public and private interests are met. Membership and staffing of EOC sections are limited to the following functional groups:

- Crisis Management Team.
 - Emergency Operation Planning Group on request.
- Internal department representatives supporting operations.
- External agency representatives supporting operations.
- Other interested parties cleared by the EOC Coordinating Officer.

Life safety and stabilization of the incident shall be the primary priorities of the EOC. Once determined that personnel are safe and the incident is stable, members of the EOC shall begin evaluating and developing strategies to maintain/resume the educational and business processes of the institution.

Staffing of specific sections within the EOC by the membership and other vested parties shall be based upon incident/event specific dynamics, availability, and participation of internal and external departments and agencies. Possible EOC staffing responsibilities and organizational configurations are shown in Figure 6.

Locations of the EOC:

Primary – President’s Conference Room, Third Floor, Pierce Building, Blountville campus

Secondary - L114 (ITV Classroom)

Tertiary – M102F (Plant Operations Conference Room)

Northeast State EOC Staffing Responsibilities

Group	Functional Area of Responsibility
Crisis Management Team	Provides overall guidance of the College response to an incident or event. Provides the overarching priorities to the Northeast State EOC and Incident Commanders. Provides support and resources to facilitate coordination and management of the incident by EOC and Incident Commanders.
EOC Coordinating Officer	Coordinates the management of the Incident. Serves as the conduit between the EOC and Crisis Management Team through the Liaison Officer. Coordinates the efforts of the EOC team sections and resolves conflicts where appropriate.
Liaison	Coordinates with internal and external cooperating/participating agencies. During Type-S/4 Incidents/Events provides connectivity between the CMT and EOC. Larger Incidents/Events may require multiple Liaison officers involved in coordination with assisting and cooperating agencies to ensure that their needs are met, and providing connectivity between CMT and EOC.
Public Information	Develops public information materials related the incident. Coordinates the release and distribution of media products to the public and media outlets upon approval of the EOC Coordinating Officer or designee. Maintains continual connectivity with field-based Incident Commanders and accomplishes media support tasks on behalf of IC.
Safety	Continually evaluates the operational environment and planned mitigation tactics to ensure safe working environment for the responders. Provides safety guidance to all personnel.
Finance and Administration	Clerical, log keeping, fiscal, and records keeping functions to ensure compliance with Northeast State policies, applicable laws and regulations. Monitors incident costs and budgetary constraints.
Planning & Analysis	Analyzes community-wide intelligence and information; prepares long-term plans. Provides situational awareness and status updates to the CMT. Develops future operational period and contingency plans.
Operations Coordination	Maintains continued connectivity with IC and accomplishes support tasks on behalf of IC.
Resources Coordination	Procures and acquires resources to fulfill the logistical needs of the Operations Coordination Section.

Figure 6-Possible EOC staffing responsibilities

During periods of EOC activation, many functions typically conducted by Incident Command may shift to the EOC. This lessens the administrative burden on the Incident Commander affording him/her greater opportunity to mitigate the hazard. Additionally, in large-scale incidents or events, it is conceivable that multiple agencies will be participating, generating significant resource requests. The EOC serves as the central entity for collecting, vetting, and consolidating field-based requests, thus minimizing redundancy and keeping costs low.

Public Communications

Northeast State Emergency Warning and Notification Systems

Northeast State has several means of notifying students, faculty, staff, and visitors in an emergency:

- text alert NeSCC Alert system
- fire alarm systems
- digital signage
- college website homepage
- broadcast e-mail to College faculty, students and staff
- appropriate social media outlets
- local radio and television stations
- hand held radios

In the event that an emergency occurs, the NeSPD will be responsible for sending text alert messages. In the event that the NeSPD are not able to initiate a text alert message, authorized users in EHS or Community Relations may broadcast messages.

Directions will be given on what actions to take from these various means of communication. When the situation is resolved, the “all clear” will also be announced.

Internal Leadership Notification

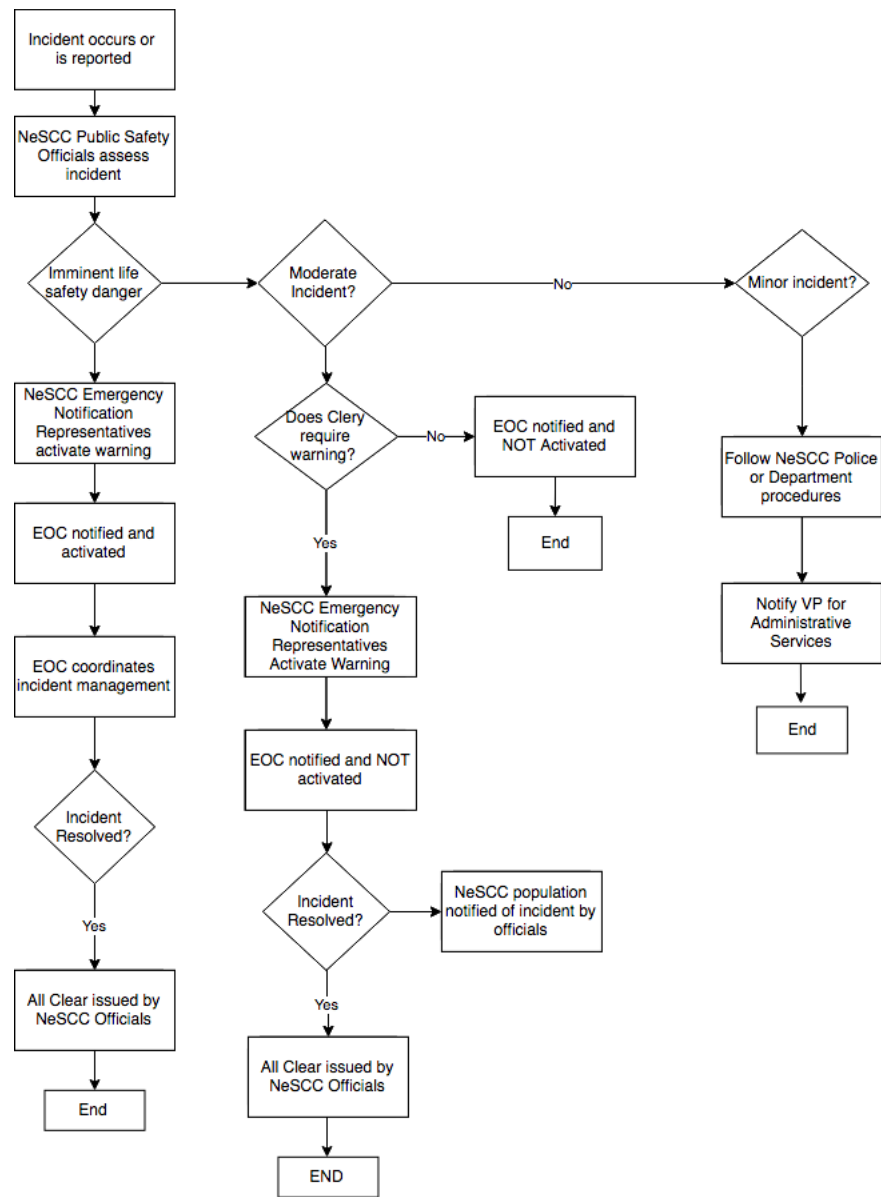
Timely and proper notification to key responders and College leadership is critical during emergencies. Once an Incident Commander arrives on scene and can ensure the safety of individuals, notification of the incident to key members of the Northeast State Administration is paramount.

Typically, notification for Type-5 low-level incidents will follow NeSPD or departmental established procedures. Larger events (Type 1, 2, 3, and 4) may require notification of certain members or all members of the Emergency Operations Committee. The Special Assistant to the President for Safety, Security and Plant Operations or the EOC Coordinating Officer will normally conduct this. In all cases, where the Incident Commander perceives that the situation may potentially/actually involve media of any capacity, the Public Communication Office shall be notified.

Public Communication

It is the primary responsibility of the PIO to coordinate, engage, and provide information to the public and media on behalf of Northeast State. Every attempt should be made to engage as soon as possible.

Figure 7-Emergency Warning and Notification Flowchart



Notes:

1. Emergency notifications shall be issued for all incidents which pose an immediate or imminent threat to public safety.
2. Timely notifications (not warnings) shall be conducted to inform the Northeast State population of incident information
3. Incident resolved refers to the state of incident management in which the risk to public safety or assets is manageable, and normal campus functions can

begin to be restored. It does not suggest incident management activities are concluded.

4. An “All-Clear” message shall be communicated to the Northeast State population whenever a warning was initiated, or the campus was evacuated.

Northeast State Department Responsibilities

Environmental Health and Safety (EHS)

EHS provides leadership for all hazard/emergency operations plans and policies. Furthermore, this department facilitates the development of public safety programs and training including emergency awareness/preparedness education campaigns. This department is the primary staff liaison to the Continuity of Operations Plan, the EOC Coordinating Officer, and as the central coordinating entity and liaison among Northeast State entities for asset protection with federal, state, and local governmental and non-governmental agencies. EHS will accomplish some of these tasks by:

- Providing hazard awareness and management training/education to faculty and staff.
- Coordinating public awareness campaigns focused on those hazards that are most likely to significantly affect Northeast State personnel.
- Continually analyzing threats/risks.
- Reviewing and modifying plans and procedures.
- Participating in collaborative environments and councils that promote Northeast State safety.
- Coordinating and participating with local, State, and Federal governmental and non-governmental agencies and committees.
- Maintain current written plans for responding to emergencies such as chemical spills, water damage to laboratories, and building fires.
- Advise Northeast State representatives of insurance claim requirements, reimbursement requirements, and report property damage information/claims to appropriate State and Federal offices.

Plant Operations and Business Office

Director of Plant Operations and Chief Financial Officer shall develop and maintain policies and procedures that support hazard vulnerability analysis and damage assessment processes of Northeast State assets. Facilities and Business Office shall coordinate and conduct post disaster damage assessment activities of all Northeast State campus buildings, in cooperation with EHS and NeSPD.

The Director of Plant Operations and the CFO shall maintain current written plans of action that will identify steps to be taken before, during and after a disaster. The plan should include:

- Increased purchasing limits for personnel responsible for purchasing materials for emergencies.
- A plan for providing personnel to respond to the disaster.
- Processes for identifying and assessing damages and estimated costs.

Human Resources

The Director of Human Resources will develop and maintain policies and procedures that support personnel resource requirements necessary to support emergency response and recovery operations.

College Payroll shall develop strategies to ensure that Northeast State faculty and staff are paid in a timely and efficient fashion in the event that a disaster disrupts and/or compromises standard processes.

Information Technology

The Assistant Vice President and Chief Information Officer shall maintain current written plans that will provide procedures for ensuring continuity and restoration/repair of telephone and information services. Information Technology is responsible for installation and maintenance of the telephone and data communication system for the IC and/or EOC and for providing for the transfer of the police dispatch operation to the EOC when required.

Purchasing

The Purchasing Department shall serve as the sole entity to engage in contractual purchasing agreements that support preparedness, response, recovery, and mitigation operations. Additional information is contained in the Purchasing Emergency Plan.

Community Relations

The Director of Community Relations (PIO) and designees shall coordinate, engage, and provide emergency information to the public and media on behalf of Northeast State. Designated personnel within CM will disseminate emergency warnings when prompted by designated authorized Northeast State personnel or Northeast State Leadership. When the EOC is activated, the Director of Community Relations (PIO) and designees shall utilize local, State, and Federal Joint Information Systems to provide emergency information to the public.

NeSCC Campus Police

The Chief of Police shall maintain current written plans of action for providing general security to the campus during emergencies. It is essential that this plan address the following:

- Internal and external radio communications
- Necessary personnel and equipment to handle the emergency situation
- Communication of special alerts to the College community
- Communication with local, State, and Federal Law Enforcement agencies
- Communication with local fire departments

Evacuation and Sheltering-In-Place

Based on the on-scene assessment and characteristics of the emergency (magnitude, intensity, time until onset and duration), the Incident Commander may:

- Determine if shelter-in-place is appropriate and issue an activation order.
- Issue a planned evacuation order. The planning and analysis section will be tasked with determining the need and then developing and issuing a plan for evacuation.
- Designate specific zones where the occupancy and use of buildings and the entry and exit of vehicles and persons may be prohibited or regulated.

The decision to evacuate is a difficult one and should be based upon an analysis and determination that an imminent danger exists to individuals. A mandatory evacuation will generally be ordered for individuals in an area with a chemical spill unless evacuation places individuals in contact with the chemical.

When the emergency does not require evacuation, or if time and circumstance render evacuation impractical, individuals residing in or near a hazardous area may be directed to take protective action. This action may include taking shelter in designated locations within the hazard area.

Information on protective action responses will be communicated to students, faculty, staff, and visitors using the most appropriate and expeditious means available.

Chapter 3 – Recovery

After a major disaster, when the immediate threat to life, property and the environment subsides, the rebuilding and restoration of the College will begin through various recovery activities.

Recovery activities involve the restoration of services to the College community and rebuilding of the affected area(s). Recovery activities may be both short term and long term, ranging from restoration of essential utilities to mitigation measures designed to prevent future occurrences of a given threat facing the College. Northeast State's long-term recovery strategies are being addressed in the Northeast State Recovery and Post-disaster Redevelopment Plan. Short-term business continuity is under development in the Northeast State Continuity of Operations Plan (COOP).

Record Keeping

Northeast State Community College is insured against property and casualty losses through the State of Tennessee Division of Risk Management. Accurate records of replacement costs must be submitted to the CFO in order to file a claim for compensation.

In the event of a Federally-declared disaster, Northeast State may be eligible to recover losses through established and defined state and/or federal processes. Categories of eligible work include but are not limited to:

- Emergency work
 - Debris removal
 - Emergency protective and preparedness measures taken before the incident occurs
 - Labor costs
- Permanent work
 - Road systems
 - Buildings
 - Grounds, trees, etc.
 - Water system
 - College infrastructure (electrical, boilers, chillers, data, etc.)

All losses and expenses should be properly and thoroughly documented to ensure optimal reimbursement opportunity. The CFO will provide direction for compiling and submitting the appropriate documentation of loss and recovery:

- Timesheets and payroll records
- Vehicle logs
- Equipment use logs
- Purchase orders
- Invoices
- Payment warrant copies

Responsibility for damage assessment will normally reside with the Northeast State Facilities and Project Management, Environmental Health & Safety, Vice President for Finance and Information Technology and, if applicable, the Office of Information Technology. When an Incident Command and/or EOC have been established, the following may occur:

- Damage assessment activities may be coordinated/facilitated from the EOC
- Damage assessment should be coordinated with the TBR Facilities when the EOC is activated

Utility Restoration

Northeast State works closely with local, regional, and national utility infrastructure providers to ensure essential services are available. Unfortunately, incidents and disasters can immediately and significantly affect those providers in meeting Northeast State needs. While safeguards and backup systems are in place to sustain minimal functionality in a disaster setting, it is conceivable that utility restoration may take as much as weeks to restore in a large and complex regional incident.

As utility services are restored, significant surges from plugged-in equipment may cause additional damage and further delay full recovery of utilities. Restoring utilities may include:

- Coordination with appropriate utility service providers, Verizon and TVA
- Liaison with outside agencies and contractors through the appropriate sections of the EOC.

Reconstruction

Following a major flood, fire, tornado, or man-made incident, partial or total reconstruction of facilities and infrastructure may be required. No one shall engage in any agreement of any kind to begin reconstruction without the written permission of TBR facilities personnel, Northeast State Associates, Director of Plant Operations, Special Assistant to the President for Safety, Security and Plant Operations and Vice President for Finance and Information Technology.

Re-Entry of Evacuees

Should hazards threaten the population of Northeast State, forcing an evacuation, NeSCC Alert System and the College website will serve as vital information links between Northeast State and evacuees. When the event is so severe that most of the NeSCC service area is forced to evacuate, evacuation will be closely coordinated with regional governments.

Sullivan, Washington, and Carter counties maintain "Post Disaster Re-Entry Plans". These plans describe the necessary procedures that should be followed to ensure safe and timely reoccupation to the impacted area. Time permitting, this critical information will be conveyed to faculty, staff, administration and students prior to a major evacuation order. Should an immediate evacuation preclude the successful dissemination of such information, it shall be placed on the Northeast State website, and communicated through media outlets.

Should the campus sustain significant damage, portable signage, bulletin boards, and other semi-mobile communications devices/mechanisms will convey to the returning population any changes to the campus topography, safe areas, and restricted areas. Institutional Excellence and Student Success, Plant Ops, EHS, and Human Resources will work collaboratively to ensure faculty, students, and staff have the information needed to provide for their safe return.

Chapter 4 - Mitigation and Prevention

Mitigation activities reduce or eliminate risks to persons or property or lessen the effects or consequences of an incident. Mitigation activities include a review of policies, campus culture, environment, and built structures to minimize or eliminate the effects of hazards.

Implementation of mitigation measures is often informed by lessons learned from prior incidents, analysis of incidents/events at other institutions of higher education, and through collaboration with local, State, and Federal government. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards.

Mitigation can include efforts to educate the community on measures they can take to reduce loss and injury.

Threat, Risk, and Vulnerability Assessments

Northeast State Community College is a key resource as defined by the National Infrastructure Protection Plan (NIPP). This distinction provides Northeast State accessibility to protection enhancement and vulnerability reducing resources. This classification is based on several factors, which include Northeast State's:

- significant economic impact within the Blountville area
- diverse capabilities and assets
- ranking as one of the "Best in the Southeast" Public Colleges
- iconic symbolism, relationship, and commitment to the local government and community, State, national, and international arenas

Because of these factors, Northeast State department of EHS will continue to work closely with local, regional, State, and Federal agencies to continually evaluate all-hazard threats against the institution; conduct analyses of its vulnerabilities and related consequences; determine the level of risk associated with each hazard; and develop and deploy protective measures to help ensure the survivability of the institution.

Additionally, Northeast State will continually ensure that programs and mechanisms exist, that allow all personnel to report suspicious activities to law enforcement agencies. Likewise, the institution will continue to utilize established, secure intelligence networks to share pertinent information with its partnering agencies.

Monitoring Risk

Environmental Health and Safety, with the assistance of various Northeast State departments and regional partners, will monitor identified risk areas in order to detect hazardous situations and protect the College population. Site visit reports and law enforcement intelligence provide a foundation to begin identifying and programming mitigation efforts.

Hazard Annex A

Tornado Preparedness and Response Plan

Hazard Annex A - Tornado Preparedness and Response Plan

A tornado is "a violently rotating column of air, pendant from a cumuliform cloud or underneath a cumuliform cloud, and often (but not always) visible as a funnel cloud.

The Fujita Scale

F-Scale Number	Intensity Phrase	Wind Speed	Type of Damage Done
F0	Gale tornado	40-72 mph	Some damage to chimneys; breaks branches off trees; pushes over shallow rooted trees; damages sign boards.
F1	Moderate tornado	73-112 mph	The lower limit is the beginning of hurricane wind speed; peels surface off roofs; mobile homes pushed off foundations or overturned; moving autos pushed off the roads; attached garages may be destroyed.
F2	Significant tornado	113-157 mph	Considerable damage. Roofs torn off frame houses; mobile homes demolished; boxcars pushed over; large trees snapped or uprooted; light object missiles generated.
F3	Severe tornado	158-206 mph	Roof and some walls torn off well-constructed houses; trains overturned; most trees in forest uprooted.
F4	Devastating tornado	207-260 mph	Well-constructed houses leveled; structures with weak foundations blown off some distance; cars thrown and large missiles generated.
F5	Incredible tornado	261-318 mph	Strong frame houses lifted off foundations and carried considerable distances to disintegrate; automobile sized missiles fly through the air in excess of 100 meters; trees debarked; steel re-enforced concrete structures badly damaged.
F6	Inconceivable tornado	319-379 mph	These winds are very unlikely. The small area of damage they might produce would probably not be recognizable along with the mess produced by F4 and F5 wind that would surround the F6 winds. Missiles, such as cars and refrigerators would do serious secondary damage that could not be directly identified as F6 damage. If this level is ever achieved, evidence for it might only be found in some manner of ground swirl pattern, for it may never be identifiable through engineering studies.

Tornado Watch

Tornado watch conditions are issued by the National Weather Service (NWS) when conditions are right for a tornado to develop and that the sky should be watched. Tornadoes usually follow severe thunderstorms, so be alert to changing weather conditions. The EOPG will communicate to the CMT any specific actions that are required to be taken which are outside of normal protocols.

Tornado Warning

A tornado warning issued by NWS indicates a tornado has been sighted or that radar indicates one has developed or could develop within minutes. Warnings will give the location of the tornado and the area immediately affected by the warning. When a warning is issued, move quickly to shelter.

In consultation with the Special Assistant to the President for Safety, Security and Plant Operations or designee, the EOC Coordinating Officer will:

- Monitor and disseminate weather advisories.
- Coordinate preparedness measures as appropriate.
- Recommend activation of the EOC to Level II or Level I.
- Coordinate shelter and staging activities with appropriate local government Emergency Operations Center and NeSPD.
- Ensure emergency communication networks are provided at Northeast State shelter sites.
- Ensure Directors and Building Supervisors assigned in this plan are notified.
- Direct and/or coordinate any other protective measures deemed appropriate to safeguard life and minimize property damage.

The Northeast State Chief of Police will ensure that NeSPD officers are available to:

- Maintain roving patrols as long as possible with particular attention to high security areas on campus.
- Check campus areas for objects subject to damage or representing potential hazards.
- Assure that contact has been made with all local law enforcement agencies to coordinate procedures for emergency assistance when necessary.
- Monitor weather advisories.

The Director of Plant Operations and Maintenance will:

- Provide emergency power (as applicable) to the Emergency Operations Center, Special Needs Shelter if used and other pre-determined areas.
- Ensure appropriate standby personnel for emergency work in all areas of Facilities.
- Secure all Facilities materials and equipment that are exposed to potential damage. Assist colleges and departments with similar efforts.
- Secure refuse containers and other objects, on campus grounds, that could become potential hazards.
- Make every effort to provide campus utilities and respond to the need for emergency repairs as they occur.
- Following the emergency, provide interim repairs to facilities, boarding of damaged doors and windows to reduce subsequent damage, and erecting barricades to provide protection from hazards.
- Assist with the transportation of food to shelters, facilities housing volunteers, ICS Personnel, etc.

The Vice President for Finance and Information Technology will:

- Continually evaluate expenditures and their relative impact on budgetary constraints.
- Develop strategies to fund emergency operations
- Conduct periodic audits against purchases that were made to support preparedness, response, recovery, and mitigation operations.
- Coordinate with the contracted food services provider to assure food is available for individuals on scene. Facilitate the provision of food for shelters that have been opened, if the College becomes a shelter site.
- Maintain contact with the Emergency Management Coordinator/EOC

The Director of Human Resources will:

- Provide information on rules and policies, which impact the workforce during a declared emergency.

Reopening the College

- Facilities and Business Services, external resources and EHS will inspect buildings as deemed necessary prior to reopening the College.
- Upon notification, when safe conditions exist, Building Coordinators and Deans should return to their assigned buildings, prepare a damage survey, and submit a damage report to the Incident Commander or EOC when activated.
- Facilities and Business Services will be responsible for managing/ coordinating post emergency debris removal and provide maximum support with resources available.
- The Special Assistant to the President for Safety, Security and Plant Operations and other designated representatives from the EOC will coordinate, as appropriate, with the representatives of FEMA, State, and local authorities.
- Classes and other normal operations will resume upon order of the President or his/her designee.
- Human Resources will coordinate any employee timekeeping issues related to policy.

Hazard Annex B

Incident Action Plans for Threats to the College Community

Hazard Annex B - Incident Action Plans for Threats to the College Community

In the event of a threat or the presence of any material that could cause harm to members of the College community, the NeSPD will respond. Threats against the College community could include but are not limited to the following:

Fire and Explosion

In the event of a major fire or explosion on campus, the NeSPD will respond. The NeSPD will also ensure notification of appropriate personnel, departments, and agencies. The following activities will be performed:

- NeSPD personnel shall respond to the scene and initiate evacuation and rescue operations.
- The local fire department with jurisdiction (as well as appropriate Northeast State personnel such as EHS) shall be requested to respond by the NeSPD. Upon their arrival at the fire scene, fire department personnel shall assume command of the firefighting operations and College personnel shall perform support functions as needed.
- In the event of an explosion or detection of a bomb, the NeSPD shall contact local law enforcement bomb squad technicians. Upon their arrival, they will assume command of the operation and College personnel shall perform support functions as needed.
- Injured personnel shall be treated at the scene and/or transported to appropriate medical facilities by ambulance.
- During a major fire, the NeSPD shall implement perimeter controls and an Incident Command Post should be established.
- The PIO shall be notified. The Emergency Management Coordinator will notify the President, and may activate a portion or all of the EOC.
- The PIO shall be contacted. A media briefing area shall be established away from the scene of the occurrence.
- Plant Operations, if appropriate, will turn off all electrical and gas service to the affected location upon the order of the local fire department with jurisdiction.
- If necessary, EHS will contact the State Fire Marshal's office.

Hazardous Material Spill

In the event of a major/severe hazardous material spill or release, or the spill or release of extremely hazardous substances, the NeSPD and EHS should be informed immediately.

- In the event of a spill or release, the following personnel or designee shall be contacted by the NeSPD::
 - Director for EHS
 - Chief of the NeSPD
 - Appropriate building supervisor(s)
- The on-scene NeSPD in consultation with representatives of EHS shall make a determination concerning the seriousness of the spill or release and potential need to evacuate/shelter-in-place in the area of the incident. If necessary, the supervisor shall facilitate the use of roadblocks until the arrival of the local fire department personnel.
- If deemed necessary the NeSPD shall contact the local fire department.
- Upon arrival, personnel of the local fire department shall assume command of the scene and make all operational decisions concerning further evacuation/shelter-in-place actions and steps to be taken to contain the leak or spill. College personnel shall perform support functions as directed.
- The NeSPD may also request assistance from the local fire department HAZMAT unit.
- If deemed necessary EHS will notify members of the CMT. Depending on the kind and amount of hazardous material released or spilled, EHS will issue guidance to shelter-in-place or evacuate.
- Based on the severity of the hazardous substance, EHS and a NeSPD designee and PIO personnel will issue emergency notifications through the appropriate system for the incident.

Mass Protests/Demonstrations

When the police or any other College official becomes aware of any condition that may result in protests or demonstrations, the NeSPD will be contacted immediately. NeSCC Police will immediately alert EHS in the event the EOC should be activated. The following guidelines are provided to establish a thorough and immediate response.

- The NeSCC Chief of Police will contact the Special Assistant to the President for Safety, Security and Plant Operations and any other person that may have a key role in responding to the potential incident are contacted.
- NeSPD will take steps to monitor the situation in order to determine the issues, the numbers of protestors involved, and the leadership of the group.
- NeSPD and appropriate Vice President/s or their designee/s will attempt to establish contact with the leadership of the protesting group to identify their concerns and determine if the concerns can be negotiated without recourse to a mass protest or demonstration. If student protestors are believed to be present, the Vice President for Institutional Excellence and Student Success will be contacted. If this is not possible, the group shall be informed of the lawful limits of the demonstration and how they can function within the law as well as comply with College rules and policies.
- NeSPD will continue to monitor the protest/demonstration to ensure that all activities are peaceful and in compliance with the law and College rules and policies.
- NeSPD are responsible for alerting local law enforcement agencies that may be called on for support and provide information such as the nature of the protest, numbers of protestors, and other information that would be helpful in order to properly respond if called for assistance.
- If it appears that it will be necessary to remove protestors from a building or other area of campus, NeSPD will consult with the appropriate Vice Presidents and any other official deemed necessary in making this determination unless there is a life threatening or high probability of serious bodily injury.
- In these types of situations, campus police will take immediate action to mitigate chance of injury and notify college leadership as soon as possible. If student protestors are believed to be present, the Vice President for Institutional Excellence and Student Success will be contacted.
- Prior to forcibly removing any person from a building or other area, the group will be notified (if possible) by the appropriate Vice President that by their actions they are intentionally disrupting and interfering with the lawful administration and functions of the College. Pursuant to TCA 39-17-305 (Disorderly Conduct) the group will be ordered to cease and desist immediately, removing themselves from the area, and that if they fail to do so they may be arrested for intentionally disrupting and interfering with the lawful administration and functions of the College. If student protestors are believed to be present, the Vice President for

Institutional Excellence and Student Success will make the announcement.

- If the group fails to follow the instructions to cease and desist, a representative of the NeSPD shall address the group ordering them to leave the building (or other property) immediately. Failure to do so may result in arrest for trespass pursuant to TCA 39-14- 405 Criminal Trespass) or TCA 39-14-406 (Aggravated Criminal Trespass).
- If mass arrests become necessary the arrest process, processing and transportation will be coordinated with area law enforcement for assistance.

Hazard Annex C

Emergency Notification Procedures

Hazard Annex C - Emergency Notification Procedures

NeSPD will notify the following departments/agencies should they receive or be notified of a threat:

- Plant Operations*
- Environmental Health and Safety*
- Community Relations / Public Information Officer*
- Johnson City FBI Field Office*
- Appropriate Police Department*
- Appropriate Fire Rescue*
- Appropriate County Sheriff's Office*

Notification of these entities by NeSPD is incident driven. In some situations the NeSPD or EHS may initiate these actions.

Upon notification, and depending on the nature of the threat, the Incident Commander may direct the following entities to be contacted:

- Appropriate county health department
- Appropriate county emergency management agency
- National Response Center
- Appropriate water department
- Appropriate sanitary sewer department
- Appropriate medical center

In addition, the following actions may be taken:

- If there is an incident that involves water disruption, Plant Operations may shut down the water supply, and post "Do Not Use Water" notices throughout campus buildings.
- NeSPD may use their vehicles equipped with a public address system to notify students, faculty, and staff.

- The Special Assistant to the President for Safety, Security and Plant Operations and/or Northeast State Police may initiate the NeSCC Alert System, mass E-mail notification, and other mass communication notification methods such as flat panel monitors, to notify all students, faculty, and staff, as deemed appropriate.

Hazard Annex D

Winter Storm

Hazard Annex D - Winter Storm

Severe winter storms bring heavy snow, ice, strong winds, and freezing rains. Winter storms can delay or prevent employees and students from reaching the College, leading to a temporary disruption of administrative functions and classes until roads and parking areas can be cleared. Heavy snow and ice can also cause structural damage or power outages.

During the winter storm season, all personnel should listen to local forecasts to determine any impact the weather may have on their schedule. The following terms are used to describe the predicted weather.

A **Winter Storm Watch** indicates that severe winter weather may affect the local area.

A **Winter Storm Warning** indicates that severe weather conditions are definitely on the way.

A **Blizzard Warning** means that large amounts of falling or blowing snow and sustained winds of at least 35 MPH are expected for several hours.

A **Traveler's Advisory** indicates that severe winter conditions may make driving difficult or dangerous.

Personnel who must remain outdoors for considerable lengths of time should do the following:

- Dress warmly. Wear loose-fitting, layered, light-weight clothing. Layers can be removed to prevent perspiration and chill. Outer garments should be tightly woven and water repellent. Mittens are warmer than gloves because fingers generate warmth when they touch each other.
- Stretch before you go out. If you go out to shovel snow, do a few stretching exercises to warm up your body. Also, take frequent breaks.
- Cover your mouth. Protect your lungs from extremely cold air by covering your mouth when outdoors. Try not to speak unless absolutely necessary.

- Avoid overexertion. Cold weather puts an added strain on the heart. Be aware of symptoms of dehydration.
- Keep dry. Change wet clothing frequently to prevent loss of body heat. Wet clothing loses all of its insulation value and transmits heat rapidly.
- Be aware of Frostbite and Hypothermia:
 - **Frostbite** is a severe reaction to cold exposure that can permanently damage its victims. A loss of feeling and a white or pale appearance in fingers, toes, or nose and ear lobes are symptoms of frostbite.
 - **Hypothermia** is a condition brought on when the body temperature drops to less than 55 degrees Fahrenheit. Symptoms of hypothermia include uncontrollable shivering, slow speech, memory lapses, frequent stumbling, drowsiness, and exhaustion.
- If frostbite or hypothermia is suspected, begin warming the person slowly and seek immediate medical assistance. Warm the person's trunk first. Use your own body heat to help. Arms and legs should be warmed last because stimulation of the limbs can drive cold blood to the heart and lead to heart failure. Put the person in dry clothing and completely wrap them with a blanket.
- Never give a frostbite or hypothermia victim something with caffeine or alcohol in it. Caffeine, a stimulant, can cause the heart to beat faster and hasten the effects that the cold has on the body. Alcohol, a depressant, can slow the heart and also hasten the ill effects of cold body temperatures.

Winter Storm Emergency Response

When a severe winter storm occurs on campus during normal school hours, the President decides whether the campus will close or whether personnel should leave work early. Personnel are notified through supervisory channels, College email, Northeast State website, NeSCC Alert System text alerts, and social media (Facebook and Twitter). If a class is in session when the storm hits, do not dismiss class. Wait for further instructions as to when it is safe to venture out of the safety of the buildings.

When notified it is safe to leave campus, please do so without delay.

Students, faculty, and staff who question whether the College will be open after a major overnight storm should review their College email, Northeast State website, social media, and NeSCC text alerts. Regional media outlets will also distribute information about closings/delayed opening: local radio stations, radio and TV stations.

Plant Operations personnel will work with the emergency response team to provide snow removal or other procedures to prepare the campus as soon as accumulations begin to prevent incidents. In the case of fire, the Facilities Department will assist emergency workers, monitor equipment and supplies, and provide additional resources, as needed.

Hazard Annex E

Transportation Emergencies

Hazard Annex E - Transportation Emergencies

Plane, train, and tanker truck accidents generally are not limited to the immediate area of the incident. The secondary threat of explosion and release of toxic vapors and fumes should be anticipated and an evacuation of the affected area should be conducted with special emphasis to the area downwind from the disaster.

A train derailment involving an explosion or release of toxic gas may require immediate evacuation of the College. In this case, the immediate potential for harm will require exit from the College by foot or automobile in a direction opposite the danger source. On campus congregation points would not be used, as they are in the danger zone. It can reasonably be anticipated that there would not be sufficient time to mobilize buses and transport people off the campus.

Generally, if there is a toxic spill and/or release of toxic gas, the safest plan of action would be to immediately move away from the area at right angles to the prevailing wind and seek an area of higher elevation.

Hazard Annex F

Specific Emergency Procedures for Students, Faculty, Staff, and Visitors

Hazard Annex F - Emergency Procedures for Students, Faculty, Staff, and Visitors

Bomb Threat

Anyone who receives a bomb threat should follow these procedures in the order shown: Important:

- Do not touch any suspicious object or potential bomb.
- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller.
- Record the conversation, if possible.
- Call campus police at (423) 677-7927 or 911; give your name, location, and telephone number. Inform the police of the situation reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call.
- Do not evacuate the building and do not sound the alarm, but wait for further instructions. Northeast State Police personnel and other authorities will be responsible for evacuation of buildings or of the campus if necessary.
- If you spot something out of the ordinary that appears suspicious, report it to campus police at (423) 677-7927 or 911. Under no circumstances should you touch, tamper with, or move suspicious objects or confront persons acting suspiciously.
- Immediately cease the use of all wireless transmission equipment (cellular phones, laptop computers, 2-way radios).
- If the building is evacuated, move away from the building as instructed by emergency personnel. Keep the street, fire lanes, and walkways clear for emergency vehicles and crews.
- Do not return to the building until told to do so by Northeast State officials.
- In some cases, it may be necessary for law enforcement personnel to enlist personnel from the affected building to assist in the identification of suspicious packages.
- Report all bomb threats to the NeSPD at (423) 677-7927 or 911.

Chemical, Biological, or Radiation Spill

Observe the following procedures in the event of a chemical, biological, or radiation spill:

Immediately report any spill or release of hazardous chemical, biological, or radioactive material to campus police at (423) 677-7927 or 911.

- When reporting, be as specific as possible about the nature of the material involved, the quantity, and the exact location of the spill. College officials will notify the appropriate specialized authorities needed at the incident site.
- Move away from the spill and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke.
- If a chemical, biological, or radiological spill/release poses an immediate danger to building occupants, the building should be evacuated by activating the fire alarm pull station and notifying other individuals in the vicinity to evacuate.
- The key person on site should seal off the affected room/area and vacate at once to prevent further contamination until the arrival of the NeSPD, local fire department, EHS, and other responders. Every attempt should be made to minimize the spread of contaminants and expanding the size of the scene.
- Assist the persons with disabilities in exiting the building. Elevators should not be used in case of fire.
- Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Those who may be contaminated by the spill should avoid contact with others, remain in the vicinity, and give their names to the NeSPD upon their arrival.
- Remain clear of all emergency response personnel and equipment unless otherwise instructed.
- Do not return to the building unless instructed by an authorized College official.

Biology and Chemistry instructors receive annual training through the EHS Department, and OSHA training is available online.

Infectious Disease Outbreak

Infectious diseases can pose a threat to the College community as they do to communities worldwide. TBR Policy 7.03.00.00 is intended to provide guidance to TBR institutions seeking to implement policies, procedures, and/or plans designed to prevent the spread or outbreak of infectious and/or communicable diseases and will be interpreted and administered in order to protect the health, safety and well-being of the College community. Link to the TBR website at <https://policies.tbr.edu/policies/infectious-disease>.

If there is an outbreak of infectious disease that threatens the campus and teaching sites at Northeast State Community College, College officials will collaborate with TBR, local, state, and national officials in determining the best course of action regarding operations at the College. Information related to any widespread infectious disease outbreak will be available on the College's website at <http://www.NortheastState.edu>.

For more information:

The College encourages concerned faculty, staff, students, and families to check the website <http://www.NortheastState.edu> for updates. If you have specific questions or concerns about your personal health, please consult a Public Health Service or your family physician. As other similar issues arise, information specific to each issue will be posted. In addition, the Center for Disease Control has extensive information on these and other health threats on their website <http://www.cdc.gov>.

The Center for Disease Control provides guidelines, as well as a list of training opportunities, that help public workers detect signs of potential infectious disease and obtain information regarding "travel abroad" guidelines.

Northeast State Community College will coordinate with the local health departments regarding any training opportunities or monitoring/reporting during times of emergency.

Hazard Annex G

Pandemic Response/ Pandemic Influenza Response

Hazard Annex G - Northeast State Pandemic Influenza Response

Pandemic Level 1	Pandemic Level 2	Pandemic Level 3
<p><u>THE VIRUS</u></p> <p>Caused by influenza viruses that are closely related to viruses that have previously circulated, most people will have some immunity to it.</p> <p>Symptoms include fever, cough, runny noses, and muscle pain.</p> <p>Complications such as Pneumonia is most common in the very young and very old and may result in death.</p> <p>Vaccine is produced each season to protect people from the three influenza strains predicted to be most likely to cause illness.</p> <p><u>IMPACT ON THE COMMUNITY</u></p> <p>Seasonal flu Kills about 36,000 Americans each year and hospitalizes more than 200,000 children and adults.</p>	<p><u>THE VIRUS</u></p> <p>Caused by a new influenza virus that has not previously circulated among people and that can be easily spread.</p> <p>Because most people will have no immunity to the new virus, it will likely cause illness in high numbers of people and more severe illness and deaths than seasonal influenza.</p> <p>Symptoms are similar to seasonal flu, but may be more severe and have more frequent serious complications.</p> <p>Healthy adults may be at increased risk for serious complications.</p> <p><u>IMPACT ON THE COMMUNITY</u></p> <p>May cause a moderate impact on society (e.g., some short-term school closings, encouragement of people who are sick to stay home).</p>	<p><u>THE VIRUS</u></p> <p>A severe strain causes more severe illness, results in greater loss of life and has a greater impact on society.</p> <p>During the peak of a severe pandemic, workplace absenteeism could reach up to 40% due to people being ill themselves or caring for family members.</p> <p><u>IMPACT ON THE COMMUNITY</u></p> <p>Schools and day care/child care facilities may be closed.</p> <p>Public and social gatherings will be discouraged.</p> <p>The patterns of daily life could be changed for some time with basic services and access to supplies possibly disrupted.</p>

Campus Plan of Action for Continuity of Operations - (five areas of concern)

Leadership, the Crisis Management Team, the College President or his/her designee, serves as the overall Emergency Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist building, and other area coordinators, in determining the appropriate response.

President's Office:

Level 1	Level 2	Level 3
<p>Assemble CMT</p> <p>Based on US State Department recommendations, College recommends campus community not to travel to affected countries.</p> <p>Review content of internal and external public information bulletins and announcements.</p> <p>Work with Community Relations to select appropriate College spokesperson(s) for media reporting.</p> <p>Consider restricting movement on and off campus for activities.</p> <p>The President or designee may elect to appoint a Pandemic Task Force instead of having the full Crisis Management Team manage the crisis.</p>	<p>Evaluate information on institutional effects of the incident and set response priorities as appropriate.</p> <p>Advise Crisis Management Team on response options. Consider activating Emergency Operations Center.</p>	<p>Activate Emergency Operations Center</p> <p>Consider authorizing temporary suspension of classes or closure.</p> <p>Provide oversight for student, staff, & faculty. Family notifications if appropriate.</p>

Public Affairs (Communications):

Level 1	(Stage 2)	(Stage 3)
<p>Develop web-site tied to FB, Twitter, Blog, with basic info, including:</p> <ul style="list-style-type: none"> • Precautions, prevention measures, and tips • What to do if you get sick? • Contact/visit health services • Notify roommate or residential life coordinator • Notify Vice President for Student Affairs for Classes and personal support. • Quarantine self or go home. <p>What campus will do:</p> <ul style="list-style-type: none"> • Policy on student illness/missing class. • When classes will be cancelled (what if faculty member is ill?). • When/if campus events, may be cancelled. <p><u>Communication Methods:</u></p> <ul style="list-style-type: none"> • Campus email first • Digital signage • Web site • NeSCC Alert System/Text • FB, Twitter, and blog • Flyers/letters to students and families. • Media – press releases, conferences, interviews, etc. • Phone hotline. • Beginning of semester – send campus-wide email to call attention to web site. Link from home page. • Mention plans in Fall Faculty Forums. 	<p><u>Notification:</u> Use crisis plan notification list to ensure that the chain of command is aware; EOC, TBR, health agencies, etc.</p> <p>Give EOC assessment of the emergency from a communication perspective and discuss next steps. <i>Be first, be right, and be credible.</i></p> <p>Activate web and social media sites if not already active.</p> <p><u>Coordination:</u></p> <ul style="list-style-type: none"> • EOC - Identify spokesperson. • EOC – Identify and notify “essential” personnel list for Stage 3. • Initiate alert notification and put communication staff on alert. • Identify key messages for communication to each audience. • Students – what to do when sick, where to go for help, diagnosing, go home, what to do about grades. • Faculty/staff – how to report, when to stay home. • Parents – when to keep students home, when to come to campus, how it will affect payment and scholarships, etc. • Media – Press releases and press conferences as needed. • Be first: Provide a statement about emergency and our response. • Be right: Start monitoring media for misinformation that must be corrected. • Be credible: Tell the media when and where to get updates from your agency. (Web & social media). 	<p>Continue with Stage 2 Communications</p> <p>On campus: web/social media/email/flyers</p> <p>Media: press releases pointing to web site with ANY new updates, number affected, campus plans for continuing operations, etc.</p> <p>Public: answering calls and emails and referring to web.</p> <p>Partners/Stakeholders – phone calls and emails to donors and government leaders.</p> <p>Make staff available to field phone calls.</p>

Public Affairs (Communications) continued:

(Stage 1)	(Stage 2)	(Stage 3)
<p>EOC – define which roles and personnel are considered “essential” in case of Stage 3.</p>	<p>Give facts. Don't speculate. Ensure partners are saying the same thing. Be sure ALL information goes through designated Health Dept. Representative.</p> <p><u>The Public:</u> Trigger web & social media sites for those who want info directly from campus. Identify persons responsible for maintaining or updating.</p> <p>Use initial media statement as first message to the public.</p> <p>Ensure that statement expresses empathy and acknowledges public concern about the uncertainty and risks to the greater community.</p> <p>If press conference or media interviews are needed, provide pre-cleared facts available and refer the public to web/social media sites as appropriate.</p> <p>Remind public/media of campus plan in place to mitigate the crisis.</p> <p>Start public monitoring to catch trends or rumors now.</p> <p><u>Partners/Stakeholders:</u> Use prearranged notification systems; NeSCC Alert System, email, etc.</p> <p>EOC – Make important first phone calls, based on plan, to partners and key stakeholders about our plan/response.</p> <p>Email faculty/staff with info about web/social media site and ask for support.</p> <p><u>Student Affairs:</u> Compose and send information to parents.</p>	

Northeast State Community College and Community Health Precautions and Actions

(Stage 1)	(Stage 2)	(Stage 3)
<p>Assemble the EOC Team</p> <p>Communicate with the local community health services regarding surveillance/ planning.</p> <p>Educate campus population regarding status of disease spread, self-protection, and College response (web-site, e-mail)</p> <p>Standard precautions in place; (OSHA) airborne, blood/body fluids, contact.</p> <p>Identify supply sources for respiratory protection equipment, medications including Tamiflu, antibiotics, gloves, gowns, and I.V. fluids.</p> <p>Maintain a stock supply of necessary equipment and medicines based on projected estimates of occurrence. Training for the use of respiratory protective equipment for essential personnel.</p> <p>In-service training for the flu: teleconference via CDC.</p> <p>Isolate exam rooms with suspected cases.</p> <p>Follow CDC protocol for patient testing (symptoms: sore throat, fever, cough, body aches, headaches, chills, and fatigue).</p> <p>Monitor healthcare workers.</p>	<p>Update local community health services, Student Affairs, Public Affairs.</p> <p>Advise CMT committee to activate Emergency Operations Center</p> <p>Isolate and monitor suspected cases – designate a conference room as a well-patient waiting room.</p> <p>Identify contacts of suspected cases.</p> <p>Communicate with parents of suspected cases and explain procedures with patient consent.</p> <p>Initiate prophylaxis of contacts based on strength of patient presentation.</p> <p>Establish phone triage lines for Student Health Services personnel.</p>	<p>In addition to Stage 2:</p> <p>Recommend temporary closure of building(s) and suspension of student and academic activities to EOC Coordinator.</p> <p>Implement Environmental Health & Safety Office.</p>

International Student Affairs

(Stage 1)	(Stage 2)	(Stage 3)
<p>Maintain a list of current international students, faculty, researchers and staff (approx. 500 international students and faculty researchers and 50 staff).</p> <p>Keep the international community and College Pandemic Management Team updated through ISA email group on Facebook and via the email addresses associated with NeSCC, of ongoing developments and advisories, including but not limited to, issues relating to travel and medical</p> <p>Obtain funding to purchase gloves, N-95 masks, hand sanitizer, Lysol spray, or other approved disinfectant, water, and non-perishable foods (i.e. granola bars) for staff working in office during crisis.</p> <p>Monitor the international community traveling to and from infected areas. The Study Abroad coordinator acts as a central distribution point for key offices associated with Pandemic/ Emergency Management, and Student Affairs for out of the country travel. (President/VP's/Dean of Students/ Academic Deans/Study Abroad/Public Information Officer)</p> <p>The Study Abroad Coordinator:</p> <ul style="list-style-type: none"> • Will maintain a list of nations affected by the pandemic • Will prepare a list of those individuals currently traveling overseas updated monthly so that College officials can quickly determine who is engaged in official College travel. • Will prepare an "Emergency Contact" document for everyone engaged in international College Travel. This document will contain emergency contact information of all College employees and students. • Will maintain its own emergency files of students studying overseas. 	<p>Assists students with arrangements for food, water, medicine, and transportation needs, Such as travel to Nashville International Airport.</p> <p>Assists students with documents necessary for international travel.</p> <p>Assists students with communicating with family members in home country.</p> <p>Assists housing and health clinic with making on-campus arrangements for sick students.</p> <p>Assists students who cannot travel to their home country with seeking off-campus housing arrangements with friends and family members residing in Blountville or in other regions of the U.S.</p>	<p>ISA staff volunteers to assist as needed to implement College-wide pandemic plan.</p> <p>Staff can continue to run and operate the office from off-site as all computers of all 3 key staff members and Director, can remote desk-top to continue operations and communications.</p>

IT Support

(Stage 1)	(Stage 2)	(Stage 3)
<p>Prepare current listings of all faculty, staff, and students, with email addresses.</p> <p>Assemble computers for possible installation of any designated Emergency Operations Center</p> <p>Install any software needed to address critical functions (Banner, etc.)</p>	<p>Install computers in designated Emergency Operation Centers</p> <p>Monitor computer needs of users in EOC and respond.</p>	<p>Monitor the needs for computers and access to files</p> <p>Have personnel available to provide support.</p>

Hazard Annex H

SAFE Northeast

Hazard Annex H - SAFE Northeast



To access SAFE Northeast, please click the link below

<http://www.northeaststate.edu/Campus-Resources/Safe-Northeast/>

Contacts:

Student Success

Office: Vice President for Institutional Excellence and Student Success

Room: F104, Faculty Building

Appointments: 8 a.m. - 4:30 p.m., Monday - Friday

Address: 2425 Highway 75, P.O. Box 246, Blountville, TN 37617

Phone: 423.354.2471

Fax: 423.323.0240

Email: safenortheast@NortheastState.edu

Northeast State Police Department (NeSPD)

Office: Campus Police

Room: C2401, General Studies Building, or A102A, A102B, or A103

Address: 2425 Highway 75, P.O. Box 246, Blountville, TN 37617

Phone: 423.323.0255 (non-emergency) or 423.677.7927 (emergency cell)

Fax: 423.354.5110

Email: *bdjohnson@NortheastState.edu*

Web: *<http://www.NortheastState.edu/Police>*

Equity, Inclusion and Compliance

Office: Equity, Inclusion and Compliance

Room: P318, Pierce Administration Building

Address: 2425 Highway 75, P.O. Box 246, Blountville, TN 37617

Phone: 423.354.5296

Email: *equityofficer@NortheastState.edu*

Web: *<http://www.NortheastState.edu/EquityAndCompliance>*

Appendix A

Emergency Operations Center Checklist

Appendix A - Northeast State Emergency Operations Center Priority Operations/Actions Checklist:

(President, Crisis Management Team, or a designated representative)

- Activate the EOC.
- Alert key staff.
- Designate an on-scene commander
- Set EOC shifts for 24 hour coverage.
- Start activity logs.
- Brief EOC staff on the situation.
- Give orders for warning the public.
- Mobilize emergency services in accordance with emergency services actions checklists for the specific hazard.
- Alert appropriate agencies.
- Notify the appropriate EOC or EMA:
 - The type of emergency.
 - The time the emergency occurred or threatens to occur.
 - Actions already taken.
 - The areas and number of people involved.
 - The estimate of the loss of life, injuries, and extent of damage.
 - The type and amount of assistance required.
- Initiate a system for assigning and using volunteers.
- Have the EOC staff review appropriate checklists.
- Seek additional information on threatened or actual emergency situation.
- Determine critical problem areas.
- Anticipate unusual side effects: electric power disruption, ruptured gas or petrochemical lines, ruptured water or sewer mains, accidental hazardous materials release, rumors.
- Determine a general strategy using the incident priorities: Life Safety; Incident
- Ensure IT capabilities in the EOP – be prepared to provide additional technologies, as available.

Stabilization; Property Conservation

- Mobilize additional local resources to the extent required.
- Ascertain whether additional assistance is needed.
- Make specific requests for mutual, state, or military aid in accordance with established procedures.
- Issue a declaration of emergency if necessary.
- Obtain periodic situation reports as the situation develops.
- Establish a central point of contact for information requests concerning victims, dangerous locations, identification passes, traffic movement, and other assistance.

Priority Public Information Action Checklist:

(President, Crisis Management Team, or a designated representative)

- Provide essential information to the public emphasizing the immediate actions being taken by the College administration to save lives.
- Authenticate all sources of information being received.
- Verify specific information with the appropriate emergency service concerned.
- Coordinate information with the Incident Commander before release.
- Issue instructions and advice to the public on what they should or should not do.
- Issue additional information and instructions as the situation develops.
- Prepare information and materials needed to handle individual requests for information.

EOC ACTIVATION CHECKLIST

(EOC Staff)

- Notify first shift.
- Activate telephones / Virtual EOC (if needed).
- Conduct radio checks.
- Establish EOC security.
- Conduct situation briefing for staff.
- Review operating procedures.
- Initiate functional and hazard specific checklists.
- Notify the appropriate EOC or EMA.
- Coordinate with the media.
- Staff ICS functions as required.
- Assign tasks as required.

Appendix B – Emergency Call Lists

Auxiliary Support Groups Emergency Call List

Emergency Operations Planning Group Call List

Crisis Management Team/Emergency Operations Center Group Call List

Auxiliary Support Groups Emergency Call List

Name/Title	Service	Phone
Chief	Bristol TN Fire Dept.	(423)989-5701
Chief	Bristol TN Police Dept.	(423)989-5600
Chief	Kingsport TN Fire Dept.	(423)229-9444
Chief	Kingsport TN Police Dept.	(423)229-9423
Chief	Johnson City TN Fire Dept.	(423)975-2840
Chief	Johnson City TN Police Dept.	(423) 434-6147
Director	Carter Co. EMA	(423)542-1888
Chief	Elizabethton, TN Fire Dept.	(423)542-5421
Chief	Elizabethton, TN Police Dept.	(423)542-4141
Director	Washington County TN EMA	(423)434-6081
Director	Johnson County TN EMA	(423)727-2507
Director	Unicoi County TN EMA	(423)743-1850
American Red Cross	Sullivan County	(423)349-0661
Atmos Energy	Natural Gas Utility	866-322-8667
Sheriff	Carter County Sheriff	(423)542-1845
Kone	Elevator Service	(877)276-8691
FBI	FBI, Johnson City, TN	(423)282-8090
Johnson City Water Works	Utility	(423)461-1645 or (423)461-1643
Sheriff	Johnson County Sheriff's Office	(423)727-7761
National Weather Service	Weather Alerts, Nashville	(615)754-4633
Sheriff	Sullivan County Sheriff	911 or (423)279-7500
Chief	Sullivan County Fire Dept.	911 or (423)323-3421
TBR	Tennessee Board of Regents	(615)366-4400
TBI	TN Bureau of Investigation	(615)744-4000
TEMA	TN Emergency Management Agency	(800)262-3300 or (423)323-6912
Sheriff	Unicoi County Sheriff's Office	(423)743-1850
Sheriff	Washington County Sheriff's Office	(423)788-1414
Health Department	Washington County TN	(423)975-2200
Health Department	Sullivan County TN	(423)279-2777
Health Department	Carter County	(423)543-2521

EMERGENCY OPERATIONS PLANNING GROUP (EOPG) Call List

(423) area code unless noted

Name	Title/Department	Off-Campus	Personal Cell
Chad Bailey	Vice President for Finance and Information Technology	354-5370	967-6141
Bob Carpenter	Director of Community Relations (Public Information Officer)	323-0259	943-2626
Susan Graybeal	Vice President for Institutional Excellence and Student Success	354-2471	213-9885
Bernice Hagaman	Purchasing Coordinator	323-0208	646-8529
Larry Hatfield	Special Assistant to the President for Safety, Security and Plant Operations	354-5224	742-2457
Brian Johnson	Chief of NeSCC Police	354-5119	794-9500
Megan Jones	Director of Human Resources	323-0226	605-3735
Tonya Lisenby	Assistant Director of HR/OE	354-2589	620-0398
Connie Marshall	Interim Vice President for Academic Affairs	279-7632	647-1741
Pete Miller	Director of Plant Operations	354-2448	726-0379
Andrew Mitchem	Deputy Chief of Police	279-7655	(276) 340-7439
Jennifer Starling	Assistant Vice President for Student Success and Dean of Students	279-7635	797-0888

Note: Appropriate fire, emergency management, and/or law enforcement personnel from outside agencies may be a member of the EOC depending upon the nature and scope of the incident.

Crisis Management Team (CMT)/Emergency Operations Center (EOC) Group - Call List

(423) area code unless noted

Name	Title / Department	Off Campus	Personal Cell
Bethany Bullock	President (Chair)	323-0201	(540) 230-0657
Chad Bailey	Vice President for Finance and Information Technology	354-5370	967-6141
Margaret Lester	Assistant Vice President and Chief Information Officer	323-0202	863-3410
Linda Calvert	Vice President for Administration and Grant Development	323-0222	677-9779
Bob Carpenter	Director of Community Relations (PIO)	323-0259	943-2626
Stephanie Barham	Project Manager, President's Office	323-0201	620-2723
Susan Graybeal	Vice President for Institutional Excellence and Student Success	354-2471	213-9885
Tracy Barry	Assistant Director of Equity and Compliance/Title IX Coordinator	354-5296	444-2217
Larry Hatfield	Special Assistant to the President for Safety, Security and Plant Operations	354-5224	742-2457
Brian Johnson	Chief of NeSCC Police	354-5119	794-9500
Megan Jones	Director of Human Resources	323-0226	605-3735
Connie Marshall	Interim Vice President for Academic Affairs	279-7632	647-1741
Beth Martin	Associate General Counsel	(615) 366-3919	(615) 292-9470
Pete Miller	Director of Plant Operations	354-2448	726-0379
Andrew Mitchem	Deputy Chief of Police	279-7655	(276) 340-7439
Sam Rowell *	Vice President for Economic and Workforce Development	354-5207	(276) 608-2567
Flora Tydings	TBR Chancellor	(615) 366-4403	
Jennifer Starling	Assistant VP for Student Success & Dean of Students	279.7635	797.0888

*Northeast State at Kingsport Incident

Note: Appropriate fire, emergency management, and/or law enforcement personnel from outside agencies may be a member of the EOC depending upon the nature and scope of the incident.

Appendix C

Procedures for Managing Employee Payroll and Leave

Appendix C - Procedures for Managing Employee Payroll and Leave

Purpose

In the event a College emergency closing is declared, or other State emergency that affects operations of Northeast State, these procedures provide general guidance regarding how the payroll process and employee leave will be handled.

Decision Making Team

The Director of Human Resources, the Director of Payroll and Accounts Payable, or their designees, will determine measures to ensure production of a payroll in the event of an emergency closing affecting Banner (INB), direct deposit and check distribution.

Producing Northeast State Payroll

If during a payroll processing period, it appears that the College will be closed, one of the following actions should occur:

- Advance notice of closing given

Current end-of-the month pay period and/or fifteenth of the month pay period will be loaded as soon as feasible and College departments will be asked to submit all required paperwork by the deadline established for the specific situation. If necessary, due to time limitations, all faculty, administrators, administrative professionals and clerical and support employees will be paid their standard number of hours based on their FTE.

Based on these time and leave entries, Payroll will be processed in order to deliver the electronic direct deposit file to Northeast State's Payroll bank account prior to the closing.

- No notice of closing given

If timing does not permit the above activities, faculty, administrators, administrative professionals and clerical and support employees will be paid in accordance with their regular monthly salary based on their appointed FTE. Temporary employees, including students, will be paid the same number of "regular" hours as the previous pay period. This process will be administered by HR and will not require or allow changes by departments.

Based on the above assumptions, direct deposit files and pay checks will be created based on standard hours for all employees. As long as telecommunications and computer systems are operational, this work may be performed from remote sites.

- If all systems are down without a firm estimate of restoration, the Payroll department will work in conjunction with the Business Office to have the prior pay period's direct deposit file reprocessed by Northeast State's Payroll bank vendor.
- If a payroll file cannot be produced, a delay in employees' receipt of pay will be announced through various sources as determined by HR and Community Relations.

Time and Leave Entry and Adjustments

Adjustments necessary to make corrections for underpayment, overpayment, leave taken and compensatory/overtime accrual can be made once the College reopens for regular business. These adjustments are to be submitted by departments responsible in accordance with Pay and Leave policies.

Attendance and leave rules will be applied based upon the event's circumstances. Employee may make a decision that safe travel is not possible and may choose to take a leave day upon approval by immediate supervisor.

Overtime

In the event that overtime is required by certain personnel in case of an incident (winter storm, etc.) justification must be provided for overtime as to why it could not be managed during regular hours. Some staff may be required to work even if campus is closed, but must be approved, justified and reported by/to immediate supervisor.

The HR Department will monitor situations that may have an element of predictability. It is possible, time permitting, that College departments would be required to submit the required paperwork prior to the normal deadline.

If needed, HR/Payroll help sessions will be held by HR to assist departments in recovering from assumptions applied to produce a payroll during an emergency closing.

Payroll

In cases of emergency one of the below scenarios will be followed:

- College closed and computer systems are running: Payroll changes would be required by the payroll change deadline(s) or within 24 hours of the College's reopening (whichever is later).
- College closed and computer systems are not running: Payroll changes would be suspended until College is reopened and 48 hours after systems are up and running.
- If operational systems will be down for an extended period, Payroll changes will be entered as soon as feasible upon system restoration and reopening. A reasonable return time will be established for adjustments and corrections.

Pay Check Distribution

Due to safety concerns during a Northeast State campus emergency closing, employees other than those required by their supervisor to assist with the emergency should not come to work. Because direct deposit (EFT) is mandatory, most employees will have payroll deposit posted in their designated accounts. For employees (faculty, staff and temporary) who are new to the College, it is possible that direct deposit may not yet be established within Banner INB; therefore, a pay check would be produced.

Employee Notification

Human Resources will notify Northeast State Community Relations regarding information about pay check distribution should the emergency closing fall on a payday. The general guidance is that pay will be distributed the first day the College reopens.

If possible, information will be posted on the Northeast State web site and public service announcements made via radio and television.

Annual Training

Annual EOP training will be required for the entire College leadership team. Training opportunities will be identified by the Chief of Police. In addition, annual tabletop exercises will be considered to practice potential incidents.

Privacy Laws

EOP employees must uphold HIPPA, FERPA and related laws regarding the dissemination of personal information.

Risk Management

For additional information, please refer to the College's Risk Management Plan or contact the HR Department.

Appendix D

Purchasing Emergency Plan

Appendix D - Purchasing Emergency Plan

Purchasing is responsible for the acquisition of goods and services. Purchases are processed through the Banner ERP system, as well as the Jaggaer e-procurement system. In the event of an emergency, purchases of goods and/or services in excess of the competitive solicitation threshold of \$10,000 must be competitively bid or single sourced. Central Receiving personnel will be responsible for the receipt and distribution of the emergency supplies.

Northeast State's Purchasing Department is committed to handling emergency purchases in an efficient manner. Purchasing personnel will facilitate the timely acquisition of all necessary resources in an expedient manner consistent with the demands of the emergency.

Records of all Emergency related expenditures will be maintained.

Northeast State's Purchasing Manual is posted on the "Docs on Polaris" drive.

Service Contracts

Purchasing maintains blanket service contracts to accommodate the College's needs that have been identified by departmental end-users. These contracts enable campus personnel to contact a vendor directly and arrange for services, which are invoiced referencing the College's purchase order number. This type of contract can be developed for various services or goods upon request.

State of Tennessee contracts are also made available for use by the College and the Tennessee Board of Regents.

The state currently has a contract for Emergency Services/Disaster Recovery. Details regarding that contract are as follow:

Statewide Contract 817, Contract Number 57108

Contract Administrator and Phone: Eve Whittenburg Category Specialist Central Procurement Office (615) 253-3000

Eve.Whittenburg@tn.gov

Vendor Name and Address

Belfor USA Group
595 Stewarts Ferry Pike
Nashville TN 37214-3414

Vendor Contact: RUSS DAILEY Contact 615-
885-6577 (office)

Contact email:
russ.dailey@us.belfor.com

Purchase Orders

If the College's Requisition System is not functioning then the Purchasing Coordinator will prepare paper purchase orders. Paper Purchase Orders will be issued to vendors who require a hard copy PO during the emergency or if a College procurement card is not acceptable or usable.

Location

Purchasing duties may be performed from remote locations in the event of an emergency. Access to Internet and/or phone services is essential to carry on most purchasing functions.

Electronic Backup

The College's Banner system is hosted in the Microsoft Azure cloud and is managed by the Tennessee Board of Regents (TBR). Backup of the remotely hosted Banner system is determined and provided by TBR.

Appendix E

Key College Resources List

Appendix E - Key College Resources List

The following College resources are available for disaster response:

(1) Jackhammer	Shipping/Receiving, Maintenance Building
(1) Acetylene torch	Maintenance Shop
(1) Chainsaw	Maintenance Shop
(1) Power pole saw	Maintenance Shop
(1) Concrete/metal saw	Storage area of Maintenance Building
(1) Lever chain hoist	Shipping/Receiving, Maintenance Building Assorted
hand and power tools	Maintenance Shop tool room
Assorted torches	Maintenance Shop tool room
Assorted torches and welders	Welding Shop, Auto/Welding Building
(4) Tents	Storage Building
(2) John Deere Gators	Maintenance Shop
(1) Tractor with bucket and backhoe	Maintenance Shop
(1) TC24D Tractor	Maintenance Shop
(3) Four Passenger Golf Carts	Physical Plant
(1) EZ-GO Utility Cart	Shipping / Receiving
(1) Forklift	Maintenance Shop
(1) Portable Generator	Maintenance Shop
(1) Portable Air Compressor	Maintenance Shop
(6) Trailers	Automotive Shop
(10) Passenger Vehicles	Maintenance Shop / Welcome Center
(2) F250 Pickup Trucks	Maintenance Shop
(1) F350 Pickup Truck	Maintenance Shop
(1) Gas Storage with 10 portable cans	Maintenance Shop
(1) 250 Gallon Diesel Tank	Maintenance Shop

(1) Genie Super Lift	Physical Plant
(1) One Man Lift	Physical Plant
(2) F100 Pickup Trucks	Kingsport (KCHE)
(1) Forklift	Kingsport (RCAM)
(1) Trailer	Kingsport (RCAM)
Several Welders	Blountville and Kingsport (RCAM)

Appendix F

Media List

Appendix F - Media List

MEDIA LIST - December 2020

All area codes 423 unless otherwise specified.

KINGSPORT TIMES NEWS

<https://www.facebook.com/timesnews/>

Rick Wagner 392.1381 / 366.3665 rwagner@timesnews.net

Hank Hayes 392.1383 / hhayes@timesnews.net

Matthew Lane 392.1378 / mlane@timesnews.net

Carmen Musick 392.1361 / cmusick@timesnews.net

Stephanie McClellan 392.1374 / smcclellan@timesnews.net

BRISTOL HERALD COURIER

<https://www.facebook.com/heraldcourierdotcom/>

Sarah Wade 276.645.2511 – 276.791.6158 / swade@bristolnews.com

Robert Sorrell 276.669.2181 / rsorrell@bristolnews.com

Rob Walters 276.645.2181 / jpatrick@bristolnews.com

David Crigger 276.645.2513 / rwalters@bristolnews.com

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Appendix G

SECONDARY COMMUNICATION

Appendix G - Secondary Communication Cell Phone Distribution List

Department/ Area	Employee Responsible	Building / Room	Phone Number
Plant Operations	Pete Miller	M101	423-416-4633
Financial Aid	Lee Ann Barnes	C2406B	423-416-4630
Admissions	Deidra Close	P205	423-416-1019
Business Office	Jeannie Noonkester	P105	423-416-0861
Academic Advising	Kathy Coleman	C2410	423-416-4620
Kingsport - KCHE	Jennifer Thacker	KCHE 104	423-416-4527
Johnson City	Jennifer Puckett	JC1103	423-416-4625
Elizabethton	Amy Drinnon	E132	423-416-4602
Gray	Richard Blevins		423-416-4622
Student Success	Jennifer Starling	C2110	423-416-4604
Academic Affairs	Connie Marshall (Interim)	F106	423-416-4614
Multi-Campus Programs	Pashia Hogan	F100C	423-416-4606
Evening Services	Tammy Bartlett	T101	423-416-4626
Community Relations	Bob Carpenter	L301B	423-416-4509
Accessibility, Counseling, Testing	Denise Walker	C2101	423-416-4616
Coordinator of Accessibility Services/Success Coach	Kelly Mitchell	C1102	423-416-4505
Human Resources	Megan Jones	P311A	423-416-4619
Information Technology	Margaret Lester	P218A	423-416-4618
Economic & Workforce Development	Heath McMillian	RCAM142	423-416-2238
Campus Police Chief	Brian Johnson	A102A	423-416-0753

Glossary

Activate (Emergency Management definition): To begin the process of mobilizing a response team, or to set in motion an emergency operations response or recovery plan, process, or procedure for an exercise or for an actual hazard incident. An activation may be **partial** (stipulating the components of the EOP to activate, or some indication of the level of commitment to be made by the notified entity) or **full** (stipulating activation of the notified entity's entire EOP).

All-hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities.

Area Command (Unified Area Command): Area Command is an expansion of the incident command function primarily designed to manage a very large incident that has multiple incident management teams assigned. However, an Area Command can be established at any time that incidents are close enough that oversight direction is required among incident management teams to ensure conflicts do not arise.

Assumptions: Statements of conditions accepted as true and that have influence over the development of a system. In emergency management, assumptions provide context, requirements and situational realities that must be addressed in system planning and development, and/or system operations. When these assumptions are extended to specific operations, they may require re-validation for the specific incident. Assumptions are accepted by planners as being true in the absence of facts in order to provide a framework or set of conditions for variables so that planning can proceed.

Authority: The power or right to give orders and/or to make decisions. Authority may be delegated from one entity to another.

Casualty: Any human accessing health or medical services, including mental health services and medical forensics/mortuary care (for fatalities), as a result of a hazard impact.

Chain of Command: The orderly line of authority within the ranks of the incident management organization.

Check-In: The process through which resources first report to an incident. All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

Checklist: Written (or computerized) enumeration of actions to be taken by an individual or organization meant to aid memory rather than provide detailed instruction.

Clery Act: The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (20 USC § 1092(f)) is the landmark federal law that requires colleges and universities across the United States to disclose information about crime on and around their campuses. The law is tied to an institution's participation in federal student financial aid

programs and it applies to most institutions of higher education both public and private. The Act is enforced by the United States Department of Education.

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

Concept of Operations: A document that explains how a system and its components function and interact via management principles through the successive stages of emergency response and recovery.

Contingency Planning: Developing plans to prevent, minimize, respond to and/or recover from an identified contingency. This is a component of preparedness planning during the preparedness phase of Emergency Management, and it is an important task of the Planning Section (ICS) during incident response and recovery.

Continuity Operations Planning: An effort within individual organizations to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies.

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

Damage Assessment: An appraisal or determination of the effects of the disaster on human, physical, economic, and natural resources.

Disaster (Emergency Management application): A hazard impact causing adverse physical, social, psychological, economic or political effects that challenges the ability to rapidly and effectively respond. Despite a stepped-up capacity and capability (call-back procedures, mutual aid, etc.) and change from routine management methods to an incident command/management process, the outcome is lower than expected compared to a smaller scale or lower magnitude impact (See “emergency” for important contrast between the two terms).

Disaster, Major: 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 major disaster assistance under the Stafford Act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Extremely Hazardous Substance (EHS): Substances are those that are known to cause death, injury, or serious adverse effects to human health and the environment, in the event of a release. EHS, which reach or exceed the Threshold Planning Quantity (TPQ), are required to be reported to the state through the Local Emergency Planning Council (LEPC), under the Emergency Planning and Community Right-To-Know Act (EPCRA).

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Management: (management-oriented definition): The science of managing complex systems and multidisciplinary personnel to address emergencies and disasters, across all hazards, and through the phases of mitigation, preparedness, response, and recovery.

Emergency Management/Response Personnel: Includes Federal, State, territorial, tribal, sub-state regional, and local governments, NGOs, private sector-organizations, critical infrastructure owners and operators, and all other organizations and individuals who assume an emergency management role. (Also known as emergency responder.)

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support 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.

The physical size, staffing, and equipping of a local government EOC will depend on the size and complexity of the local government and the emergency operations it can expect to manage. A local agency's EOC facility should be capable of serving as the central point for:

- Coordination of all the jurisdiction's emergency operations.
- Information gathering and dissemination.
- Coordination with other governments and agencies relative to the operational area.

Emergency Operations Plan (EOP): An ongoing plan for responding to a wide variety of potential hazards (NRC). An all-hazards document that specifies actions to be taken in the event of an emergency or disaster; identifies authorities, relationships, and the actions to be taken by whom, what, when, and where, based on predetermined assumptions, objectives, and existing capabilities.

Exercise (Tabletop, Functional, Full-scale): A scenario-driven interaction that permits evaluation of the EOP and/or Recovery Plan, or elements thereof, through orally provided action descriptions and application of plan guidance.

- **Tabletop Exercises (TTX):** TTXs are intended to stimulate discussion of various issues regarding a hypothetical situation. They can be used to assess plans, policies, and procedures or to assess types of systems needed to guide the

prevention of, response to, or recovery from a defined incident. During a TTX, senior staff, elected or appointed officials, or other key personnel meet in an informal setting to discuss simulated situations. TTXs are typically aimed at facilitating understanding of concepts, identifying strengths and shortfalls, and/or achieving a change in attitude.

- **Functional Exercise (FE):** An FE is a single or multi-agency activity designed to evaluate capabilities and multiple functions using a simulated response. An FE is typically used to: evaluate the management of Emergency Operations Centers (EOCs), command posts, and headquarters; and assess the adequacy of response plans and resources. Characteristics of an FE include simulated deployment of resources and personnel, rapid problem solving, and a highly stressful environment.
- **Full-scale Exercise (FSE):** An FSE is a multi-agency, multi-jurisdictional activity involving actual deployment of resources in a coordinated response as if a real incident had occurred. An FSE tests many components of one or more capabilities within emergency response and recovery, and is typically used to assess plans and procedures under crisis conditions, and assess coordinated response under crisis conditions.

Event (Planned Event): A scheduled nonemergency activity (e.g., concert, parade, etc.). Contingency planning initiatives are typically incorporated into event plans should an emergency/incident arise.

Finance/Administration Section: The Incident Command System Section responsible for all administrative and financial considerations surrounding an incident.

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. An Intelligence/Investigations Chief may be established, if required, to meet incident management needs.

Hazard: A potential or actual force, physical condition, or agent with the ability to cause human injury, illness and/or death, and significant damage to property, the environment, critical infrastructure, agriculture and business operations, and other types of harm or loss. A hazard is something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazardous Material (HAZMAT): Any material which is explosive, flammable, poisonous, corrosive, reactive, or radioactive (or any combination), and requires special care in handling because of the hazards posed to public health, safety, and/or the environment.

Homeland Security Presidential Directive-5 (HSPD-5): A Presidential directive issued February 28, 2003 on the subject of "Management of Domestic Incidents." The purpose is to "enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system. It is through this action that the National Incident Management System (NIMS) was created.

Incident: Incidents are defined within ICS as unplanned situations necessitating a response.

Incident Command Post (ICP): The field location where primary incident operation functions are managed. The ICP may be co-located with the Incident Base or other incident facilities. In most situations, the ICP will not be co-located with the EOC.

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: The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

Incident Objectives: Statements of guidance and direction needed to select 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.

Intelligence/Investigations: An organizational subset within ICS. Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities-or the individual(s) involved-including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning Section.

Joint Information Center: A Joint Information Center (JIC) is a central location that facilitates operation of the Joint Information System. The JIC is a location where personnel with public information responsibilities perform critical emergency information functions, crisis communications, and public affairs functions. JICs may be established at various levels of government or at incident sites, or can be components of Multiagency Coordination Systems. A single JIC location is preferable, but the system is flexible and adaptable enough to accommodate virtual or multiple JIC locations, as required.

Joint Information System: A Joint Information System (JIS) provides the mechanism to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and/or disciplines with nongovernmental organizations and the private sector. A JIS includes the plans, protocols, procedures, and structures used to provide public information. Federal, State, tribal, territorial, regional, or local Public Information Officers and established Joint Information Centers (JICs) are critical supporting elements of the JIS.

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., Federal, State, tribal, local boundary lines) or functional (e.g., law enforcement, public health).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Key Resource (CI/KR): Any publicly or privately controlled resource essential to the minimal operations of the economy and government.

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

Local Government: Public entities responsible for the security and welfare of a designated area as established by law. 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 entity, or in Alaska a Native Village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

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

Mitigation: Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mutual Aid: Voluntary aid and assistance through the provision of services and resources between like organizations, including but not limited to: fire, police, medical and health, communications, transportation, and utilities. Mutual aid is intended to provide adequate resources, facilities, and other support to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation (adapted from SEMS). Some authorities differentiate “mutual aid” from “cooperative assistance,” where the assisting resources are compensated for their response costs. Other authorities designate this as “compensated mutual aid.”

National Incident Management System (NIMS): 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, NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency 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 (NIMS).

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

Safety Officer (SO): 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, where assets assigned to operations are staged.

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.

“The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives” (FBI).

Domestic terrorism involves groups or individuals who are based and operate entirely within the United States and U.S. territories without foreign direction and whose acts are directed at elements of the U.S. government or population”.

Type: An Incident Command System resource classification 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. Incident Typing schemes refer to the complexity of the incident and the amount of resources that must be applied to manage the incident. A Type-1 incident is the most complex incident that normally requires the application of municipal, local, State, Federal, and in some situations, International resources. (E.g. Hurricane Katrina (2005), Haiti Earthquake (2010))

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.

This management structure brings together the Incident Managers of all major organizations involved in the incident, to coordinate an effective response while allowing each manager to carry out his/her own jurisdictional or discipline responsibilities. UC links the organizations responding to the incident at the leadership level, and it provides a forum for these entities to make consensus decisions. Under UC, the various jurisdictions and/or agencies and nongovernment responders may blend together throughout the organization to create an integrated response team. UC may be used whenever multiple jurisdictions or response agencies are involved in a response effort. UC may be established to overcome divisions from:

- Geographic boundaries;
- Government levels;
- Functional and/or statutory responsibilities; or
- Some combination of the above. (Adapted from the U.S. Coast Guard)

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.

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