EMERGENCY

MANAGEMENT PLAN

2022 – 2023

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SPC St. Petersburg College

Contents

Distribution List

- President
- Senior Vice Presidents
- Vice Presidents/Associate Vice Presidents
- Emergency Council Members
- President's Leadership Team
- Chief of Staff
- Provosts
- Associate Provosts
- Principal Collegiate High School
- Campus Sites provided copies for Facilities and Security Supervisors
- President Faculty Senate
- Athletic Director
- Associate Vice President, University Partnership Center

Record of Revisions

Change No.	Date of Change	Content of Change	Initial
16	08/23/2016	**Updated:** **Section I** **Section II** **Section III** **Section IV** **Attachment D Instructional Continuity Plan** **Attachment E** **Attachment F** **Attachment G**	**BG**

17	12/01/2018	**Updated:**
		Distribution List
		Section I, Authority
		Section II, College-wide Mission Essential
		    Department Plans
		    College Incident Command System
		Section III, Emergency Management First 15 Minutes
		    Campus-wide Emergency Recovery Steps
		Section IV, Post-Disaster Checklist
		    Hostile Person(s)
		    Threat of Suicide
		    Hurricane Checklist, Category 3, 4 and 5
		    Tornado Checklist
		    Tropical Storm Checklist
		Attachment A, Staging Area
		Attachment B
		    Part I – College-wide Department Plans
			BG

Change No.	Date of Change	Content of Change	Initial
		Emergency/Disaster Recovery Activities	
17		**Attachment D** 　　Eliminated IT Recovery Strategy and Partner 　　　　College Requirements 　　Revised Appendix B – Instructional Continuity Plan 　　Revised Appendix C – College Calendar 　　Revised Appendix D – Communications Strategy 　　　　and Options **Attachment E** 　　Updated Incident Response Team Members **Attachment F** 　　Updated Section VII, Alternate Facilities	
18	11/18/2019	**Updated information:** 　　College-wide Mission Essential Department Plan 　　College Incident Command System 　　Threat of Suicide 　　Emergency Operations Center (EOC) 　　IT Continuity Process 　　Emergency Management – First 15 Minutes 　　Incident Response Team Members 　　Time-Phased Implementation 　　Alternate Facility 　　Direction and Control (Emergency Operation Key Staff) 　　Initial Actions 　　COOP Team and Responsibilities	BG

		Alternate Facilities College-wide Incident Response Team Members Security and Access Controls Site Support Procedures Emergency Management Council Campus Incident Response Teams	

19	01/12/2021	Updated information:
		    Section IV; Medical Emergency
		    Attachment G
			BG

20	10/04/2021	Changed Font Changed alignment in some areas Updated information: Section I; added new HR position to Members of the EMC Attachment D; Instructional Continuity Plan Bookmark Navigation List Attachment G; updated Emergency Mgt Council Members to include D. Wright- Greene Updated Satellite Phone Numbers Added COOP Page for Bay Pines Campus Updated Local Law Enforcement and Fire Agencies Contact Numbers Updated Index to reflect new page numbers after updates made.	TG
21	01/05/2023	Updated Attachment G Updated INDEX	BG
22	01/17/2023	Updated COOP Updated Record of Changes Updated Attachment F	

Definitions

College Information Number - A telephone number that faculty, staff, students and other interested parties can use to access emergency information.

Command Post - The Command Post is an area designated near the site of the emergency where the Incident Commander and Incident Response Team can gather to assume their roles.

Continuity of Operations Plan (COOP) – An effort within individual units to assure continuance of the minimum essential functions across a wide range of potential emergencies when the primary facility becomes untenable.

Department Plan - A department plan identifies emergency preparation, coordination and response, and continuity of operation activities for the department. Each area identified with critical or special responsibilities is required to develop and maintain a department plan.

Emergency Management Council (EMC) - The EMC consists of College staff appointed by the President to advise and assist in making emergency-related policy decisions. The EMC is also responsible for the review and approval of the Emergency Management Plan.

Emergency Management Plan (EMP) - The EMP establishes policies, procedures and organizational structure for response to college-wide or campus emergencies and disasters.

Emergency Operations Center (EOC) - The EOC serves as the centralized, well-supported location where the Incident Commander and Incident Response Team can gather to assume their roles.

Incident Commanders

College Incident Commander: The College Incident Commander (CIC) is responsible for the command and control of **college-wide** emergencies and would be assisted by a college-wide Incident Response Team. The CIC also communicates with the campus level Incident Commanders during a campus level emergency. The CIC communicates directly with the President or his/her designee during all college-wide or campus level emergencies.

Incident Commander: The campus Incident Commander is the individual responsible for the command and control of campus level emergencies and would be assisted by a campus Incident Response Team.

Incident Command System (ICS) - The ICS is designed for the management of all hazards and levels of emergency response. The system is used by the Federal Emergency Management Agency (FEMA) and throughout the United States for management of emergency response.

Incident Response Team (IRT) - The IRT is comprised of staff/faculty that represents areas of the College/Campus that have critical EMP execution responsibilities. At the direction of the Incident Commander, the IRT executes the Emergency Management Plan during an emergency.

Security Dispatch Center - Receives and disseminates emergency information and requests assistance from fire, EMS and law enforcement.

ACRONYMS

CP	Command Post
CEMP	Campus Emergency Management Plan
CIC	College Incident Commander
COOP	Continuity of Operations Plan
EMC	Emergency Management Council
EMP	Emergency Management Plan
EOC	Emergency Operations Center
FPIS	Facilities Planning and Institutional Services
FEMA	Federal Emergency Management Agency
IC	Incident Commander
ICS	Incident Command System
IRP	Incident Response Plan
IRT	Incident Response Team
NIMS	National Incident Management System

Emergency Management Plan

Purpose

The Emergency Management Plan (EMP) establishes policies, procedures and organizational structure for response to human and natural caused emergencies that are of sufficient magnitude that cause a disruption of college/campus functions. The emergency procedures are designed to protect lives and property through effective use of college/campus and community resources. These procedures are designed to be flexible in order to accommodate various types and magnitudes of emergencies.

Authority

The Florida Gubernatorial Task Force for Campus Safety recommended that each college create an Emergency Management Council (EMC). The EMC is responsible for reviewing the college EMP at least annually. They are also responsible for reviewing the EMP as appropriate following an event that requires activation of the plan.

Members of the EMC are as follows:
- President
- Vice President, Academic Affairs
- Vice President, Finance and Business Operations
- Vice President, Student Services
- Vice President, Institutional Advancement and Executive Director, Foundation
- Associate Vice President, Student Experience and Strategic Innovation
- Associate Vice President, Facilities Planning and Institutional Services
- Associate Vice President, Institutional Effectiveness and Academic Services
- Associate Vice President, Accounting Business and Finance Services
- Associate Vice President, Academic Affairs and University Partnership Center
- Chief Human Resource & Talent Officer, Human Resources
- Associate General Counsel
- Executive Director, Marketing and Communications
- Executive Director(acting), IT Infrastructure
- Executive Director, Instructional Design and Development
- Executive Director, Academic Technology and Student Success
- Director, Safety and Security
- Executive Director, Enterprise Systems
- Director, Admissions and Records
- Director, Emergency Management
- Director, Government Relations
- President Faculty Senate
- Chief of Staff, President's Office
- Student Representative

Scope

This EMP guides the emergency response of college personnel and resources during an emergency situation. It is the official emergency response plan of the college and is based on the principle that the college will bear the initial responsibility for disaster relief for the college.

However, nothing in this EMP shall limit the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan.

This EMP is consistent with established National Incident Management System practices for coordination of emergency response. Accordingly, this EMP incorporates the use of the Incident Command System (ICS) to facilitate interagency coordination, promote the use of common emergency response terminology and command structure, and facilitate the flow of information between responding agencies.

St. Petersburg College B.O.T. RULE

6Hx23-1.23   EMERGENCY ACTION PLAN

I.   The Board of Trustees authorizes the president to establish an Emergency Management Council for the purpose of developing and maintaining a comprehensive Emergency Management Plan to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewer outages, and weather related emergencies.

II.   The Emergency Management Plan shall outline the requirements for periodic testing of all emergency alarm systems, the implementation of emergency evacuation drills at all college sites, and the development of evacuation floor plans for all buildings.

This EMP is predicated on a realistic approach to the problems likely to be encountered during an emergency or disaster. Therefore, the following assumptions are made and should be used as general guidelines:

1. An emergency or disaster can occur at any time of the day or night, weekend, or holiday, with little or no warning.
2. The succession of events in an emergency or disaster is not predictable; therefore, this EMP serves as a response guide, which may require modifications in order to meet the requirements of the emergency.
3. An emergency or disaster may be declared if information indicates that such conditions are developing or probable.
4. Disasters may be community-wide. Therefore, it is necessary for the college to plan for disaster response and short-term recovery operations in conjunction with local resources.

This EMP is promulgated under the authority of the president. **All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the president or designee.** After consulting with the CIC and the EMC, the president or designee shall be responsible for the decision to declare a major emergency or disaster.

PRIORITIES

The college will respond to emergency situations in a safe, effective and timely manner. College personnel and equipment will be utilized to accomplish the following priorities:

1. Provide safety and security to SPC students, faculty and staff
2. Deploy necessary communications
3. Protection of college assets
4. Maintenance of college services
5. Assessment of damages
6. Restoration of college operations

TYPES OF EMERGENCIES

There are three types of emergencies specified in this EMP:

Type 1 – Disaster

A disaster is a very serious event that seriously impairs or stops the operations of the college or a campus.

The EMP <u>would be</u> fully activated.

Type 2 – Emergency

An emergency is a serious event that disrupts one or more operations of the college or a campus. Mulsuicidele college or campus resources would be required.

The EMP would be activated to the extent necessary to handle the emergency.

Type 3 – Minor Incident

A minor incident is a local event with limited impact, which does not affect the overall function of the college or a campus.

The EMP would not be activated.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

The National Incident Management System (NIMS) is a comprehensive, national approach to emergency management that is applicable at all jurisdictional levels. NIMS was developed so emergency responders from local, state and federal jurisdictions can work together to respond to emergencies, natural disasters and acts of terrorism. The NIMS emphasizes preparedness, mutual aid and resource management by utilizing a unified approach to incident management through the standard command and management structure of the ICS.

Incident Command System (ICS)

The ICS is designed for the management of all hazards and levels of emergency response. This system creates a combination of facilities, equipment, personnel, procedures, and communication operating within a standardized organizational structure. The system is used by the Federal Emergency Management Agency (FEMA) and by emergency agencies throughout the United States for management of emergency response. Use of the ICS at the college/campus facilitates the college's/campus's ability to communicate and coordinate response actions with local, state and federal emergency response agencies.

Key Principles of the Incident Command System (ICS)

- Modular organization based on activating only those organizational elements required to meet current objectives
- Common terminology applied to organization elements, position titles, facility designations and resources
- Unified command structure so that organizational elements are linked to form a single overall structure with appropriate span-of-control limits
- Comprehensive resource management for coordinating and inventorying resources for field responses
- Integrated communication so that information systems operate smoothly among all response agencies involved
- Common position titles for individuals who are trained for emergency response roles and to follow prepared action checklists
- Consolidated action plans that contain strategy to meet objectives at both the field response and Emergency Operations Center (EOC) levels.

ORGANIZATION

The college's EMP consists of these elements:
1. Emergency Management Council
2. College-wide Mission Essential Department Plans
3. Campus Emergency Management Plans
4. Incident Response Team
5. Department Plans with supporting Response and COOP procedures

Coordination of Campus Emergency Management Plans (CEMP) and department plans will be facilitated through the use of the ICS described in the previous section.

1. Emergency Management Council (EMC)

The EMC is comprised of key decision makers appointed by the president to advise and assist in making emergency related policy decisions. The EMC is chaired by the president's designee who may also serve as the College Incident Commander (CIC). The CIC is responsible for the command and control of college-wide emergencies and would be assisted by the EMC. The CIC communicates directly with the president or designee during all college-wide or campus level emergencies.

Responsibilities

A principle responsibility for the EMC is to keep managers focused on the right set of priorities in an emergency/disaster situation. Accordingly, the responsibilities of the EMC include:

- Serves as college-wide IRT

- Gather and analyze conditions throughout the College

- Allocate and direct distribution of resources as necessary

- Request outside resources as necessary

- Approval of the EMP and emergency policy decisions

2. **College-wide Mission Essential Department Plans**

Each department identified in the EMP has critical responsibilities on a college-wide or campus-wide basis during emergencies. Mission Essential departments are:

- Academic Affairs
- Finance and Business Operations
- Safety and Security
- Facilities Planning and Institutional Services
- Human Resources and Talent Officer
- Information Technology
- Marketing and Strategic Communications
- Student Services

3. **Campus Emergency Management Plan (CEMP)**

The CEMP considers the uniqueness and staffing level at the campus and provides direction for managing emergency response to incidents at each campus.

Responsibilities

Each campus is responsible for developing a CEMP for the purpose of emergency response, which includes department plans that identify key personnel, contact numbers and emergency response guidelines. All campus plans will adhere to the format detailed in Attachment A.

4. Incident Response Team (IRT)

The IRT is activated based on the level and nature of the incident to respond to any emergency. The college or campus IC heads the IRT.

Responsibilities

The IRT is organized under the ICS and is led by the IC. At the direction of the IC, the IRT is responsible for implementing the EMP during an emergency. The IRT reports directly to the IC. The IRT is comprised of management personnel representing areas of the college or campus that have critical responsibilities within the EMP.

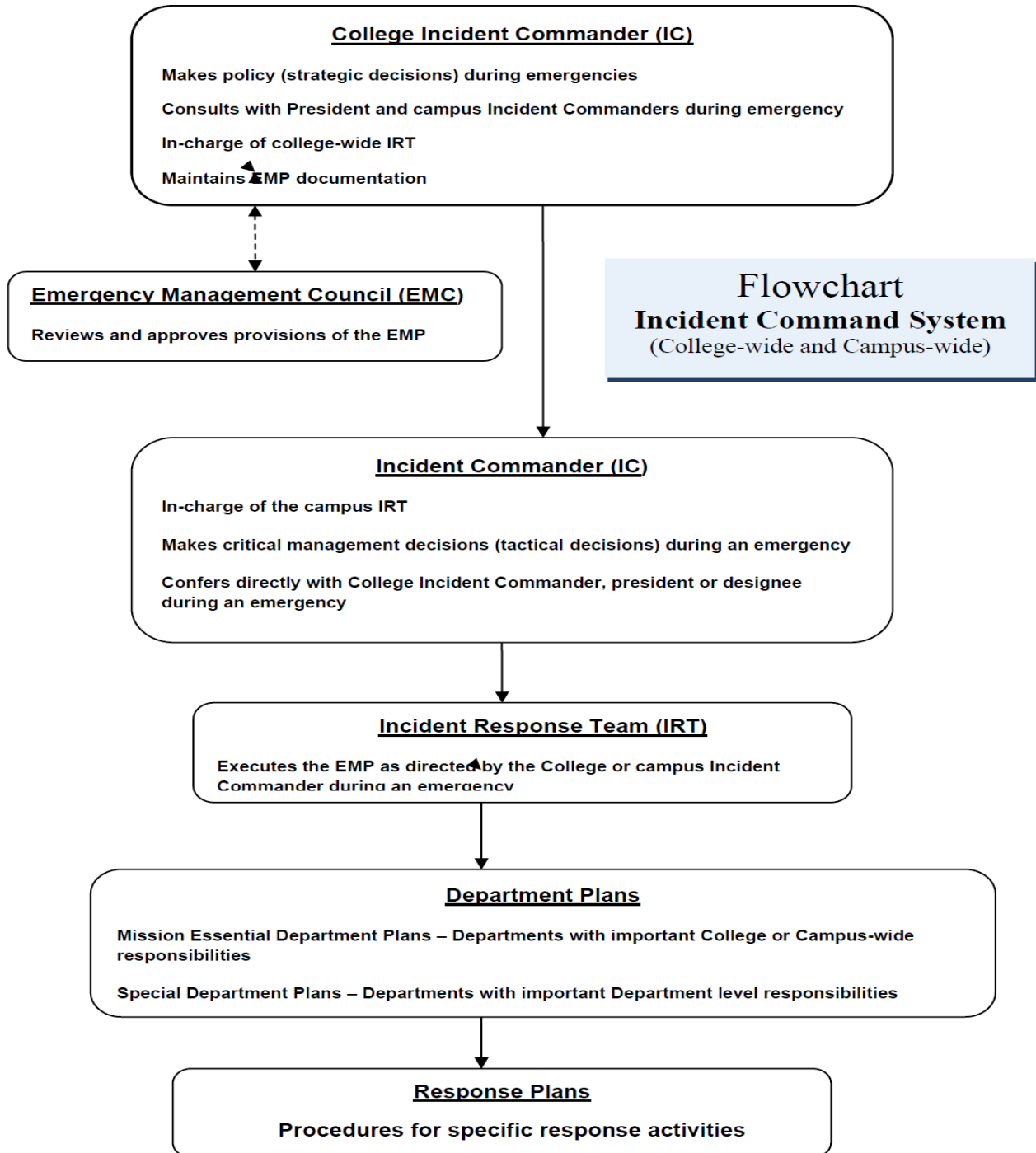### 5. Department Plans with Supporting Response and COOP Procedures

Each area identified with critical or special responsibilities is required to develop and maintain a department plan. A department plan identifies emergency preparation, coordination and response activities for the department and a COOP. All department plans have a common structure and format as described in Attachment B. They also identify existing IR plans that provide guidance and procedures for specific response activities (i.e. fire, hazardous materials release, bomb threats, civil disturbance, storms, etc.).

EMERGENCY RESPONSE

Section IV of the EMP contains incident response plans and checklists for the IC. The plans and checklists are organized by various emergency/disaster events and provide actions steps to be taken by the initial responders. An *Emergency Response Guide*, which provides a quick reference format of critical information contained in the EMP, is posted in classrooms, libraries, common areas and office areas for use by students and visitors.

College Incident Commander (IC)

Makes policy (strategic decisions) during emergencies

Consults with President and campus Incident Commanders during emergency

In-charge of college-wide IRT

Maintains EMP documentation

Emergency Management Council (EMC)

Reviews and approves provisions of the EMP

Flowchart
Incident Command System
(College-wide and Campus-wide)

Incident Commander (IC)

In-charge of the campus IRT

Makes critical management decisions (tactical decisions) during an emergency

Confers directly with College Incident Commander, president or designee during an emergency

Incident Response Team (IRT)

Executes the EMP as directed by the College or campus Incident Commander during an emergency

Department Plans

Mission Essential Department Plans – Departments with important College or Campus-wide responsibilities

Special Department Plans – Departments with important Department level responsibilities

Response Plans
Procedures for specific response activities

College Incident Command System

Emergency Management Council members will fill these college-wide positions during an event. All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the President or designee.

(Subject to change during an event)

College Incident Commander

Vice President Student Affairs*
Vice President Academic Affairs*
Vice President Finance & Business Affairs*
President's Chief of Staff*
Associate Vice President, FPIS*
Director, Emergency Management*
*Decisions are made in consultation with President.

General Counsel
Mia Conza

Sr. Admin Staff
Jackie Skryd
Rebecca Turner

Safety Officer
Daniel Barto
Joe Berry

Agency Liaison
(Law Enforcement, Fire, Government)
Mike DiBuono
Robert Polk
Amol Dhaliwal

Information Officer
Rita Farlow
Lisa Fisher

Planning
Zoran Stanisic

Operations/ Logistics
David Cutler
Gary Falasca

Academic/ Student Affairs On-Line Learning
(Instructional Continuity Plan)
Matthew Liao-Troth
Jamelle Connor

Finance
Mike Meigs

Information Technology

Facilities

Provosts/Deans Associate Provosts

Personnel
(Payroll Continuity Plan)
Darryl Wright-Greene

Security

Executive Director, Student Services

Business Services

TYPE OF RESPONSE

In responding to any emergency it is important for the IC to classify the severity level of the event. This EMP utilizes the following definitions:

Type 1 – Disaster: Any event or occurrence that seriously impairs or halts the operations of the college/campus. Examples would be a hurricane, a damaging tornado or other community-wide emergency. The event would likely disable college/campus operations for at least 24 hours and outside emergency services would not always be available.

In some cases, large numbers of student, staff and faculty casualties and severe property damage may be sustained. A disaster requires activation of the EMP. Most if not all department plans would be activated and outside emergency services and other agencies will likely be involved at some point.

Type 2 – Emergency: An incident that seriously disrupts the overall operation of the college or campus. Examples would be a building fire, a civil disturbance, or a widespread power outage of extended duration that would require assistance from emergency services or other outside agencies.

The IC is notified. The EMP is activated and the IRT responds.

A major emergency requires activation or partial activation of the EMP. Affected department plans are activated and emergency services or other outside agencies may be required.

Type 3 – Minor Incident: A minor incident is defined as a local event with limited impact, which does not affect the overall function of the college or campus. Examples would be a contained hazardous material spill incident or a limited power outage. The initial responders and security typically handle the situation.

The IC may be notified, but the EMP is not activated and the IRT does not respond.

Immediately following all incidents, Security shall complete an Accident/Incident Report and submit copies to Risk Management and Provost/Site Administrator.

Expected Impact

Scope	Type – 1	Type – 2	Type - 3
College/Campus Activities	• Very Significant • Activities shutdown for 24 hours or more	• Significant • Localized shutdown activities	• Minimal/Localized • Most activities not impacted
Faculty, Staff and Students	• College-wide impact with probable disruptions • Injuries and possible fatalities area serious concern	• Site-specific or college-wide impact with possible disruptions • Injuries possible	• Site-specific localized impact • Injuries possible
Media Coverage	• Local, regional and national coverage possible	• Local and possible regional coverage	• Local coverage
Public and Government Concern	• Media scrutiny and adverse publicity; government investigations or hearings possible	• Potential exists for media scrutiny and adverse publicity • Government agencies may investigate	• None or limited
IRT involvement	• Actively involved	• Conditionally involved	• Limited or none
EMC involvement	• Consulted regularly and actively involved	• Consulted as needed	• None

PLAN NOTIFICATION AND ACTIVATION
First 15-Minutes Notification

Director, Safety and Security has overall responsibility for summoning law enforcement and emergency services. Therefore, individuals who witness or are directly involved in an emergency or threat, should always contact Security Dispatch immediately in addition to calling 911 for law enforcement and emergency services.

During any type of emergency, the campus security supervisor shall follow security standard operating procedures. If the emergency warrants, he/she should communicate immediately with the Director, Safety and Security, the campus IC, and Security Dispatch. Dispatch will initiate the college's "First 15-Minutes" procedures to notify the president's office and vice presidents.

Plan Activation

The IC, in consultation with the President, determines whether the EMP should be activated based on an assessment of the information received about an emergency incident or threat of an emergency. The IC will declare the level of the emergency and activate the EMP to the extent necessary to handle the incident.

The IRT members will be notified, as needed, and directed to report to the command center or call in for conference call using the President's conference call number. The IC reviews the circumstances of the emergency with the IRT and determines the appropriate response. The checklists in Section VI provide general guidelines for responding to specific incidents.
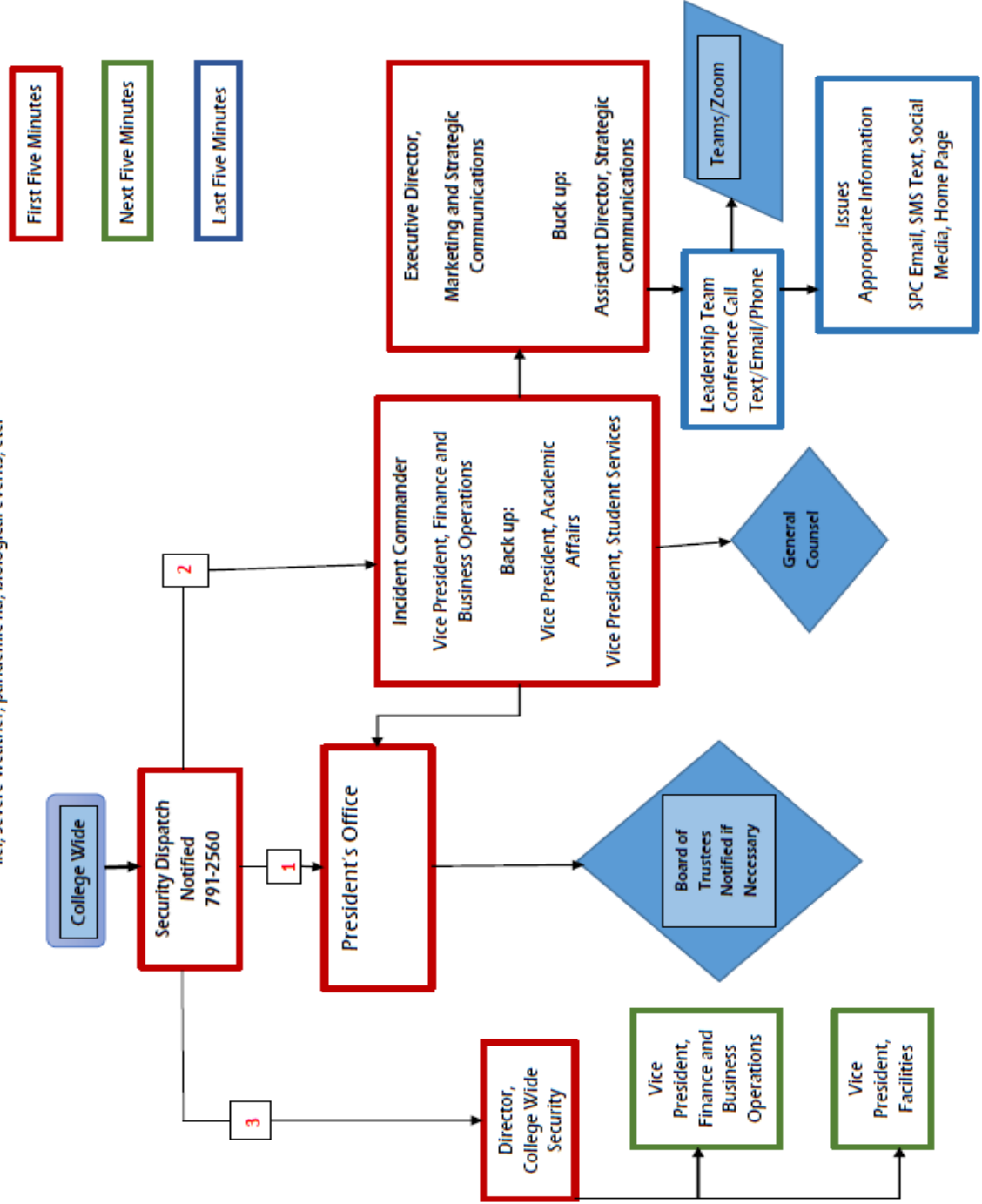
Warning

Refer to Attachment E – St. Petersburg College Emergency Notification System Policy and Protocol.

Emergency Management: First 15 Minutes

An event that may impact one or more operations at a campus or multiple campuses;

i.e., severe weather, pandemic flu, biological events, etc.

First Five Minutes

Next Five Minutes

Last Five Minutes

College Wide

Security Dispatch Notified 791-2560

1

President's Office

2

Incident Commander

Vice President, Finance and Business Operations

Back up:

Vice President, Academic Affairs

Vice President, Student Services

General Counsel

Executive Director, Marketing and Strategic Communications

Buck up:

Assistant Director, Strategic Communications

Teams/Zoom

Leadership Team Conference Call Text/Email/Phone

Issues

Appropriate Information

SPC Email, SMS Text, Social Media, Home Page

Board of Trustees Notified if Necessary

3

Director, College Wide Security

Vice President, Finance and Business Operations

Vice President, Facilities

COMMAND POSTS

Command Post

During a Type 2 response (Emergency), the IC and the IRT will report to the Command Post.

The Command Post would be located near the emergency, but located a safe distance from and generally upwind of the emergency site. The IC will direct response activities and work assignments from the Command Post.

Emergency Operations Center (EOC)

During a Type 1 response (Disaster), the IC and IRT will report to a predetermined EOC.

The primary EOC will be continuously maintained in a state of readiness for conversion and activation. The EOC serves as the centralized, well-supported location where the IC and IRT can gather and assume their roles. Response activities and work assignments will be planned, coordinated and delegated from the EOC.

Each campus/center will determine the location for their primary EOC. They will also designate a secondary on-site location to use if the primary EOC is inaccessible and an off-site location if the primary and secondary EOC locations are inaccessible.
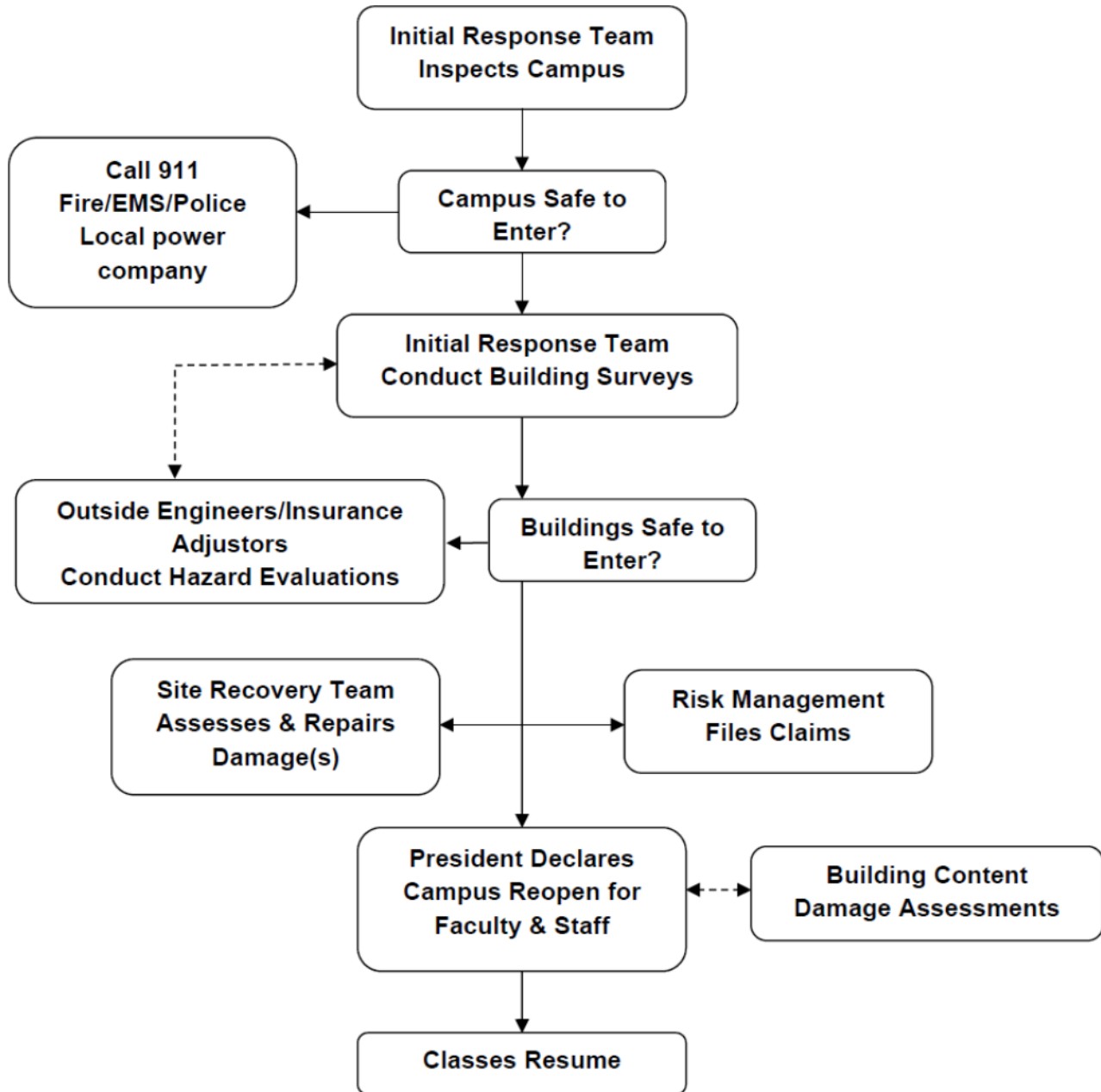
The college has designated the Clearwater BT Building to be used as the EOC during and following a hurricane strike/or Type 1 disaster. The president's conference room would serve as the college EOC for Type II and II events. Virtual communication would be provided by Zoom or MS Teams Technology

CAMPUS RECOVERY (See Attachment F, Continuity of Operations Plan)

Following a disaster where campus operations have been shut down, the entire campus environment may be dangerous. As illustrated in the following table the first recovery step is to secure the campus and then to secure all campus facilities. Only after the environment is safe, can restoration efforts begin followed by an orderly reopening of normal campus operations.

CAMPUS-WIDE EMERGENCY RECOVERY STEPS

Initial Response Team Inspects Campus

Campus Safe to Enter? → Call 911 Fire/EMS/Police Local power company

Initial Response Team Conduct Building Surveys

Buildings Safe to Enter? → Outside Engineers/Insurance Adjustors Conduct Hazard Evaluations

Site Recovery Team Assesses & Repairs Damage(s) ↔ Risk Management Files Claims

President Declares Campus Reopen for Faculty & Staff ↔ Building Content Damage Assessments

Classes Resume

The Incident Response Plan (IRP) provides procedures to follow to protect life and property when threatened by any of the emergencies listed. The IRP is part of the St. Petersburg College EMP and is designed to be used by all college employees and students to assist them in responding appropriately to natural or human caused emergencies. The following pages identify different emergency events, the expected impact and consequences to the college and the suggested action steps. These action steps focus on the initial actions and should be used as guidelines by the initial responders and the IC. The IC can modify these steps as the specific nature of the event warrants.

PRE-DISASTER CHECKLIST

	YES	NO	N/A
Alert Phase – To extent possible, i.e. weather related or warning issued			
Conduct an emergency meeting of EMC and/or Leadership Team for all serious threats (in person or conference call) with the President			
The college/campus IC, in consultation with the President, will determine if event or the threat is of sufficient magnitude to warrant activation of the EMP and opening the EOC			
The college/campus IC will advise Security to contact the IRT and/or EMC as necessary			
Conduct meetings at in AM and PM or more frequently as necessary (in person or conference call) as directed by the president			
In the event of pending threat, post observers and/or alert civil authorities as necessary			
Be prepared to open college information number and Emergency Preparedness Blog (Marketing and Communications)			
Be prepared to update college information number in AM and PM or more frequently as necessary (Marketing and Communications)			
Consult with General Counsel			
Keep all employees and students informed of any danger and provide any special instructions (Marketing and Communications)			
Secure the college/campus grounds and buildings (Safety and Security)			
Secure building contents (Facilities)			
Notify President if it will be necessary to discontinue normal college and partner agency operations and cancel classes before the situation becomes dangerous			
Identify essential personnel to remain on campus during the disaster event, if necessary (Facilities)			
Evacuate buildings/areas as necessary			
Disaster Impact			
Notify president if it will be necessary to discontinue all college and partner agency activities			
Implement evacuation, emergency lockdown and other measures as needed			
Focus on life safety issues first			
In a crisis situation where life safety is a concern, turn authority over to the proper civil authorities as soon as possible as per incident command system.			

POST- DISASTER CHECKLIST

	YES	NO	N/A
Direct Security to contact CIC			
Incident Commander will initiate contact with EMC/Leadership Team			
Establish CP or EOC			
Establish lines of communication (Marketing and Communications)			
Secure the campus (Safety and Security)			
Address all life threatening and dangerous situations (Safety and Security)			
Assess the status of the following: (Facilities)			
Campus Damage			
Building Damage			
Building Content Damage			
Workforce Capabilities			
Develop a recovery strategy considering the following:			
Basic services and backup alternatives			
Available resources			
Regulatory requirements			
Update college information number in AM and PM or more frequently if necessary (Marketing and Communications)			
Continue action steps to mitigate future damages (Facilities)			
Investigate legal matters			
Consult with General Counsel			
Hold a debriefing meeting, review the actions taken and make appropriate updates to the EMC/Leadership Team.			
President contacts Division of Florida Colleges			

INCIDENT COMMAND SYSTEM PROCEDURES *

Initial Response

1. Contact emergency services agencies. Transfer command to the appropriate government agency as soon as possible.
2. Address life safety issues first.
3. Determine if an evacuation or an emergency lockdown is advisable.
4. Conduct an emergency meeting of the IRT and notify CIC.
5. Assign a liaison person to gather information and interface with government agencies.
6. Keep college Public Information Officer advised of the situation.

During the Crisis

1. Disseminate information to the IRT and CIC.
2. Supply management team with written material to assist with the dissemination of information to all employees.
3. Supply telephone operators with a brief statement to handle incoming telephone calls. Update SPC homepage, Emergency Preparedness blog, and toll-free number/recording to provide consistent information to all callers.
4. Maintain close contact with government agencies.
5. Direct all news media inquiries to the Public Information Officer.
6. Instruct all employees to refer news media contacts to the Public Information Officer.

Debriefing

1. Meet with members of the IRT and allow each individual time to speak. This is useful for fact-finding and psychological healing.
2. Reconstruct the college's response process and reevaluate the steps taken.

*A "crisis situation" is an extraordinary and unpredictable event such as; an armed intruder, explosion, fire, multiple fatalities, terrorist activity, etc.

AIRPLANE CRASH

An airplane crash on or in close proximity to a campus/center would likely involve a combination of emergency events such as; fire, explosion, hazardous materials release and medical emergency. The following procedures shall be followed for an airplane crash:

Call 9-911 from college phones, or 911 from pay phones or off-site phones. Give the 911 center operator the following information:

- Type of emergency
- Campus/center location
- Building name
- Room number or location of emergency
- Your name and title
- Telephone number you are calling from
- Do not hang up. The 911 operator may need additional information.
- After calling 911, call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone. Tell Security Dispatch you have already called 911 and give Security Dispatch the same information you gave to the 911 operator.
- Secure the area and warn bystanders to stay far away from the area of the crash
- Do not touch or disturb any materials at the crash site

If the crash caused a structure fire on campus, follow the procedures for a Fire/Explosion.

Sound Alarm

- If the fire alarm system was not activated automatically, use the nearest fire alarm pull station to activate the alarm. In some SPC buildings, this is a local alarm only and will not automatically notify the fire department.
- If the building is not equipped with a fire alarm system, verbally notify the building occupants to evacuate.

Provide Assistance

- Assist injured or disabled persons to a safe location.
- Report any missing persons to emergency personnel.
- If you have firsthand knowledge of the crash, discuss that information with emergency officials.

AIRPLANE CRASH CHECKLIST

Expected Impact	Expected Consequences	Suggested Action Steps
Panic certain. Widespread building and building content damage Injuries and fatalities likely Serious life-threatening event	Government authorities may commandeer College resources Government authorities assume IC and will likely limit access to the area Activities scheduled for destroyed and severely damaged buildings will need to be relocated The campus will likely be closed for several days	• Activate EMP • Contact IRT • Notify CIC and EMC/President • Security calls 911 • Evacuate buildings as needed • Control access to area • Close campus entrances • Activate EOC as needed Critical Plans/Resources: → Facilities → Safety and Security → Academic and Student Affairs → Business Services → Marketing and → Communications → General Counsel → Nearly all Resources Critical

BOMB THREAT

If you observe a suspicious object, package or what you believe could be a bomb on campus, do not touch it. Clear the area and immediately call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone. State your name, campus and location (building and room number).

If you receive a bomb threat by telephone:

Try to keep the caller talking as long as possible and remain calm. Also, ask someone nearby to notify Security Dispatch Ext. 2560 from a different college phone or 791-2560 from an outside phone that there is a bomb threat caller on the line.

Note the following:

- Time of call
- Age and gender of caller
- Speech pattern, accent, distinguishing vocal characteristics
- Emotional state of caller
- Background noise

Remain calm and ask the caller the following questions. Take notes if possible.

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What does it look like?
5. Why did you place the bomb?
6. What is your name, or what do you want to be called?
7. Do you have a complaint against the college or do you represent an organization?
8. What can the college do to correct the complaint?
9. Where are you calling from?
10. Do you know that innocent people will be hurt?

Call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone as soon as the call has ended. Security will contact law enforcement and the Provost/Site Administrator's office.

Employees are asked only to make a cursory inspection of their areas for suspicious objects and report the location of objects to Security.

- **Do not touch anything.**

- **Do not open or close any drawers or doors.**

- **Do not turn any lights on or off.**

- **Do not use cell phones, 2-way radios or any other electronic device.**

- **Do not activate the fire alarm evacuation.**

- **Do not activate the fire alarm for evacuation.**

PRETEND DIFFICULTY WITH HEARING, KEEP CALLER TALKING

QUESTIONS TO ASK:

1. When will it go off?
2. Where is it located?
3. What kind of bomb is it?
4. Where are you calling from?
5. What is your name and address?
6. What is your name, or what do you want to be called?
7. Do you have a complaint against the college or do you represent an organization?
8. What can the college do to correct the complaint?
9. Do you know that innocent people will be hurt?

ACTION TO TAKE IMMEDIATELY AFTER RECEIVING CALL:
- Write down the call as precisely as possible, noting time of call, length of call, any distinguishing characteristics of the caller's voice, to include male/female, accent, age, etc. and the possible location.
- Do not hang up the phone when the call is completed. Keep the line open or place it on "HOLD".
- Immediately contact security and advise them of the call.
- Do not use cell phones, 2-way radios or any other electronic device.
- Write out the message in its entirety with any other comments.

BOMB THREAT CHECKLIST & TELEPHONE PROCEDURE

INSTRUCTIONS: BE CALM, COURTEOUS AND LISTEN. DO NOT INTERRUPT THE CALLER. NOTIFY SUPERVISOR OR SECURITY OFFICER BY PRE-ARRANGED PLAN WHILE CALLER IS ON THE LINE.

Name of operator: _____ Time: _____ Date: _____

Number at which call was received:_____

Caller's Identity: ☐ Male   ☐ Female   ☐ Adult

☐ Juvenile   Approximate Age: _____

Origin of Call: ☐ Local   ☐ Long Distance ☐ Booth   ☐ Internal

VOICE CHARACTERISTICS		LANGUAGE	
☐ Loud	☐ Soft	☐ Excellent	☐ Poor
☐ High Pitch	☐ Deep	☐ Good	☐ Foul
☐ Raspy	☐ Pleasant	☐ Fair	
☐ Intoxicated		☐ Other:	
☐ Other:		_____	
_____			

SPEECH		MANNER	
☐ Fast	☐ Slow	☐ Calm	☐ Angry
☐ Distinct	☐ Distorted	☐ Rational	☐ Irrational
☐ Stutter	☐ Nasal	☐ Coherent	☐ Incoherent
☐ Slurred	☐ Lisp	☐ Deliberate	☐ Emotional
		☐ Righteous	☐ Laughing

ACCENT	BACKGROUND NOISES	
☐ Local	☐ Factory Machines	☐ Trains
☐ Not Local	☐ Bedlam	☐ Animals
☐ Foreign	☐ Music	☐ Quiet
☐ Race	☐ Office Machines	☐ Voices
	☐ Mixed	☐ Airplanes
	☐ Street Traffic	☐ Party

BOMB THREAT CHECKLIST

Expected Impact	Expected Consequences	Suggested Action Steps
Minimum concern until threat assessment is carefully evaluated: **Low Risk** Lacks Realism: A threat that poses a minimum risk to the victim and public safety. Probable motive is to cause disruption. **Medium Risk** Increased Level of Realism: Threat that could be carried out, although it may not appear entirely realistic. **High Risk** Specific and Realistic: Threat appears to pose an immediate and serious danger to the safety of others.	Disruption of campus activities possible May require: • Partial or full lockdown • Partial or full evacuation • No action	Contact campus security and/or Security Dispatch • Security Dispatch contacts: → President's Office → College Incident Commander → Campus Administration • Conduct Threat Assessment • Execute appropriate action: → Contact law enforcement → Search - partial or full → Lock down – partial or full → Evacuation – partial or full → Communicate with personnel Critical Plans/Resources: → President's Office → Facilities Planning and Institutional Services → Safety and Security → College Incident Commander → Marketing and Communications

DEMONSTRATION OR CIVIL DISTURBANCE

Generally, a peaceful, non-obstructive demonstration should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normal as possible.

A student demonstration should not be disrupted unless one or more of the following conditions occur:

- Interference with normal operations of the college
- Prevention of access to office, building, or other college facilities
- Threat of physical harm to people
- Threat of or actual damage to college property

If any of these conditions occur, call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone to report the incident.

The IC with assistance from security and upon consultation with General Counsel will ask the demonstrators to terminate the disruptive activity and inform them that failure to discontinue the specified action will result in disciplinary action and intervention by local law enforcement. If the disruptive activity does not cease immediately, local law enforcement should be called for assistance. The safety and security of innocent bystanders or occupants are the primary concerns.

If demonstrators are asked to leave, but refuse to leave by regular facility closing time:

1. Arrangements should be made for security to closely monitor the situation during non-business hours; or

2. A decision will be made to treat the violation of regular closing hours as a disruptive demonstration

If there is an immediate threat of bodily harm or damage to property, security will call local law enforcement and contact the IC with an update of the situation.

CIVIL DISTURBANCE – ON CAMPUS CHECKLIST

Peaceful Demonstration

Expected Impact	Expected Consequences	Suggested Action Steps
General Distraction	Some disruption of college activities possible Escalation possible	• EMP may not be activated • IRT contacted/President Office • Monitor situation closely Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Violent Demonstration

Expected Impact	Expected Consequences	Suggested Action Steps
General panic Injuries possible Physical damage possible	College activities closed until the situation stabilizes Law suits Extensive PR exposure	→ Activate EMP → Contact IRT/President Office → Notify CIC and EMC → Activate EOC as needed → Close campus entrances → Security calls law enforcement to disperse the demonstrators → Close campus Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

CIVIL DISTURBANCE – OFF CAMPUS CHECKLIST

Peaceful Demonstration

Expected Impact	Expected Consequences	Suggested Action Steps
Little if any impact	College activities unaffected Could spread to campus	• EMP not activated • Monitor situation closely Critical Plans/Resources: → Safety and Security

Violent Demonstration

Expected Impact	Expected Consequences	Suggested Action Steps
Serious distraction	College activities may be affected Could spread to campus	→ Activate EMP → Contact IRT/President Office → Notify CIC and EMC → Activate EOC as needed → Monitor all entrances → Could demonstration spread to campus? If so, consider closing campus → Monitor situation closely → Direct individuals leaving campus away from demonstration area Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

ELECTRICAL POWER OUTAGE

During a power outage:

• Confusion can be avoided if you remain calm and wait for an announcement regarding the need to evacuate the building.

• If your visibility is limited, it is safer to stay where you are and wait for assistance. If you cannot leave your area and a phone is available, call Security Dispatch Ext. 2560 from a college phone or 791-2560 from an outside phone and tell Security Dispatch your name, campus, location (building and room number) and that you need special assistance.

If you become trapped in an elevator:

- Activate the alarm system button in the elevator and remain calm. Use the Emergency Call Box to notify the alarm monitoring company of your location and need for assistance.
- **Wait for assistance. Do not try to force the door open. Serious injury can occur when attempting to exit from an elevator that is not operating properly.**

Power Outage Notes:

- The most critical factor and the most difficult factor to determine is the expected duration of the outage.
- Use generators to supply power to critical operations where possible.
- UPS units should supply temporary power and electrical-spike suppression to central data centers.

ELECTRICAL POWER OUTAGE CHECKLIST

Outage of Short Duration (less than 15 minutes)

Expected Impact	Expected Consequences	Suggested Action Steps
Lighting and HVAC shut down Little immediate danger Little panic Fire detection, notification and suppression systems may be affected	Campus operations in the affected areas are shut down temporarily	• EMP not activated • Contact electric utility • Facilities monitors Critical Plans/Resources: → Facilities Planning and Institutional Services

Outage Expected to be of Moderate Duration (less than 15 minutes; but more than 4 hours)

Expected Impact	Expected Consequences	Suggested Action Steps
Lighting and HVAC shut down Little immediate danger Little panic Fire detection, notification and suppression systems may be affected Elevator rescue may be necessary	Campus operations in the affected areas are shut down Laboratory equipment and experiments could be in jeopardy	• Activate EMP as necessary • Contact electric utility • Evacuated areas if life safety systems disabled • Rescheduling of some classes likely Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications

ELECTRICAL POWER OUTAGE CHECKLIST

Extended Outage (more than 4 hours)

Expected Impact	Expected Consequences	Suggested Action Steps

Lighting and HVAC shut down
 	
Little immediate danger
 	
Little panic
 	
Fire detection, notification and suppression systems may be affected
 	
Elevator Rescue may be necessary
	Campus operations in the affected areas are shut down
	
	Laboratory equipment and experiments could be in jeopardy
	
	Building air quality issues may prevent occupancy
		→ Activate EMP as necessary
		→ Contact IRT/President Office
		→ Notify CIC
		→ Contact Electric Utility
		→ Evacuated affected areas
		→ Rescheduling of classes will be necessary
		
		If the outage is widespread:
		
		• Cancel classes
		• Close Campus entrances
		
		Critical Plans/Resources:
		
		   → Facilities Planning and Institutional Services
		   → Safety and Security
		   → Student Affairs
		   → Academic Affairs
		   → Marketing and Communications

Emergency Lockdowns

There are several emergency situations where an evacuation of a building or classroom is not advisable i.e., hostile intruder, hazardous material release outside, terrorist attack, etc.

Notification and Communications

- An emergency lockdown will be announced by voice communication (SPCAlert)
- The individual making a discovery that would require an emergency lockdown shall immediately contact Security Dispatch at Ext. 2560 or 791-2560 and provide as much information as possible.
- Fire alarms are not to be sounded to initiate an evacuation.

Procedures

- Lock classroom and other doors if possible
- Close windows and blinds
- Turn off lights
- Everyone is to remain quiet and not enter hallways
- If the fire alarm sounds, do not evacuate the building unless:
  → You have first-hand knowledge that there is a fire in the building; or
  → You have been advised by police/security to evacuate the building; or
  → There is imminent danger in the immediate area
- Crouch down in areas that are out of sight from doors and windows
- Employees and students in hallways should seek shelter in the nearest classroom or office area
- Employees and students in outdoor areas should immediately take protective cover

EVACUATION PROCEDURES

The following procedures apply to fire, explosion or other emergency that would require evacuation of building occupants.

Evacuation Notification

All campuses and centers will use building fire alarm systems and/or the SPCAlert System for emergency evacuation of building occupants. If a building is not equipped with a fire alarm system, College personnel in charge will use verbal notification to alert building occupants to evacuate.

EXCEPTION: DO NOT USE FIRE ALARM SYSTEMS TO EVACUATE DURING A BOMB THREAT. USE VERBAL NOTIFICATION FOR ALERTING BUILDING OCCUPANTS.

Activities held at off-site locations will follow evacuation procedures normally used for the building where the activities are held. If the building does not have a procedure for evacuation, college personnel in charge will use the same procedures for evacuation that are used on college sites.

Evacuation

- When the evacuation notification sounds, all building occupants are to leave the building by the nearest exit and move away from the building to a safe location.
- Security shall call 911 and contact the IC and inform him/her of the situation.
- Faculty is responsible for the prompt, safe and orderly evacuation of the students in their class, which includes students with disabilities.
- Evacuation deputies shall conduct a sweep of their building to verify that occupants have evacuated.
- The evacuation deputies shall notify emergency services about any occupants that were unable to evacuate the building due to a disability, injury, etc.
- Faculty will conduct a head count to ensure all students have been safely evacuated and report any missing students to security or emergency services personnel.
- Supervisors or their designees will conduct a head count to ensure all employees have been safely evacuated and report any missing employees to security or emergency services personnel.
- The IC will ensure that emergency agencies have been notified and assume responsibility for the orderly evacuation of buildings and assist emergency services personnel as needed.
- The FPIS plant supervisor or designee will stand by to provide information and assistance to emergency services personnel.
- All reasonable precautions should be taken to avoid blocking paths of escape, i.e., stairs, exits, and doorways, with empty wheelchairs, walkers, crutches or similar physical help aids.

Evacuation Deputies

Evacuation Deputies are responsible for the following:

- Initiate evacuation procedures, as necessary.
- Maintain an orderly evacuation.
- Close doors as areas are evacuated.
- Conduct a sweep of his/her assigned area.
- Assist with the removal of any disabled persons. Record the location of any individuals that will require emergency personnel to remove them from the building.
- Note inappropriate actions (refusal to evacuate, attempts to use elevators, etc.).
- Evacuation deputies are not responsible for going into a burning or smoke-filled building to make sure the building is empty; that is the fire department's job

Re-entry to Buildings

- No re-entry to buildings will be permitted until emergency services personnel notify the IC that conditions are safe for re-entry.

BUILDING EVACUATION PLANS

FPIS is responsible for developing and posting building evacuation plans for each site. The plans will indicate the exit access travel routes and alternate exit access travel routes to be used for emergency evacuation of each building. The plans will be posted in a readily visible location adjacent to exit access doors in each classroom, laboratory, area of public assembly and common office/service area. All new construction and renovation projects shall include preparation and posting of building evacuation plans as a part of the project.

Building evacuation plans shall be reviewed annually by FPIS and updated as necessary to ensure the exit access travel routes and alternate exit access travel routes information is current.

EVACUATION DRILLS

The *Clery Act* requires every title IV institution, without exception, to have emergency evacuation procedures at least one a year. The purpose of emergency evacuation drills is to ensure the safe and efficient use of exits and pathways leading to those exits. These drills condition building occupants to evacuate buildings in a safe and orderly manner. This conditioning reduces or prevents the panic that has been responsible for the majority of the loss of life in major fire/emergency disasters. Order and control are the primary purposes of the drill.

Emergency evacuation drills should be planned to evacuate all building occupants to an area of safety in an orderly manner, as promptly as possible. The drill is an exercise in discipline, not speed. No individuals should be permitted to remain in the building during the drill. No one should be excused from participating in the drill. If the emergency evacuation drill is considered merely as a routine exercise from which some individuals may be excused, there is a grave danger that those individuals may respond improperly during an actual fire or other emergency.

Provosts/Site Administrators shall coordinate with the campus/site security and FPIS personnel to schedule emergency evacuation drills as specified below to test the readiness of employees and students to respond to an emergency evacuation alarm.

Planning and Conducting Drills

- Drills shall be announced. The fire alarm system shall be used to alert occupants so they will become familiar with the sound of the fire alarm. They shall be conducted at unexpected times to avoid the sense of a routine in conducting drills.
- Drills shall be conducted during the early part of each session for both day and evening classes so students and employees will be familiar with emergency procedures for the buildings where they work or attend classes.
- Drills shall be designed to familiarize occupants with all available means of exits, particularly emergency exits that are not habitually used during the normal occupancy of the building.
- All exits shall be used, but occasional drills shall simulate exit routes that are blocked due to smoke, fire, structural collapse or terrorist related activities.
- All drills shall simulate notification of the fire department.
- There shall be an established routine for a complete check of the building(s) to ensure no one has been left behind.
- When building occupants are safely assembled outside, a head count or roll call shall be performed by faculty and supervisors to account for all building occupants.

- Following each drill, a meeting of the site Incident Response Team members and site managers shall be held to evaluate the success of the drill and to resolve any problems that may have occurred during the evacuation process.

EVACUATION OF PERSONS WITH LIMITED MOBILITY
(Approved 06/08/09; Revised 2/23/11)

Overview
Individuals with permanent disabilities, and those with temporary physical conditions that restrict their ability to walk, may require special assistance during fire emergencies or evacuations. Some examples of conditions that may require assistance are:

- Permanent Disabilities: Includes individuals who are partially paralyzed, blind, or paraplegic.

- Mobility restricted due to medical condition: Includes individuals with permanent or temporary medical conditions such as severe respiratory condition, obesity, heart condition, pregnancy, conditions of the ankle, leg, knee, foot or hip, stroke and neurological conditions.

This procedure provides guidance on evaluating and utilizing the best method to assist those individuals who require help evacuating during fire alarm activations, fire or smoke conditions, or other emergencies.

Responsibilities

Building Emergency Management Personnel (to include FPIS, Security, and Incident Response Team personnel). Be familiar with the methods available to assist occupants with physical limitations or disabilities during emergencies and evacuation. Evaluate their respective individual buildings to identify areas of refuge/Designated Rescue Waiting Area that are appropriate. Assign additional staff to be responsible for knowing the whereabouts of staff and transient occupants who are in the work area on a daily basis and who have physical or mobility limitations. Assist with the removal of any persons with limited mobility.

Campus Learning Specialists Track the schedules of students with limited mobility, who are registered with the Office of Disability Resources, and arrange for their classrooms/work areas to be on ground floors when possible. Consult with faculty and staff on safe evacuation techniques for use by students in their particular locations during emergencies and evacuation.

Faculty Is responsible for the prompt, safe and orderly evacuation of the students in their class, which includes students with disabilities. If instructors have a student with limited mobility who would need assistance with evacuation, they should contact Disability Resources to inform of the situation AND invite the student to contact Disability Resources. **Faculty should familiarize students at the beginning of each semester with SPC Evacuation Procedures found in the Emergency Response Guide and the location of Areas of Refuge/Designated Rescue Waiting Area.**

Emergency Evacuation Methods

There are several methods recommended for assisting persons with physical challenges during fires, smoke conditions, fire alarm activations or other emergencies that may require the vertical evacuation of occupants. Before attempting to assist, especially where lifting is involved, the individual performing the assist must know their own physical capabilities and limitations. If you are unsure, enlist additional assistance. The suggested methods, in order from most desirable to least desirable are:

1. **Relocation to an Area of Refuge/Designated Rescue Waiting Area–** Move the occupant to a predetermined area of refuge that provides shelter and protection from exposure to smoke until emergency response personnel can arrive and vertically transport the occupant to safety. The area of refuge may have a communication device. Faculty should contact emergency personnel to inform them where a person(s) with limited mobility are located for assistance. If a designated area does not exist, an office, conference room, enclosed elevator lobby, stairway (if constructed with oversized landing large enough not to impede the egress of persons using the stairs to evacuate the building), or any room with a door that can be sealed to keep out smoke may be used. Areas of Refuge/Designated Rescue Waiting Areas are not the primary choice in emergency situations that make remaining in the building too dangerous (i.e. shooter on premises, toxic explosions, etc.).

2. **Shelter-in-place –** If it is safe, remain in place awaiting assistance from emergency response personnel. It is most desirable to move the occupant outside the entrance to the nearest and unaffected fire exit. Security or 911 should be notified of location and that rescue is required. This method can only be utilized if there is no smoke or condition that poses an immediate danger to health or safety.

3. **Evacuation requiring minor assistance –** Provide a steadying hand to those individuals who have minor limitations, to provide balance and confidence as they descend down the stairs.

4. **Evacuations requiring carrying or major assistance – Provide full assist** to the individual. Below are some examples of conditions requiring full assist to move the occupant vertically during an evacuation:

Wheelchairs – If conditions require an immediate evacuation, and the methods mentioned above are not available or are inappropriate, then a three-person assist will be required to move a wheelchair down the stairs. One individual should stand behind the wheelchair and move the occupant to the top step. Tilt the wheelchair back slightly until you achieve a balance. With two people standing in front of the chair off to the side two or three steps down (depending on their height and reach) holding the frame and pushing slightly forward, move the wheelchair to the next step. The person behind moves the chair forward and down one step at a time, with the two individuals in front providing guidance and resistance. If there is a back-up of ambulatory occupants behind you, then you should let the other persons ahead of you once the landing has been reached.

Walkers/walking canes/crutches and other mobility devices – The level of assistance required may vary depending on the age, mobility, dexterity with the device, etc. Generally, a three-person assist will provide balance and stability to these individuals, with one person in front and one on either side providing support under the arm or elbow of the individual. Sometimes as in the case of crutches, it is much safer to let the occupant negotiate the stairs themselves, using one hand on the handrail and the other on the crutch. You can assist by carrying the other crutch for the individual.

Service animal – Before trying to assist person who use service animals, always ask how you can best help them. They may be fully capable of moving down the stairs with their service animal. Look for guidance from the individual before planning the assist. Service animals are not pets and should not be fed or separated from their owner unless absolutely necessary. Do not touch the animal without permission from its owner. Always lead the animal by its leash and not its harness.

Other impairments requiring a lift – If it is necessary to carry someone down the stairs and you are physically able to carry the person safely use the two-person carry technique - The Swing or Chair Carry.

1. Carriers stand on opposite sides of the individual.
2. Take the arm on your side and wrap it around your shoulder.
3. Grasp your carry partner's forearm behind the person in the small of the back.
4. Reach under the person's knees to grasp the wrist of your carry partner's other hand.
5. Both carry partners should then lean in, close to the person; lift on the count of three.
6. Continue pressing into the person being carried for additional support in the carry.

Additional Guidelines

Before you attempt to provide assistance to someone who has limited mobility:

- Always ask if the person needs assistance before you act.
- Introduce yourself and make sure that you have your ID card in place.
- If the person requests assistance, ask how best you can help.
- Look directly at a hearing impaired persons face and speak slowly to be sure they understand your instructions. Remember the elderly may also have hearing impairments.
- Be patient, but firm if you meet resistance. Explain what you are going to do before you do it.
- Encourage them to continue, re-assure them that everything will be all right.
- Remain calm.

References: *Federal Emergency Management Agency (FEMA); United States Fire Administration (USFA); Weill Cornell Medical College ▪ Environmental Health and Safety*
http://www.med.cornell.edu/ehs

EVACUATION TRAINING

Full-time and Adjunct Faculty

At the first meeting of each class, (credit, non-credit or group gathering) each instructor or meeting leader is responsible for explaining emergency procedures to their students/participants. They will identify the nearest exit to be used for evacuation and alternate exit routes to use in case the nearest exit is obstructed. They will explain the procedures to follow for emergency evacuation of the building.

Administrators and Supervisors

Each administrator and supervisor is responsible for explaining emergency procedures to new and current employees. They will identify the nearest exit to be used for evacuation and alternate exit routes to use in case the nearest exit is obstructed. They will explain procedures to follow for evacuation during an emergency, i.e. fire, explosion, hazardous materials spill or release, bomb threat.

FIRE OR EXPLOSION

The following procedure shall be followed for a fire/explosion:

Sound Alarm

If the fire alarm system was not activated automatically, use the nearest fire alarm pull station to activate the alarm. **In some SPC buildings, this is a local alarm only and will not automatically notify the fire department.**

If the building is not equipped with a fire alarm system, verbally notify the building occupants to evacuate.

Call 9-911 from college phones, or 911 from pay phones or off-site phones. Give the 911 center operator the following information:

- Type of emergency
- Campus/center location
- Building name
- Room number or location of emergency
- Your name and title
- Telephone number you are calling from
- Do not hang up; the 911 operator may need additional information.
- Call Security Dispatch Ext. 2560 from a college phone or 791-2560 from an outside phone and advise them that you have called 911

Provide Assistance

- Assist injured or disabled persons to a safe location
- Report any missing persons to emergency personnel
- If you have first-hand knowledge, inform fire officials about the origin and cause of the fire/explosion, i.e. chemical spill/reaction, gas leak, etc.)

If You Become Trapped

- If a phone is accessible, call 911 to report your location and situation
- State your name, St. Petersburg College, campus, location (building and room number) and the type of emergency
- Stay on the line until you are told to hang up
- After calling 911, call Security Dispatch at 2560 from a college phone or 791-2560 from an outside phone; tell Security Dispatch you have already called 911 and give Security Dispatch the same information you gave to the 911 operator
- If a window is available, place "HELP" sign on the window as a marker for rescue crews; if there is smoke in the room, stay near the floor and shout at regular intervals. Do not panic.
- If there is no window, stay near the floor. Shout at regular intervals to alert rescuers. Do not panic.

FIRE CHECKLIST
Minor Fire

Expected Impact	Expected Consequences	Suggested Action Steps
Loss of power possible HVAC shut down possible Some immediate danger Some panic possible	Campus operations in the affected building are shutdown Restricted areas	• **Activate EMP** • **Contact IRT** • **Notify CIC** • **Security calls 911 for fire/rescue** • **Evacuate building (should be automatic if fire alarm activated)** • **Building occupants gather at safe distance – account for occupants** • **Shut down utilities as necessary** **Critical Plans/Resources:** → **Facilities Planning and Institutional Services** → **Safety and Security**

Major Fire

Expected Impact	Expected Consequences	Suggested Action Steps
Loss of power possible HVAC shut down Likely Immediate danger Some panic probable	Campus operations in the affected building are immediately shutdown Campus operations in the general area are shutdown Building contamination may prevent immediate re-occupancy	→ **Activate EMP** → **Contact IRT** → **Notify CIC and EMC** → **Security calls 911 for fire/rescue** → **Evacuate building** → **Building occupants gather at safe distance – account for occupants** → **Shut down utilities as necessary** → **Activate EOC as needed** **Critical Plans/Resources:** → **Facilities Planning and Institutional Services** → **Safety and Security** → **Student Affairs** → **Academic Affairs** → **Marketing and Communications**

FIRE CHECKLIST

With Explosion

Expected Impact	Expected Consequences	Suggested Action Steps
Loss of power Likely HVAC shut down Likely Immediate danger General panic Injuries Likely Fatalities possible	Campus operations in the affected building are immediately shutdown Campus operations in the general area are shutdown Building contamination may prevent immediate re-occupancy All campus operations may be shutdown	→ Activate EMP → Contact IRT → Notify CIC and EMC → Security calls 911 for fire/rescue → Evacuate building(should be automatic if fire alarm activated) → Building occupants gather at safe distance – account for occupants → Shut down utilities as necessary → Activate EOC as needed → Eliminate terrorist attack as a possibility → Consider closing the campus **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsil

HAZARDOUS MATERIALS SPILL OR RELEASE

Hazardous materials can cause illness, injury or death and harm the environment. A prompt and correct response is essential.

If persons are injured or there is an immediate threat to life, evacuate the area and call 911. Give the operator the following information:

- **Type of emergency**
- **Campus/center location**
- **Building name**
- **Room number or location of emergency**
- **Your name and title**
- **Telephone number you are calling from**
- **Do not hang up until the 911 operator obtains all the necessary information.**

Treat unidentified substances or vapors as hazardous until it can be determined they are not hazardous. Evacuate all persons from the spill area (see evacuation procedures page).
Assist any handicapped individuals to a safe location.

Close doors and secure the area. Do not re-enter the area. Prohibit entry by others not involved in handling the emergency.

After calling 911, call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone. Tell Security Dispatch that you have already called 911 and give Security Dispatch the same information you gave to the 911 operator.

Standby to provide information to college staff and emergency services personnel. Provide copies of Material Safety Data Sheets (MSDS) for known hazardous materials.

Do not attempt to initiate spill cleanup or containment actions. Spill clean-up must be performed only by trained HAZ MAT responders who are equipped to perform this work.

Notes on Hazardous Materials Spill/Release:

- This assumes an accidental, non-terrorist related event
- A chemical release will likely affect a limited area; individuals can be routed out of harm's way. A shut down of campus operations will likely be of short duration unless the release is on or very near campus.
- A biological or radiation release may directly impact the campus even if the point of release is off-campus.
- An accidental release is most likely a chemical release.
- A chemical release may necessitate moving individuals to other areas of the building(s).

HAZARDOUS MATERIALS SPILL/RELEASE – ON CAMPUS CHECKLIST

Chemical, Radiation or Biological Release (Inside a Building)

Expected Impact	Expected Consequences	Suggested Action Steps
General panic in vicinity Injuries or sickness Immediate fatalities and/or fatal exposures possible.	Operations in the affected building(s) are shutdown Government authorities assume IC and may commandeer college resources. Violation penalties from regulatory agencies. Law suits Extensive PR exposure	→ Activate spill/release procedures for the campus → Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Eliminate terrorist attack as a possibility → Secure all building access points → Shutdown HVAC systems in affected building(s) → Quarantine (separate) personnel in affected building(s) **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Chemical, Radiation or Biological Release (Outside on Campus)

Expected Impact	Expected Consequences	Suggested Action Steps
General panic Injuries or sickness Immediate fatalities and/or fatal exposures possible.	Campus activities closed until the situation stabilizes Government authorities assume IC and may commandeer college resources. Violation penalties from regulatory agencies. Law suits Extensive PR exposure	→ Activate spill/release procedures for the campus → Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Eliminate terrorist attack as a possibility → Instruct everyone to seek shelter indoors → Shutdown HVAC systems in affected building(s) → Quarantine (separate) personnel in affected building(s) → Close campus entrances **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Instruction and Academic Affairs → Marketing and Communications → General Counsel

HAZARDOUS MATERIALS SPILL/RELEASE – OFF CAMPUS CHECKLIST

Chemical Release

Expected Impact	Expected Consequences	Suggested Action Steps
Possible panic Campus activities probably not directly affected Indirect impact such as the loss of utility services is possible	Once the situation becomes known it will be impossible to concentrate on normal activities Interruption of campus activities Government authorities may commandeer college resources	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Be prepared to shut down all HVAC systems → Close campus entrances and exits → May need to instruct people to seek shelter inside buildings Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Biological or Radiation Release

Expected Impact	Expected Consequences	Suggested Action Steps
Panic almost certain College activities probably not directly affected Indirect impact such as the loss of utility services is unlikely but possible	Once the situation becomes known it will be impossible to concentrate on normal activities Severe disruption of campus activities Government authorities may commandeer college resources	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Be prepared to shut down all HVAC systems → Close campus entrances/exits → May need to instruct people to seek shelter inside buildings **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

HOSTILE PERSON(S)

When a person(s) exhibit hostile actions, e.g. hostile confrontation, person with weapon, shooter or similar type threat, immediately call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone. Do not confront or try to separate combatants. Await the arrival of security and/or local police.

St. Petersburg College provides training in ALICE (Alert, Lockdown, Inform, Counter, Evacuate), designed to provide a strategy on how to be more proactive in handling the threat of an aggressive intruder or active shooter event.

A - Alert is your notification of danger. When you first become aware of a threat, the sooner you understand that you're in danger, a speedy response is critical. Alert is overcoming denial, recognizing the signs of danger and help you make decisions on your circumstances.

L – Lockdown is barricading the room. Prepare to EVACUATE or COUNTER if needed. If evacuation is not a safe option, barricade entry points into your room in an effort to create a semi-secure starting point. Wait for law enforcement/security to assist you out of the building.

I – Inform is to continue to communicate information in as real time as possible. Armed intruder situations are unpredictable and evolve quickly. Information should always be clear, direct and in plain language, not using codes.

C – Counter is a strategy of last resort. Counter is to create noise, movement, distance, and distraction with the intent of reducing the shooter's ability to shoot accurately. Counter is NOT fighting. Creating a dynamic environment decreases the shooter's change of hitting a target and can provide precious seconds needed in order to evacuate.

E – Evacuate when safe to do so; remove yourself from the danger zone.

WAIT FOR LOCAL POLICE OR SECURITY TO ASSIST YOU OUT OF THE BUILDING.

HOSTILE PERSONS(S) CHECKLIST

No Weapon Observed

Expected Impact	Expected Consequences	Suggested Action Steps
Panic possible Psychological trauma likely Injuries possible	Government authorities may assume IC and limit access to the area Campus operations in the affected areas are shutdown	• Activate EMP • Contact IRT • Notify CIC and EMC • Activate EOC as needed • Security calls law enforcement • Security confronts intruder • Consider evacuation of immediate area • If the threat is outside, cancel all outdoor events Critical Plans/Resources: → Safety and Security → Marketing and Communications → General Counsel

Weapon Observed

Expected Impact	Expected Consequences	Suggested Action Steps
Panic certain Psychological trauma certain Injuries and fatalities possible Serious life-threatening event	* Government authorities assume IC and limit access to the area Campus operations are shutdown If fatalities occur, campus will likely be closed for several days	• Activate EMP • Contact IRT • Notify CIC and EMC • Activate EOC as needed • Security calls law enforcement • Activate emergency lockdown of immediate area • Close campus entrances • If the threat is outside, cancel all outdoor events Critical Plans/Resources: → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

* Police will likely set up a building perimeter and probably a closer inner perimeter. If the subject or subjects have injured anyone, arriving officers will take actions to prevent further harm.

MEDICAL EMERGENCY

Call 9-911 to request an emergency medical response. Give the 911 Operator the following information:

- Type of emergency
- Campus/center location
- Building name
- Room number or location of emergency
- Your name and title
- Telephone number you are calling from
- Do not hang up until the 911 operator obtains all the necessary information

After calling 911, call Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone. Tell Security Dispatch you have already called 911 and give Security Dispatch the same information you gave to the 911 operator.

Do not attempt to move an injured person. This action could aggravate the injury and delay rescuers who are responding to the location that was reported to the 911 center.

Do not leave the injured person unattended until you are relieved by EMS. If possible, try to keep the injured person talking to maintain alertness.

PANDEMIC - INFLUENZA OR OTHER ILLNESS

When the spread of a pandemic influenza or other illness is reported by the Florida Department of Health or Centers for Disease Control (CDC) as a potential or imminent public health threat to the Tampa Bay area, the EMC will establish emergency policies and procedures to protect employees and students from the spread of pandemic influenza or other illness. The guiding principles for the implementation of the plan are:

- Safety: Ensuring the health, safety wellbeing of the college community
- Stability: Minimizing the financial impact to students and employees
- Students: Advancing the student success agenda with instructional continuity

Notification

Marketing and Strategic Communications will notify employees and students about a potential or imminent threat. The notice shall include the information to provide guidance for preventing the spread of pandemic flu or other illness within the college and the community.

CDC Guidelines for Prevention (http://www.cdc.gov)

- Social Distancing
- Hand Washing
- Cloth Face Coverings
- Using Personal Protective Equipment
- How to clean and disinfect

Facilities and Cleaning

- Restrooms will be cleaned and disinfected a minimum of twice daily
- Drinking fountains will only provide water bottle filling capability
- HVAC systems will be operated and maintained to provide the best indoor quality
- Liquid sanitation stations will be available at all main entrances; hand wipes will be provided
- Social distancing posters, space indicators and other signage will be displayed in all buildings
- Elevators should only have two persons

Student Specifics

- All students, guests, and partners will be asked to complete the SPC Symptom checker and self-assessment prior to coming into College buildings, and comply with all policies and safety protocols
- The SPC Academic Continuity Plan can be found at http://www.spcemergency.edu

Employee Specifics

- All employees are asked to complete the SPC Symptom checker and self-assessment prior to coming into College buildings and comply with all policies and safety protocols.
- Work schedules will be approved by employee supervisors.
- The Payroll Continuation Plan can be found at http://www.spcemergency.edu

MEDICAL EMERGENCY CHECKLIST
Injury or Sudden Illness

Expected Impact	Expected Consequences	Suggested Action Steps
Limited to area of incident	Little to no interruption of campus activities	• Security calls 911 • Secure immediate area of incident • Investigate incident as necessary Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security

Multiple Illness/Injury or Pandemic

Expected Impact	Expected Consequences	Suggested Action Steps
General panic If pandemic, reduced employee and student attendance	College/campus operations disrupted Cancellation of classes College/campus closure Extensive PR Exposure Involvement of public health agencies Quarantine of those in affected area(s)	• Activate EMP • Contact IRT • Notify CIC and EMC • Activate the EOC as needed • Security calls 911 • Secure areas affected • Inform to control rumors Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

SHELTER IN PLACE
Shelter-in-place refers to the need to remain where you are for your own safety

There are circumstances when college officials and emergency personnel will order that everyone must stay where they are for their own safety and well-being. You should consider how and where to shelter-in-place prior to having to perform this measure.

A shelter-in-place order may be issued for several reasons:

- Severe weather
- Hazardous materials
- Intruder on campus
- Hostage situation
- Any situation where it is best for you to stay where you are to avoid an outside threat

The reason for the shelter-in-place order may not be immediately communicated to everyone. If a shelter-in-place order is issued:

- You should be alert for instructions and updates as they become available from the emergency personnel and college administrators
- If class is in session, if possible, do not allow any students to leave. If you are in other buildings, have everyone remain there
- Keep everyone CALM
- Stay away from windows, doors and outside walls

Severe weather

You should know where the shelter areas are in your building. For additional information, see severe weather section.

Intruder

- Secure doors if possible and seek concealment (out of sight) away from doors and windows
- Turn the lights off and close any blinds or curtains. If you are not able to lock the door for any reason, attempt to barricade the door with furniture without endangering or injuring yourself

All clear

Remain in the shelter until told everything is all clear by emergency personnel. Do not leave until you are sure of the identity of the person making the announcement.

SUSPICIOUS MAIL AND PACKAGES

Suspicious mail and packages are defined as follows

- Letters and packages with characteristics listed in **Identifying Suspicious Parcels and Letters** below.
- Packages that are discovered in locations where they would not be expected under normal conditions. Some examples could include; unlabeled chemical container, medical vial, brief case, luggage, book bag, or a closed box with no identifiable markings located near entranceways, exits, hallways, cafeteria or vending areas, student lounge, or outside buildings.
- Any item that appears out of place and cannot be identified or traced to someone or some activity.

Response to Suspicious Mail or Package

- **Do not panic. It is important for all of your actions to be careful and deliberate.**
- Do not move or disturb the item.
- If you know or suspect the item to be an explosive device or to contain a hazardous substance, isolate the area and evacuate all personnel from the immediate area or building.
- **Do not permit re-entry until potential for personal injury has been eliminated.**
- Contact Security Dispatch Ext. 2560 or 791-2560 and your supervisor as soon as possible.
- If you cannot reach Security or your supervisor, call 9-911 immediately from a landline telephone. **Do not use cell phones, 2-way radios or any other electronic device.**

If in doubt and an immediate decision must be made:

- **Call 911**

- **Isolate the area**

- **Evacuate the area/building**

- **Prevent re-entry**

NOTE: *This area is a potential crime scene. It is essential that you prevent the area from being disturbed.*

Preventing Exposure to an Unknown Material

- Do not touch, move or attempt to clean up the unknown material.
- Isolate the area immediately and prohibit entry by anyone except emergency services personnel.
- Place gloves and any other items worn, i.e. shoes, outer clothing, that have come in contact with the unknown material in zip lock type or clear trash bags. Keep all items for law enforcement and health officials.
- All persons who may have had contact with the unknown material should wash their hands with soap and warm water. They should shower with soap and warm water as soon as possible. Do not use bleach or other disinfectants.
- Make a list of names and contact information for all persons who are known to have come in contact with the unknown material. Provide this information to law enforcement and health officials.
- Carefully follow the instructions provided by law enforcement and health officials.

Identifying Suspicious Parcels and Letters

Be wary of suspicious packages and letters. They can contain explosives, chemical or biological agents. Be particularly cautious of the following typical characteristics postal inspectors have detected over the years. The following are characteristics of parcels or letters, which should trigger suspicion and include those that:

- Are unexpected or from someone unfamiliar to you
- Have no return address, or have one that can't be verified as legitimate
- Are marked with restrictive endorsements, such as "Personal" "Confidential" or "Do not x-ray"
- Have protruding wires or aluminum foil, strange odors or stains
- Show a city or state in the postmark that doesn't match the return address.
- Are of unusual weight, given their size, or are lopsided or oddly shaped
- Are marked with any threatening language
- Have inappropriate or unusual labeling
- Have excessive postage or excessive packaging material such as masking tape and string
- Have misspellings of common words
- Are addressed to someone no longer with your organization or are otherwise outdated
- Have incorrect titles or title without a name
- Are not addressed to a specific person
- Have handwritten or poorly typed addresses

With suspicious envelopes and packages other than those that might contain explosives, take these additional steps against possible biological, chemical or radioactive agents.

- Refrain from eating or drinking in a designated mail handling area.
- Never sniff or smell suspect mail.
- Cover the envelope or package with anything available (e.g., clothing, paper, plastic sheet, trash can, etc.) and do not remove the cover.
- Leave the room and close the door, or section off the area to prevent others from entering.
- Wash your hands with soap and water to prevent spreading suspect materials to your face, clothing or other surfaces.
- Report the incident to Security and your supervisor, who will notify police and other authorities without delay.

List all people who were in the room or area when this suspicious letter or package was recognized. Give a copy of this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

TECHNOLOGY DISASTER

Cyberattacks against the college's information technology systems will most likely be identified initially by the Information Systems staff. They will respond as necessary to prevent damage and further attacks. Faculty and staff that notice any suspicious activity on their computers or technology related equipment on college property, should contact Security Dispatch at Ext. 2560 or 791-2560 and the Help Desk at Ext. 2795 or 791-2795.

Information Systems will provide college-wide/campus/center guidance regarding further use of technology.

TECHNOLOGY DISASTER CHECKLIST

Software Failure

Expected Impact	Expected Consequences	Suggested Action Steps
No damages likely Not life-threatening Services should be restored within 48-hours	Degradation of college activities College should remain open	• Information Systems works to restore services Critical Plans/Resources: → Information Systems

Hardware Failure

Expected Impact	Expected Consequences	Suggested Action Steps
No damages likely Not life-threatening Services should be restored within 48-hours	Degradation of college/campus activities possible College/campus should remain open	• Activate EMP as necessary • Notify CIC and EMC • IT works to restore services • Alternate site plan possibly activated Critical Plans/Resources: → Information Systems

TERRORIST ACTIVITY/ATTACK

A weapon of mass destruction (WMD) is a common choice of weapon used by terrorists. A WMD may include a high explosive, biological, chemical, nuclear weapon, radioactive materials or a combination of several materials, such as a "dirty bomb" where biological, chemical or radioactive material is scattered over an area by use of an explosive device.

Emergency response steps will depend upon the type of device and/or agent used and whether it is used outside on-campus, inside a building, or off-campus.

- If there is an immediate threat to life and property, call 911
- Call Security Dispatch at Ext. 2560 or 791-2560
- Avoid contamination at the point of release of a WMD agent or by individuals that have been exposed to a WMD agent
- Limit access in the area to those responsible for rescue or material/device analysis
- Do not touch or move any suspicious object
- Do not use radios, cell phones, etc. that may trigger a detonation
- Evacuate the area
- Affected individuals should quarantine themselves at a safe location
- If a WMD agent is released outside on-campus, do not evacuate from a building
- If a suspected WMD agent has been released, Facilities will shut down building ventilation systems.
- If a WMD agent is released off-campus and contamination is expected to affect the campus, you will be given instructions to remain indoors.
- If the contamination is not expected to affect the campus, you will be given instructions on avoiding contaminated areas.

Security will notify the following as necessary:

- Emergency services/police
- College/campus IC

There are important differences between radioactive, biological and chemical releases. The checklists assume that a biological or radioactive release is detected at the time of release, which may not be the case. If a biological or radioactive release remains undetected for a period of time, all opportunities for initial action steps will be lost. A biological or radioactive release could impact a large area or the entire county where a chemical release will likely impact a more limited area.

Since a bomb detonation or chemical release will likely impact a limited area, individuals can be routed out of harm's way. A shut down of campus operations will likely be of short duration.

For a chemical release, it may be necessary to relocate individuals to other areas of the building. A biological or radioactive release may directly impact the campus even if the point of release is off campus. Longer-term considerations may include the evaluation of the personal lives of displaced employees.

1. Bomb Threat (see also Bomb Threat, pp. 23)
   - Contact Security
   - Evacuate building(s) if the threat is known or suspected to be real
   - Call 911 if necessary
   - Prosecute all hoaxes

2. Suspected biological/chemical/radioactive agent
   - Take all instances seriously
   - Isolate the area
   - Quarantine (separate) any affected individuals
   - Call 911 for HAZMAT response

TERRORIST ACTIVITY/ATTACK – ON CAMPUS CHECKLIST

Weapon Mass Destruction (Inside Building)

Expected Impact	Expected Consequences	Suggested Action Steps
General panic Additional detonations or releases possible Immediate fatalities and/or fatal exposures possible Injuries or sickness Psychological trauma Physical damage Utility interruption Environmental contamination	Campus activities suspended until the situation stabilizes Government authorities assume IC and may commandeer college resources Involvement of regulatory agencies	• Activate EMP • Contact IRT • Notify CIC and EMC • Activate EOC as needed • Eliminate hoax as a possibility • Evacuate affected buildings • Consider Campus-wide evacuation • Close Campus entrances • Shutdown HVAC systems in affected building(s) • Quarantine (separate) personnel in affected building(s) **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Weapon Mass Destruction (Outside on Campus)

Expected Impact	Expected Consequences	Suggested Action Steps
General panic Additional detonations or releases possible Immediate fatalities and/or fatal exposures possible Injuries or sickness Psychological trauma Physical damage Utility interruption Environmental contamination	Campus activities suspended until the situation stabilizes Government authorities assume IC and may commandeer college resources Involvement of regulatory agencies	• Activate EMP • Contact IRT • Notify CIC and EMC • Activate EOC as needed • Eliminate hoax as a possibility • Campus not evacuated; everyone remains indoors • Consider Campus-wide evacuation • Close Campus entrances • Shutdown HVAC systems in all building(s) • Quarantine (separate) personnel in affected building(s) • Close Campus entrances **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel → Nearly all resources critical

Weapon Mass Destruction – Bomb Detonation (Off-Campus, in the General Area)

Expected Impact	Expected Consequences	Suggested Action Steps
High anxiety levels Possible panic Campus activities may not be directly affected Indirect impact such as the loss of utility services is possible	Once the situation becomes known it will be impossible to concentrate on normal activities Severe disruption of campus activities Government authorities may commandeer college resources.	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Eliminate hoax as a possibility → Close campus entrances Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Weapon Mass Destruction – Chemical, Biological or Radioactive Release (Off-Campus, in the General Area)

Expected Impact	Expected Consequences	Suggested Action Steps
High anxiety levels Possible panic Campus activities may not be directly affected Indirect impact such as the loss of utility services is possible	Once the situation becomes known it will be impossible to concentrate on normal activities Severe disruption of campus activities Government authorities may commandeer college resources.	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Eliminate hoax as a possibility → Close campus entrances and exits → May need to instruct people to seek shelter inside buildings → Be prepared to shut down all HVAC systems **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

THREAT OF SUICIDE

When someone has attempted suicide, seek immediate help by calling:

1. 911 and Security Dispatch 727-791-2560
    *   Provide information on the type of emergency
    *   Location – Campus building, room number
    *   Your name and phone number from which you are calling.
2. Security Dispatch will contact the campus administration. A preliminary Threat Assessment may be considered.
3. Do not disturb the scene or remove evidence.
4. Ask someone nearby to direct EMS to your location.

When someone appears suicidal, consider the following interventions:

1. Call Security Dispatch 727-791-2560. Security will call campus administration.
2. Take all signs of suicidal behavior seriously. Your intervention may help the person see that other options are available to stay safe and get treatment.
3. Ask questions. Find out if the person is in danger of acting on suicidal feelings. Be sensitive, but ask direct questions. Here are some examples:
    *   How are you coping with what's been happening in your life?
    *   Do you ever feel like just giving up?
    *   Are you thinking about dying?
    *   Are you thinking about hurting yourself?
    *   Are you thinking about suicide?
    *   Have you ever thought about suicide before, or tried to harm yourself before?
    *   Have you thought about how or when you'd do it?
    *   Do you have access to weapons or things that can be used as weapons to harm yourself?
4. Look for common warning signs
    *   Statements like, "I'm going to kill myself" or "I wish I hadn't been born"
    *   Getting the means to take your own life, such as buying a gun or stockpiling pills
    *   Withdrawing from social contact
    *   Having mood swings
    *   Being preoccupied with death, dying or violence
    *   Feeling trapped or hopeless

- Increasing use of alcohol or drugs
- Changing normal routine, including eating or sleeping patterns
- Doing risky or self-destructive things, such as using drugs or driving recklessly
- Giving away belongings or getting affairs in order
- Saying goodbye to people as if they won't be seen again
- Developing personality changes or being severely anxious or agitated, particularly when experiencing some of the warning signs listed above

5. Resources • 211 Crisis Hotline

- 24-Hour Suicide Hotline (PEMHS) 727-791-3131
- 24-Hour Mental Health Assistance 727-541-4628
- Bay Care 800-878-5470
- National Suicide Prevention Hotline 800-273-8255
- Veterans Crisis Line 866-273-8255
- Text 838255

THREAT OF SUICIDE CHECKLIST

Expected Impact	Expected Consequences	Suggested Action Steps
Immediate area directly affected Disruption to activities in immediate area	Campus operations disrupted Extensive PR Exposure	→ Activate EMP → Contact IRT → Notify CIC and EMC → Security calls 911 as needed Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

WATER/SEWER OUTAGE

Water Supply Outage

In the event the water supply to a building or campus/center stops, report the outage by calling Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone.

Facilities will respond to assess and correct the outage or call the water utility for assistance.

Contaminated Water Supply

Warnings about water contamination would normally be received from the county or municipal water department. Faculty and staff at the affected campus/center would be notified by Facilities. If the contamination is community-wide, a college-wide notice would be disseminated by Institutional Advancement.

Warning signs would be posted to warn that the water is contaminated and to cease using water until further notice.

Sewer Outage

If there is a sewer stoppage or backup, report the incident by calling Security Dispatch at Ext. 2560 from a college phone or 791-2560 from an outside phone.

Facilities will respond to assess and correct the outage if possible.

- Stop usage of the sewer system in the affected area(s)
- Inform faculty and staff in the area and post a sign(s) in the affected area(s)

WATER OUTAGE CHECKLIST

Water Contamination

Expected Impact	Expected Consequences	Suggested Action Steps
Immediate danger Probable panic Clear life-threatening hazard	College/campus activities suspended until the situation stabilizes Threat could go undetected initially Law suits Extensive PR Exposure	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate the EOC as needed → Shut down water system → Contact water utility → Determine if a terror-related event. If necessary, follow "Terrorist Activity" guidelines → Arrange for medical evaluations if warranted → Immediately notify building/campus occupants by email, telephone, printed warnings at water consumption area → Close the college/campus Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

WATER OUTAGE CHECKLIST

Water Unavailable

Expected Impact	Expected Consequences	Suggested Action Steps
Little immediate danger **Little panic**	**Certain college/campus operations affected** **Most college/campus operations can continue for a few hours**	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate the EOC as needed → Contact water utility If the outage extends for several hours, consider: → Portable toilets → Bottle water → Closing the college/campus Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

Sewer

Expected Impact	Expected Consequences	Suggested Action Steps
Health hazard Little panic	Certain college/campus operations affected Most college/campus operations can continue for a few hours	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate the EOC as needed → Contact water/sewer utility → Cordoned off the affected areas **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications → General Counsel

WEATHER EMERGENCIES

Hurricane Threat

When the college decides to close in response to the threat of a hurricane, the following activities must be completed by each department prior to releasing faculty/staff:

1. Back-up computer hard drives; secure disks, CDs, DVDs in zip-lock bags and take duplicate copies off site; place portable hard drives/flash drives in zip-lock bags or move off site.
2. Unplug computers, printers and other electrical appliances
3. Relocate contents from bottom drawers of desks and file cabinets to locations safe from water damage
4. Move all equipment, books, papers and other valuables away from windows, off the floor, and to interior areas of the building; **be sure that equipment and other valuables that are moved outside your office are tagged for easy identification and retrieval**
5. For ground floor occupants in buildings subject to flooding relocate equipment and other valuables to a higher floor; **be sure that equipment and other valuables that are moved outside your office are tagged for easy identification and retrieval**
6. Clear desktops, tables and exposed horizontal surfaces of materials subject to damage
7. Close and latch all filing cabinets
8. Check contents of refrigerators and set to coldest setting
9. Empty trash receptacles of items likely to rot
10. Take home all personal items of value
11. Close and latch/lock all windows and doors
12. Monitor the radio/television for additional information or call the college information number

Laboratory areas
- Store sensitive apparatus and glassware
- Attend to critical utility-dependent processes and make arrangements for back-up supply
- Ensure all hazardous chemicals and biohazard materials and wastes are properly protected

Lessons learned from weather related emergencies clearly indicate that preparation for the emergency is the critical factor which often determines the extent of damage sustained during severe weather conditions, i.e., tropical storms, hurricanes, tornados, thunderstorms and floods.

Severe weather radios have been provided for each college site to provide an early warning system to alert employees that severe weather conditions (thunderstorms, high winds, tornadoes, hail, flooding) may be approaching their area. This is to provide for the early evacuation of portable buildings and similar vulnerable areas prior to the approach of high winds, tornadoes or other severe weather conditions. The radios are specifically designed to receive weather warnings and emergency broadcasts from the National Weather Service.

Thunderstorm

While lightning is occurring:

- Power down computers and turn other electrical equipment off
- Do not unplug electrical cords while lightning is occurring
- Avoid water fixtures, telephone lines, and any electrical conducting materials
- Stay inside buildings and off campus grounds

Tornado

Tornado watch - Weather conditions are favorable for tornadoes to form. If you are located in a portable building or trailer, prepare to relocate to a permanent building.

Tornado warning - A tornado has been spotted in your area. Tornado warnings will be announced via email and verbal communications.

When a tornado warning is issued for an area, all attention should be directed towards life safety procedures. The warning period is insufficient to attempt to protect College assets.

- If you are in a portable building or trailer, move to a permanent building
- Do not seek shelter in a gymnasium, auditorium or similar type building with a free-span roof
- If you are on an upper level of a multi-story building, move to a lower level
- Stay away from exterior walls, doors, windows and items that might fall from above
- Move to an interior area of the building and take cover under a sturdy object or next to an interior wall; cover your head and face with your hands and arms

Tropical Storm/Flood Threat

When the president decides to close in response to the threat of a tropical storm or other rain/flood event, the following activities must be completed by each department prior to releasing faculty/staff.

1. Back-up computer hard drives; secure disks, CDs, DVDs in zip-lock bags and take duplicate copies off site; place portable hard drives/flash drives in zip-lock bags or move off site.
2. Unplug computers, printers and other electrical appliances
3. Relocate contents from bottom drawers of desks and file cabinets to locations safe from water damage
4. Move all equipment, books, papers and other valuables away from windows, off the floor, and to interior areas of the building; **be sure that equipment and other valuables that are moved outside your office are tagged for easy identification and retrieval**
5. For ground floor occupants in buildings subject to flooding relocate equipment and other valuables to a higher floor; **be sure that equipment and other valuables that are moved outside your office are tagged for easy identification and retrieval**
6. Cover and/or seal equipment and other valuables with plastic
7. Clear desktops, tables and exposed horizontal surfaces of materials subject to damage
8. Close and latch all filing cabinets
9. Check contents of refrigerators and set to coldest setting
10. Empty trash receptacles of items likely to rot
11. Take home all personal items of value
12. Close and latch/lock all windows and doors
13. Monitor the radio/television for additional information or call the college information number

Laboratory areas

- Store sensitive apparatus and glassware
- Attend to critical utility-dependent processes and make arrangements for back-up supply
- Ensure all hazardous chemicals and biohazard materials and wastes are properly protected

HURRICANE CHECKLIST

Category 1 and 2

Expected Impact	Expected Consequences	Suggested Action Steps
Some panic possible Some wind damage likely Trees down Some buildings breached Building content damage Utility disruptions likely Flooding and storm surge Tornadoes possible Travel will be difficult	College activities closed beginning about 36–24 hrs. pre-strike College activities likely closed for a few days' post-strike	**Alert Period - 72 hours or earlier** • **Activate EMP** • **Contact IRT** • **Notify EMC** **Preparation Period 72–48 hours** • **Activate EOC** • **Secure the college** • **Secure building structures** • **Secure building contents (wind/ flood damage)** • **Test all backup equipment** **Warning Period - 36–24 hours** • **Close the college before travel conditions become dangerous** • **All preparations should be completed ASAP** • **Security and essential personnel take cover at a secure location before the situation becomes dangerous** → **Critical Plans/Resources:** → **Facilities Planning and Institutional Services** → **Safety and Security** → **Student Affairs** → **Academic Affairs** → **Business Services** → **Marketing and Communications** → **Nearly all resources critical**

HURRICANE CHECKLIST

Category 3, 4 and 5

Expected Impact	Expected Consequences	Suggested Action Steps
Some panic possible Some wind damage likely Trees down Some buildings breached Building content damage Utility disruptions certain Flooding and storm surge Tornadoes possible Travel will be dangerous to impossible	College activities closed beginning about 36–24 hrs. pre-strike College activities likely closed for a few days' post-strike	**Alert Period (72 hours or earlier)** → Activate EMP → Contact IRT → Notify EMC **Preparation Period (72–48 hours)** → Activate EOC → Secure the college → Secure building structures → Secure building contents (wind/ flood damage) → Test all backup equipment **Warning Period (36–24 hours)** → Close the college before travel conditions become dangerous → All preparations should be completed ASAP → Security and essential personnel take cover at a secure location before the situation becomes dangerous **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Business Services → Marketing and Communications → Nearly all resources critical → Information Technology

TORNADO CHECKLIST

Expected Impact	Expected Consequences	Suggested Action Steps
Some panic possible Wind damage likely Trees and branches down Building and building content damage possible Utility disruptions likely Injuries possible Fatalities possible Potential life-threatening event	College activities possibly closed for a few days' post-strike Government authorities may commandeer college resources. Activities scheduled for destroyed and severely damaged buildings will need to be relocated	**Tornado Watch** → Director, Safety and Security monitors weather reports **Tornado Warning** → Monitor weather reports → Facilities Planning and Institutional Services assigns someone with 2-way radio to observe weather conditions → Director, Safety and Security alerts campus in area of warning → Evacuate occupants of portables to permanent buildings **After Tornado** → Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Business Services → Marketing and Communications → Nearly all resources critical → Information Technology

TROPICAL STORM CHECKLIST

Expected Impact	Expected Consequences	Suggested Action Steps
Some wind damage possible Trees and branches down - likely Utility disruptions likely Some flooding possible Travel conditions may become difficult and dangerous	College activities may be closed beginning about 24–12 hours' pre-strike College activities will likely reopen within a day	**Alert Period - 72 hours or earlier** → Activate EMP → Contact IRT → Notify EMC **Preparation Period (72–48 hours)** → Secure the college → Secure building contents (flood damage) → Test all backup equipment **Warning Period (36–24 hours)** → Activate EOC if travel conditions are expected to become dangerous → Close college and partner agency areas → Security and essential personnel take cover at a secure location before the situation becomes dangerous **Critical Plans/Resources:** → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Business Services → Marketing and Communications → Information Technology

FLOOD CHECKLIST

Localized Flooding

Expected Impact	Expected Consequences	Suggested Action Steps
Building content damage possible Access to buildings impeded Travel may be difficult	College/campus activities may be affected Disruption of classes possible	• Activate EMP • Contact IRT as needed • Secure areas/buildings as needed to prevent injury • Protect building contents from flood damage Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs

Community-wide Flooding

Expected Impact	Expected Consequences	Suggested Action Steps
Building content damage possible Access to buildings impeded Travel may be difficult	College/campus activities disrupted Cancellation of some or all classes likely	→ Activate EMP → Contact IRT → Notify CIC and EMC → Activate EOC as needed → Secure areas to prevent injury → Protect building contents from flood damage → Activate college information number → Close campus if necessary Critical Plans/Resources: → Facilities Planning and Institutional Services → Safety and Security → Student Affairs → Academic Affairs → Marketing and Communications

COLLEGE-WIDE EMERGENCY TELEPHONE SYSTEM

Security Dispatch	2560		791-2560
Emergency Services Fire/EMS/Police	911		
College Information Number	(866) 822-3978 (toll free)		
In the event the college telephone system is out of order, the following phone numbers may be used during emergencies.			
Site	**Location**		**Number**
Allstate	Provost Office		893-5685
Facilities		497-5006	
Clearwater	Provost Office		724-1476
Security		793-2809	
District Office	President Office		544-6138
Downtown	Provost Office		550-4215
Security		892-6854	
Epi Services	Facilities Planning		507-4719
EpiCenter	Conference Room		507-4085
Health Education	Provost Office		547-4505
Midtown	Provost		497-4347
Security (Jamerson Building)		497-4348	
Security (Keene Building)		551-5189	
Seminole	Provost Office		549-6075
SP/Gibbs	Provost Office		893-9876
Facilities		614-7040	
Tarpon Springs	Provost Office		942-5491
Security		937-4457	

OTHER IMPORTANT EMERGENCY PHONE NUMBERS

Media

Radio

_____

TV

_____

Newspapers

_____

Medical

Hospitals

_____

Health Department   _____

Mental Health Counseling   _____

Pinellas County Emergency Management   _____464-3803/366-3602_____

Utilities

Electric

_____

Water

_____

Solid Waste

_____

Sewer

_____

Natural Gas

_____

LP Gas

_____

This information is to assist faculty/staff in preparing a CEMP (Campus Emergency Management Plan.) The CEMP is aligned with established policies, procedures, and organizational structure for response to human and natural caused emergencies that are of sufficient magnitude to cause a disruption of college/campus functions. The CEMP is consistent with established FEMA recommended practices incorporating the use of the Incident Command System (ICS) to facilitate interagency coordination.

ORGANIZE CAMPUS INCIDENT RESPONSE TEAM (IRT)

The campus IRT is comprised of management personnel representing areas of the campus that have critical responsibilities within the CEMP.

Staff Responsibilities		
	Primary	**Alternate**
Incident Commander		
Media Liaison		
Security Liaison		
Public Liaison		
Counseling Liaison		
Medical Liaison		
Scribe		
Local Law Enforcement Rep. (responsible for Staging Area)		
Local Fire department Rep. (responsible for Staging Area)		
Operations		
Planning Action Plan		
Logistics		
Finance		
Areas of Responsibilities		
Gas, Water, Electric Shut Off		
Fire Alarm		
Sprinklers		

The following guidelines are offered for assistance in completing the Campus IRT responsibilities:

1. Consider the following when selecting the team: • Campus administrator

   - Student services representative
   - Plant supervisor
   - Campus security
   - Faculty
   - Support staff

2. What qualities should team members possess? Individuals who know the campus and have the ability to:

   - Handle stress
   - Remain calm
   - Make good decisions
   - Follow instructions
   - Work as a team member
   - Accept responsibility

3. Team Roles/Responsibilities. Determine available resources and needs of your Campus. Identify staff who:

   - Have first aid and CPR training
   - Have crisis training
   - Are available to assist students with special needs (e.g., physical impairments, language/cultural, hearing or visual difficulties), as needed

4. Identify staff who will be responsible for:

   - Turning off gas, water and/or electric as appropriate
   - Fire alarms
   - Sprinklers
   - Panic buttons

Assign IRT members who are campus-based to serve in the following roles (it is suggested that at least one backup be assigned to each role in case the first person listed is out for that day or is unavailable):

Incident Commander

This is preferably the Provost or Associate Provost of the Campus. This person will coordinate the crisis intervention and remain available and visible to the campus community. All emergency response team members will report directly to this IC who will make decisions at the campus level.

Media Liaison

All media releases will be handled by the Director of Marketing and Communications. The media liaison will monitor and contain the media in the designated media area.

Security Liaison

Campus Security is the most appropriate to fill this role. This person will secure the crime scene and evidence until law enforcement arrives. The liaison will limit access to the campus by the media or other persons who do not have a purpose for being on the campus. Assistance from law enforcement will be requested, if needed, to secure the campus.

Public Liaison

This person or persons will coordinate a pickup area for students/staff.

Counseling Liaison

This person will coordinate the counseling area. This person will coordinate efforts to calm staff, students, public during and following a crisis.

Medical Liaison

This person will coordinate the provision of medical services local responders or emergency personnel.

Scribe

This person is responsible for maintaining a written log (command post journal) of all incident events and keeping command post personnel updated on significant developments.

Local Law Enforcement/Fire Department Representative

This person serves as the point of contact for assisting and cooperating agencies. Is responsible for establishing and maintaining a location where personnel and equipment can be staged to provide support and resources to the IC.

Role of Faculty and Staff

Faculty members are seen as leaders by students and should be prepared to direct the students in their class to assembly areas in the event of an emergency and account for every student. Every member of the faculty and staff should read and be familiar with emergency plans, procedures and evacuation routes. Faculty and staff must be prepared to assess situations quickly and use good judgment in determining a course of action.

All faculty and staff are responsible for securing their work areas. Work areas need to be secured in advance of certain weather systems (hurricanes, tropical storms, tornados, floods, etc.).

Faculty and staff should also be able to execute emergency lockdown and other safety procedures as outlined in the Emergency Response Guide.

Role of Students

Students should familiarize themselves with the emergency procedures and evacuation routes in buildings they use frequently. Students should be prepared to assess situations quickly and use good judgment in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by college faculty or staff or emergency services personnel.

Students should also be able to execute emergency shelter-in-place/lockdown and other safety procedures as outlined in the Emergency Response Guide.

ESTABLISH COMMAND POST AND DESIGNATED STAGING AREAS

The Command Post is the overall management site for the crisis. This site is intended for emergency personnel and college staff. The IC and the IRT primarily will be responsible for this area. If law enforcement is involved, the IC will take direction from that agency.

Your team should select one site for the situations in which no evacuation is needed. The location should be listed on the Command Post Area form. Local authorities, if involved, will utilize this area as a base of operations. It is suggested that at least one other site be selected for use in the event that the first choice is unavailable.

If evacuation is required, then a site off campus should be selected during the planning of the EMP. It is also suggested that a backup site be determined.

During a Type I response (disaster), the IC and IRT will report to the EOC to be determined by the President and EMC. The College has designated the Downtown Center to be used as the EOC during and following a hurricane strike.

Media Area

A media area (for both on-campus situations and evacuations) is designated by the campus IRT, with a backup in case an area is inaccessible during the crisis. The preferred location is apart from the campus, isolated from the areas that the students and staff are likely to be. It may be necessary to have the Security Liaison or local law enforcement to restrict this area.

The President's office will notify Marketing and Communications so that all media contact is through that office. College personnel should not speak to the media or to outsiders on behalf of the College unless authorized to do so.

Counseling Area

Your team should determine area(s) which will be used for counseling when needed. The area will be staffed with student services professionals to counsel students and staff.

If a crime has occurred, witnesses should be segregated until law enforcement officials have the opportunity to interview them. Staff members assigned to the counseling area should not discuss the event with the witnesses before the police investigation.

Medical Area

Your team should determine where the medical triage and coordination point will be located. Again, it is important to have more than one site selected in the event that the first choice is in an affected area or cannot be used for some reason. Select a first and second choice on campus and in the evacuation area. This area will serve as a triage as well as treatment and coordination point for medical personnel called to the campus. The area should be accessible to ambulances and emergency vehicles. Transporting to medical facilities will be coordinated from this area.

The staff assigned to this area should record all students and staff needing medical assistance. The record should also include the outcome and, if released or taken from the area, the current location of patient. For example, if a student or staff member was taken to a medical facility, document where and by whom they were taken.

Staging Area

This is a location where personnel and equipment can be staged to provide support and resources to the field commander. First responders will determine staging areas that are recommended by the CEMP.

This location should be in an area to ensure that traffic and crowds do not interfere with the movement of resources to the scene.

ESTABLISH A GO-BOX

A "Go Box" is a large box, preferably with wheels, which should be kept in a specified location on the campus and should contain items necessary to support the Incident Commander and Incident Response Team during a campus emergency. During an emergency, the "Go Box" would be transported to the Campus/Emergency Operations Center or Command Post. The "Go Box" would include campus site and building schematics, flashlights, bullhorn, portable radio, spare batteries, copy of the campus EMP, emergency contact lists and other items as identified by the EMP as critical for responding to an emergency.

PREPAREDNESS/PREVENTION

1. Establish a contact list with phone numbers (phone tree).

```
                        ┌─────────────────────────┐
                        │         Provost          │
┌──────────────────┐    │   Home: xxx-xxx-xxxx     │    ┌──────────────────────┐
│ Staff Assistant  │    │   Cell: xxx-xxx-xxxx     │    │  Associate Provost   │
│ Home xxx-xxx-xxxx│────│                          │────│  Home xxx-xxx-xxxx   │
│ Cell xxx-xxx-xxxx│    └─────────────────────────┘    │  Cell xxx-xxx-xxxx   │
└──────────────────┘                                    └──────────────────────┘

┌──────────────────┐    ┌──────────────────┐    ┌──────────────────┐
│     Manager      │    │     Manager      │    │     Manager      │
│ Home xxx-xxx-xxxx│    │ Home xxx-xxx-xxxx│    │ Home xxx-xxx-xxxx│
│ Cell xxx-xxx-xxxx│    │ Cell xxx-xxx-xxxx│    │ Cell xxx-xxx-xxxx│
└──────────────────┘    └──────────────────┘    └──────────────────┘
```
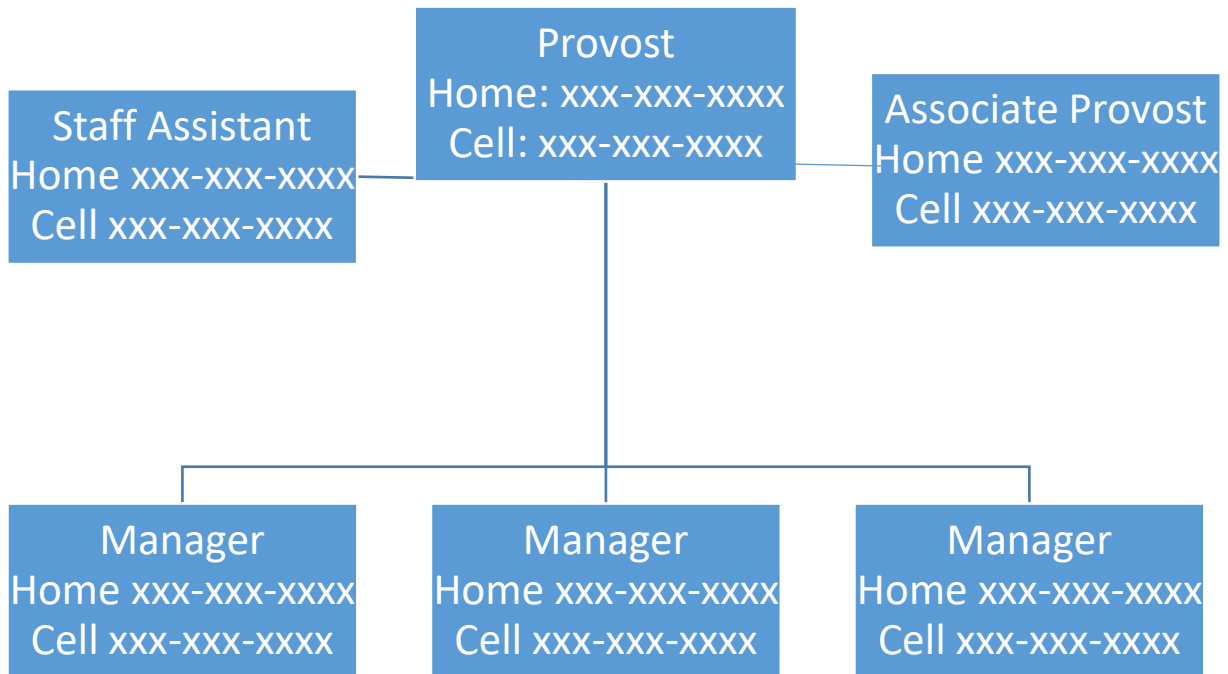
2. Brief faculty on the response procedures of the IRT.

3. Brief faculty on the information provided in the SPC Emergency Response Guide (green flip chart).

4. Provide emergency evacuation procedures (see Section IV, Page 42).

5. Assign faculty/staff to preserve/protect records and files.

RECOVERY ACTIVITIES

1. Develop COOP for campus (see Attachment F)
2. Establish contact with faculty/staff to determine their welfare.
3. Determine faculty/staff assignments.
4. Perform inventory of equipment, supplies, etc. and assess extent of damagers.

PART I – COLLEGE-WIDE DEPARTMENT PLANS

All departments shall develop a department COOP to support the EMP. A standardized template to use to develop a department COOP is found on pages 103 - 104. Each department shall execute that portion of their department plan that may be required to support emergency operations and recovery efforts following a disaster. Provosts, deans, program directors and department heads shall develop and maintain procedures to accomplish the following:

1. Identify individuals and alternates and assign specific responsibilities as follows:

    a. Department COOP development and maintenance – departments shall provide the EMP coordinator with an updated department plan annually.
    b. Department plan execution and emergency response.
    c. Identify assembly point and alternate location to meet during an emergency.

2. Develop procedures for communicating within the department.

    a. Emergency call roster for designated department faculty and staff
    b. Contact list/phone tree for all faculty and staff

3. Identify all life safety threats. Ensure that all faculty and staff review and understand the safety procedures defined in the EMP.

4. Identify important assets and how to protect them in an emergency situation.

    a. Assets include physical items of value, records and electronic data.
    b. Assign individuals or other departments to secure physical assets.
    c. Assign individuals to be responsible for vital records and electronic data.
    d. Assist with building content damage assessments

5. Develop emergency/disaster-specific department response plans necessary to maintain and restore services that are critical to the college/campus.

6. Identify and document contact names, location, telephone numbers, email address, etc. for contractors, suppliers and service providers that may be needed in an emergency situation.

7. Identify critical reliance on other departments.

8. Provide training for new hires during orientation.

9. Communicate assignments to all faculty and staff

10. Review the department plan with all faculty and staff at least annually.

The following roles are assigned to departments with critical or special functions:

Academic Affairs/Student Affairs

- Develop procedures to communicate with and account for faculty during emergencies/disasters
- Secure all students files in conjunction with the Office of Admissions and Financial Aid
- Develop plans to identify alternate facilities where college/campus activities can be conducted in the event of the destruction, disablement or denial of access to existing facilities
- Facilitate post-incident counseling assistance for students and faculty
- Develop procedures to communicate with and account for students in emergency situations
- Maintain the educational needs and instructional continuity of students

Finance and Business Operations

- Together with Human Resources, maintain the continuity of payroll services
- Ensure that emergency funds are available for expenditure as college/campus priorities change during emergencies/disasters
- Maintain accurate financial and administrative records in periods of changing priorities and emergency decisions
- Provide for emergency transportation of students
- Provide for emergency transportation and/or parking for essential personnel
- Facilitate emergency procurement of goods and services
- Provide for emergency food service operations
- Assist with the identification of alternative locations for critical academic functions
- Assess the value of college property – buildings, building contents and other college assets
- Secure appropriate insurance
- Documentation and submission of claims
- Collect and analyze damage assessment reports
- Evaluation of damaged assets

Safety and Security

- Provide security personnel to provide access control and physical security for each college site
- Monitor and disseminate warnings and threats
- Provide traffic and crowd control
- Direct evacuation efforts
- Control access to buildings and scene of the emergency/disaster
- Interface and coordinate with local, county and state law enforcement to implement mutual assistance agreements
- Maintain Security Dispatch Center on a continuous basis
- Maintain safe environment for students and employees
- Maintain insurances to enable the college to conduct business
- Coordinate property damage claims
- Maintain compliance with Worker's Compensation Programs
- Assist in damage assessment and building condition reports
- Maintain information on the content and location of chemical, biological and fire safety hazards
- Provide guidance for response to a HAZMAT release
- Identify PPE required and specialized precautions for worker safety and protection of environment

Facilities Planning and Institutional Services

- Develop and maintain building evacuation plans
- Provide for the structural security of buildings
- Provide utility services and shut down utility services as necessary
- Provide for emergency water and sanitation
- In the event of a pending emergency or storm, secure the campus grounds and buildings
- Distribute supplies as necessary to faculty and staff to secure building contents
- Clearance and removal of debris
- Conduct building damage assessments to determine if buildings are safe
- Repair buildings
- Maintain the EOC
- Maintain mail and receiving services

Human Resources

- Together with Administration, Finance and Technology, maintain the continuity of payroll processing services
- Maintain the continuity of critical employee benefit services
- Provide for employee counseling
- Following a community-wide disaster:
    1. Assess faculty and staff availability
    2. Assist with the appropriation of personnel

Information Systems

- Maintain the operation of voice, intranet, data, video and wireless communications services
- Implement proper backup controls and redundancies to maintain critical services
- Document all hardware and its configuration
- Develop a plan for hardware replacement and setup
- Develop and maintain information security controls
- Maintain a records management plan that duplicates data on a regular basis and secures this information at a remote location
- Develop and maintain information security controls
- Develop and maintain a plan to perform critical applications at a remote site

Marketing and Strategic Communications

- Coordination of all information disseminated to the news media and the public through the College Information Officer
- Provide for a consistent "one-voice" to the news media and all other interested parties
- Provide for rumor control and emergency communications
- Assign liaisons (primary and alternate) to disseminate information, specify emergency response steps and maintain contact with the following:

    1. News media (TV, newspapers, etc.)
    2. Government agencies and civil authorities
    3. Financial relationships
    4. Faculty and staff
    5. Students/Parents
    6. College information number

- Maintain ability to activate "SPC Alert"

Special Departments

Athletics

- Develop and maintain plans for crowd control during athletic events
- Develop plan for evacuating athletic facilities during athletic events
- Together with security, develop plans for ensuring that no weapons or dangerous materials are present during any athletic event
- Develop emergency plan to use athletic facilities as a shelter during and after an emergency **(excludes tropical storms and hurricanes)**

Library

- Identify and assist with the evaluation of library assets – books, collections, etc.
- Develop plans and procedures to protect critical library assets during and after a disaster, i.e., tropical storm, hurricane, and flood.

Museum

- Identify and assist with the evaluation of museum assets – art works, collections, etc.
- Develop plans and procedures to protect critical museum assets during and after disaster, i.e., tropical storm, hurricane, and flood.

PART II - CAMPUS WIDE DEPARTMENT PLANS

Emergency management experts advise that the difference between businesses and institutions that either fail or are unable to quickly restore services following an emergency or disaster and those that survive is the extent of planning and preparedness. This guide has been prepared to assist you and your faculty/staff in preparing your department EMP/COOP. The guide is by no means all-inclusive, since preparations for each department will differ. The guide provides suggested goals for both planning and recovery activities. Adjust these as necessary to meet the specific needs of your department.

EMERGENCY/DISASTER PLANNING ACTIVITIES

Develop Department EMP/COOP

1. A good starting point for your planning is to ask yourself and your faculty/staff the following question: If our department were destroyed today by fire, wind, hurricane, tornado, or flood, what irreplaceable records, files, equipment, etc. could be destroyed?

2. Next, prioritize the above items by order of most critical to least critical.

3. Develop an action plan to determine how you will protect the items you have identified.
   a. Develop a "grab and run" list for critical items that would need to be removed to safer locations so they could be available for use during recovery.
   b. Develop an IRP to plan for special needs and include as an attachment to your Department EMP/COOP.

4. Do not rely on Facilities Services to perform preparations that can be performed by department faculty/staff. Facilities Services will be occupied making preparations to protect buildings, equipment, and grounds prior to a hurricane, tropical storm, etc.

5. Develop a plan using the template described in this section. Ensure all faculty/staff understand the CEMP and their assignments.

6. Establish location(s) for storage of preparation supplies such as:
   a. Heavy-duty trash bags and plastic for covering sensitive equipment and supplies.

   b. Flashlights and spare batteries.

Employee Preparation and Assignments

1. Establish a contact list with address and phone numbers. Provide copies for your faculty/staff to keep at home for emergencies.
2. Brief faculty/staff on what to do following hurricane/tropical storm disasters before they leave work.
   a. Where to report for work if they cannot reach their regular work site.
   b. How to make contacts when phones are out of service.
   c. Determine where faculty/staff will be, i.e., at home, with friends, shelters, out of town/state.
3. Do you have faculty/staff members with special needs who may need evacuation assistance? If so, how can their needs be met prior to and during an emergency?
4. Assign faculty/staff to preserve/protect records and files.
   a. Make duplicates and store in safe location, perhaps off site.
   b. Move records and files to safer locations, i.e., away from windows, off floors, areas likely to be flooded.
5. Assign faculty/staff to shut down and cover sensitive equipment.
6. Determine who will be responsible for closing doors and windows, securing loose equipment, moving supplies to safer, less vulnerable locations, etc.
   a. Establish alternates to handle these duties in the absence of those initially designated to do these jobs.
7. If possible, establish a "buddy system" so faculty/staff in evacuation areas may stay with those in non-evacuation areas instead of hotels and evacuation shelters, which may be full or uncomfortable.

Distribute Equipment and Supplies for Recovery Operations

1. Designate faculty/staff member(s) to take copies of critical records, plans, files, etc. that may be needed during recovery operations.
2. If available, assign portable radios to designated individuals for use following the emergency.

Establish Method for Contacting Employees *during* Recovery Period

1. Establish prearranged faculty/staff contact system so everyone is responsible for contacting at least one faculty/staff member to relay information about disaster warnings, preparations, work schedule changes, etc.
2. Determine alternative means to use if phones and electric power are not working.

EMERGENCY/DISASTER RECOVERY ACTIVITIES

Essential functions should be initiated upon notification that the weather event is over and College sites are ready for recovery phase.

1. All FPIS staff will report to designated site as soon as possible.

2. The Associate Vice President, FPIS or designee will contact Initial Response Team. Initial Response Team may be comprised of (all or some may be utilized):
   - Associate Vice President, FPIS
   - Director, Facilities Services
   - Director, Security Risk Management and Safety Ops
   - Executive Director, Construction Management
   - Manager, Custodial and Landscaping Services
   - Risk Management Coordinator
   - Safety Specialist
   - Site Supervisors (Maintenance, Landscape and Custodial)

3. Initial Response Team will conduct cursory inspection of campuses and provide assessment information:
   - Initial situation report
   - Suggest location where Emergency Operations Center (EOC) may be set up

4. Supervisory personnel will contact their staff using the telephone tree to determine:
   - If they need assistance
   - Can they report for work, if not, when they will be able to report
   - Advise staff where to report to work.

5. The Recovery Coordinator will be designated by Associate Vice President, FPIS (or designee).
   - Recovery Operations will be site centric and supported by the College Recovery Team

6. The Recovery Coordinator will be:
   - In charge of all recovery activities at each site and document all activities
   - Oversee inspections of all site buildings for post storm use
   - Prioritizing and assigning work tasks
   - Communicate with Initial Response Team to relay information to staff
   - Provide information and updates to the EOC

Recovery Team

Each site Recovery Team will be comprised of those listed below and should have a checklist that is site specific:

- Maintenance
- Landscape
- Construction
- Custodial
- Site Receiving and Mailroom
- Security

Example Checklist:

X	ITEM	PERSON RESPONSIBLE
	Building and Equipment Inspection	
	Overhead doors for proper alignment, loose rollers, and locking devices working, tighten and realign where necessary.	
	Storm drains and retention pond drains are clear. Ensure that the catch basin is clear.	
	Change batteries in water alert monitors.	
	Have emergency generator fuel tanks filled with fuel.	
	Test emergency water systems, if applicable.	
	Test run portable gas powered emergency generators and gas powered sump pumps, if applicable.	
	Power	
	Evaluate what the facilities power needs would be after an event and if there is a cost benefit to installing an emergency generator or a hook up for a portable emergency generator.	
	Radios	
	Check batteries and function of radios including weather radios.	
	Other	
	Inspect the grounds, building exteriors, and roofs for loose equipment and objects that might be carried through the air by high winds. All such items are to be moved inside of buildings.	
	Inspect all overhead doors for proper alignment, loose rollers, and locking devices working, tighten and realign where necessary.	
	Have all fuel tanks filled, including emergency generators and company vehicle gas tanks.	
	Empty all trash hoppers/dumpsters. For Shipping/Receiving, leave boxes inside.	
	Clear all sumps, grates, storm drains, roof drains of debris.	
	Cover or shield exterior windows when practical.	
	Inspect office areas and instruct employees to protect files and vital records.	
	Turn on television equipment (weather channel) to monitor changing conditions.	

Damage Assessment Procedure

Step 1

- The first priority is to secure the site/area perimeter and entryways (Security) and document the hazards/damage from the perimeter in.

Step 2

- All available staff shall report to their designated site.
- The Recovery Coordinator/Incident Commander will provide instructions for site activities.
- No one shall begin work without instruction/clearance from the Recovery Coordinator/Incident Commander.

Step 3

- Once the Site Recovery Team determines that the grounds are safe for entry, the Recovery Coordinator will give instructions.

Step 4

- Upon direction from the Recovery Coordinator, the Recovery Team will evaluate grounds/buildings and restrict dangerous areas.

Step 5

- The Site Recovery Team will then conduct inspection of buildings and interiors to evaluate access to buildings and identify additional restricted areas.

Step 6

- The Site Recovery Team will collect, photograph, and report major damaged areas to the Recovery Coordinator
- Prioritize repairs needed to bring facilities back into operation
- The Recovery Coordinator will work with Senior Administrative personnel and insurance adjusters to establish priorities.

Step 7

- President will declare College sites to re-open to faculty/staff.

Template for developing a departmental COOP.

DEPARTMENT	
Primary Contact Person	
1st Successor	
2nd Successor	
3rd Successor	
Mission Essential Functions (enables an organization to provide vital services)	**Personnel Required to Continue Each Essential Function (personnel required to maintain a minimally acceptable performance of that function; list by position)**
Requisite Resources and Equipment (list all furniture, equipment and other resources required to continue each essential function)	
Delegation of Authority	**Orders of Succession (each department should pre-delegate authorities for making determinations and decisions and identify the circumstances under which they would be exercised)**
Responsibility for implementation of plan: decision concerning evacuation of building	
Conditions for succession: absence of director passes to associate director	
Method of notification: redundant notification by email, pager, or phone using call down lists	
Alternate facilities (identify from existing agency facilities, if applicable)	
Interoperable Communications (identify the data and communications systems to support mission-essential functions; e.g. voice, fax, internet, emergency systems)	

Vital Records and Databases	**Identify vital records, systems and data, hard copy and electronic, critical to performing mission essential functions**
Emergency Operating Records	
Legal and Financial Records	
Other:	
Other:	
Logistics and Administration (materials and equipment, which will be needed immediately upon COOP activation, should be identified to assure their availability) Ex: *office furniture, telephones, computer, etc.*	
Personnel Issues and Coordination (communication plan to disseminate information to essential and non-essential personnel).	

Security	**Personnel Required to Continue Each Essential Function**
COOP Operational Security	
Cyber-Security	
Physical Access Restrictions	
Test and Training Plan	**Method to ensure responsible parties are prepared to perform assigned duties**

Summary

RULE

SUBJECT	THREAT ASSESSMENT	PAGE
		4.351-110
LEGAL AUTHORITY	6Hx23-4.351	11/20/07 Revision #07-11

6Hx23-4.351 THREAT ASSESSMENT

I.   The College has implemented a Threat Assessment procedure based on information provided by the U.S. Department of Education and the U.S. Secret Service in a collaborative effort to help college campuses reduce violence and create safe climates. The Threat Assessment process is an evaluation of the student's behavior in a given situation, rather than solely on stated threats or individual traits. The assessment focuses on actions, communications and specific circumstances that might suggest that a student poses a threat of targeted violence. A Threat Assessment report will be maintained by the College to provide information regarding a student's previous history of threats.

II.   Once a student of concern is identified and comes to the attention of the College administration, the following protocol shall be followed;

   A.   A Student of Concern is Identified.

   Students who become the focus of threat assessment inquiries and investigations may come to the attention of authorities in a number of ways. Some students may be referred to authorities by engaging in actions and communications that cause concern including, but not limited to, threatening letters, e-mails, drawings, statements, or stories written as part of an assignment. Students may also be reported through second or third parties or through anonymous communications.

   B.   The Campus Administrator is Notified.

   An initial point of contact is the associate provost or site director, hereinafter referred to as the campus administrator, who will conduct the initial screening and coordinate the Threat Assessment procedures outlined in the document. The campus administrator will contact the General Counsel's Office and campus security upon notification of a possible need for a Threat Assessment.

C.   The Campus Administrator Determines that the Situation suggests the need for Threat Assessment.

The campus administrator must immediately determine if the concern appears to be potentially credible and serious. Investigation of the concern is not necessary at this point. The decision is based on the administrator's knowledge of the student and the source of the information. This is a preliminary procedure which will be used to screen out those concerns which are easily determined to be neither credible nor serious.

D.   If the Concern Appears to be Unfounded, a Response Plan is Formulated.

If the concern appears to be neither credible nor serious, the campus administrator completes Part I and Part IV of the Threat Assessment Form and sends the report to the General Counsel's Office. The campus administrator considers any appropriate actions or response in compliance with College policies. The student may be referred to community services for additional support and/or be placed into disciplinary proceedings pursuant to the Board of Trustees' Rule 6Hx23-4.35.

I.   If the Concern Appears to be Founded, a Full Threat Assessment is Initiated.

1.   If the threat appears to be founded a Threat Assessment inquiry is immediately initiated. At this stage, the campus provost, campus security, President's Office and General Counsel's Office are notified that an inquiry is being conducted. **If the information concerning a threatening situation suggests that a violation of the law has occurred or that violence is imminent the matter must be referred immediately to police who will proceed with an investigation and crisis response measures as needed.**

2.   If the information gathered thus far indicates that more information must be gathered, the campus Threat Assessment Team is deployed as soon as possible to begin the assessment process pursuant to the written procedures and guidelines. The campus administrator or designee will function as the team chairperson and be responsible to assemble the team members, oversee team assignments, facilitate note-taking and issue the Threat Assessment Report.

3.   The Threat Assessment Team will analyze information and examine the evidence for behavior and conditions that suggest the student poses a threat using the Threat Assessment Worksheet and investigative guidelines concerning interviews and information sharing.

F.   **The Team Determines that the Student of Concern Does Not Appear to Pose a Threat of Targeted Violence.**

If the team determines that the student of concern does not appear to pose a threat of targeted violence, the Threat Assessment inquiry is closed. Parts II and IV of the Threat Assessment Report are completed and filed with the campus administration, campus security, the President's office and General Counsel's Office. The recommended referrals and support services provided, and action steps are taken.

G.   **The Team Determines that the Student of Concern Appears to Pose a Threat of Targeted Violence.**

1.   If it is determined that the student of concern appears to pose a threat of targeted violence, then this process now becomes an investigation and law enforcement takes the lead. The campus administration, campus security, President's Office and General Counsel's Office shall be briefed.

2.   The Assessment Team will develop or refine a response plan which may include additional referrals and recommendations regarding student support services and/or disciplinary action as appropriate. The Team completes the Threat Assessment Form with accompanying documentation, and forwards copies of the resulting Threat Assessment Report to the appropriate campus administrators, campus security, and the President's Office. The original Report and file shall be forwarded to the General Counsel's Office, which will be responsible to follow up as appropriate.

Specific Authority:1001.64(2) & (4), F.S.
Law Implemented:1001.64 (4)(a)&(b), 1001.64(8), 1001.65 F.S.
History: Adopted -11/20/07. Effective – 11/20/07.

INTRODUCTION

Purpose

The purpose of the plan is to continue St. Petersburg College's mission to provide students quality education, and to provide meaningful community service in the face of a hurricane or severe weather.

Authorities

Authority vested in college officials by virtue of delegation by the St. Petersburg Board of Trustees to the college president or designee and further delegation of authority to the EMC. The purpose of developing and maintaining a comprehensive EMP is to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewage outages, and weather related emergencies. (BOT 6Hx23-1.23)

SPCAlert Emergency Notification

Warning conditions and notification protocols are found in the SPCAlert Plan included in Attachment E of the College's EMP. Additional information may be found at http://www.pinellascounty.org/emergency .

Notification of key staff occurs with the college's Emergency Notification Network found in Attachment G, SPC Emergency Telephone Directory.

SPC Evacuation Factors
Decisions about personal safety are the responsibility of each faculty, staff, and students. Promoting the safety of students, faculty, and staff is the college's first consideration when making decisions related to evacuation and closure. To promote safety, the plan is to provide information and make decisions about evacuation before a storm arrives. The college considers many factors that depend on the approaching storm. These factors include intensity, size and forward speed of the tropical storm or hurricane; the projected time when rain and wind effects will begin to be felt in the area; recommendations by the National Hurricane Center, the National Weather Service local forecast, and Pinellas County Emergency Management.

ATTACHMENT D
HURRICANE CONTINUITY OF OPERATIONS PLAN

In order to promote an orderly evacuation of students, faculty, staff and their families, the college will consider issuing an evacuation order prior to projected landfall when SPC falls within the National Hurricane Center's zone of landfall probability. The college may not wait for Pinellas County Emergency Management to issue an evacuation order 12 to 24 hours prior to landfall. **All decisions concerning the discontinuation of college functions, cancellation of classes or cessation of operations rests with the president.**
Assumptions

- **Warning Time** – By monitoring official forecasts that take into account predicted behavior of hurricanes and probability of landfall, SPC will have sufficient time to activate the EMP and to alert campus personnel, recommend protective actions, undertake damage-reduction measures, and increase the readiness and lead time for assigned personnel to secure buildings and property.

- **Emergency Operation Center (EOC)** - When conditions prompt the monitoring and alert phases, the IC will order the EOC to be activated or initiate Teams/Zoom conference call.

- **Additional Communication Resources** - General communication capabilities are likely to be disrupted during hurricanes. Arrangements have been made to keep the SPC website operating and voicemail updated with official notices and information.

- **Mutual Aid** - College resources will be used initially to respond to emergency situations. If needed, the IC may request external assistance from Pinellas County or other colleges or universities pursuant to mutual aid agreements or memoranda of understanding.

- **Mandatory Evacuation** - The College is required to close and evacuate when an official state or local governmental agency issues a mandatory evacuation order.

- **Shelter** - The College does not have an on-campus hurricane shelter for employees or students. Pinellas County Emergency Management issues public notices on shelter locations.

- **Communications During Closure** - The College's computing and communications system should continue to function even when the college is closed.

- **Re-Opening Campus** - The campuses will reopen only after the college damage assessment and recovery teams have surveyed the damage and re-powered critical systems. Initially, only pre-designated damage assessment and recovery teams comprised of staff from Facilities and Campus Security will be allowed on campuses. Information regarding re-opening will be provided at www.spcollege.edu and the college toll-free number (866) 822-3978.

PREVENTION/MITIGATION AND PREPAREDNESS

Incident Command System

The president of the college and the IC in concert with the Board of Trustees will make the decisions for the college. The EMC comprised of key decision makers appointed by the president will assist and advise in making emergency related decisions. The EMC will incorporate the ICS when ordered to staff the EOC by the president.

Site Vulnerability Assessments

The Office of Facilities Planning and Institutional Services have site plans and maintains electronic and hard copies of hazards and vulnerabilities analysis associated with all of the SPC campuses. The information contained in these detailed assessments may be obtained by contacting FPIS. (727) 341-3046

Resources Identification

FPIS will maintain contracts with outside vendors for services such as debris removal, repairs, additional generators, and utility and sewage line repair. Sufficient in-house supplies will be on hand to adequately secure all campus facilities prior to arrival of a damaging storm. The necessary supplies will be managed by campus facility managers.

Should local resources prove to be inadequate during an emergency, the president will authorize requests for assistance from Pinellas County.

In addition, the president in conjunction with the Board of Trustees may seek assistance from other neighboring jurisdictions, voluntary organizations, other colleges and universities, and industry in accordance with existing agreements, letters of understanding, or by mutual agreement.

Communications

The college's main web site at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated to faculty, staff, and students via SPCAlert, social media, and local media outlets.

Satellite phones have been purchased for selected SPC staff. These are intended for use in the event landline and cell phones are down or congested. The President's Office and the Vice-President for Administration and Business Services have possession of the satellite phones.

A media staging area will be established as a single point of contact for the media, students, employees and the public.

- All media cameramen and reporters shall be directed to the media area

- Information shall be directed to the media area regarding emergency situations, extent of damage, and instructions for students, staff, and faculty.

A college spokesperson (Public Information Officer) shall be responsible for communicating with the president and IC for release of information.

Campus Emergency Management Plans (CEMP)/COOP

The CEMP/COOP considers the uniqueness and staffing level at the campus and provides direction for managing emergency response to incidents at each campus. The CEMP/COOP includes Department Plans that identify key personnel, contact numbers and emergency response guidelines.

RESPONSE

Plan Activation

The President or IC determines whether the EMP should be activated based on an assessment of the information received about a threat of an emergency. The President or IC will declare the level of the emergency and activate the EMP to the extent necessary to handle the emergency.

Plan Implementation

The IRT (EMC) will be notified and directed to report to the EOC per conference via Teams/Zoom. The president or IC reviews the circumstances of the emergency with the team and determines the appropriate response.

Dissemination of Hurricane Information

In order to insure that the college issues information in a timely and orderly manner, all notices, warnings, and alerts will be sent out either college-wide with the approval of Marketing and Communications or at the direction of the President or designee. Information for students and their families, faculty, staff, and visitors may cover the following:

- Recommended actions to take when the college is monitoring a storm
- Recommended actions to take when the college is preparing for a storm
- What to do when an evacuation is ordered
- Ways to stay in touch with the college during a storm
- When the college anticipates reopening
- What to do if the college is closed for an extended period

Emergency Operations Center (EOC)

The Downtown Campus is to be used as the EOC prior to, during, and following a hurricane strike. (Type I – Disaster). The President's conference room at the District Office will serve as the EOC during Type II (Emergency), and Type III (Minor Incident) incidents. The Clearwater BT Building may serve as the primary or secondary EOC based on the President's decision.

The EOC will be continuously maintained in a state of readiness for conversion and activation. The EOC serves as the centralized, well-supported location where the IC and IRT can gather and assume their roles. Response activities and work assignments will be planned, coordinated and delegated from the EOC.

RECOVERY OPERATIONS

Recovery operations address the actions needed to return SPC to normal operations as quickly and completely as possible and involves the following departmental actions:

1. **Marketing and Communications** will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.

2. **Finance and Business Operations** will provide emergency financial information to key-decision makers after an emergency event and coordinate with Human Resources to maintain the Employee Pay Continuation Guidelines. Business Services will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms. [Appendix A – Employee Pay Continuation Guidelines]

3. **Academic Affairs** will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 College Calendar as it relates to emergency procedures. [Appendix B – Instructional Continuity Plan; Appendix C - BOT 6Hx23-1.29]

4. **Information Technology** will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services. [Appendix D – Disaster Communications Infrastructure Strategy and Options]

   - Communication services
   - Perform critical applications at a remote site
   - Maintain information security controls

5. **Human Resources** will ensure the ability to meet payroll requirements and critical employee benefits services.

   - Human Resources will coordinate with Business Services to maintain the Employee Pay Continuation Guidelines
   - Maintain the continuity of critical employee benefit services

6. **Facilities Planning and Institutional Services/Security and Safety Division** will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.

7. **Essential Personnel**

- Essential Personnel are designated as those employees of the College in Custodial Services, Information Technology, Business Services, Facilities Management, Security and Human Resources that are required.

8. **Employee Payroll During Disaster**

    <u>Emergency closing, up to two biweekly pay periods:</u>

    A. **Budgeted full-time and part-time**

    i. Will be paid standards hours under Administrative Leave for a duration not to exceed two pay disbursements
    ii. Essential Personnel who are required to work while the college is closed shall be allowed to earn compensatory leave. Non-exempt will earn compensatory time at time and one-half – exempt personnel will earn compensatory time hour for hour
    iii. Time for employees who already have approved scheduled leave for the day(s) of the incident or emergency should be reported as such
    iv. Budgeted Faculty will be expected to work with their students to make-up instructional hours in a variety of way

    B. **OPS and Student Workers**
    - Non-budgeted part-time and Student Workers will be paid for actual hours worked, not time scheduled
    C. **Adjunct Instructional Employees**
    - Adjunct faculty will receive full payment for the time the College will be closed for the emergency; this applies to credit classes only (consistent with Continuity of Operations Plan). They will be expected to work with their students to make-up instructional hours in a variety of way.

9. **Emergency Closing**

In the event that Pinellas County is subjected to a severe natural, man-made or fiscal emergency, the College President or designee may modify these procedures at any time as necessary.

APPENDIX B – Instructional Continuity Plan

St. Petersburg College

Instructional Continuity Plan

Pandemic Preparedness Procedures

In the event that a natural disaster or health crisis causes government officials to recommend that educational institutions cease in-person operations, disrupting the delivery of classes on campus for an extended period of time, SPC has planned ways instructional operations can continue following such an emergency.

1. **Ensuring Faculty Preparedness:**

   a. **Immediate focus** - Faculty should prepare as part of their annual plan or onboarding plan by completing Faculty Certification for MyCourses, if they have not already done so. This will ensure all faculty are prepared to use the learning management system for continuation of learning activities. In addition, faculty have the opportunity to take the MyCourses Teaching an Online Course to support best practices of online teaching and student learning.

   b. **Ongoing Professional Development** – The Center for Teaching and Learning (CETL) in conjunction with Online Learning Services (OLS) will provide immediate and ongoing professional development opportunities made available through video conferencing platforms and recorded for future use (Zoom/Teams) to support different aspects of the move to online learning experience for our faculty/adjuncts.

      i. **Online webinar support** – the Academic Technology team will provide online webinar support in conjunction with Online Learning Services and Online Student Services.

      ii. **Examples of current support:** This has included twice weekly webinars through our Learn Forward & Keep Teaching forum, individualized assistance with course transitions and daily emails with resources, event information, and suggestions. Professional development webinars evolved from "five things you can do to convert your on-campus class to online," to more specialized online workshops on: effectively integrating Zoom as a teaching and learning strategy; assessment of learning online; engagement practices; and recording and captioning Zoom lectures for later student use. The CETL team has also been supporting the webinar events by captioning them so that they are posted for faculty to view approximately 24 hours after the live event. CETL has also supported efforts to provide mental wellness resources to all SPC employees and students through the Titans Care Tips Webinars that are happening on Thursday mornings.

   c. **Faculty Continuity Plan** – All faculty and Deans should work together to identify a peer that could take over their course should that faculty member fall ill and be unable to continue teaching. Deans will be responsible for having these lists created and work with the Academic Technology team to ensure the support faculty has access to the MyCourses course if necessary.

2. Online Test Proctoring: With the unavailability of College facilities, the College will rely on a variety of technological resources to ensure that SPC students have the best experience possible as they continue their academic journeys, including alternatives to in-person proctored testing. Due to nationwide travel restrictions and social distancing protocols, most testing centers may be closed or no longer accepting appointments. Thus, instructors should use a variety of assessment strategies in their courses, and one of those may be online proctored testing.

   Honorlock, an online proctoring service, will be offered at no cost to all SPC students, local or remote, and provides a way of assessing students remotely. Student exam sessions are recorded and flagged for review when potential academic misconduct is detected. The Honorlock service will be available in MyCourses to all faculty. The basic service includes identity verification, browser lockdown, and many other features. Additionally, an identified group of courses will also be able to leverage the live proctor pop-in feature. With this feature, a live proctor will "pop in" during a session if the student triggers the automated system with suspicious activity.

   Additional **professional development** will be provided to support use of this new platform, along with addressing alternatives to online proctored testing, such as MyCourses testing mechanisms, formative assessment practices, and alternative methods to show course outcome competence.

   Resources have been created to support Honorlock will be found within the faculty resources page of MyCourses:

   1. Video recording of trainings
   2. Faculty tutorial links
   3. Student tutorial links
   4. Privacy Concern links

3. Transitioning Course Content:

   a. <u>Blended courses</u>: faculty may add online instructional activities to substitute for missed in-class activities. In addition, faculty may utilize the Live Online option of holding synchronous class times via available video conferencing tools.

   b. <u>For courses taught in the classroom</u>: faculty will facilitate instruction online. For substitution with online instruction, each dean will provide to their faculty information on which of the following options may be used:

      i. If a <u>Standard Course is available</u>, faculty can be enrolled in the standard course master, to allow them the option to pull online instructional activities into their existing sections.
      ii. If a <u>Standard Course is not available</u>, but a fully-online version of the course is currently taught, the dean will identify the course to serve as the temporary Standard Course, a copy of the course will be made and all faculty who teach the course in the face-to-face modality will be enrolled to allow them the option to pull instructional activities into their sections.

    iii. **If an online version of the course is not available,** faculty teaching the same course may convene to develop online materials that provide acceptable alternatives to in-class instruction and activities.

    iv. **Live Online alternative** – faculty, who prefer to maintain the course time/day meeting schedule of their face-to-face courses, may consider using the Live Online modality and host their course synchronously using available video conferencing tools.

c. If <u>a course cannot be completed via online delivery</u> (clinical, art classes, studio music, labs, etc.) an email will be sent to all students enrolled in the course via MyCourses stating:

    In the event that a health crisis causes closure of St. Petersburg College facilities, you may not be provided the opportunity to complete your work online due to the hands-on requirements of this course. Your faculty member will notify you if there are options for completing this course work at an alternate location.

<u>Four issues may need to be addressed for particular courses</u>:

i. **Programmatic Accreditation** – Those programs that have programmatic accreditation must wait to hear from their accrediting body for direction regarding any leniency towards regulations regarding the pandemic. For example, during the recent pandemic, the College of Nursing recently received approval to utilize simulation at a 100% rate.

ii. **Practical / Hands-on Requirements** – Those programs that have courses that require face-to-face practical assessment of student learning will need to make decisions how to best help students complete their courses on a course by course basis. Some possibilities may include front-loading course syllabi to include didactic material in hopes of return to campus prior to the end of term, allowing students to receive an 'Incomplete' grade and fulfill the practical requirements in subsequent terms should the College reopen.

iii. **Lab / Creative Arts Courses** – Those courses that require materials or tools in order for students to complete course learning outcomes will need to make decisions how to best help students complete their courses on a course by course basis. The options identified in the Practical / Hands-on section apply. In addition, faculty can create "material kits" that are provided to students individually (should it be deemed safe to make the hand-off).

    i. **Use of Virtual Labs** – If a course can identify an option for use of a virtual lab or simulation, the faculty member can transition to its use. Funding for new usage should be directed to the Perkins Grant coordinator if the course is a CTE course, or to the Foundation.

d. Practicum, clinicals and internships will be suspended until partner organizations are open.

e. Course Notations – Courses transitioned to represent Live Online will be identified by a symbol with detailed information related to content delivery and course expectations.

4. **Academic Calendar**: As the situation plays out, it is possible that changes to the academic calendar may be necessary to best support student access and success. In order to make these decisions, Academic Affairs, Deans, Provosts, and Student Affairs will work together to determine changes that will best suit the situation. All academic calendar changes must be reported to SACSCOC per their guidelines. Areas that have been considered during the recent pandemic by the College included: extended Spring Break, registration dates, delayed course start, student term withdrawal timelines, tuition payment due dates, student attendance/active participation data gathering.

5. **Academic Grading Policies**: In some instances, academic grading policies may need to be reviewed and discussed.

   a. During the recent pandemic, the College reviewed and determined not to utilize the Pass/Fail grading option as it would have long-term impact upon students who wished to transfer to the University system or eventually enter into graduate school. This decision was supported by the Chancellor of the Florida College System. Instead, the College focused on having departmental discussions on when, where, and how it could best utilize an 'I' or incomplete grade to support student attainment of course learning outcomes during the subsequent semesters.

   b. The College also revised dates for students to receive a grade of W (student self-withdrawal or staff generated withdrawals) to close to the end of the term. Providing faculty and students much flexibility in submitting and grading assignments.

6. **Faculty Evaluation and End of Course Student Survey (SSI):** Depending upon the timing of pandemic issue, Academic Affairs may hold discussions concerning abbreviating the full-time faculty evaluation tool and the appropriate use of End of Course student surveys of instruction. During the recent pandemic, an abbreviated faculty evaluation focusing on faculty engagement with students and lessons learned over the year, contributions to the College and their program, professional development, and goal setting for the upcoming year was agreed upon. The results of the SSI will be used to learn from but not be a required part of the annual evaluation reflection.

7. **Communication Plans:** Academic Affairs will create communication plans using an identified team within Academic Services to support the following groups: students, faculty, staff, advising, and accessibility. This effort will be focused on ensuring all groups have what they need to be successful during the transition, receive information to enable best decision-making, maintain cohesive communication across departments, and ensure all parties are kept informed throughout the pandemic. During the recent pandemic, some examples of this included: daily Academic Affairs meetings with departmental report out, VP of Academic Affairs faculty Zoom Q/A meetings, faculty and student technology needs, accessibility needs for online course transition with faculty and staff, withdrawn students, ghosted students.

8. **Learning Resources:** Learning Resources staff at St. Petersburg College take a situational approach to normal operations.

   a. <u>Tutoring Staff</u> - Tutoring staff will move completely online primarily through Tutor.com, which is embedded in all course sections within MyCourses, the College's learning management system. Any staff who have not been trained on Tutor.com will engage in peer-to-peer online training to initiate a greater number of staff to the platform. During the recent pandemic, the tutoring staff are offering over 1,000 hours a week of availability. Weekly, the tutoring team are picking up 70-75% of all student sessions—there were 635 total sessions during 3/28-4/3/2020—with the remaining going to Tutor.com staff, mostly after 9pm. Tutors are also reaching out to faculty; embedding in courses; and creating and updating guides, instructional materials, and videos for students. Moreover, the tutoring staff are available through a robust appointment system that runs parallel to Tutor.com with more than 100 appointments a week. This system allows students to contact tutors directly and meet with them through Tutor.com's Meeting Spaces platform or a Zoom room. Online workshops continue to be developed and scheduled.

   b. <u>Librarians</u> - Librarians will provide coverage of Ask A Librarian (AAL), a shared statewide library service for reference and research assistance. During the recent pandemic, Librarians fielded over 100 sessions in the first eight days of being online. By point of comparison, they only had 43 sessions on AAL in the whole of February! Librarians are also providing online research consultations scheduled through the department's appointment system. Additionally, librarians are developing library orientations, building online workshops, and providing live and recorded question-and-answer sessions through Zoom. What's more, librarians are creating online student events and programs, cleaning up research and information guides, and updating library policies and procedures.

   c. <u>Library & Administrative Services Staff</u> - Library and administrative services staff will work diligently on answering phone calls and completing important projects. During the recent pandemic, the team was able to delegate main telephone lines over to staff, so they can pick up phone calls from students and patrons. Many library staff are reviewing records and fines, cleaning them up and readying the department for an upcoming system migration from the state. Further, library staff who supervise student workers are checking in on them regularly. Moreover, some library staff have volunteered to contribute to our own department by tutoring computer applications or other subjects, and still others have offered to contribute to other departments through the development of the Help Our Titans (HOT) project.

   d. <u>Learning Resources Leadership Team</u> - The Executive Director of Learning Resources will meet weekly with the all members of the team, divided up among five separate groups: writing specialists, STEM specialists, librarians, library and administrative staff, and the Learning Resources leadership team. The goal is to share opportunities and challenges, to continue the commitment to a culture of care, and to keep learning forward. These regular meetings are held through new channels for Learning Resources created in Microsoft Teams, to promote greater communication. The Associate Directors of Learning Resources also hold weekly meetings with all of their staff members to assess needs and concerns.

   e. <u>Collaboration with Marketing & Partners</u> – Library and tutoring will work with institutional and external partners to ensure the highest level of support is being provided to our students. Because library and tutoring are only as good as the partnerships they keep, Learning Resources has collaborated with Marketing to ensure website information is up to date. Guides for online services to students and faculty were created and added to the <u>Learning Resources website</u>. Additionally,

Learning Resources continues to communicate with our partnership libraries to assess needs. What's more, communications continue to be shared with deans, provosts, chairs, online learning and services, and advisors regarding services; and feedback is requested about ways the department can develop in the future to meet students' needs.

9. **Academic Technology Support:** The Academic Technology team will work with Academic Affairs and the Deans to provide the appropriate tools to transition to online.

   a. Video Conferencing Tools – The Academic Technology team will ensure that an appropriate number of licenses are available to support College needs. During the recent pandemic, 1000 licenses were secured to support the College by increasing the current contract with Zoom. In addition Instructional Technology Support will create or provide access to relevant training materials, tutorials, or webinars to assist new users.

   b. Identifying and Supporting Faculty Needs – In order to support all faculty transitioning face-to-face courses to the online format, a faculty survey will be created to identify if faculty have technology or course revision needs, as well as promote additional communication and support. Support email templates are created based on need and response. Every faculty member will receive coordinated, personal follow up during this initial communication push.

   c. Identifying and Supporting Student Technology Needs – In order to identify student technology needs (computer, internet, webcam), a survey will be created to capture student needs. The survey will be placed in various locations for student access and results will be funneled through the Help Desk to the appropriate College support personnel to ensure students are contacted and receive the appropriate tools they need. Designated personnel connecting students with technology needs will work closely with AIS, budgeting, and the Foundation to ensure the right technology is available and will meet student needs. Students will sign a lending document when provided the technology.

10. **Accreditation & Governing Bodies:** The College will wait for guidance from accreditors and
other governing bodies to adhere to their guidelines during a pandemic.

   a. Regional Accreditation - The Institutional Effectiveness department will monitor all communications and directives from our regional accreditor, SACSCOC. All academic calendar changes, modality changes, and other required memorandum will be sent per their directions.

   b. Programmatic Accreditation - Deans will be responsible for sharing communication updates from programmatic accreditors during the daily Academic Affairs meetings. In addition, all programmatic and non-programmatic assessments will be updated with language to identify the pandemic and its impact per SACSCOC recommendation.

c. <u>Veteran Students</u> - Students receiving veterans' benefits will have limitations due to the requirement regarding class modality. The College will wait for a determination from the Veterans Administration (VA) to support the transition to online for these students. During the recent pandemic, the VA provided guidance indicating that a course which began the semester face-to-face but moved online as a result of the pandemic would be considered as face to face for this semester. For summer the VA requires that the College certify that the class was converted to online, but was intended originally as a face-to-face class.

11. Other Affiliated Areas (following current guidelines):

a. <u>Collegiate High School (CHS)</u> – Information will be shared with students and families via the website, Remind text messages, and School Messenger email and phone messages. Weekly staff meetings will be held to share student concern, and provide support to the CHS teams. Struggling students and those at risk will be contacted weekly to provide support. Guidance Counselors will offering weekly Zoom meetings to keep students connected and to provide learning and wellness strategies. High Five Fridays, Happy Birthday celebrations, New Student Orientations, and Registration Meetings will be held via Zoom. Finally, one-on-one tutoring, guidance counseling, and academic planning/registration will be offered online or via phone conferencing to students.

b. <u>Dual Enrollment</u> – moving PERT testing to an online format, determining a student
communication plan, and collaborating with Pinellas County Schools guidance counsellors will be necessary.

c. <u>University Partnership Center</u> – Communication with partners to ensure they are able to transition to the online format, addressing business aspects of the relationship, and sharing resources when available.

d. <u>International Students</u> – Communication with Study Abroad partners, such as Education First, will be needed to facilitate postponing or cancelling of planned trips with refunds or vouchers. In addition, SEVIS must be provided course lists to ensure students can take the online courses, if they allow.

12. Return to Campus: Once the College campuses re-open, faculty should attempt to return to
instructional normalcy as quickly as possible. A protocol for staged return will be developed taking into consideration need and populations that may have a higher or lower risk factor.

13. Student Services:

a. <u>Advising and Registration</u> – All advising and registration services will be provided online. SPC's case management model will be maintained during this time. The full range of software necessary to support advising will be available. This includes but is not limited to: HubSpot, PeopleSoft, Zoom, Discord, Who's Next, Microsoft Teams, and others. Students will have the option to make phone appointments with advisors through an online calendar as well as complete a survey online to request outreach from Advising. All College webpages, as well as automated responses, email communications, etc. will be updated with information on obtaining virtual services.

b. <u>Recruitment</u> – Outreach to potential enrollees will take place utilizing email and phone calls and covering all phases of the registration process from inquiry to enrollment and registration. A student-friendly web interface facilitates easy online registration as well as immediate access to advisor and financial aid support personnel if needed. Specialized recruitment events, as well as larger semester/year scheduled events, will be held remotely through a combination of technologies. Recruiters will shift their work from community- based outreach to scheduling 15-minute calls with prospective students to field questions and promote the benefits of enrolling at the College.

c. <u>Student Life and Leadership</u> – Activities for students will take place virtually. These will include support for academics (e.g. how to take courses online, how to access tutoring, etc.) as well as a variety of other activities ranging from trivia nights to online caricatures. In addition, there will be webinars and presentations on personal wellness topics such as stress management and dealing with social isolation.

d. <u>Financial Aid</u> – FAS staff will move quickly from in-person to online interactions, so students can continue to receive excellent customer service. AKFA, our online student question platform, will still be available to answer specific questions from students and Ask PETE, our student services chatbot, will continue to be available to answer general questions 24/7. Our Call Center, eForms, and imaging system are designed to accommodate an online environment. If students have questions about the student loan administrative forbearance, they can contact i3 Group for assistance.

e. <u>Testing</u> – Placement testing and proctored exams will be accomplished remotely using virtual exam tools, mainly Honorlock and Zoom. Testing fees will be added to student accounts, as opposed to payment required prior to/at time of testing.

f. <u>Accessibility</u> – Outreach to students receiving and requesting accommodations will take place utilizing email, phone calls, and video conferencing. Student records and documents will be received and managed through AIM and People Soft. Communication with faculty will take place primarily through email and phone calls. Accessibility equipment needs will be distributed to students from a central location.

g. Business Office – Responses to student requests for assistance in making payments and questions concerning payment due dates, holds due to past debts, residency status, etc., will take place utilizing email, phone calls, and SKYPE. Credit card payments will be processed utilizing Cash Net; driver's license and vehicle registration information required to determine residency will be accessed through DAVID; voter residency information will be accessed through governmental websites; and submitted residency documents and transcripts will be accessed utilizing Image Now. Students will be able to enroll in payment plans online.

h. Admissions and Records – Admissions and Records will continue to process in-bound and out-bound hard-copy transcripts. Three employees will work from DO on a limited schedule so that in-bound transcripts may be scanned and evaluated and so that requests for outbound SPC transcripts may be printed and mailed. For degree-seeking designation purposes, students will be able to submit unofficial transcripts with holds for the one to two semesters in order to provide time for official transcripts to arrive. For SAT and ACT scores, students will be able to email their score reports for placement purposes.

i. Career Services – Staff will provide virtual webinars for students on completing job applications, writing a resume, and interviewing. Electronic tools will be available for students to conduct job searches. Online webinars and presentations will be scheduled using video conferencing technology to help students navigate virtual job searches.

j. Specialized Student Support Services – All specialized student support services (supporting current College students, as well as high school students) such as Women on the Way, Summer of Success, and others, will work with students through online webinars and presentations. In addition, staff members will reach out to students using email, phone, and video conferencing technology. Financial support for students in these programs will continue to be offered through the grants office, the foundation office, and the business office as appropriate.

k. Other Student Resources – The process for the College's current Emergency Fund to meet immediate student needs, up to $500 per student, will continue. The webpage will be updated with additional community resources available to meet student's needs during the crisis. Students will be able to receive textbooks via online or phone ordering from the and delivery will be coordinated from the College's bookstore partners.

l. Communications and Teams – Effective and efficient communications is the key to remote operation. Student Affairs Leadership, as well as campus-based leadership teams, will meet daily. Daily communications with each supervisor's direct reports is necessary. Frequent online meetings will take place to ensure that all staff are receiving up-to-date information in an environment in which conditions may be changing quickly. Departments, such as Student Life and Leadership, Career Services, and Special Services will shift from campus- based support to College-wide coverage to support student needs virtually.

Revised 07/02/21

HURRICANE CONTINUITY OF OPERATIONS PLAN

Emergency Preparedness Procedures for Students

IMPORTANT: For the up-to-date information, visit the College's Emergency Preparedness site, which includes updates and resources to help you determine your evacuation zone and how to prepare your home and family for an impending storm.

Students may want to add the College's Emergency Line, (866) 822-3978, to cell phone contacts to call for updates. Students should consider opting into the text messaging system, to receive updates as they are sent. Directions to opt-in are found at Emergency Alerts.

The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes for an extended period of time, and have prepared plans for our operations to continue following such an emergency.

1. Students should be comfortable using MyCourses as the learning management system will be key in communicating with faculty about course materials and assignments. Students should complete the introduction to MyCourses so that they are familiar with sending and receiving emails, participating in discussion posts, navigating through course materials, and submitting assignments. It is important to be able to use MyCourses for learning activities if your campus is closed. If you have not used MyCourses, the Introduction to MyCourses is a good way to get started.
2. A closure of St. Petersburg College refers to all instructional modalities (online, blended, and classroom). Students are required to meet deadlines that occurred prior to the emergency situation, but students and faculty are not required to meet previously established deadlines during the time the College is closed.
3. Once the College re-opens, faculty will attempt to return to instructional normalcy as quickly as possible, but with the understanding that power and internet outages may affect faculty and students individually.
4. Online courses: faculty will modify online course assignments and due dates as quickly as possible ensuring students have the opportunity to achieve all major learning objectives for the course.
5. Blended courses: faculty may add online instructional activities to substitute for missed in-class activities.
6. For courses taught in the classroom, faculty will revise assignments and deadlines as quickly as possible. Faculty may provide instructional materials and assignments online so that you can continue without a disruption in your academic goals.
7. If the home campus is in a condition that does not allow for instruction to continue, the faculty may require instruction to continue online or at an alternate campus.
8. Changes in locations for studio classes, practical, and internships may be necessary if partner organizations are not able to be open. Supervising faculty will communicate with students through MyCourses with information on alternate locations if needed.

APPENDIX C – College Calendar

RULE

Subject	College Calendar	Page
		1.29 – 123
Legal Authority	6Hx23 – 1.29	11/18/08
		Revision #08-11

I.   **College Calendar Process**

A.   The President shall submit to the Board of Trustees annually an official calendar which meets the required rules of the Board of Trustees, regulations of SBE Rule 6A-10.019, Florida Administrative Code (F.A.C.), and requirements of the Southern Association of Colleges and Schools.

B.   A College calendar is prepared annually. This calendar contains start and stop dates for each academic session, including faculty duty days, in-service days, holidays and student service days.

C.   The President appoints a calendar committee representing faculty, career and administrative-professional staff. The calendar is presented to President's Cabinet for review and to the Board of Trustees for approval. When approved by the Board of Trustees, the calendar is sent to the State Board of Education for approval. After notice of approval from the State Board of Education, the calendar is distributed to all staff. An official copy of the annual calendar adopted by the Board of Trustees shall be filed with the State Board of Education.

II.   **Emergency Procedures**

During extended periods of natural disasters or collegewide emergencies the President shall, in consultation with the Board of Trustees, and the Emergency Management Council enact such procedures as will provide for makeup of lost instructional time.

APPENDIX D – Communications Strategy and Options

Overall Information Technology Continuity Plan

- In the event of a catastrophic hurricane causing sustained loss of commercial power to the SPC operating area, it is SPC goals to provide IT capabilities for mission-critical services as determined by the Emergency Management Council.

- To provide continuity for these IT capabilities and services, our strategy is to establish a continuity process and design normal operational infrastructure and basic recovery plans to support college technology systems.

  - Cloud Based Operations resulting in no effective change in availability as a result of a catastrophic event at SPC.

  - Redundant and fault tolerant Network & Telecommunications Services

Below are brief overviews of the systems and support staffs as we currently envision it:

Administrative ERP Systems – SPC uses the PeopleSoft ERP application suite for Student Registration and Records Management, HR/Payroll, and Financial Management and Reporting. These systems are all web-centric in architectures, including Internet access connectivity and are primarily located at the SPC Data Center, District Offices. **This system has been approved to move into the Oracle Cloud.**

Learning Management System – SPC uses the Desire to Learn Management System for on-line courses. This system is web-centric in architecture, and is currently hosted at Desire to Learn facilities in Kitchener, Canada with components in the Amazon Web services cloud. Additional supporting systems are supported in the SPC Data Center, District Office. **Supporting systems have been approved to move into the Microsoft Azure Cloud.**

Staff and Student Email System – SPC uses Microsoft Office 365 email systems. These systems are hosted by Microsoft in multiple data centers located across the county.

Telecommunications with Students – SPC uses Skype for Business systems for telephone and webinar based services. Selected emergency staff will be supported by the cloud based version while most of SPC will be supported by systems located at the SPC Data Center at District Office. Selected staff will have the ability to support 10,000 plus on a single communications call with both video and audio. The college also supports a toll free phone number based in Atlanta GA. The toll free service provides audio recording for 1 College message of 5 minutes in duration for inbound calls to a recorded announcement service. Up to 20 callers can access the message service simultaneously. SPC School Messenger services which are cloud based, will be used to send emails, text messages and phone calls to students.

Telecommunications with Staff – Separate from the Enrollment Management and Helpdesk call centers, the College has already established, or has in progress the following voice telecommunications services for staff:

- **800 MHZ Radios** – Radios are available to selected staff for internal communications and to Pinellas County Emergency Management Operations Center (EOC)
- **Cell Phone Service** – Some SPC facilities have augmented cell phone service boosters. These are power dependent.
- **Campus Two-Way Radio** – Provided for intercampus communications. Not dependent on power.
- **InformaCast** – This system supports the notification speakers at SPC facilities throughout the college. The system is dependent on power at the SPC Data Center and any other SPC facility where an announcement is desired.
- **School Messenger** – Can send mass emails, phone calls and text messages to staff and faculty. This system is cloud based and not dependent on SPC facilities.

Power and UPS – Data Center has UPS and generator Power that will last approximately five days. All other sites have UPS capability for approximately one hour.

Call Center – We are estimating approximately 4-20 persons to handle student calls from our students on class schedules, restoration of business, etc. We are also estimating approximately four persons to handle calls to the technical helpdesk. Current Enrollment Management call center is hosted at non-SPC facilities in another state. Normal operations of tech support call center are dependent on power and connectivity at the SPC District Office facilities.

Travel and Lodging – OPTIONAL: We will need to set up hotel reservations at the Hilton Carillon (or other hotel with backup generator and internet) to support any SPC staff with no power that need to support SPC systems

IT Continuity Process

Business Continuity Impact Analysis
* Review current impact analysis
*Update analysis to aling with College strategic goals

Determine Technical Requirements to Recover Systems
* Review current technology
* Provide design and cost estimates

IT Disaster Recovery Plan
* Update DR Plan to match technical requirements
*Include personnel requirements

Communicate Plan
* review Recovery Plan with each College functional area
*Update plan if necessary

Test DR Plan
*Test different scenarios
* Involve functional departments

Update DR Plan
* Make Tacticle changes to plan as a result of testing
* Communicaate changes

Production and Recovery Facilities

- **Production facility at SPC Data Center at District Office. UPS and Generator Power. Five days of backup power.**

- **Recovery/Production facility at SPC Clearwater Campus. UPS power, no generator, 1 hour of backup power.**

- **Microsoft Azure Cloud Services – Primary location – Virginia**

- **Oracle Cloud Services – Primary location - Virginia.**

2022-2023 IT Systems Risk & Continuity Matrix

Functional Area	Major Technology System Name	Risk Code F = Financial S = Student I = Inst./Staff/Faculty R = Regulatory	Primary System Location	Backup Site Location	Current Estimated Time to Recover System	Notes
Student Instruction	Flash Media Services (Video Content)	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Instruction	Learning Mgmt System (LMS)	S & I	Hosted by BrightSpace (AWS Cloud)	AWS DR Site	Immediate	
Student Instruction	Academic Tech Services	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	Student Email – Office 365	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	Central Records, HR, Financial Aid Imaging System (Perceptive Content)	S & I & R	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	Systems recovered from on premise backups
Student Service	Library Services	S & I	Hosted by LINCC	Hosted by LINCC	Immediate	
Student Service	VDI Services	S	SPC Clearwater Data Center	SPC Seminole Data Center	1 week	City and County contracts for Library Tech.
Student Service	Enrollment Mgmt. Call Center	S	Hosted by ECSI	Hosted by ECSI	Immediate	Main SPC phone number hosted in Microsoft Cloud

Functional Area	Major Technology System Name	Risk Code F = Financial S = Student I = Inst./Staff/Faculty R = Regulatory	Primary System Location	Backup Site Location	Current Estimated Time to Recover System	Notes
Student Instruction	Flash Media Services (Video Content)	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Instruction	Learning Mgmt System (LMS)	S & I	Hosted by BrightSpace (AWS Cloud)	AWS DR Site	Immediate	
Student Instruction	Academic Tech Services	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	Student Email – Office 365	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	Central Records, HR, Financial Aid Imaging System (Perceptive Content)	S & I & R	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	Systems recovered from on premise backups
Student Service	Library Services	S & I	Hosted by LINCC	Hosted by LINCC	Immediate	
Student Service	VDI Services	S	SPC Clearwater Data Center	SPC Seminole Data Center	1 week	City and County contracts for Library Tech.
Student Instruction	Flash Media Services (Video Content)	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Instruction	Learning Mgmt System (LMS)	S & I	Hosted by BrightSpace (AWS Cloud)	AWS DR Site	Immediate	
Student Instruction	Academic Tech Services	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	

Functional Area	Major Technology System Name	Risk Code F = Financial S = Student I = Inst./Staff/Faculty R = Regulatory	Primary System Location	Backup Site Location	Current Estimated Time to Recover System	Notes
Student Service	Student Email – Office 365	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	Central Records, HR, Financial Aid Imaging System (Perceptive Content)	S & I & R	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	Systems recovered from on premise backups
Student Service	Library Services	S & I	Hosted by LINCC	Hosted by LINCC	Immediate	
Student Service	VDI Services	S	SPC Clearwater Data Center	SPC Seminole Data Center	1 week	City and County contracts for Library Tech.
Student Service	Enrollment Mgmt. Call Center	S	Hosted by ECSI	Hosted by ECSI	Immediate	Main SPC phone number hosted in Microsoft Cloud
Student Service	Financial Aid Call Center	F & S & R	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	MS Teams phones & cloud hosted call center application
Student Service	Tech Support Call Center	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	MS Teams phones & cloud hosted call center application
Student Service	Single Sign-On (SSO)	F & S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Student Service	One.SPCollege.edu Tile Landing Page	F & S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	

Functional Area	Major Technology System Name	Risk Code F = Financial S = Student I = Inst./Staff/Faculty R = Regulatory	Primary System Location	Backup Site Location	Current Estimated Time to Recover System	Notes
Student Service	PeopleSoft – Student Systems	F & S & I & R	Oracle Cloud (Ashburn, VA)	Oracle Cloud Alt. Data Center ~30 Miles Away	Immediate	
Student Service	Who's Next	S	Hosted by Who's Next	Hosted by Who's Next	Immediate	
Institutional Support	Main SPC Website – www.SPCollege.edu	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	Staff Central Website	I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	Network Connectivity (Internet)	F & S & I	SPC Clearwater Data Center	SPC Seminole Data Center	Immediate & 1 day	Power Dependent
Institutional Support	Microsoft Teams (Phone, Voicemail)	I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	Fax Services (Support for User Faxes)	I	Hosted by Esker	Hosted by Esker	Immediate	
Institutional Support	Staff/Faculty Email – Office 365	S & I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	PeopleSoft – HR Systems	F & S & I & R	Oracle Cloud (Ashburn, VA)	Oracle Cloud Alt. Data Center ~30 Miles Away	Immediate	
Institutional Support	PeopleSoft – Finance Systems	F & S & I & R	Oracle Cloud (Ashburn, VA)	Oracle Cloud Alt. Data Center ~30 Miles Away	Immediate	

Functional Area	Major Technology System Name	Risk Code F = Financial S = Student I = Inst./Staff/Faculty R = Regulatory	Primary System Location	Backup Site Location	Current Estimated Time to Recover System	Notes
Institutional Support	PeopleSoft – Non-Production Systems (For Development)	F & S	Oracle Cloud (Ashburn, VA)	Oracle Cloud Alt. Data Center ~30 Miles Away	Immediate	
Institutional Support	SharePoint Online (not including BI)	I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	Technical Support Help Desk Website	S & I	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	On-Premise SharePoint – Discussions to Move to Hosted WordPress
Institutional Support	School Messenger Student Notification System	S & I & R	Hosted	Hosted	Immediate	
Institutional Support	Percipio	I	Hosted	Hosted	Immediate	
Institutional Support	InformaCast Building Emergency Notification System	S & I & R	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	
Institutional Support	CETL Site	I	Microsoft Azure Cloud	Microsoft Azure Cloud	Immediate	
Institutional Support	Business Intelligence Systems	I & F	SPC Clearwater Data Center	SPC Seminole Data Center	Up to 2 weeks	On-Premise SharePoint – Discussions to Move to Power BI in Microsoft Azure Cloud

ST. PETERSBURG COLLEGE

Emergency Notification System

Policy & Protocol

Approved
June 9, 2008
Revised
September 25, 2015

EMERGENCY NOTIFICATION SYSTEM PROTOCOLS

Introduction

The Higher Education Opportunity Act (HEOA) [Public Law 110-315] was enacted on August 14, 2008. Under Title IV, the federal law requires all colleges and universities to have a notification and warning plan in place to alert the campus community of an emergency.

In the event that an emergency arises, that poses a potential threat to life and safety, it may be necessary to broadcast an emergency notification to staff, faculty, and students.

Definition

BOT Rule 6Hx23-1.23 Emergency Action Plan establishes the SPC Emergency Management Plan which includes the "SPCAlert" Emergency Notification System.

SPCAlert will be used to alert individuals that an emergency condition exists, which threatens health and safety; and to provide protective action recommendations without delay.

Scope

In conjunction with the SPC EMP, this guide provides instructions and suggestions for Emergency Notification and Warning, as well as notification of non-emergency activity which may disrupt operations of a campus or multiple campuses. The offices of Marketing and Communications, Director, Safety and Security and Emergency Management will conduct semi-annual tests both announced and unannounced.

Current Notification Systems

The Department of Education encourages institutions to consider overlapping means of communication in case one method fails or malfunctions. Institutions should have flexibility to alert only the appropriate segment or segments of the population that they determine to be at risk.

SPC has several emergency notification systems available. In the event of an emergency one or all of these systems may be employed. The systems include:

Primary

- SPC Homepage
- SPC email
- InformaCast, a system which has the capability to quickly broadcast notices, warnings and alerts using IP telephones, desk-top computers and broadcast speakers without delay. Faculty and staff who have college desktop computers and IP telephones are included in the InformaCast system.

- **SPC uses a commercial Emergency Notification System (School Messenger) which has the capability of quickly broadcasting notices, warnings, and alerts using email, home telephones, and cell phones. Faculty and staff should have their correct phone numbers in the SPC database by doing the following:**

  1. **Log in to MySPC**
  2. **Select My Personal Information and update numbers**
  3. **Select Emergency Cell/Text Options and update numbers**
  4. **In order to participate in receiving text messages, simply text any one of the following words to the number 68453:   subscribe;   opt-in; yes.**

- **SPCAlert on all networked computers (Bulk email)**
- **SPC Television Channel**
- **Fire alarms**
- **Enhanced 911 system**
- **Social Networks**

Secondary

- **Hand held radios**
- **Electronic signs**
- **NOAA Tropical Storm Forecast and Radar Station: Ruskin**
- **Panic Buttons**

Monitoring Responsibilities

The primary responsibility for monitoring emergency threats and events resides with Safety and Security. Security Dispatch is available to receive emergency communications from a variety of official and public sources, including:

- **National Terrorism Advisory System (NTAS)**
- **National Weather Service (NWS)**
- **Emergency Broadcast System (EBS)**
- **Pinellas County Emergency Management**
- **Federal, State, and local law enforcement**
- **Fire and emergency medical services**
- **SPC Alert Emergency Notification System**

Safety and Security will monitor developing weather systems 24/7. However, this does not preclude the responsibility of Security Dispatch to serve as the central communications point for all threats including weather related emergencies which may develop slowly (tropical storms, hurricanes, etc,) or suddenly (tornadoes, severe thunderstorms, etc.) The Director of Safety and Security or designee will contact the college president's office and Marketing and Communications to issue appropriate warnings to the college or individual campuses.

Decision Criteria

In the EMP guide for all campuses and centers, the levels of emergencies are identified as follows:

- Type 1: Disaster level is a very serious event that impairs or stops the operations of the college. Example: hurricane, damaging tornado, other community-wide emergency. The EMP would be fully activated.

- Type 2: Emergency level entails a serious event that disrupts one or more operations of the college/campus or multiple campuses. Example: severe weather, gas leak, chemical spill, biological hazard, fire, hostage situation, civil unrest (violent), terrorist attack, bomb threat, armed intruder, explosion. The EMP would be activated to the extent necessary to handle the emergency.

- Type 3: Minor Incident is a local event with limited impact. Example: contained hazardous material spill, limited power outage, and medical issue.

The president's office, the college-wide IC, or the campus IC will determine the type of emergency based on verification by campus security or campus personnel. **All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rests with the president.**

EMERGENCY MANAGEMENT: FIRST 15 MINUTES

The following SPC Emergency Notification System Policy and Protocols were approved June 9, 2008 by the Emergency Management Council. The President's "First 15 Minutes Procedure" was approved on May 22, 2013. These actions are in compliance with the Department of Education requirements.

All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the president/designee.

College Wide Emergency:

- Security Dispatch will call the President's Office, the Director of Safety and Security, and the College Wide Incident Commander (Sr. VP Student Services).

- Director of Safety and Security/or designee will notify/call Sr. VP Business Services and Associate VP Facilities.

- College wide Incident Commander will call Marketing and Communications.

- Should an InformaCast Alert be sent out College Wide Incident Response Team members will conference call at:

  1. 866-915-8986
  2. Leader Code: 8254136
  3. Participant Code: 2211596
     (If InformaCast is not activated then Marketing and Communications will email/text the Incident Response Team members to conference call.)

- Marketing and Communications to issue appropriate warnings/information to the college or individual campuses using SPC Alert.

- The on scene incident commander shall establish the Incident Command Post and contact with the President's office and/or the College Incident Commander.

- After the emergency alert has been issued, the Board of Trustees will be contacted by the President or designee.

EMERGENCY MANAGEMENT: FIRST 15 MINUTES

An event that may impact one or more operations at a campus or multiple campuses;
i.e., severe weather, pandemic flu, biological events, etc.

Emergency Management: First 15 Minutes

An event that may impact one or more operations at a campus or multiple campuses;

i.e., severe weather, pandemic flu, biological events, etc.

First Five Minutes

Next Five Minutes

Last Five Minutes

College Wide

Security Dispatch
Notified
791-2560

3

2

1

President's Office

Director,
College Wide
Security

Incident Commander

Vice President, Finance and
Business Operations

Back up:

Vice President, Academic
Affairs

Vice President, Student Services

Executive Director,

Marketing and Strategic
Communications

Buck up:

Assistant Director, Strategic
Communications

Vice
President,
Finance and
Business
Operations

Board of
Trustees
Notified if
Necessary

Leadership Team
Conference Call
Text/Email/Phone

Teams/Zoom

General
Counsel

Vice
President,
Facilities

Issues
Appropriate Information

SPC Email, SMS Text, Social
Media, Home Page

Campus Wide Emergency:

- If required, the (campus Incident Commander) Provost or designee shall activate the SPC Alert system and InformaCast for the specific campus involved

- The campus Incident Commander shall contact Security Dispatch and the President's office.

- Security Dispatch will call the President's office, the Director, Safety and Security, and the College wide Incident Commander (SR. VP Student Services)

- Director, Safety and Security or/designee will notify/call Sr. VP Business Services and Associate VP Facilities.

- College wide Incident Commander will call Marketing and Communications.

- Should an InformaCast Alert be sent out College Wide Incident Response Team members will conference call at or Teans/Zoom:

  1. 866-915-8986
  2. Leader Code: 82254136
  3. Participant Code: 2211596
     (If InformaCast is not activated then Marketing and Communications will email/text College Wide Incident Response team members to conference call.)

- Marketing and Communications to issue appropriate warnings/information to the college or individual campuses using SPC Alert.

- The on scene Incident Commander shall establish the Incident Command Post and contact with the president's office and /or the College Incident Commander.

- After the emergency Alert has been issued, the Board of Trustees will be contacted by the President or his designee.

Incident Response Team Members (Leadership Team conference call)	
President	Chief Human Resources and Talent Officer
Chief of Staff	Provosts
VP Student Affairs	Associate VP, Marketing and Communications
VP Business Operations	Assistant Director, Strategic Communications
VP Academic Affairs	Director, Safety and Security
Emergency Management Director	VP Institutional Effectiveness and Academic Services

Order of Succession

In the event that Marketing and Communications is unavailable, and a notice must be sent, the following individuals also have the technical capability to send out notices:

SPC Homepage	Associate VP, Marketing and Communications
	Assistant Director, Strategic Communications
	Assistant Director, Interactive
SPC E-Mail	Associate VP, Marketing and Communications
	Assistant Director, Strategic Communications
	Assistant Director, Interactive
	Coordinator of Enrollment Services
	Emergency Management Director
InformaCast	Incident Commanders and Designees
	Vice President Student Affairs
	Vice President Administrative/Business/IT
	Vice President Academic Affairs
	Associate VP, Human Resources
	Associate VP, Marketing and Communications
	Assistant Director, Strategic Communications
	Assistant Director, Interactive
	Director, Safety and Security
	Emergency Management Director
	Director, Network Systems

Pre- Approved Activation:

The following SPC Alert messages are pre-approved by college officials and eligible for immediate activation.

The first three pre-scripted messages are generic telling people to evacuate, lockdown, or take cover. The messages that follow are for more specific events.

Description	Display Short Text	Type
1 Evacuation	SPC ALERT! EVACUATE immediately. An emergency has occurred. Leave the building at once in a safe manner.	Text and Pre-Recorded Audio
2 Lockdown	SPC ALERT! LOCKDOWN. Lock doors, take cover and stay away from windows and exits. Do not leave the room until the "all clear" sounds.	Text and Pre-Recorded Audio
3 Take cover	SPC ALERT! TAKE COVER. Seek shelter inside interior rooms. Stay away from doors and windows. Take cover until the "all clear" sounds.	Text and Pre-Recorded Audio
All clear	SPC ALERT! All clear. It is now safe to resume normal activity.	Text and Pre-Recorded Audio
Check e-mail	SPC ALERT! Check your e-mail for information about an emergency on campus now.	Text
Flash flood	SPC ALERT! Flash flood warning! Do not drive or walk through water regardless of depth.	Text and Pre-Recorded Audio
Gas leak/hazmat Seek shelter	SPC ALERT! Hazardous condition on campus! Seek shelter immediately in the nearest building, away from doors and windows. Wait for the "all clear" signal.	Text and Pre-Recorded Audio
Hostile person, lockdown	SPC ALERT! LOCKDOWN Hostile person(s) on campus. Go to the nearest room or office. Lock door. Turn off lights and seek protective cover. Use tables, chairs, etc. for barriers. Stay away from doors and windows. Wait for assistance or "all clear."	Text and Pre-Recorded Audio
Hostile person; evacuate	SPC ALERT! EVACUATE. Hostile person(s) on campus. Leave the area and seek shelter behind a locked door or seek protective cover. Stay away from doors and windows. Stay there until assistance arrives.	Text and Pre-Recorded Audio

Description	Display Short Text	Type
Hurricane watch	SPC Alert! Hurricane watch! The college is monitoring the forecast and will issue an alert when and if closings are necessary.	Text and Pre-Recorded Audio
School Messenger Integration	School Messenger Integration	Text and Ad-Hoc Audio
Severe thunderstorm	SPC ALERT! A severe weather warning has been issued. Please use caution and continue to monitor local weather updates.	Text and Pre-Recorded Audio
TEST	SPC ALERT! This is a test of the SPC Alert system. This is a test of the SPC Alert system.	Text and Pre-Recorded Audio
Tornado warning	SPC ALERT! A tornado has been reported in the area. Seek shelter immediately in an interior room, away from doors and windows. If you are in a portable or trailer, move to a permanent building.	Text and Pre-Recorded Audio
Tornado watch	SPC ALERT! A tornado watch has been issued for the area. The college is monitoring the forecast and will issue further warnings if necessary.	Text

Post Incident Action

Once an incident has been cleared and the emergency personnel have provided the "all clear" message to the IC, the IC will notify Marketing and Communications that an "all clear" message has been received and may be sent to all parties identified in the activation plan.

> SPC Alert! ALL CLEAR! The emergency situation at SPC has been cleared and the campus has been declared safe again. Stay tuned for further information if necessary.

Procedures to Test Emergency Notification and Evacuation Procedures

SPC will test SPCAlert college-wide on a semi-annual basis either announced or unannounced. Individual campus sites will conduct tests of the InformaCast system periodically during the academic year and will conduct evacuation drills once per semester.

I-1   Purpose

This Continuity of Operations (COOP) Plan outlines the specific policies, procedures, and guidelines to maintain continuity of operations following any incident, which disrupts the normal business continuity of St. Petersburg College (SPC).

The plan is designed to:

- Ensure that SPC is prepared to respond to emergencies, recover from them, and mitigate against their impacts.

- Provide timely direction, control, and coordination to the SPC leadership and other critical customers before, during, and after an event or upon notification of a credible threat.

- Facilitate the return to normal operating conditions as soon as practical, based on circumstances and the threat environment.

I-2   Applicability and Scope

The president and the college-wide Emergency Coordination Officer (Incident Commander), in concert with the Board of Trustees, will make decisions for the college. The Emergency Management Council (EMC) comprised of key decision makers appointed by the president will assist and advise in making emergency related decisions. The EMC will incorporate the Incident Command System when ordered to activate the Emergency Operations Center (EOC) by the president or Emergency Coordination Officer (ECO).

Manmade disasters, natural disasters, civil threats, and serious threats to life safety will cause the COOP to be activated. Responsibilities outlined in the SPC Emergency Management Plan may transition into the recovery plan as appropriate in concert with the COOP.

Any critical essential department may activate their individual COOP when it has been determined that an incident/event will cause significant modification to their standard business processes, or to an extent that an incident has occurred and they are not capable of executing their normal business practices.

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business processes, or to an extent that an incident has occurred, and they are not capable of executing their normal business practices.

I-3   Supersession

No other documents have been identified that this document supersedes. Upon adoption, this document will serve as the first COOP for SPC and will be superseded when updated.

I-4   Authorities

Authority vested in college officials by virtue of delegation by the St. Petersburg College Board of Trustees to the college president or his designee and his further delegation of authority to the EMC. (BOT 6H x23 – 1.23)

- Presidential Decision Directive (PDD) 67 (Enduring Constitutional Government and Continuity of Government Operations), dated October 21, 1998

- Homeland Security Presidential Directive/HSPD-8

- Sections 252.35(2) (k), 252.35 (2) (n), Florida Statutes

- Executive Order 80-29 (Disaster Preparedness), dated April 14, 1980

- Executive Order 87-57 (State Emergency Response Commission), dated April 17, 1987; as updated by Executive Orders 98-153 and 98-155

- Executive Order 01-262 (Emergency Management), dated September 11, 2001

- Executive Order 01-300 (Domestic Security), dated October 11, 2001

- Chapter No. 2001-361, Florida Statutes provide for a public records exemption for security system plans and any property owned or leased by the State

- Chapter No. 2001-365, Florida Statutes require the Florida Department of Law Enforcement (FDLE) to coordinate and direct response to acts of terrorism, establishes in law the Regional Domestic Security Task Forces that were created by Executive Order #2001-300, and creates the position of Chief of Domestic Security Initiatives within FDLE

- Chapter No. 2001-366, Florida Statutes creates the Florida Domestic Security and Counter-Terrorism Intelligence Center within FDLE and allows for the creation of the Florida Domestic Security and Counter Intelligence Database

- Chapter No. 2002-43 amends Florida Statutes 252.365 to include specific language requiring that each state agency prepare COOP and disaster preparedness plans. The bill directs that each state agency and facility (e.g., prison, office building and university) have a disaster preparedness plan and establishes requirements for the essential elements of these plans. In addition, it mandates that the plans be coordinated with applicable local emergency agencies and approved by the Florida Division of Emergency Management.

- Chapter 282, Florida Statutes, Communications and Data Processing addresses purchasing procedures and creates the State Technology Office.

- The president has the authority to delegate authority for SPC. The ECO's office will be responsible for maintaining the COOP. The plan will be reviewed on an annual basis for the purpose of verifying accuracy.

I-5   References

- SPC Emergency Management Plan

- SPC Emergency Management Website

- Homeland Security Presidential Directive (HSPD) 20

- Pinellas County Comprehensive Emergency Management Plan

- State of Florida Comprehensive Emergency Management Plan

- National Response Plan

- National Incident Management System (NIMS)

- Local Mitigation Strategy

- Pandemic Influenza Plan

- Federal Response Plan

I-6   Policy

SPC recognizes and acknowledges that the protection of its assets and business operations is a major responsibility to its employees and to Pinellas County. Therefore, it is the policy of SPC that a viable COOP be established and maintained to ensure high levels of service quality and availability and to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewer outages, and weather related emergencies. To this end, procedures have been developed to support the resumption of time-sensitive business operations and functions in the event of their disruption at the facilities identified in this plan.   SPC is committed to supporting service resumption and recovery efforts at alternative facilities, if required. Likewise, SPC and its management are responsible for developing and maintaining a viable COOP that conforms to acceptable insurance, regulatory, and ethical practices and is consistent with the provisions and direction of other SPC policy, plans, and procedures. The operational security of the COOP is aligned with the college Emergency Management Plan and secured through the MySPC portal.

SECTION II
CONCEPT OF OPERATIONS

II-1   Objectives

The objective of this COOP is to ensure that a viable capability exists to continue essential SPC functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The objectives of this plan include:

- To ensure the continuous performance of essential functions/operations during an emergency.
- To protect essential facilities, equipment, records, and other assets.
- To reduce or mitigate disruptions to operations.
- To reduce loss of life, minimize damage and losses.
- To identify and designate administration and support staff to be relocated.
- To facilitate decision-making for execution of the plan and the subsequent conduct of operations
- To achieve a timely and orderly recovery from the emergency and resumption of full service to all customers.

II-2   Planning Considerations and Assumptions

SPC has a COOP plan that provides procedures and guidelines to help mitigate damages and help continue the operations of the college. Major departments of the college have their own COOP plans that are incorporated into the college COOP. The college embraces NIMS ICS procedures documented by the fact that administrators and over two-hundred employees have been trained in ICS-100 Higher Education. The EMC is the final authority on annexes contained in this plan.

II-3   COOP Execution

This section outlines situations that can potentially lead to activation of the COOP due to emergencies or potential emergencies that may affect the ability of SPC to perform mission essential functions from its primary and other essential facilities. This section also provides

a general description of actions that will be taken by SPC to transition from normal operations to COOP activation.

- The college-wide ECO (Incident Commander) in collaboration with the president, determines whether the COOP should be activated based on an assessment of the information received about an emergency, incident or threat of an emergency. The ECO will declare the level of the emergency and activate the COOP to the extent necessary to handle the incident.

- The ECO will direct some or all of the EMC members to convene at the primary command center (president's conference room) or to an alternate site.

- The EMC will be responsible to continue the mission essential functions of the college within 12 hours and for a period up to 30 days pending regaining access to the affected facility or the occupation of the alternate facility.

II-4   Time-Phased Implementation

In order to maximize the preservation of life and property in the event of any natural or man-made disaster or threat, time-phased implementation may be applied. Time-phased implementation is used to prepare and respond to current threat levels, to anticipate escalation of those threat levels and, accordingly, plan for increased response efforts and ultimately full COOP activation and facility relocation. The extent to which time-phased implementation will be applied will depend upon the emergency, the amount of warning received, whether personnel are on duty or off-duty at home or elsewhere, and possibly, the extent of damage to essential facilities and their occupants. The Disaster Magnitude Classification definitions may be used to determine the execution level of the COOP. These levels of disaster are defined as:

- Type 1 – Disaster: Any event or occurrence that seriously impairs or halts the operations of the college/campus. Examples would be hurricane, damaging tornado, or other community wide emergency. The event would likely disable college/campus operations for at least 24 hours and outside emergency services would not always be available immediately. State and Federal assistance may be involved.

- Type 2 – Emergency: An incident that seriously disrupts the overall operation of the college or campus. Examples would be a building fire, civil disturbance, or a widespread power outage of extended duration that would require assistance from emergency services or outside agencies.

- Type 3 – Minor Incident: A minor incident is defined as a local event with limited impact, which does not affect the overall function of the college or campus. Examples

would be a contained hazardous material spill incident or a limited power outage. The initial responders and security would typically handle the situation.

The President's conference room, Downtown Center (DT), will serve as the Emergency Operations Center during a Type II (Emergency), or a Type III (Minor Incident). Should there be a power failure, the DT has a backup generator power. The Data Center in the Clearwater BT building will serve as the EOC should the DT become unavailable with St. Petersburg Gibbs or Seminole available as alternate sites. SPC maintains a robust telework infrastructure (Microsoft Teams or Zoom conferencing) providing flexibility to work from anywhere with little disruption to the organization.

II-5   Critical Service COOP Staff

Primarily members of the EMC will staff the EOC when it is activated by the president or college ECO. A complete list of individuals is contained in the SPC EMP. Depending on the type of emergency or crisis, other personnel may also be requested to report to the EOC. In the event of a disaster and loss of communications, the pre-identified EOC staff is expected to report to the EOC. Contact information for members of the EMC such as work phones, cell numbers, and home phone numbers are found in Annex A and the Facilities Services Disaster Preparedness Plan in Section III.

II-6   Alternate Facility

Selection and utilization of alternate facilities will be driven by the severity of the incident, availability of the alternate location, and its impact on other campus business.

- Minor Incident (Type III) – The president's conference room at the DT will serve as the primary EOC. The Security Operations Center at CL would serve as a backup if power is not available. The BT Center at CL has a backup electrical system.
- Emergency (Type II) - The president's conference room at the DT will serve as the primary EOC. The Security Operations Center at CL would serve as a backup if power is not available. The BT Center at CL has a backup electrical system.
- Disaster (Type I) – CL will be used as an alternate EOC during and following a major disaster which would disable the DT. CL meets the criteria for accessibility, safety, size, and systems capability.
- In the event that the DT or CL sites are unavailable, SE or SP would serve as the third site.

- SPC maintains a robust telework technology infrastructure (Microsoft Teams and ZOOM Conferencing) providing flexibility to work from anywhere with little disruption to the organization.
- Equipment – Laptop computers, docking stations, web cams, phone or softphones are available for all telework authorized staff. Internet hot spots are available for critical staff.
- Systems and Servers – All ERP systems (servers). Student, Finance, and HR systems are in the cloud environments and are accessible from any location with internet access. Phone systems are hosted by cloud providers and access to all SPC staff and faculty including teleworkers.

All individual campus sites have designated an alternate site off campus to establish a campus command post in the event of a major event which necessitates evacuation of the campus.

II-7   Mission-essential Functions

The prioritized mission essential functions are:
- Provide safety and security to SPC students, faculty, and staff
- Deploy necessary communications
- Provide necessary utilities to the campus
- Restore telephone infrastructure
- Recover/restore information systems
  1. Infrastructure Systems include maintaining the Academic On-Line Environment and to include PeopleSoft, portal sign-on page, and the connection to the Learning Management System so that on-line instruction may continue.

  2. All ERP systems (servers), Student, Finance, and HR systems are in cloud environments and are accessible from any location with internet access.
- Maintain the educational needs and instructional continuity of students
  1. Secure all student files in conjunction with the Office of Admissions and Financial Aid.
  2. Facilitate post incident counseling assistance for students and faculty.
- Ensure ability to meet payroll requirements and critical employee benefit services
- Restore and restore damaged facilities from catastrophic emergency guidelines included in the Facilities Planning and Institutional Services Disaster Plan.

II-8   Delineation of Mission Essential Operations

The safety of students, staff, and faculty is of primary concern. After addressing life support, safety, and security, the most important activity is to establish communication. Then, essential life support factors such as water, sewer, and electricity need to be addressed. The next important function is security and order, which campus security will provide. In addition, the facilities, telephone, and information systems should be repaired and brought back to service.

II-9   Warning Conditions

Duty Hours

> **With Warning:** EMC members will be contacted to join a phone/Microsoft Teams conference or to report to the president's conference room. The president or designee (ECO will take charge.)

> **Without Warning:** The campus IC or security will assume command of the scene and advise the Director of Safety and Security Services, who will advise the president's office and ECO. The ECO will notify members of the EMC as appropriate to meet or join a phone/Microsoft Teams conference.

Non-Duty Hours:

> **With Warning:** Security Dispatch will advise the Director of Safety and Security Services, who will advise the president and ECO. The ECO will contact EMC members as appropriate.

> **Without Warning:** Campus Security will assume command of the scene and advise Security Dispatch and the ECO. The ECO will contact EMC members as appropriate. If deemed necessary by the ECO, members of the council will meet at the DT president's conference room or another designated location.

II-10   Direction and Control

The successions of personnel are as follows:

Emergency Operations Center Key Staff:

Coordinating Officer:

- Vice President, Student Affairs
- Vice President, Academic Affairs
- Vice President, Finance and Business Affairs
- Associate Vice President, Facilities, Planning and Institutional Services
- Director of Emergency Management

Assistant Coordinating Officer (if needed):
- Provost Allstate Center
- Director of Safety and Security Services

Other Key Staff:
- Executive Director, Marketing and Strategic Communications
- Associate Vice President, Information Technology
- Associate General Counsel
- Associate Vice President, Human Resources
- Chief Technology Officer
- Chief Information Officer
- President Faculty Senate
- Director of Fire Science

Contact information is found in the SPC EMC roster, Annex A and in Section III of the Facilities Services Plan.

II-11   Operational Hours

The ECO, in consultation with the EMC, will establish work-hours relative to the situation, when the COOP is activated. Depending on the level of operations performed, emergency personnel should anticipate longer work schedules, while non-emergency personnel will work regular hours. Overtime and compensation time will follow pre-established SPC policies and procedures unless otherwise specified.

II-12   Alert and Notification

Timely and accurate alerting and notification of factual data is essential to ensuring that the SPC community is aware of emergencies or crises.   If the situation allows for warning, staff may be alerted prior to activation of the COOP. In all situations allowing for an alert, procedures must include notifications to the SPC president, Marketing and Strategic Communications, Board of Trustees, and appropriate campus/site administrators.

SECTION III
RESPONSIBILITIES AND PROCEDURES

III-1 Emergency Operations Center Staff Responsibilities

St. Petersburg College incorporates the NIMS Incident Command system to facilitate interagency coordination, promote the use of common emergency response terminology and command structure, and facilitate the flow of information between responding agencies. SPC has partner agreements with the local municipalities where SPC campuses are located to ensure that provisions and coordination of resources is established.

EOC Coordinator Responsibilities
- Open the EOC as needed
- Set up tables, chairs, and supplies as needed
- Set up computer access, telephone lines, and radio/television systems
- Assist in notifying EMC members

ECO Responsibilities
- Responsible for the overall management of the incident
- Coordinates responses from the EMC
- Keeps the team informed as the situation develops
- Coordinates communication with administration
- Coordinates after action review process

Safety Officer Responsibilities
- Responsible for overall college safety of the incident
- Identify and access safety risks associated with the incident
- Establish staging areas for first responders, media, and parent/family members
- Provide for personnel and visitor accountability and safety.

Public Safety Liaison Responsibilities
- Coordinates information and decisions between the public safety command post and the college EMC
- Serves as a point of contact for assisting and cooperating agencies
- When the crisis does not warrant interaction between other public safety agencies, this function supports the ECO

Public Information Officer Responsibilities

- PIO is the central point for information dissemination in coordination with the local agency's PIO
- All media releases will be handled by the Director of Marketing and Strategic Communications

Planning Section (Vice President, Academic Affairs)

- Oversees the college Instructional Continuity Plan and implementation if needed
- Oversees the implementation of College Calendar Rule as it relates to emergency procedures
- Responsible for development of Incident After-Action Plan for academic programs
- Documents operations when COOP is activated

Operations Section

- Responsible for handling the tasks assigned by the ECO. Tasks may include:
    1. Campus evacuation
    2. Cancellation of classes/when to re-open
    3. Notification of personnel
- Provides timely information for planning staff

Logistics Section (Facilities Planning and Institutional Services)

- Responsible for providing services and support to meet incident needs
- Coordinates the acquisition of needed supplies and materials
- Implements the Facilities Services Disaster Preparedness Plan

Finance Section (Finance and Business Affairs and Information Technology)

- Provides emergency financial information to key decision makers and coordinates with Human Resources and Facilities
- Oversees the Information Technologies department to maintain communication services and security controls
- Ensures ability to meet payroll requirements and critical employee benefit services

Counseling Section (Student Affairs and Human Resources)

- Facilitates counseling assistance for employees through the Employee Assistance Program
- Communicate with SGA Executive Board and general student population
- Facilitate counseling assistance for students

Medical Section
- Coordinates the provision of medical services from local responders or emergency personnel
- Plans for psychological and emotional support of students, staff, and faculty

Media Section
- Will assist the PIO in providing information to the media

Public Liaison
- Coordinates reunification of students with family and/or staff

III-2 Department Responsibilities

Recovery operations address the actions needed to return SPC to normal operations as quickly and completely as possible and involves the following departmental actions:

Marketing and Strategic Communications will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.

Finance and Business Affairs will provide emergency financial information to key-decision makers after an emergency event and coordinate with Human Resources to maintain the Employee Pay Continuation Guidelines. Business Services will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms.

Academic Affairs will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 College Calendar as it relates to emergency procedures.

Information Technology will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services (communication services; perform critical applications at a remote site; maintain information security controls).

Human Resources will coordinate with Financial and Business Services to ensure ability to meet payroll requirements and critical employee benefit services.

Facilities Planning and Institutional Services will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.

III-3   Personnel Coordination

Emergency contact information for the EMC is contained in the EMP, Annex A and the Facilities Disaster Plan. Human Resources accesses emergency contact information for all SPC personnel, collaborates with Facilities Planning to deploy employees, and provides this information to the EMC as necessary. External agency contact information shall be maintained by the Facilities Services Department and by the Director of Emergency Management. Departments and members of the EMC should develop and maintain their independent contact lists relative to their own specific areas of responsibility. Group e-mail lists are developed and maintained by Information Technologies and incorporated into the SPC Alert System. Individual departments may develop their own e-mail or phone tree lists relative to their areas of responsibility. A toll-free number has been identified for the public to contact SPC during emergencies. This includes procedures to notify customers of new work location, phone numbers, re-route US mail, etc. SPC maintains a robust telework technology infrastructure providing flexibility to work from anywhere with minimal disruption.

III-4   Vital Records and Databases

Information Technology will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services. The IT Departmental COOP's maintenance program includes Internal and External Systems for sequencing of systems, personnel responsibilities, and documentation:

- Communication Services
- PeopleSoft data base is replicated at Oracle Cloud site
- ImageNow files are backed up nightly and are stored off site
- Perform critical applications at a remote sites/cloud
- Maintain information security controls

Central Records Departmental COOP specifies a maintenance program the documentation is imaged in alternative format including microfiche records. Microfiche records are in duplicate format at the State Division of Archives.

III-5   Pre-Positioned Resources

SPC critical departments should identify important documents and databases that need to be stored in a separate location. Depending on the situation, another storage location may be a different building on the same campus, or an off-site location. Individual departments should also pre-identify personnel who are responsible for the maintenance of the resources. Documents and data should be in placed in Microsoft Teams, SharePoint or OneDrive in the cloud. Thumb drives/CDs are not to be used. Limit printed materials.

III-6   Drive-Away Kits

Where appropriate, SPC departments should create Drive-Away kits which contain such items as publications, laptop computers, laptop bag, headset and phones. Checklists may be needed to be used to help ensure the inclusion of all necessary contents. SE emergency operations center is maintained in a state of readiness for conversion and activation.

III-7   Telecommunications and Information Technology Support

In the event of an emergency causing sustained loss of power to the SPC operating area, Information Technology has an incident response plan to recover mission-critical services.

III-8   Security and Access Control

In the event that an incident requires the evacuation of a building, then the building will be secured as appropriate. College wide Security Services will coordinate control and access to the building. During incidents that involve multijurisdictional control, Campus Security and other agencies shall enter into a unified command, to ensure that the interests of the college are considered.

III-9   Personal and Family Preparedness

SPC has provided the Community College Citizen Preparedness Program training to staff. The training provides information to persons in the areas of having a go-kit, making plans, being informed, and getting involved. A Family Communication Plan template is provided as part of the training.

III-10 Site-Support Procedures

In the event that an incident occurs without warning, the EMC shall report directly to the president's conference room, unless otherwise notified by the college ECO or president's office. Should activation of an alternative site be necessary the Provost will ensure that procedures are in place to ensure a smooth transition to SE or other preferred EOC site.

SECTION IV
PHASE I - ACTIVATION

IV-1   Alert and Notification Procedures

The president or designee determines whether the COOP should be activated based on an assessment of the information received about a threat of an emergency. The president or designee will declare the level of the emergency and activate the COOP to the extent necessary to handle the emergency. All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the president or designee. After consulting with the college ECO and the EMC, the president or designee shall be responsible for the decision to declare a major emergency or disaster.

The following alert and notification steps shall be followed during incidents that require COOP activation.

- The president's designee or college ECO will implement steps to notify all appropriate college officials in a timely manner. This would include deans and directors of areas involved in the emergency. SPCAlert to include e-mail, home page, phone trees, social media and radios can be utilized with the notification.
- All chairpersons, directors and managers shall ensure that employees within their areas are notified and provide appropriate instructions regarding building lockup or evacuation.
- When no other notification system is feasible, security personnel will circulate the campus to issue emergency instructions.
- When the president authorizes closure of any campus or cancellation of classes the following offices are to be notified immediately:
    - Board of Trustees
    - Chancellor, Florida College System
    - Governor's Office
    - State Watch Office
    - Security
    - Marketing and Strategic Communications
- College wide Security Services has the authority to order evacuation of buildings on their respective campuses. An evacuation of a building does not automatically result in the cancellation of classes or the closing of all or part of the college.
-

- The Executive Director of Marketing and Strategic Communications is responsible for the release of information to the media regarding the college's emergency and its response. When the COOP is activated at any level, the Director of Marketing and Strategic Communications shall route release information through the president or designee prior to public release. Additional procedures are outlined in the SPC EMP attachment E – SPC Alert Policy and Protocols.

  1. Media advisories: Marketing and Strategic Communications will use the media to inform the college community and the public about emergencies, including information about campus closings and directions for faculty, staff, and students.

  2. E-mails to the college community: Marketing and Strategic Communications will e-mail advisories and updates to the college community before, during, and after emergencies.

  3. Web Postings: Marketing and Strategic Communications will post advisories and updates to the college's website including the college homepage as appropriate.

  4. Social Media: Marketing and Strategic Communications will post advisories and updates on social media sites.

  5. SPC toll-free telephone number will provide periodic updates.

  6. Technical support and equipment are cloud based and laptop computers, web cams, and hot spots are available for critical staff to telework.

IV-2   Initial Actions

In the event that the incident occurs without warning, the highest-ranking security officer on duty will assume command and notify the Director of Safety and Security Services, college ECO and president's office. The ECO will notify appropriate members of the EMC as the situation dictates. Activation of the college EOC will be coordinated by the college ECO. Initial contact can be through telephone, two-way communication, SMS Text or e-mail. EMC personnel should be available for ZOOM or Microsoft Teams conferencing or report to the EOC if available. If not, the Data Center at the Clearwater Campus (BT Building) would be the first alternative site. If the entire DT building is unavailable, the SE EOC will be activated.

IV-3   Activation Procedures Duty Hours

The college ECO will ask the appropriate EMC personnel to conference on ZOM or Microsoft Teams or convene at the president's EOC conference room to discuss the actions required to address the incident. If an alternate site is needed, College wide Security Services will provide security for the EOC. The security personnel for the alternate site would be provided by that site's security.

IV-4   Activation Procedures Non-Duty Hours

The highest ranking security officer on duty will assume command of the incident site until transfer of command is made. The security officer will contact the Director of Safety and Security Services and the college ECO. The college ECO will notify the appropriate members of the EMC as the situation dictates. In the event the college ECO activates the EOC, the college ECO will coordinate the activities of the EMC staff to support first responders and other personnel at the scene. On-duty campus security personnel will provide the security for the primary facility. If needed, other off-duty officers will be requested to come on duty. College wide Security Services may request assistance from partnering law enforcement agencies, as needed.

IV-5   Deployment and Departures Procedures for Time-Phased Operations

The primary concern for SPC on pre-deployment is the safety and security of faculty, staff, and students. The communication process is listed in the next section. The college ECO will determine full or partial deployment to the designated alternate facility of any mission-essential functions that are critical to operations at the time COOP activation is ordered. Drive-Away kits should be available, if applicable. Technical support and equipment are currently used to support all agents who are teleworking.

IV-6   Transition to Alternate Operations

Communication:

    During the transition process communications will be performed by Marketing and Strategic Communications:

- Communicating to the local media
- Notification of deans, directors, and chairpersons
- Utilization of SPCAlert to include the college homepage, email, texting, InformaCast, social media
- Facilities and Institutional Services will activate the departmental COOP for continuation of mail service.

Direction:

- The college ECO or the Director of Emergency Management will provide direction and coordination.

Control:

- The campus security department with support from other local law – enforcement agencies will maintain control.

Documentation:

- The Director of Emergency Management will assign personnel as scribes to document operations during activation of the COOP. This action will normally occur within the planning section.

Security to Primary Facility:

- Security to the primary facility will be provided by campus security. If needed, campus security will request assistance from the local law enforcement agencies.

Access to Alternative Facility:

- The access to alternate facility will be controlled by and managed by the campus security of the alternate facility.

IV-7   Site Support Responsibilities

Following notification that a relocation of the primary EOC has been ordered or is in progress, the appropriate alternate facility manager (CLW Provost) will implement the COOP site support procedures and prepare to receive the EMC within 12 hours. Resources belonging to the alternate site should be utilized whenever possible to minimize the amount of resources being transported. FPIS Services Disaster Plan provides for acquisition of necessary resources. CLW is self-contained with back-up systems, parking, personal protection equipment, and accommodations (Page 4, Annex L) to sustain operations for up to 30 days.

Personal Safety Precautions are expected to be adhered to by all individuals to include taking the college's **symptom checker self- assessment.** Personal protection equipment will be distributed and sanitizer, soap and/or wipes will be made available. Cleaning supplies will be available to disinfect work surfaces or frequently touched areas.

SECTION V
PHASE II – ALTERNATE OPERATIONS

V-1   Execution of Mission Essential Functions

1. **Marketing and Strategic Communications** will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.

2. **Finance and Business Affairs** will provide emergency financial information to key-decision makers after an emergency event and coordinate with **Human Resources** to maintain Employee Pay Continuation Guidelines.   **Business Services/Risk Management** will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms.

3. **Academic Affairs** will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 – College Calendar as it relates to emergency procedures.

4. **Information Technology** will in the event of an emergency causing sustained loss of power to the SPC operations have a plan to recover IT capabilities for mission-critical services.

   - Communication Services
   - PeopleSoft ERP systems are housed in Oracle Cloud located in Ashburn, VA and Phoenix, AZ
   - ImageNow files are backed up nightly and stored off site
   - Perform critical applications at a remote site
   - Maintain information security controls

5. **Human Resources** will identify post emergency personnel needs and provide a mechanism for basic support for employees in the aftermath of an emergency. Such support may include counseling and referrals through the Employee Assistance Program.
   - Coordinate with **Business Services** to maintain Employee Pay Continuation Guidelines
   - Maintain the continuity of critical employee benefit services such as insurance

6. **Facilities Planning and Institutional Services** will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.

7. **Safety and Security Services** will provide security and FPIS will provide safety to SPC students, family and staff.

V-2   Establishment of Communications

During and immediately following an event, the college's main web site at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated through the office of Marketing and Strategic Communications to faculty, staff, and students via SPCAlert and local media outlets. Other communication methods for emergency operations are listed in section IV – 1 and annex B.

V-3   COOP Responsibilities

The college ECO will be in charge and will provide leadership and control of all EOC functions. See Section III for responsibilities of EOC staff. Mission Essential departments' COOP will be activated by the department head (Vice President). EMC members who do not have primary roles during COOP activations will be likely to remain home during non-duty hours, however, they should be available to provide backup support if needed.

V-4   COOP Relocation Team

In addition to the functions identified under Section V, EOC personnel will begin providing support for the following functions as soon as possible following their arrival at the designated alternate facility.

- The college ECO or Alternate Facility manager will disseminate administrative and logistics information to the EOC personnel upon arrival.
- EOC personnel will receive continual briefings and updates from the ECO.

V-5   Augmentation of Staff

The Emergency Operations Center staff (EMC) will assess the need for staff levels and will provide additional staff if necessary.

V-6   Amplification of Guidance to Essential and Non-Essential Personnel

All pre-existing personnel rules will be applied during the emergency. However, under direction from the EMC, with the assistance of Human Resources, will assess the need for staff levels and will provide direction to department heads for additional levels of staff as necessary.

V-7   Development of Plans and Schedules for Reconstitution and Termination

The office of Finance and Business Affairs develops annual budget plans to include emergency funds for disaster and recovery. The Associate Vice President for Facilities and Institutional Services coordinates the disaster and recovery budget in alignment with the Florida Community Colleges Risk Management Consortium procedures. An annual meeting is held with college stakeholders prior to the beginning of the fall session to review COOP planning and program management. As a result, the college developed a Hurricane Continuity of Operations Plan which has been added to the SPC Emergency Management Plan and the COOP.

The Director of the Emergency Management for SPC oversees the updating of the multi-year planning process to ensure the maintenance and operation of the COOP.

SECTION VI
PHASE III – RECONSTITUTION AND TERMINATION

VI-1   Overview

The college ECO and the AVP for Facilities Planning and Institutional Services verifies through county/local emergency services that access to site(s) is permitted. The AVP for FPIS will convene a First Response Team:

- Director of Construction and Design
- Director of Facilities Services
- Director of Security, Risk Management and Safety Operations
- Manager, Custodial and Landscaping Services
- Safety Specialist
- Risk Management Coordinator
- Site Supervisors: maintenance, landscape and custodial

The First Response Team will designate recovery coordinators at each impacted site.

VI-2   Procedures

The Standard Operating Procedures are referenced on Page 6/Section II-3 and include the following checklist:

- The Emergency Coordination Officer and Director of Facilities Services verifies through county/local emergency services that access to sites is permitted.
- The ECO will provide information and updates to the college PIO for broadcast via SPCAlert, the SPC Homepage, and local media outlets.
- The ECO will contact the SPC Emergency Council (COOP) team to activate the COOP and the FPIS First Response team comprised of the Director of Construction and Design; Director of Facilities Services; Director of Security, Risk Management and Safety Operations; Manager, Custodial and Landscaping Services; Safety Specialist; and, Risk Management Coordinator.
- ECO Director or designee will contact facilities staff to determine their safety and their availability.

- The Emergency Operations Center will be designated at each site affected or at DO or EPI Services for college wide issues.
- ECO will be in charge of all recovery activities at each site, prioritize work assignments utilizing ICS and coordinating with local first responders.
- Communication will be provided through SPCAlert, radios, phone trees, social media, and the college homepage.

VI-3   After-Action Review and Remedial Action Plan

An After-Action Review of information collection process will be initiated prior to the cessation of operations at the alternate facility. The information to be collected will, at a minimum, include information from employees working during the COOP activation and a review of lessons learned to include processes that were effective and less than effective. The After-Action Review should provide recommended actions to improve areas identified as deficient or requiring improvement and include anticipated funding requirements.

The office of Director of Emergency Management will utilize the After-Action Review and update the COOP Plan and the SOPs annually.

SECTION VII
ANNEX A - R

ANNEX A
COOP TEAM AND RESPONSIBILITIES

COOP response team members must:

- Attend Response Team meetings as scheduled
- Keep COOP Response Team chief apprised of COOP matters
- Review and update mission-essential functions annually
- Develop notification cascades for division personnel
- Participate in COOP training and exercises
- Develop Drive-Away kits
- Develop plan for off-site storage of data to include vital records and databases
- Prepare division COOP Implementation Plans and Standard Operation Procedures and update as necessary
- Review the composition of the working group staffing annually to ensure that the assigned staff is adequate.

Title Department	Responsibility/Role
Director Security, Risk Management and Safety Operations	Provide safety and security to SPC students, faculty and staff. Plan should address internal/external radio communications and provide necessary personnel to handle the situation.
Senior Security Officer Seminole Campus Clearwater Campus St. Petersburg/Gibbs Campus	Agency Liaison Officer. Provide safety and security to SPC students, faculty and staff. Communicate with Pinellas County Emergency operations and other emergency service providers.
Senior Vice President Academic Affairs	Provide instructional continuity (classes) to students and support services.
Associate Vice President	Recover/restore Information Technologies/Telephone infrastructure ensuring continuity for restoration/repair of telephone and information services.

Information and Technology	
Associate General Counsel General Counsel's Office	Legal counsel
VP Finance and Business Affairs Business Service	VP to oversee Information Technologies/Human Resources/FPIS and Business Services.
Safety Specialist Facilities Planning and Institutional Services	Provide safety to SPC students, faculty and staff
Director Emergency Management Allstate Center	Emergency Management Coordinator
Vice President Human Resources	Ensure ability to meet payroll requirements and critical employee benefit services
Executive Director Marketing and Strategic Communication	Deploy necessary communication regarding the college's emergency and response.
Associate Vice President Facilities Planning/ Institutional Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.
Chief Technology Officer Chief Information Officer	Oversees Systems Information
Vice President Director Academic Affairs	Provide instructional continuity and support systems
Risk Management Specialist Facilities Planning and Institutional Services	Provide insurance plans for responding to emergencies, to restore necessary utilities to campuses and to restore damaged facilities
Director, Facilities Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged

Facilities Planning and Institutional Services	facilities and to provide personnel to respond to the emergency.	

The following are identified as alternate facilities:

FACILITY TYPE	NAME	LOCATION (Physical Address)	STAFF CAPACITY	RESOURCES REQUIRED TO PERFORM FUNCTIONS		FACILITY MANAGER CONTACT INFORMATION
				Pre-Positioned	Transported	
Primary Alternate	President's Conference Room	Downtown Center 244 2nd Ave N St. Petersburg	15	Yes	No	Chief of Staff 341-3153
Additional Alternate Facility A	Computer Center	Clearwater BT 6021 142 Ave N Clearwater	15	Yes	No	CTO 341-7131
Additional Alternate Facility B	Seminole Campus	9200 113 St N Seminole	25	Yes	No	Provost 394-6111
Additional Alternate Facility C	St. Petersburg Gibbs Campus	6605 5th Ave N St. Petersburg	25	Yes	No	Provost 341-4656

ANNEX C
MISSION-ESSENTIAL FUNCTIONS

MISSION-ESSENTIAL FUNCTION	ORGANIZATIONAL UNIT	NUMBER OF PERSONNEL	RESOURCES, EQUIPMENT, SYSTEMS, OR VITAL RECORDS/DATABASE
• Provide safety and security to students, faculty and staff • Provide personnel for access control and physical security at each site.	College wide Security Services/Facilities Planning and Institutional Services	• Minimum 1 supervisor • 2 officers • Facilities supervisor • Facility Manager	• Radios with intra-agency capability. • Computer with network access/cell phone
• Deploy necessary communications through SPC Alert • Craft messages conveying key information that are clear and easily understood by all, including those with special needs. • Prioritize messages to ensure timely delivery of information. • Verify accuracy of information through appropriate channels.	Marketing and Strategic Communications	Communications Personnel	Computers with network access/telephone access
• Provide necessary utilities to campus • Coordinate with local providers' necessary utilities to the campuses. • Assign priority work orders associated with the continuity of critical services.	Facilities Planning and Institutional Services	Disaster recovery team (8)	Communications with local providers

• Restore Network Operations and Telecommunications • Restore PeopleSoft Systems • Restore other Infrastructure Support Systems	Information Technologies/ Telecommunications	Network/Telecom Recovery Team (4)	• Internet Access • Network Switches • Telecom/Conferencing • Access to PS Systems in Cloud • ImageNow, InformaCast, etc.
• Maintain the educational needs and instructional continuity of students • Secure all student files in conjunction with the Office of Admissions and Financial Aid • Facilitate post incident counseling assistance for students and faculty	Academic Affairs	• VP Academic Affairs • VP Enrollment Management • Associate VP Financial Assistance • Director Online Learning and Services	• PeopleSoft Database • ImageNow Database • AppXtender records • Microfiche records • Online Learning and Services
• Ensures ability to meet payroll requirements and critical employee benefits services • Determine essential personnel and coordinate with Mission Essential Departments • Record mission essential personnel time	Finance and Business Affairs	• Vice President HR • Director HR Operations • Manager Payroll	• PeopleSoft Finance • PeopleSoft HR/Pay
• Restore damaged facilities by managing service providers to ensure adequate resources are provided • Minimize adverse environmental impacts to college facilities • Maintain insurances to enable the college to conduct business	Facilities Planning and Institutional Services	• Associate Vice President FPIS • FPIS First Response Team • FPIS Risk Manager	• Computers • Printers • Access to internet/server • Access to hard files

ANNEX D
ORDERS OF SUCCESSION

MISSION ESSENTIAL FUNCTION	KEY POSITION	SUCCESSOR I	SUCCESSOR II	SUCCESSOR III
Provide safety and security to SPC students, faculty and staff	College wide Security Services/Facilities Planning and Institutional Services	Director/Associate Vice President	Senior Security Supervisor	Director of Construction
Deploy necessary communications	Marketing and Strategic Communications	Director	Assistant Director Strategic	Assistant Director Creative
Provide necessary utilities to campus	Facilities Planning and Institutional Services	Associate Vice President	Director, Facilities Services	Director Design and Construction
Restore telephone infrastructure	Information Technologies	CTO	CIO	Manager Network
Maintain the educational needs and instructional continuity of students	Academic Affairs	Vice President	Director Academic Services	Director Online Services
Ensure ability to meet payroll requirements and critical employee benefit services	Human Resources	Vice President	Director, Human Resources Operations	Manager Payroll
Restore damage facilities	Facilities Planning and Institutional Services	Associate Vice President, Facilities	Director of Design and Construction	FPIS Project Coordinator

RULE

SUBJECT	EMERGENCY ACTION PLAN	PAGE
		1.23-187
LEGAL AUTHORITY	6Hx23-1.23	4/15/08 Revision #08-4

6Hx23-1.23   EMERGENCY ACTION PLAN

    I.   The Board of Trustees authorizes the President to establish an Emergency Management Council for the purpose of developing and maintaining a comprehensive Emergency Management Plan to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewer outages, and weather related emergencies.

    II.   The Emergency Management Plan shall outline the requirements for periodic testing of all emergency alarm systems, the implementation of emergency evacuation drills at all college sites, and the development of evacuation floor plans for all buildings.

Specific Authority: 1001.64 (2) & (4), F.S.

Law Implemented: 1001.64(4), 1001.65, 1001.2, 1001.03, F.S.; 6A-14.0261 F.A.C.

History: Formerly - 6Hx23-3-4.03. Readopted - 10/25/77. Amended - 7/15/71, 11/16/72, 1/15/81. Filed and Effective - 1/15/81; 1/24/95. Filed - 1/24/95. Effective - 1/24/95; 4/15/08. Filed—4/15/08. Effective – 4/15/08

ANNEX F
NOTIFICATION PROCEDURES
LIST OF COOP RESPONSE TEAM (CRT) STAFF/INCIDENT RESPONSE TEAM

```
┌─────────────────────────────────────────────┐
│        PLAN NOTIFICATION AND ACTIVATION      │
└─────────────────────────────────────────────┘
                        │
                        ▼
              ┌──────────────────┐
              │      Assess       │
              │   Incident or     │
              │      Threat       │
              └──────────────────┘
                        │
                        ▼
┌──────────────┐   ┌──────────────────────────┐
│  Document    │◄──│ Handled by Initial         │
│  Incident    │   │ Responders and Security    │
└──────────────┘   └──────────────────────────┘
                        │
                        ▼
              ┌──────────────────────────┐     ┌──────────────┐
              │   Notify Incident         │◄···►│ Notify EMC   │
              │ Commander/Security Dispatch│     └──────────────┘
              └──────────────────────────┘
                        │
                        ▼
              ┌──────────────────────────┐     ┌──────────────────┐
              │      Activate             │─────│ Secured Response │
              │ Emergency Management Plan │     │ Evacuate         │
              └──────────────────────────┘     │ Limited Response │
                        │                        │ No Response      │
                        ▼                        └──────────────────┘
┌──────────────┐   ┌──────────────────────────┐
│  Document    │◄──│  Handled by ECO and IRT   │
│  Incident    │   └──────────────────────────┘
└──────────────┘             │
                             ▼
┌──────────────┐   ┌──────────────────────────┐
│  Document    │◄──│       Call 911            │
│  Incident    │   │     Fire/EMS/Police       │
└──────────────┘   └──────────────────────────┘
```
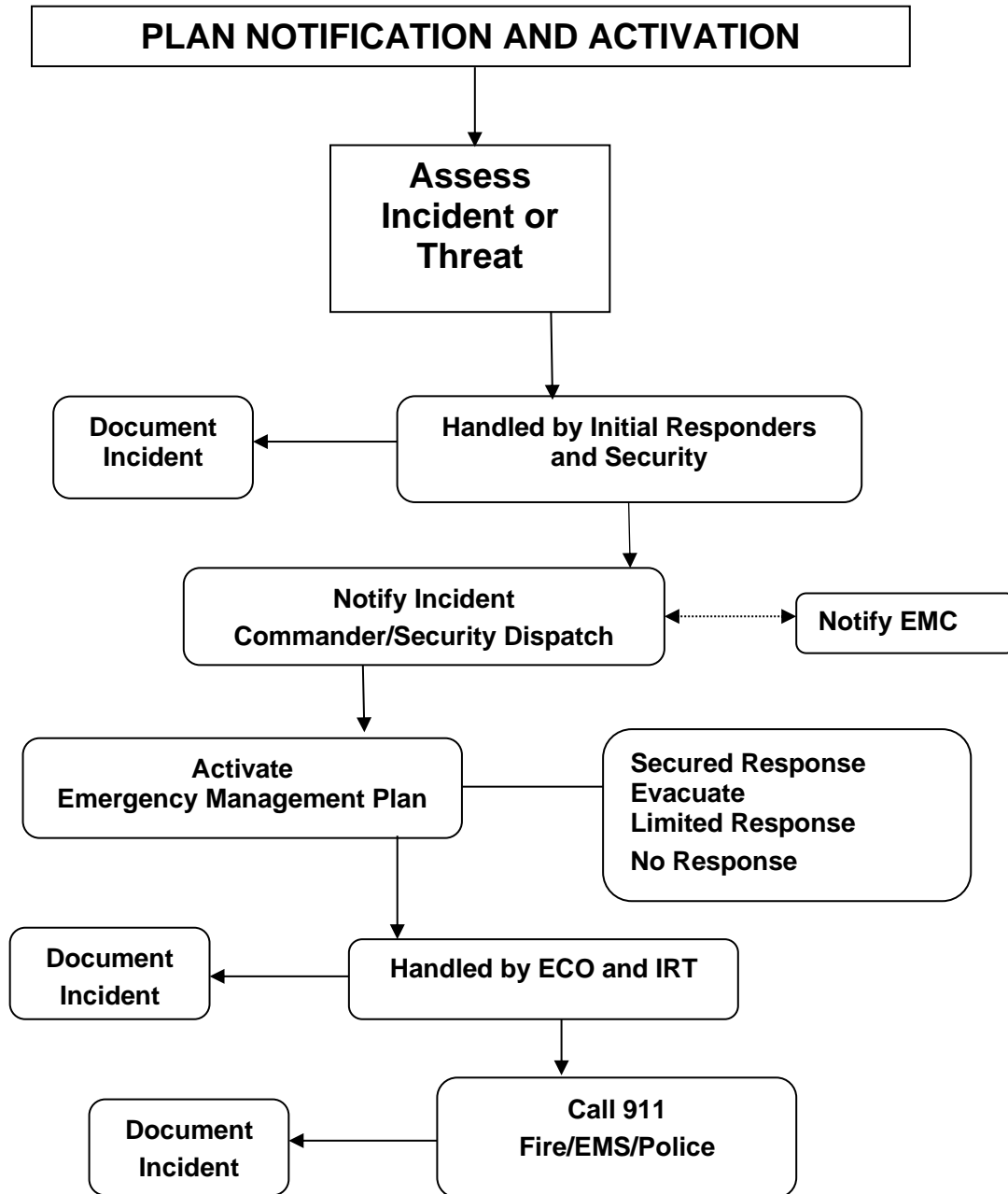
College-Wide Incident Response Team Members

College President

Incident Commanders
Vice President, Students Affairs
Vice President, Academic Affairs
Vice President, Finance and Business Affairs
Director Emergency Management

Public Information Officer
Associate VP, Marketing and Strategic Communications
Assistant Director, Marketing and Strategic Communications

Liaison
Provost, Health Education Center
Associate General Counsel

Safety
Director of Safety and Security Services
Senior Security Supervisor

Operations
Vice President Academic Affairs
Chief Human Resources Officer

Logistics
Associate Vice President, Facilities Planning and Institutional Services
Director, Facilities Services

Planning
Chief Technology Officer
Chief Information Officer

Finance
Vice President, Finance and Business Affairs
Chief Human Resources Officer

Scribe
Designated person from Emergency Management Counsel responsible for documenting operations when the COOP is activated.

ANNEX G
VITAL RECORDS

The following checklist can be used when determining which vital records are critical to ensure continuation of mission-essential functions:

- ❏ Storage of duplicate records off-site
- ❏ Back-up off of electronic records and databases
- ❏ Pre-position vital records and databases at the alternate facility prior to deployment
- ❏ The COOP should describe a maintenance program to assure the records are accurate, current and frequently updated.
- ❏ Identifying vital records, systems, and data (hard copy and electronic) critical to performing functions
- ❏ Ensuring availability of emergency operating records
- ❏ Ensuring backup for legal and financial records

IDENTIFY VITAL RECORDS, SYSTEMS AND DATA	PLANS FOR PROTECTION, DUPLICATION, AND MOVEMENT OF RECORDS	LOCATION AND ACCESSIBILITY OF VITAL RECORDS	ACCURACY AND CURRENCY OF RECORDS (Date)
Payroll and Personnel Records	PeopleSoft Systems HR/Payroll Processing Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Student Records	PeopleSoft Systems Student Registration and Records Student Financial Records Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Insurance Records	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Property Management/Inventory Records	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater /Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Account Receivables Centralized and Acquisition Files	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.

Legend

Vital Records, Systems and Date: Information, records, databases, procedures and other information necessary to support mission-essential functions and sustain operations.

Protection, duplication, and movement: Identify policies in place to restrict how the information is guarded, procedures for duplication, how the information is backed-up and stored, and how the material is distributed.

Location: Where are the vital records/systems/date currently located? Where are the back-up records/systems/date located? Are records in electronic or hard copy format? Can records be accessed from an alternate site if the primary site is inaccessible?

Accuracy and currency of records: Are records up to date? On what date was the records/systems/data last reviewed/updated?

ANNEX H
DRIVE-AWAY KITS

Where appropriate, SPC departments should create drive-away kits, which contain software, databases, publications, and laptop computers. The department head is responsible for providing guidance to staff on the requirements for and contents of these kits. Checklists may be used to help ensure the inclusion of all necessary contents.

Communication Devices and Phone Numbers

- Cell phone
- Lap top computers
- Television/radio
- List of departmental phone numbers
- Contact numbers for college Emergency Management Council members
- 800 MHz Radios

Supplies

- Copy of COOP
- Copy of EMP
- Office supplies
- Necessary forms

ALTERNATE FACILITY COMMUNICATIONS

Student Call Center Communications

- Space for approximately four enrollment management staff persons and three technical support call center staff persons will be located at the Clearwater Campus data center (BT Building); however, the primary method will be call center staff working from home. Utilization of this space and dispatch of Enrollment Management and Technical Call Center staff persons assumes that commercial generator power and telephone and data services are available at the data center and the Clearwater Campus.

Employee Communications

- 866 Message Service – a Verizon 866 toll free service (866-822-3978) is currently in operation. This service provides audio recording for one college message of five minutes in duration for in-bound calls to a recorded announcement service located in Ohio. Up to 20 callers (college employees or students) can access the message service simultaneously. Callers can leave a message (50 maximum) that SPC administration can retrieve and erase.

- Public access is provided by cloud providers and access is available to all SPC staff, faculty, students, and public including teleworkers.

- Secure Voice, Web, and Video Conferencing – a Verizon conferencing services agreement is in place. This is a hosted conferencing service, which includes multiple 800 and 866 toll free numbers that can be assigned to select SPC administrators. Each 800 and 866 toll free number is capable of handling increments of 1-to-4, 5-to-10, 11-to-25, and so on participants. There are no standing costs for these services. Any recurring costs would be strictly based on actual use. If not used, there are no costs. Also available are Microsoft Teams and Zoom.

- 800 MHz radios are provided to Senior Security Officers.

- Other Employee Communications – The SPC-TV station, college-wide email, and the College's websites also will be available for employee communications as described elsewhere in this plan.

- Social Media Outlets

ANNEX J
SECURITY AND ACCESS CONTROLS

In the event that an incident requires the evacuation of a building, then the building will be secured as appropriate. Campus Security Services will coordinate control and access to the building. During incidents that involve multijurisdictional control, Campus Security Services and other agencies shall enter into a Unified Command, to ensure that the interests of the college are considered.

Access Controls

- Primary Facility (Downtown Center)
  All entry doors to the SPC Downtown Center are equipped with electronic locking devices. Main egress ways are equipped with swipe card access devices. The main entrance to the Downtown Center is monitored by a CCTV camera. Employee identification cards may be encoded for access based on a tiered security access control level.

- Alternate Facility (Clearwater Campus)

  All entry doors to the Clearwater Campus are equipped with electronic locking devices. Main egress ways are equipped with swipe card access devices. The main entrances to the CLW Facility and many hallways are monitored by a CCTV camera system. Employee identification cards may be encoded for access based on a tiered security access control level.

Physical Security

- Primary Facility (Downtown Center)

  All entrances to the DT facility are monitored via surveillance cameras. These video records are kept for a minimum of 30 days. Cameras may be selectively monitored by SPC Security Services Dispatch during operating hours

- Alternate Facility (Clearwater BT)

  All entrances and hallways within CLW are equipped with surveillance cameras and 24-hour recording. The site is also equipped with intrusion alarm monitoring.

Cyber Security

The Information Technologies departmental COOP plan addresses cyber security for electronic security on servers and client machines through Firewall Services and User Authentication Services. The following document focuses on specific computer security considerations to be included in disaster planning and recovery strategies. The scope of this document will include the following:

- Perimeter Defenses
- Access Control
- Network Based IDS
- Virus Protection
- Patches and Host Configurations
- Vulnerability Testing/Surveillance
- Physical Security

St. Petersburg College DR Site Security Architecture

Information Systems 2012
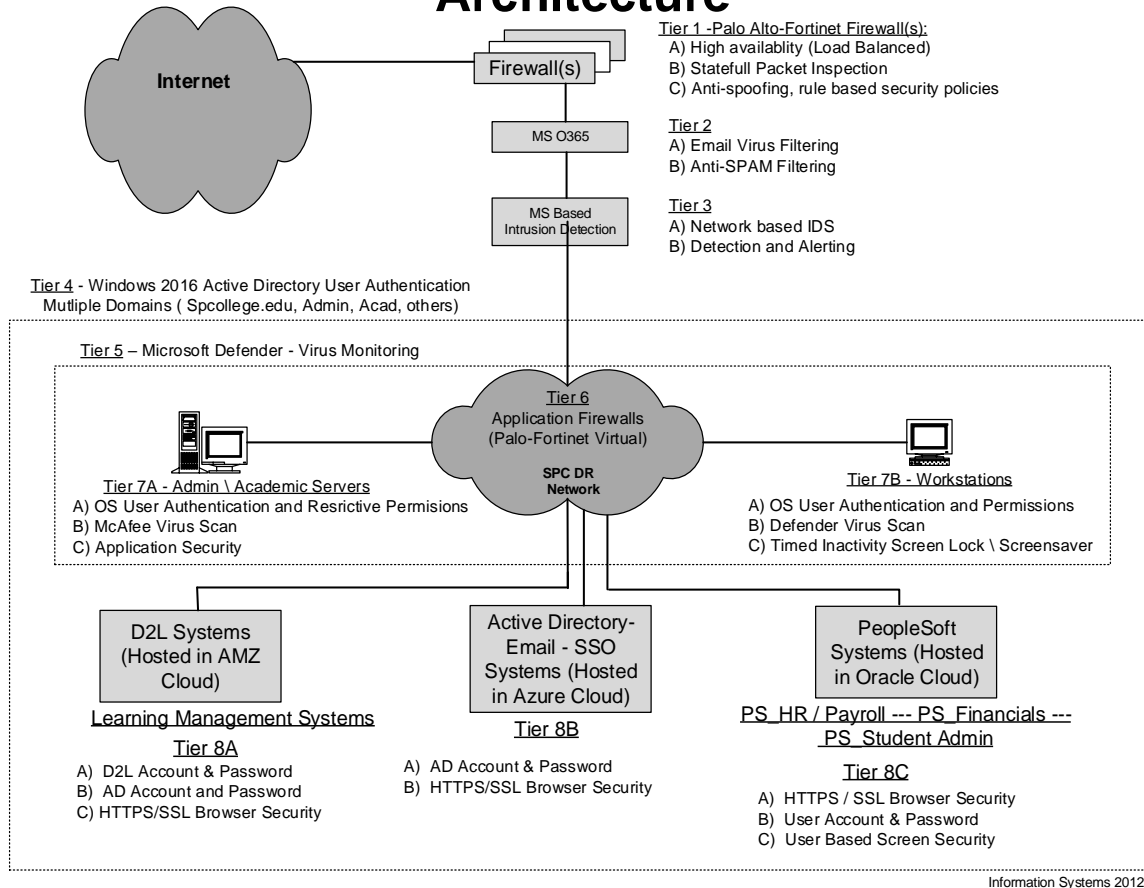
Perimeter Defenses

St. Petersburg College's Palo-Alto and Fortinet Firewalls are a key component in the DR network infrastructure that protects the disaster recovery site from the internet. The firewalls also provide for secured VPN connections. Additionally, these firewalls are also used as application firewalls.

Access Control

Access control is via secured MS Active Directory infrastructure and individual application user accounts in either the PeopleSoft systems or the learning management systems.

Network Based IDS

A network IDS, Usually MS product or Oracle product, is used at the DR site to provide Intrusion detection services to the IT and IT Security staff.

Virus Protection

MS Defender is the primary virus scanning installed on all servers at the disaster recovery site. In some cases, Malwarebytes is used where MS Defender interferes with normal server operations. The same product generally provides a level of Host based intrusion prevention. Additionally, emails are scanned for viruses using MS O365 tools.

Patching and Host Configuration

Regular patching of the DR servers occur on an as needed basis in most cases based on the results of vulnerability testing reports.

Vulnerability Testing/Surveillance

All disaster recovery site servers and networks are scanned periodically using Qualys scanning. These scans are cloud based and are the same scans that occur on the regular production network. Reports are distributed to the system administrators by network security operations staff.

Physical Security

The disaster recovery site(s), located at the Seminole Campus, is housed in a secured data center. Only designated SPC staff has access to the facility which is controlled by key cards. Additionally, SPC staff must coordinate with the Seminole Campus security staff to gain access to the building where the data center is located. Additional DR sites are Oracle Cloud located in Ashburn, VA and Phoenix, AZ; the MS Azure Cloud and D2L Hosted (Amazon Cloud).

ANNEX K
FAMILY DISASTER PLAN

Employees of the college will be provided information on methods to prepare for a disaster. These recommendations are provided by the Community College Citizens Preparedness Program (CCCPP) and FEMA (www.ready.gov).

1. Get a Kit
    a. Emergency supplies for at least three days
    b. Water – gallon per person, per day
    c. Non-perishable food
    d. Personal Protection Equipment

2. Make a Plan
    a. Development a Family Communications Plan
    b. Create a plan to shelter-in-place
    c. Create a plan to get away
    d. Know emergency plans at school and work

3. Be Informed

For employees of the college whose family members may have special needs or a disability, the following recommendations are provided:

1. Get a Kit
    a. Medications and supplies
    b. Medical records, insurance cards
    c. Emergency documents
    d. Personal Protection Equipment

2. Make a Plan
    a. Development a Family Communications Plan
    b. Create a personal support network
    c. Decide to go or stay
    d. Consider service animals

3. Be Informed

Ready
Prepare. Plan. Stay Informed.

Family Communications Plan

Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations.

Out-of-Town Contact Name:	Telephone Number:
Email:	Telephone Number:

Fill out the following information for each family member and keep it up to date.

Name:	Social Security Number:
Date of Birth:	Important Medical Information:
Name:	Social Security Number:
Date of Birth:	Important Medical Information:
Name:	Social Security Number:
Date of Birth:	Important Medical Information:
Name:	Social Security Number:
Date of Birth:	Important Medical Information:
Name:	Social Security Number:
Date of Birth:	Important Medical Information:
Name:	Social Security Number:
Date of Birth:	Important Medical Information:

Where to go in an emergency. Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans.

Home
Address:
Phone Number:
Neighborhood Meeting Place:
Regional Meeting Place:

Work
Address:
Phone Number:
Evacuation Location:

School
Address:
Phone Number:
Evacuation Location:

Work
Address:
Phone Number:
Evacuation Location:

School
Address:
Phone Number:
Evacuation Location:

Other place you frequent:
Address:
Phone Number:
Evacuation Location:

School
Address:
Phone Number:
Evacuation Location:

Other place you frequent:
Address:
Phone Number:
Evacuation Location:

Important Information	Name	Telephone #	Policy #
Doctor(s):			
Other:			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Other useful phone numbers: 9–1–1 for emergencies.   Police Non-Emergency Phone #:

General Site Support Responsibilities:

1. Designate an Alternate Facility Manager and prepare Alternate Facility (AF) site support procedures in support of the SPC COOP to ensure the smooth transition of the mission-essential functions, personnel, equipment and vital records from the District Office to the AF (Clearwater Campus).
2. Identify areas where outside support will be required in AF operations; implement existing mutual aid, MOU, vendor contracts and other agreements as necessary to ensure site support.
3. Assemble necessary documents and equipment required to continue performance of mission-essential functions at the AF.
4. Other additional resources, including equipment, and office supplies, and other supplies are not in place or readily available among existing agency resources.
5. Continue essential operations at the normal operating facility if available until AF is operational.
6. Support the orderly transition of all critical SPC functions, personnel, equipment and records from the primary or impacted DT to the AF and then to a new or restored facility.
7. Identify those AF mission-essential functions that can be deferred or terminated in the event the COOP is implemented.
8. Provide for the proper storage of backup copies of vital records and databases and other pre-positioned resources and assets.
9. Designate any available personnel to assist the arriving COOP Relocation Team (CRT).
10. Involve AF site support procedures in periodic coordination reviews and annual exercises.
11. Keep the IC informed of any site vulnerabilities or changes in site resources that may impact the effective execution of the COOP.
12. Support the orderly transition of all personnel, equipment, and records from the AF to a new or restored facility.
13. Provide for parking, lodging, and provisions at the Clearwater Campus (AF). (Generators, HVAC systems, cable TV, Meals Ready to Eat, water, and sleeping accommodations.)

SPC REMOTE WORK PROGRAM
Employee Agreement

During the remote work assignment an employee's duties, responsibilities, and conditions of employment remain unchanged, except those specifically addressed in this agreement. The employee must comply with all college policies and procedures while working off-site.

The employee is expected to remain accessible and productive during scheduled work hours and maintain satisfactory performance standards as set by his or her department and supervisor.

The employee is expected to notify his/her supervisor immediately if the employees' ability to do her/his job is impeded in any way. (i.e. problems with equipment, Wi-Fi access, health issues, etc.) As a result, if the employee is not able to work remotely from home, he/she will need to come to the office or the nearest campus that can accommodate workspace. This will need to be worked out with the employee's supervisor.

Non-exempt employees will work with their supervisor to record all hours worked in accordance with regular college practices and will obtain supervisor approval prior to working unscheduled overtime hours. The employee will report to the employer's work location as requested.

The employee agrees to always maintain a safe and secure work environment, that is safe from any cybersecurity issues, as well as safety and fire hazards.

The employee working remotely must take responsible precautions to protect and maintain the confidentiality of documents, materials, and information at the work site and prevent unauthorized access to any SPC data, computer, network, electronic devices, or systems. The remote worker should secure College information in hard copy form in a locked cabinet or other secured area when not in use.

The employee working remotely agrees to safeguard college property and equipment in a reasonable manner and in accordance with College policy.

The College reserves the right of access to the remote work location for purposes of assessing safety and security, should it be deemed necessary and upon reasonable notice. The employee will report any and all work-related injuries to his or her supervisor as soon as practicable. Workers Compensation benefits will apply only to injuries arising out of, and in the course of, employment as defined by the applicable Workers Compensation law.

The employee working remotely agrees that personal income tax and zoning implications, if any, related to working from a remote site are the responsibility of the employee. The employee further agrees that applicable state laws of the state of their residence shall apply.

The College is not responsible for injuries or property damage unrelated to work activities that might occur at the remote work location. Further, the College is not liable for damage to employee property related to remote work, except as may be provided in Section 768.28, Florida Statutes.

The employee agrees that College owned and loaned equipment will not be used by anyone other than the employee and only for business-related work. The employee will not make any changes to security or administrative settings on equipment, and remain current on all required security protocols and required training. The employee agrees to comply with all requirements and protocols regarding information security and protection of institutional records, data and information accessible at or from their home offices.

All equipment and supplies provided by the College for use in the remote work site shall remain the property of the College. The employee agrees to return equipment and documents within five days of separation of employment, or at the end of a remote work assignment.

St. Petersburg College will not reimburse the employee for the cost of off-site office related expenses such as furnishings, heat, water, electricity, and any insurance coverage not provided by the College. Any allowable reimbursements must be properly documented. The employee acknowledges that obligations regarding payment and reporting of personal taxes related to an off-site workspace shall be the employee's responsibility.

The employee acknowledges that remote work from a home office is not to be regarded as a substitute for ongoing child-care, eldercare or other family responsibilities. In pandemic circumstances, exceptions may be made for employees with caregiving responsibilities. If the employee needs to modify the arrangements, he or she will inform their supervisor and obtain the necessary approvals to continue the remote work arrangement.

Employees are responsible to requested any necessary workplace accommodations under the provisions of the Americans with Disabilities Act (ADA), through the Office of Human Resources.

<u>Employee Attestation</u>

I have read and understand the above expectations and conditions relating to the remote work and alternate work schedule arrangement. I understand that it is my responsibility to make my flexible work arrangement a success and that St. Petersburg College has the right to discontinue this arrangement or modify this agreement at any time.

I understand that my failure to adhere to the above expectations may have an adverse effect on my employment and may result in disciplinary action, including, but not limited to, the immediate withdrawal of the opportunity to benefit from a remote work or flexible work arrangement.

_____

Supervisor Signature   Date

_____   _ _ _ _ _ _ _ _ _ _ _

Employee Signature   Date

_____   _____

Employee (printed Name)   Date

SPC REMOTE WORK PROGRAM- TOOL BOX
Position Eligibility
SUPERVISOR AND HUMAN RESOURCES WORKSHEET

This Worksheet is designed to assist supervisors and Human Resources with determining whether a position is Fully or Partially (Blended) Remote Work eligible.

Position Title:		Position #:		Department:	
Supervisor:				Date:	
Criteria	**Fully Eligible** Less than 30% of the time is required		**Partially Eligible** Between 31%-69% of the time is required		**Ineligible** More than 70% of the time is required
How much face-to-face interaction is required in this position?	☐		☐		☐
How much time is spent with engaging student or with on-campus services?	☐		☐		☐
How much access to physical resources is required? (The extent to which work requires access to college facilities or physical resources, such as office and building equipment and on-campus spaces/grounds to perform tasks.)	☐		☐		☐
The level to which job functions may be performed independently	☐		☐		☐
Total:					
Recommendation:	☐ **Fully** Remote Workplace Eligible		☐ **Partially** Remote Workplace Eligible		☐ **Ineligible** for Remote Workplace

REMOTE WORK PROGRAM

Employee Eligibility Decision Tool for Supervisors

Employee Name:		**Title:**	
Department:		**Supervisor:**	**Date:**

<table>
<tr><td colspan="4" align="center">SECTION 1</td></tr>
<tr><td></td><td align="center">Column 1</td><td align="center">Column 2</td><td></td></tr>
<tr><td></td><td align="center">REMOTE WORKPLACE</td><td align="center">REMOTE WORKPLACE</td><td align="center">Comments</td></tr>
<tr><td></td><td align="center">ELIGIBLE</td><td align="center">INELIGIBLE</td><td></td></tr>
<tr><td>Disciplinary Record</td><td>☐ No active formal disciplinary or improvement plan actions on file for the current or immediately preceding review period.</td><td>☐ Any active or previous disciplinary or improvement plan actions on file will need to be reviewed further.</td><td></td></tr>
<tr><td>Safety</td><td>☐ Employee can confirm a safe and secure environment for workplace and College equipment. (free of safety, security and fire hazards)</td><td>☐ Employee cannot confirm a safe and secure environment for workplace and College equipment. (free of safety, security and fire hazards)</td><td></td></tr>
<tr><td></td><td></td><td align="center">STOP HERE</td><td></td></tr>
<tr><td></td><td></td><td align="center">The employee is INELIGIBLE if any box in this column is checked.</td><td></td></tr>
</table>

<table>
<tr><td colspan="4" align="center">SECTION 2</td></tr>
<tr><td></td><td align="center">Column 3</td><td align="center">Column 4</td><td></td></tr>
<tr><td></td><td align="center">REMOTE WORKPLACE</td><td align="center">REMOTE WORKPLACE</td><td></td></tr>
<tr><td></td><td align="center">Fully Eligible</td><td align="center">Partially Eligible</td><td align="center">Comments</td></tr>
<tr><td>Training Requirements</td><td>☐ All on-campus job training requirements have been completed.</td><td>☐ Required on-campus job training has been completed.</td><td></td></tr>
<tr><td>Autonomy</td><td>☐ Ability to work effectively and productively on his/her own.</td><td>☐ Has the ability to work effectively and productively on his/her own but may need additional oversight at times with staying on-task and meeting deadlines.</td><td></td></tr>
<tr><td>Environment</td><td>☐ Has a workspace conducive to effective work and has appropriate internet available.</td><td>☐ Has appropriate internet available, but does not have a workspace conducive to teleworking full-time</td><td></td></tr>
<tr><td>Total</td><td></td><td></td><td></td></tr>
<tr><td>Decision:</td><td>☐ Fully Remote Workplace Eligible</td><td colspan="2">☐ Partially Remote Workplace Eligible ☐ Ineligible</td></tr>
</table>

Emergency Management Plan

ANNEX N
TESTING AND TRAINING EXERCICE

- This plan will be reviewed annually by all CRT members and approved by the EMC.
- The college IC will ensure training of employees on the key aspects of this plan.
- This plan will be practiced annually by use of a tabletop exercise or a field exercise.
    - Support plans and communications equipment at the AF will be tested annually as part of the Test, Training and Exercise (TT&E).
    - Equipment pre-positioned at the AF will be tested annually as part of the TT&E program.
- The exercise will include a test of the alert and notification plan.
- The college IC will identify and incorporate lessons learned and remedial actions from exercises into annual revisions of the COOP.

ANNEX O
FACILITY EVACUATION

Overview

Individuals with permanent disabilities, and those with temporary physical conditions that restrict their ability to walk, may require special assistance during fire emergencies or evacuations. Some examples of conditions that may require assistance are:

- Permanent Disabilities: Includes individuals who are partially paralyzed, blind, or paraplegic.
- Mobility restricted due to medical condition: Includes individuals with permanent or temporary medical conditions such as severe respiratory condition, obesity, heart condition, pregnancy, conditions of the ankle, leg, knee, foot or hip, stroke and neurological conditions.

This procedure provides guidance on evaluating and utilizing the best method to assist those individuals who require help evacuating during fire alarm activations, fire or smoke conditions, or other emergencies.

Responsibilities

Building Emergency Management Personnel (to include Facilities, Security, and Incident Response Team personnel) Be familiar with the methods available to assist occupants with physical limitations or disabilities during emergencies and evacuation. Evaluate their respective individual buildings to identify Areas of Refuge/Designated Rescue Waiting Area that are appropriate. Assign additional staff to be responsible for knowing the whereabouts of staff and transient occupants who are in the work area on a daily basis and who have physical or mobility limitations. Assist with the removal of any persons with limited mobility.

Campus Learning Specialists Track the schedules of students with limited mobility, who are registered with the Office of Disability Resources, and arrange for their classrooms/work areas to be on ground floors when possible. Consult with faculty and staff on safe evacuation techniques for use by students in their particular locations during emergencies and evacuation.

Faculty Is responsible for the prompt, safe and orderly evacuation of the students in their class, which includes students with disabilities. If instructors have a student with limited mobility who

would need assistance with evacuation, they should contact Disability Resources to inform of the situation AND invite the student to contact Disability Resources. **Faculty should familiarize students at the beginning of each semester with SPC Evacuation Procedures found in the bright green Emergency Response Guide and the location of Areas of Refuge/Designated Rescue Waiting Area.**

Emergency Evacuation Methods

There are several methods recommended for assisting persons with physical challenges during fires, smoke conditions, fire alarm activations or other emergencies that may require the vertical evacuation of occupants. Before attempting to assist, especially where lifting is involved, the individual performing the assist must know their own physical capabilities and limitations. If you are unsure, enlist additional assistance. The suggested methods, in order from most desirable to least desirable are:

1. **Relocation to an Area of Refuge/Designated Rescue Waiting Area–** Move the occupant to a predetermined area of refuge that provides shelter and protection from exposure to smoke until emergency response personnel can arrive and vertically transport the occupant to safety. The area of refuge may have a communication device. Faculty should contact emergency personnel to inform them where a person(s) with limited mobility are located for assistance. If a designated area does not exist, an office, conference room, enclosed elevator lobby, stairway (if constructed with oversized landing large enough not to impede the egress of persons using the stairs to evacuate the building), or any room with a door that can be sealed to keep out smoke may be used. Areas of Refuge/Designated Rescue Waiting Areas are not the primary choice in emergency situations that make remaining in the building too dangerous (i.e. shooter on premises, toxic explosions, etc.).

2. **Shelter-in-place –** If it is safe, remain in place awaiting assistance from emergency response personnel. It is most desirable to move the occupant outside the entrance to the nearest and unaffected fire exit. Security or 911 should be notified of location and that rescue is required. This method can only be utilized if there is no smoke or condition that poses an immediate danger to health or safety.

3. **Evacuation requiring minor assistance –** Provide a steadying hand to those individuals who have minor limitations, to provide balance and confidence as they descend down the stairs.

4. **Evacuations requiring carrying or major assistance – Provide full assist** to the individual. Below are some examples of conditions requiring full assist to move the occupant vertically during an evacuation:

> **Wheelchairs** – If conditions require an immediate evacuation, and the methods mentioned above are not available or are inappropriate, then a three-person assist will be required to move a wheelchair down the stairs. One individual should stand behind the wheelchair and move the occupant to the top step. Tilt the wheelchair back slightly until you achieve a balance. With two people standing in front of the chair off to the side two or three steps down (depending on their height and reach) holding the frame and pushing slightly forward, move the wheelchair to the next step. The person behind moves the chair forward and down one step at a time, with the two individuals in front providing guidance and resistance. If there is a back-up of ambulatory persons behind you, then you should let the other persons ahead of you once the landing has been reached.

> **Walkers/walking canes/crutches and other mobility devices** – The level of assistance required may vary depending on the age, mobility, dexterity with the device, etc. Generally, a three-person assist will provide balance and stability to these individuals, with one person in front and one on either side providing support under the arm or elbow of the individual. Sometimes, as in the case of crutches, it is much safer to let the person negotiate the stairs themselves, using one hand on the handrail and the other on the crutch. An assistant can help by carrying the other crutch for the individual.

> **Service animal** – Before trying to assist persons who use service animals, always ask how to best help them. They may be fully capable of moving down the stairs with their service animal. Look for guidance from the individual before planning the assist. Service animals are not pets and should not be fed or separated from their owners unless absolutely necessary. Do not touch the animal without permission from its owner. Always lead the animal by its leash and not its harness.

> **Other impairments requiring a lift** – If it is necessary to carry someone down the stairs and you are physically able to carry the person safely use the two-person carry technique - The Swing or Chair Carry.

1. Carriers stand on opposite sides of the individual/
2. Take the arm on your side and wrap it around your shoulder.
3. Grasp your carry partner's forearm behind the person in the small of the back.
4. Reach under the person's knees to grasp the wrist of your carry partner's other hand.
5. Both carry partners should then lean in, close to the person; lift on the count of three.
6. Continue pressing into the person being carried for additional support in the carry.

Additional Guidelines

Before you attempt to provide assistance to someone who has limited mobility:

- Always ask if the person needs assistance before you act.
- Introduce yourself and make sure that you have your ID card in place.
- If the person requests assistance, ask how best you can help.
- Look directly at a hearing-impaired person's face and speak slowly to be sure they understand your instructions. Remember the elderly may also have hearing impairments.
- Be patient, but firm if you meet resistance. Explain what you are going to do before you do it.
- Encourage them to continue, re-assure them that everything will be all right.
- Remain calm.

References: Federal Emergency Management Agency (FEMA); United States Fire Administration (USFA); Weill Cornell Medical College ▪ Environmental Health and Safety http://www.med.cornell.edu/ehs

St. Petersburg College
Fire Drill Report

Campus/Center/Site:	❑ AC	❑ CL	
	❑ DT	❑ EPI-C	❑ EPI-S
	❑ FT	❑ HC	❑ MT
	❑ PAL	❑ SE	❑ SP ❑

TS

Building:		**Date:**

Time Evacuation Started: _____   **Ended:** _____   **Total:**

Type of Drill: ❑ Obstructed ❑ Unobstructed   Number of Participants _____

	Yes	No
Did occupants immediately begin to evacuate the building when alarm		
Did building staff check restrooms and confined areas?		
Was building staff aware of handicapped persons(s) and provide		
Were doors closed to contain smoke/fire?		
Did everyone evacuate the building?		
Did everyone remain outside the building and wait for further		
Is the building staff knowledgeable in their assigned duties?		
Was the drill conducted in an orderly manner?		
Were all fire alarm devices working properly?		

Drill Rating: ❑ Excellent   ❑ Good   ❑
Poor

Comments:

Observed by:

Signature:

ANNEX P
STAFF ROSTER

Title Department	Responsibility/Role
Director Safety and Security Services	Provide safety and security to SPC students, faculty and staff. Plan should address internal/external radio communications and provide necessary personnel to handle the situation.
Provost Allstate Center	Agency Liaison Officer. Provide safety and security to SPC students, faculty and staff. Communicate with Pinellas County Emergency operations and other emergency service providers.
Vice President Student Affairs	Provide instructional continuity (classes) to students and support services.
CTO	Recover/restore Information Technologies/Telephone infrastructure ensuring continuity for restoration/repair of telephone and information services.
Associate General Counsel General Counsel's Office	Legal counsel
VP Administrative and Business Services	Senior VP to oversee Information Technologies/Human Resources/FPIS and Business Services.
Director Emergency Management Allstate Center	Emergency Management Coordinator
Vice President Human Resources	Ensure ability to meet payroll requirements and critical employee benefit services
Associate VP Marketing and Strategic Communications	Deploy necessary communication regarding the college's emergency and response.

Associate Vice President Facilities Planning/ Institutional Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.
Chief Technology Officer Chief Information Officer	Oversees Information Systems
Vice President Academic Affairs	Provide instructional continuity and support systems.
Risk Management Specialist Facilities Planning and Institutional Services	Provide insurance plans for responding to emergencies, to restore necessary utilities to campuses and to restore damaged facilities
Director, Facilities Services Facilities and Institutional Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.

ANNEX Q
DEPARTMENT WORKSHEET

Departmental Continuity of Operations Plan (COOP)

COOP ultimate objective:

1. Relocate (with or without warning) to an alternate site within 12 hours and sustain operations for 30 days.
2. Before – Planning and training to exercise department plan should a dangerous situation require relocating to an alternate site.
3. During – Activation, notification, protective actions and execution of the plan developed and rehearsed previously.
4. After – The monitoring of relocated personnel and rehabilitation of the impacted facility to determine resumption of normal operations.

DEPARTMENT	
Primary Contact Person	
1st Successor	
2nd Successor	
3rd Successor	
Mission Essential Functions (enables an organization to provide vital services)	
Personnel Required to Continue Each Essential Functions (personnel required to maintain a minimally acceptable performance of that functions; list by position)	
Requisite Resources and Equipment (list all furniture, equipment and other resources required to continue each essential function)	

Delegation of Authority and Orders of Succession (each department should pre-delegate authorities for making determinations and decisions and identify the circumstances under which they would be exercised)	
Responsibility for implementation of plan: decision concerning evacuation of building	
Conditions for succession: absence of director passes to associate director	
Method of notification: redundant notification by email, pager, or phone using call down lists	
Alternate facilities (identify from existing agency facilities, if applicable)	
Interoperable Communications (identify the data and communications systems to support mission-essential functions; e.g. voice, fax, internet, emergency systems)	
Vital Records and Databases (identify vital records, systems and data, hard copy and electronic, critical to performing mission essential functions)	
Emergency Operating Records	
Legal and Financial Records	

Logistics and Administration (materials and equipment, which will be needed immediately upon COOP activation, should be identified to assure their availability)			

Personnel Issues and Coordination (communication plan to disseminate information to essential and non-essential personnel)
Security

Operational (non-cyber) security guidelines (physical security as in combination locks, alarms for offices, and electronic surveillance)	
Cyber security guidelines (electronic security on servers and client machines	
Physical security guidelines	

Test and Training Plan (method to ensure responsible parties are prepared to perform assigned duties)

Summary

ANNEX R
ACRONYMS AND DEFINITIONS

Commonly used acronyms:

AF	Alternate Facilities
CEMP	Comprehensive Emergency Management Plan
CONOP	Concept of Operations
COG	Continuity of Government
COOP	Continuity of Operations Plan
CRT	COOP Response Team
CST	COOP Support Team
ECO	Emergency Coordination Officer
EMC	Emergency Management Council
EOC	Emergency Operations Center
FDEM	Florida Division of Emergency Management
FLDE	Florida Department of Law Enforcement
FEMA	Federal Emergency Management Agency
HSAS	Homeland Security Advisory System
HVAC	Heating/Ventilation/Air Conditioning
IC	Incident Command
MOU	Memorandum of Understanding
PDD	Presidential Decision Directive
SOP	Standard Operating Procedure
SOG	Standard Operating Guidelines
TT&E	Test, Training and Exercise

Definitions

Alternative Facility	A location, other than an agency's normal facility, used to process data and/or conduct mission-essential functions in the event of a disaster
COOP Response Team	Members of the organization who have been trained to respond to emergencies involving Continuity of Operations. These members are responsible for making sure mission-essential functions are carried out while normal operations are disrupted. During relocation, the CRT is responsible for reporting to the alternate facility and managing the relocation of the organization within recovery timelines.
COOP Support Team	Support team members are personnel who do not report directly to the alternate facility but who might be told to return to their homes until otherwise notified (e.g., they may be needed as backup to support the CRT in carrying out mission-essential functions.
Comprehensive Emergency Management Plan	Contains policies, authorities, concept of operations, legal constraints, responsibilities, and emergency functions to be performed. Agency response plans, responder SOPs and specific incident action plans are developed from this strategic document.
Continuity of Government	All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.
Continuity of Operations Plan	Internal agency efforts to assure continuance of minimum essential functions across a wide range of potential emergencies, including localized acts of nature, accidents, technological and/or attack-related emergencies.
Delegation of Authority	A statement provided to the agency head by the agency executive delegating authority and responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require a written Delegation of Authority to be given to the agency head prior to their assuming command of larger incidents.
Drive-Away Kits	Supplies, equipment, and documentation necessary for an alternate facility to be sustained for up to 30 days. These portable kits are transported with the CRT members in time of relocation to an alternate site.
Mission-Essential Functions	Prioritized agency functions that must be performed under all operational conditions. COOPS are created to ensure that these functions can continue to be performed even following a major disaster.
Orders of Succession	The order of persons who displace or follow each other's duties or responsibilities in an organization in the event that usual agency leadership is no longer able to perform their duties.
Vital Records	a) Records, documents, or other information which, if damaged or destroyed, would cause considerable inconvenience and/or require replacement or re-creation at considerable expense. b) Records or documents which, for legal, regulatory, or operational reasons, cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business.

ANNEX S
RECORD OF CHANGES

CHANGE NUMBER	DATE ENTERED	POSTED BY
1	03/27/12	Bill Grey
2	10/08/12	Bill Grey
3	05/12/15	Bill Grey
4	03/19/18	Bill Grey
5	11/16/18	Bill Grey
6	03/01/19	Bill Grey
7	03/17/20	Bill Grey
8	02/02/21	Bill Grey
9	04/01/22	Bill Grey
10	07/27/22	Bill Grey
11	01/03/223	Bill Grey

EMERGENCY MANAGEMENT COUNCIL
COLLEGE WIDE INCIDENT RESPONSE TEAM
COOP TEAM MEMBERS

NAME	TITLE	DEPARTMENT
Dr. Tonjua Williams	President	President's Office
Dr. Matthew Liao-Troth	Vice President	Academic Affairs
Janette Hunt	Vice President	Finance and Business Operations
Sabrina Crawford	Acting Vice President	Institutional Effectiveness and Academic Services
Jamelle Conner	Vice President	Student Affairs
	Associate Vice President	Facilities Planning and Institutional Services
Mike Meigs	Associate Vice President	Accounting Business and Finance Services
Catherine Kennedy	Associate Vice President	Academic Affairs and UPC
Patrick Rinard	Vice President	Information Technology/CIO
Daryl Wright-Greene	Chief Human Res & Talent Officer	Human Resources
Mia Conza	General Counsel	General Counsel's Office
Rita Farlow	Executive Director	Marketing and Communications
Vickie Westergard	Executive Director	Instructional Design and Development
John Goodfellow	Executive Director (acting)	Information Technology Infrastructure
Christopher Harvey	Executive Director	Academic Technology and Student Success
Zoran Stanisic	Executive Director	Enterprise Systems
Eva Christensen	Director	Admissions and Records
Daniel Bartow	Director	Security and Safety
Bill Grey	Director	Emergency Management
Amol Dhaliwal	Director	Government Relations
Dr. Jeffrey Briggs	President	Faculty Governance Organization
Jackie Skyrd	Chief of Staff	President's Office
Jesse Turtle	Vice President	Institutional Advancement and Executive Director, Foundation
Jeffrey Briggs	President	Faculty Senate
TBA	Student Representative	Student Government Association

SATELLITE PHONES

ADMINISTRATIVE OFFICES CENTRANET (EMERGENCY) NUMBERS

Satellite Number	ESN	Location
8707-7691-8395		Director, Security Office
		Vice President Finance/Business Operations

Campus/Center	Location	Emergency Number
Allstate	Provost Office	893-5685
	Facilities Office	893-1248
Clearwater	Provost Office	724-1476
	Facilities Office	724-1475
	Security	793-2809
Downtown	Provost Office	344-8062
	Security	892-6854
EPI/District Office	President's Office	544-6138
	Facilities Office	547-4501
	Conference Room	
Health Education	Provost Office	547-4505
	Facilities Office	545-6584
Seminole	Provost Office	549-6075
	Facilities Office	545-7529
Tarpon Springs	Provost Office	942-5491
	Facilities Office	937-4457
St. Petersburg Gibbs	Provost Office	893-5659
	Security	341-7382

CAMPUS INCIDENT RESPONSE TEAMS (INCIDENT RESPONSE TEAM)

Allstate Center		
	Primary	**Alternate**
Incident Commander	Mike DiBuono	Brian Frank
Media Liaison	Lauren Bley	LeeAnn Bowen
Security Liaison	Eric Wogoman	Alan Dick
Public Liaison	Damon Kuhn	Dawn Janusz
Counseling Liaison	Michele Leonard	Cara Sebastian
Medical Liaison	Cedrick Harrington	Ralph Sibbio
Scribe	Deanna Duncan	Kadell Ford
Local Law Enforcement Rep. (responsible for Staging Area)	Ken Afienko	Joe Saponare
Local Fire Department Rep. (responsible for Staging Area)	Geoff Brown	TBD
Operations	Cedrick Harrington	Damon Kuhn
Planning Action Plan	Eric Carver	Brian Frank
Logistics	Matt Davies	Joe Algarin
Finance	Paul Althoff	TBD
Staff Expertise		
CPR Training	Cedrick Harrington	Lauren Bley
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Matt Davies	Richard Warnell
Fire Sprinklers		

Bay Pines		
	Primary	**Alternate**
Incident Commander		
Media Liaison		
Security Liaison		
Public Liaison		
Counseling Liaison		
Medical Liaison		
Scribe		
Local Law Enforcement Rep. (responsible for Staging Area)		
Local Fire Department Rep. (responsible for Staging Area)		
Operations		
Planning Action Plan		
Logistics		
Finance		
Staff Expertise		
First Aid Training		
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off		
Fire Alarms, Sprinklers		

Clearwater		
	Primary	**Alternate**
Incident Commander	Tashika Griffith	Matt Bowen
Media Liaison	Dawn Ellis	Elian Ramos
Security Liaison	Joe Berry	Scott Baker
Public Liaison	Susan Demers	Jeff Ziegler
Counseling Liaison	Cheri DeBlaere	Sheryl Mundorff
Medical Liaison	Anja Norman	Frederic Berthiaume
Scribe	Wanda Kimsey	Mildred Davis
Local Law Enforcement Rep. (responsible for Staging Area)	Dale Owens	Scott Baker
Local Fire Department Rep. (responsible for Staging Area)		
Operations	Joe Benavides	Joy Moore
Planning Action Plan	Cheri DeBlaere	Raphael Whitten
Logistics	Jeff Cesta	Dwayne-ron Sharpe
Finance	Mildred Davis	Kevin Gaffrey
Staff Expertise		
First Aid Training	Jeff Zeigler	Joseph Benavides
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	John Shoffner	Scott Bradley
Fire Alarms, Sprinklers		

Downtown Center		
	Primary	**Alternate**
Incident Commander	Eric Carver	Patrick Booth
Media Liaison	Jason Nicholson	Brooke Janik
Security Liaison	Alan Dick	Bo Ray
Public Liaison	Patrick Booth	Brooke Janik
Counseling Liaison	Brooke Janik	Michael Jean-Felix
Medical Liaison	Alan Dick	Eric Abercrombie
Scribe	Joseph Tomljanovich	Zeljka Lester
Local Law Enforcement Rep. (responsible for Staging Area)	Alan Dick	Glen Baker
Local Fire Department Rep. (responsible for Staging Area)		
Operations	Bill Strehl	Patrick Booth
Planning Action Plan	Tashika Griffith	Patrick Booth
Logistics	Sue Sohn	Bill Strehl
Finance	Bill Strehl	Jason Nicholson
Staff Expertise		
First Aid/AED Training	Alan Dick	Glenn Baker
CPR Training	Tim Murray	Wendell Campbell
AED Training	Alan Dick	Glenn Baker
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off, Sprinklers	Bill Strehl	TBA
Fire Alarm	Alan Dick	

EPI Center		
	Primary	**Alternate**
Incident Commander	Beckie Biglin	Dan Barto
Media Liaison	Rita Farlow	Lise Fisher
Security Liaison	Katie Whitestone	Joe Berry
Public Liaison	Jamelle Connor	Dan Barto
Counseling Liaison	Debra Fox	Jason Krupp
Medical Liaison	Dan Barto	Katie Whitestone
Scribe	Jackie Skyrd	Rebecca Turner
Local Law Enforcement Rep. (responsible for Staging Area)	Dan Barto	Joe Berry
Local Fire Department Rep. (responsible for Staging Area)	Robert Polk	Geoff Brown
Operations	Gary Falasca	Rodney Wheaton
Planning Action Plan	Jamelle Connor	Matthew Liao-Troth
Logistics	Richard Warnell	Olin Conrad
Finance	Janette Hunt	Mike Meigs
Staff Expertise		
First Aid Training	Dan Barto	
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Richard Warnell	
Fire Alarm		
Sprinklers		

Health Education Center		
	Primary	**Alternate**
Incident Commander	Glenn Davis	Eric Carver
Media Liaison	Nancy Kelley	Jim LeBoeuf
Security Liaison	Nathaniel Golden	Dan Beasley
Public Liaison	Tammy Cappleman	Don Keller
Counseling Liaison	Stefanie Silvers	John Fleming
Medical Liaison	Penni Eggers	Ralph Sibbio
Scribe	TBA	TBA
Local Law Enforcement Rep. (responsible for Staging Area)		Jason Leeks, PPPD
Local Fire Department Rep. (responsible for Staging Area)		Rob Angel, PPFD
Operations	Ted Rogers	Scott Pelletier
Planning Action Plan	Charles Rewald	TBA
Logistics	TBA	EMS Staff
Finance	Mary Jo Golley	TBA
Staff Expertise		
First Aid Training	EMS Staff	EMS Staff
CPR Training	EMS Staff	EMS Staff
AED Training	EMS Staff	EMS Staff
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Facilities Staff	Facilities Staff
Fire Alarm	Facilities Staff	Facilities Staff
Sprinklers	Facilities Staff	Facilities Staff

Emergency Management Plan

Midtown		
	Primary	**Alternate**
Incident Commander	Patrick Booth	Tashika Griffith
Media Liaison	Jason Nicholson	Brooke Janik
Security Liaison	Wendell Campbell	Lee Jackson
Public Liaison	Lisa Gould	Sherry Roberts
Counseling Liaison	Brooke Janik	Takita Cuthbertson
Medical Liaison	Mark Nusspickel	Alan Dick
Scribe	Destiny Marie Alicea	Jason Nicholson
Local Law Enforcement Rep. (responsible for Staging Area)	Wendell Campbell	Lee Jackson
Local Fire Department Rep. (responsible for Staging Area)		Glenn Baker
Operations	Glenn Baker	Jerry Mitchell
Planning Action Plan	Patrick Booth	Wendell Campbell
Logistics	David Benjamin	Bill Strehl
Finance	Jason Nicholson	Bill Strehl
Staff Expertise		
First Aid Training	Lee Jackson Glenn Baker	Wendall Campbell
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric shut off	David Benjamin	Bill Strehl
Fire Alarm		
Sprinklers		

St. Petersburg Gibbs		
	Primary	**Alternate**
Incident Commander	Keron Jean-Baptiste	Michael McLerren
Media Liaison	Dr. Leslie Hafer	Keron Jean-Baptiste
Security Liaison	Spartak Vygovskiy	Brian Hemsley
Public Liaison	Raquel Giles	Ryan Halstead
Counseling Liaison	Carleah East	TBA
Medical Liaison	Charlotte Johns-Rich	Denotra Showers
Scribe	Tamica Dukes	Tanyale Rhaney
Local Law Enforcement Rep. (responsible for Staging Area)	Sean Kelly	Brian Hemsley
Local Fire Department Rep. (responsible for Staging Area)		
Operations	Michael McLerren	Rob Roberts
Planning Action Plan		
Logistics		
Finance		
Staff Expertise		
First Aid Training	Barbara Weaver	Denotra Showers
CPR Training	Denotra Showers	Davie Gill
AED Training	Davie Gill	Tamica Dukes
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Michael McLerren	Rob Roberts
Fire Alarm		
Sprinklers		

Emergency Management Plan

Seminole		
	Primary	**Alternate**
Incident Commander	Lisa Borzewski	Mark Strickland
Media Liaison	Jacob Wortock	Barbara Hubbard
Security Liaison	Barry Wireman	Pierre Planchet
Public Liaison	Mark Strickland	Rita Farlow
Counseling Liaison	Sherry Pantelides	Lynn Wolf
Medical Liaison	Kelli Mitchell	Dean Luke
Scribe	Jennifer Gregor	Lynn Wolf
Local Law Enforcement Rep. (responsible for Staging Area)	Deputy Tiffany Ashcom (PCSO)	Captain Pupke-Training
Local Fire Department Rep. (responsible for Staging Area)	Chief Heather Burford	Chief Terry Tokarz - EMS
Operations	Mark Strickland	Jonathan Sullivan
Planning Action Plan	Lisa Borzewski	Mike Bryan (Library)
Logistics	Carol Brandt	Dean Luke
Finance	Mark Strickland	Carol Brandt
Staff Expertise		
First Aid Training	Security Staff	Pierre Planchet
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Steve Sheehy	John Duncan
Fire Alarm		
Sprinklers		

Tarpon Springs		
	Primary	**Alternate**
Incident Commander	Rod Davis	Dr. Jennifer Dale
Media Liaison	Theresa Kontodiakos	Marilyn Lovely
Security Liaison	Victor Dukes	James Marus
Public Liaison	Beth Goodbread	
Counseling Liaison	David Liebert	Theresa Kontodiakos
Medical Liaison	Dr. Laura Smith	
Scribe	Karen Nadeau	Erika Martinez
Local Law Enforcement Rep. (responsible for Staging Area)	Victor Dukes	James Marus
Local Fire Department Rep. (responsible for Staging Area)		
Operations	Lee Brighton	Josh Ervin
Planning Action Plan	Rod Davis	Jennifer Dale
Logistics	Michael Quitter	Dale Boyd
Finance	Rod Davis	
Staff Expertise		
First Aid Training	Victor Dukes	James Marus
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Jack Pinkham	Steve Leatham
Fire Alarm		
Sprinklers		

Veterinary Technology Center		
	Primary	**Alternate**
Incident Commander	Cynthia Grey	Tricia Gorham
Media Liaison	Cynthia Grey	Megan Branham
Security Liaison	Security Guard for the day	Tricia Gorham
Public Liaison	Cynthia Grey	Tricia Gorham
Counseling Liaison	Tricia Gorham	Cynthia Grey
Medical Liaison	Megan Branham	Shashikant Goswami
Scribe	Irene McDade	**Currently no alternate
Local Law Enforcement Rep. (responsible for Staging Area)	Security Guard for the day	Tricia Gorham
Local Fire Department Rep. (responsible for Staging Area)	Tricia Gorham	Irene McDade
Operations	Glenda Hern	Janet Modrakovic
Planning Action Plan	Tricia Gorham	Glenda Hern
Logistics	Janet Modrakovic	Debbie Raines
Finance	Irene McDade	Cynthia Grey
Staff Expertise		
First Aid Training		
CPR Training		
AED Training		
Physical Plant Responsibilities		
Gas, Water, Electric Shut Off	Facilities Representative	
Fire Alarm		
Sprinklers		

LOCAL LAW ENFORCEMENT AND FIRE AGENCIES

Clearwater Fire/Rescue Admin	562-4334
Clearwater Police Admin	562-4242
Florida Highway Patrol	570-5010
Largo Fire/Rescue Admin	587-6714
Largo Police Admin	587-6700
Palm Harbor Fire/Rescue Admin	784-0454
Pinellas County Emergency Management	464-3800
Pinellas County Sheriff's Office	582-6200
Pinellas Park Fire/Rescue Admin	541-0712
Pinellas Park Police Admin	541-0758
Seminole Fire/Rescue Admin	393-8711
St. Petersburg Fire/Rescue Admin	893-7694
St. Petersburg Police Admin	893-7111
Tarpon Springs Fire/Rescue Admin	938-3737
Tarpon Springs Police Admin	937-3711

SPC Center for International Programs

Putting the world within reach

Center for International Programs
Response Plan for Emergencies Involving International Students (F-1)

I.   **Emergency Response Overview**

The St. Petersburg College Center of International Programs (CIP) Emergency Response Plan guides the response of the department during an emergency situation involving SPC international students studying in the U.S. All F-1 international students are informed during their new international student orientation to contact CIP immediately in case of an emergency and are reminded of this during each semester of attendance. Once it has been verified that an F-1 international student is involved in any emergency (on or off campus), the Director of the Center for International Programs (CIP) must be contacted as soon as possible. The CIP Director will then initiate the emergency response protocol below:

Flowchart:

- **Emergency with verified F-1 International Student** → **Notify Associate VP, University Partnership Center (UPC)**
- **Emergency with verified F-1 International Student** → **Notify Director, CIP**
- **Notify Director, CIP** → **Document Incident**
- **Notify Director, CIP** → **Notify:**
  - CIP Staff
  - General Counsel
  - Risk Management
  - Security/Law Enforcement, as appropriate
  - Faculty (including ESL) or athletic coaches, as appropriate
  - International student emergency contact and/or Embassy/Consulate, if applicable
- **Notify Associate VP, University Partnership Center (UPC)** → **Notify Senior VP, Academic Affairs Division** → **Notify President's Office**

Those F-1 international students affected by an emergency or staff attending to students in an emergency may contact college officials for assistance through the Center for International Programs:

- Office Hours - 727-341-4732
- After Hours - 386-848-2479 (Cell phone, Director, Center for International Programs)

II.   **Incident Response Team**

Ramona Kirsch, Director
Angela Cole, International Student Services Representative
BarbaraAnn Wells, Senior Administrative Services Specialist
Ralph Regnier, Student Support Specialist
Irene Chitikov, Administrative Services Specialist

CIP Phone Tree

```
                          Kirsch
                            |
            +---------------+---------------+
            |                               |
          Cole                            Wells
            |                               |
      +-----+-----+                         |
      |           |                         |
   Regnier     Chitikov                 Others as
                                        Directed
```

Emergency Management Plan
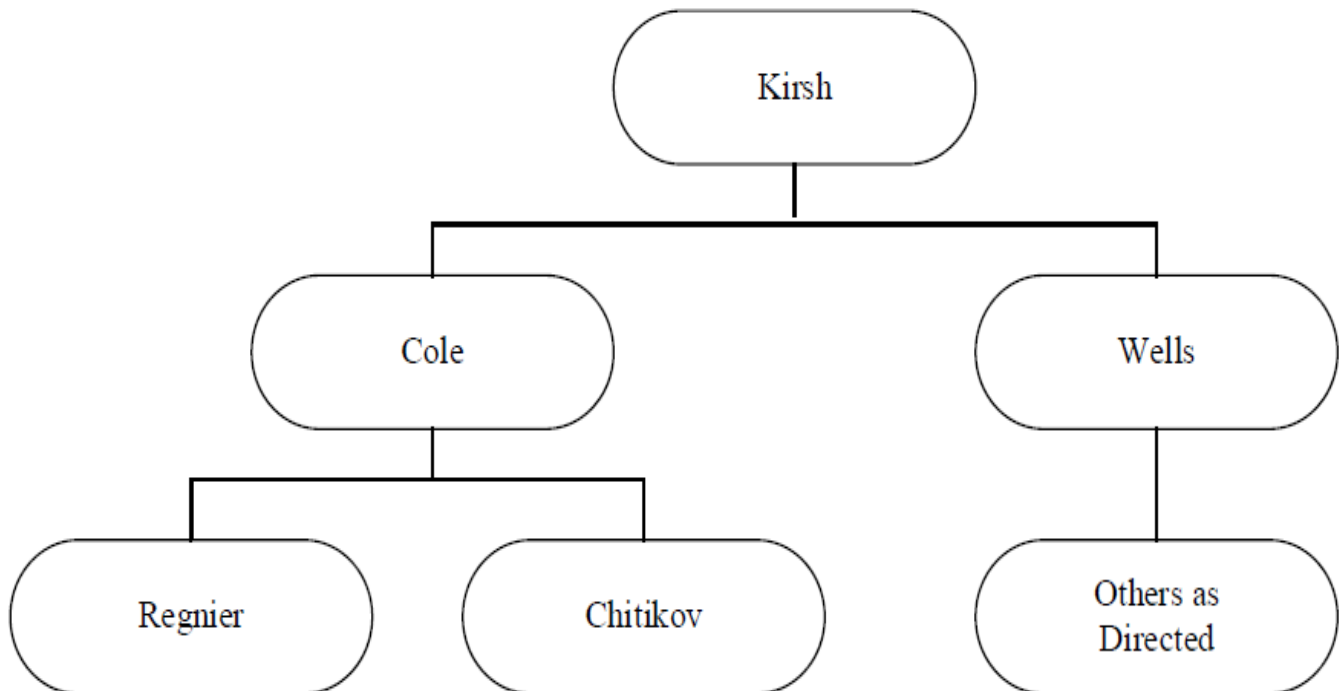
III.   Emergency Response Protocols

Once it has been verified that an emergency or perceived emergency has occurred with an F-1 international student, the CIP Director should be the first point of contact.

A **perceived emergency** is a situation that is not life threatening, though it does cause concern, stress and inconvenience to one or more international students. If the incident is a **perceived emergency**, the CIP Director will provide stopgap guidance; and at the start of regular business, the Director will contact the AVP UPC to update and seek guidance.

In both **emergency** and **perceived emergency** situations, all media and/or external inquiries will be referred to and coordinated through SPC's Public Information Officer, 727-302-6526.

Initial Emergency Response

In case of an emergency involving a verified F-1 International student, college staff are to follow as many of the following steps as needed:

1. Ensure the immediate physical safety and security of self and F-1 students.

2. Seek medical attention and/or local emergency assistance for self and student(s) if needed.

3. Contact CIP Director and establish a communication channel. a. CIP Director will have the following student information on hand (either via hard copy folder or external hard drive)

        i.   Health insurance information
        ii. Current class schedule
        iii. Current emergency contact information

4. CIP Director will document the incident via the Florida College System Risk Management Consortium's Accident-Incident report which can be found online as a fillable form:
    http://webapps.spcollege.edu/staffcentral/files/forms/IncidentRpt.pdf

IV.   **Emergency Response Guidelines in Specific Cases**

All staff should refer to the follow SPC guidelines for specific cases of emergencies and then follow the emergency response protocol if involving F-1 international students.

1. SPC Emergency Response Guide (https://go.spcollege.edu/Emergency_Response_Guide/) provides specific guidelines for the follow emergencies:

    - Injury or Sudden Illness
    - Evacuation
    - Fire or Explosion
    - Hazardous Materials
    - Bomb Threat
    - Suspicious Packages
    - Shelter in Place
    - Power Outage
    - Weather Emergencies
    - Suspicious Behavior
    - Hostile Person(s)

2. SPC Reporting Sexual Violence and Misconduct Procedures (http://www.spcollege.edu/friends-partners/about/compliance-statements/equal-access-equal-opportunity/sexual-violence-and-misconduct) provides specific guidelines for reporting any form of sexual misconduct, including unwelcome sexual advances, sexual assault, dating violence, domestic violence, or stalking, on campus or at any College-sponsored activity.

Hard copies of these guidelines and procedures are kept on hand in the SPC Center for International Programs office.

Post-crisis Considerations

CIP Director will:

1. Coordinate with the SPC Student Assistance Counseling Program for support
2. Coordinate with the SPC Equity officer for any necessary follow-up
3. Coordinate with SPC Risk Management Coordinator for any necessary follow-up
4. Conduct post-crisis review and evaluation
5. Follow up with international students/staff who were affected

The Board of Trustees of St. Petersburg College affirms its equal opportunity policy in accordance with the provisions of the Florida rules Educational Equity Act and all other relevant state and federal laws, and regulations. The college will not discriminate on the basis of race, color, religion, sex, age, national origin, marital status, sexual orientation, gender identity, or against any qualified individual with disabilities in its employment practices or in the admission and treatment of students. Recognizing that sexual harassment constitutes discrimination on the basis of sex and violates this Rule, the college will not tolerate such conduct. Should you experience such behavior, please contact the director of EA/EO at 727-341-3261; by mail at P.O. Box 13489, St. Petersburg, FL 33733-3489; or by e-mail at eaeo_director@spcollege.edu