

II. RESPONSE

Palm Beach State College classifies Emergencies at three levels. The appropriate response depends upon how much of the Campus community is involved, what type of resources are required to mitigate the Emergency and the potential negative impact from resolution of the Emergency. The **Emergency Event Matrix** defines the levels of Emergency that Palm Beach State College may encounter and offer examples of each to indicate the appropriate response.

Incident Level	Definition	Examples	Action
Level 1	Localized Emergency or unplanned event that is not likely to adversely impact or threaten life, health or property, or impact is contained to a small localized area. Duration of incident is short-term and does not affect Campus operations outside of the immediate incident area.	<ul style="list-style-type: none"> • Confrontation between two students • Student intoxication • Minor chemical spills • Water line breakage in confined area • Systems outage for limited time period • Wildlife/stray animal on Campus • Illness/Medical Emergency 	<p>The Emergency Management Team is not activated.</p> <p>Control of the incident is within the normal scope of Palm Beach State College operations.</p> <p>Resolved with internal resources or limited help from outside agencies.</p>
Level 2	Incident that disrupts operations and impacts portions of the Campus, and that may affect mission-critical functions or life safety. A subset of the Emergency Management Team determines the magnitude of the Emergency.	<ul style="list-style-type: none"> • Violence involving physical assault or battery • Weapon possession • Bomb threat • Major gas leak/utilities failure • Fire in a confined area 	<p>President and Vice President of Administration and Business Services are notified.</p> <p>The Emergency Management Team may be convened.</p> <p>The Palm Beach State College Emergency Operations Center may be opened.</p> <p>Appropriate outside agencies will be called as necessary.</p>
Level 3	<p>A major Emergency that impacts a sizable portion of one or more Campuses.</p> <p>The incident is life threatening and/or affects mission critical functions.</p> <p>A disaster that involves the entire College or one of its Campuses and possibly the surrounding community.</p>	<ul style="list-style-type: none"> • ActiveShooter(s) • Building(s) fire • Major explosion • Riot conditions • Major chemical spill • Systems outage longer than 1 day. • Terrorist attack • Bomb threats in multiple locations • Biological/chemical release • Complete systems outage • Plane crash on Campus 	<p>President and VP of Administration and Business Services are notified.</p> <p>The Emergency Management Team is convened.</p> <p>The Emergency Operations Center is opened.</p> <p>Appropriate outside agencies will be called.</p> <p>May require external disaster response services.</p>

Emergency Operations Center

The Emergency Operations Center (EOC) is the centralized facility where the Emergency Management Team convenes in response to an Emergency, and Emergency response and recovery activities are planned, coordinated and delegated. Emergency situations that require extensive coordination of resources, personnel and information-sharing will be managed in part or in full from the EOC.

Activation of the EOC will be at the discretion of the College President and or the Vice President of Administration and Business Services. The decision to activate the EOC will be determined by the severity of the Emergency, the expected duration of the response and recovery and the need to direct and control personnel and resources from a single point.

Once opened, the Emergency Management Team Members, their alternates and others as designated should report to the EOC for a formal briefing by the President or designee. The EOC may operate on a 24-hour, 7-day basis during extended events with rotating shifts until the Emergency is over. The Policy Group and Operations Group Team Leaders jointly determine whether the event no longer needs to be managed from the EOC and so advise the President.

The purpose of the EOC is to centralize all relevant information and organize the information into a usable format to facilitate the coordination of resources needed to respond to the Emergency. The EOC will:

- Be located away from the areas of highest activity to avoid interference with operations, yet close enough to have reasonable access to information as it becomes available;
- Have the capacity to operate on a 24-hour basis if required;
- Have multiple forms of communication available;
- Be secured from unauthorized access;
- Have a recommended primary and back-up location.

In general, the major functions performed by the Emergency Management Team in the EOC include:

- Direction and control – The EOC is a single point where all information is received and analyzed, decisions made, priorities established and resources allocated.
- Information collection, evaluation and display – From information gathered, the entire situation can be reviewed and evaluated. Information gathered should be used to make assessments from which decisions can be made and priorities established. Also, rumors may be counteracted.
- Coordination – Coordination is facilitated among responding personnel, departments and off-Campus agencies. This is especially important in the area of communications.
- Establishment of priorities – Determining the order that problems should be addressed.

- Resource management – Facilitates the acquisition, distribution and use of equipment and supplies.

EOC Locations:

Lake Worth – District/Campus EOC

PRIMARY: Lake Worth Campus at Administrative Building Conference Room B.

SECONDARY: Lake Worth Campus at District Facilities Building Conference Room.

Palm Beach Gardens Campus EOC

PRIMARY: TBD by Provost.

SECONDARY: TBD by Provost.

Boca Raton Campus EOC

PRIMARY: TBD by Provost.

SECONDARY: TBD by Provost.

Belle Glade Campus EOC

PRIMARY: TBD by Provost.

SECONDARY: TBD by Provost.

Activation of Emergency Management Team

Depending on the severity of the Emergency, the Emergency Management Team may or may not be activated. However, if the Emergency calls for activation, the EOC must be opened.

- If the Emergency occurs during normal business hours, all designated Emergency Management Team members will report to the EOC as soon as possible.
- If the Emergency occurs after normal business hours, designated Emergency Management Team members will be called back to the Campus. A contact list of key personnel will be maintained at the Campus Security dispatcher's office.

Once the Team has been briefed in the EOC, the following activities will occur:

- The Operations Group will report to the Emergency scene as soon as possible, and Operations Group Team Leader will report to the On-Scene Command Post.
- The Operations Team Leader or designee will take over as the Incident Commander or the role of liaison to the Incident Commander (Incident Commander may be Law Enforcement or Fire Rescue depending on the nature of the Emergency).
- The Operations Group Team Leader will direct the action of the Operations Group Team members based on the circumstances and needs.

- Surveys of the situation will be initiated. The Operations Group members will focus on the mitigation of immediate hazards.
- Immediate assistance will be given to injured persons as necessary.
- The Operations Group Team Leader will continually update the Policy Group Team Leader as the events unfold.

On-Scene Command Post:

As a **high level Emergency (Level 3)** situation unfolds at the College, an **On-Scene Command Post** will be set up in a safe area nearby or adjacent to the physical location of the Emergency. This is the location from which Emergency response activities take place. The person in charge is called the Incident Commander.

The **Incident Commander** may not always be linked directly to Palm Beach State College. The decision as to who is the Incident Commander depends upon the type of Emergency. For example, in the event of a structural fire, the Incident Commander would probably be the responding local Fire Department. In addition, this position may change from one organization to another. For example, in the event of a hostage situation, the Incident Commander would probably start out as the Palm Beach State College Security Department, switch to the local Police Department and conceivably end up with the FBI as the Incident Commander. The goals of the Incident Commander at the On-scene Command Post are tactical in nature, as the immediate on-scene needs are handled.

If the Palm Beach State College Operations Group Team Leader is NOT the Incident Commander, he/she must become a liaison to the Incident Commander, and contact must be maintained to offer information and resources to the outside agency Incident Commander. The Operations Group Team Leader continues to update the Policy Group Team Leader. Regardless of the On-Scene Command Post scenario, the Palm Beach State College Emergency Management Team structure remains basically the same.

The Incident Commander has the authority to evacuate a building, declare a Lock Down or declare shelter in place, based on threat to life safety. Incident Commanders also have the authority to deny access to facilities should there be evidence of a crime that may be disturbed or a hazard that is present.

Evacuation, Shelter in Place and Lock-Down

Each type of Emergency will require a different response. It is critical to understand that based on the circumstances of the Emergency situation, the College community may be directed to: EVACUATE, SHELTER IN PLACE OR LOCK-DOWN. The following procedures explain each of these responses.

► Evacuation Procedure

Evacuation is required any time the fire alarm sounds, an evacuation announcement is made by the College Emergency Management Team or law enforcement agency or an Emergency situation warrants evacuation for safety and/or security. When an evacuation is necessary, building occupants should exit immediately to the Safe Assembly Areas, putting the Campus-specific evacuation plan into effect. After a building has been evacuated, occupants must wait for a safety inspection before re-entry or should follow directions to leave the Campus if necessary.

Types of Evacuations

- Move horizontally or vertically inside the building.
- Vacate the entire building.
- Suspend operations and exit the Campus.

If an evacuation is necessary:

EVACUEES need to:

- Remain calm.
- Take belongings (if feasible).
- Report any missing or trapped people to the Emergency Responders.
- Exit the building via the nearest safe exit route.
- Walk, do not run.
- Do not use elevators.
- Move away from the building, report to the Campus-specific designated Safe Assembly Area and await instructions.
- Listen to all directions given by Law Enforcement or Security.
- Do not reenter buildings until Emergency Responders advise that it is safe to do so.

BUILDING COORDINATORS need to:

- Give directions using a calm voice.
- Give directions to the Safe Assembly Area.
- Alert Security to assist with evacuation if possible.
- Do not use elevators.
- Assist persons with disabilities. **(Unless conditions do not warrant waiting, trained first responders should always be utilized in the evacuation of persons with disabilities).**
- Check offices, classrooms and restrooms to ensure that all personnel have exited.
- Close doors, but do not lock them.
- Take Emergency supplies, rosters.
- Keep exiting groups together.

- Gather at the evacuation site's Safe Assembly Area and await instructions. Account for faculty, staff and students.

PERSONS UNABLE TO LEAVE THE BUILDING DUE TO A PHYSICAL DISABILITY NEED TO:

- Go to the nearest call box assistance area if the area is free of hazards.
- Use a telephone to call 911 or Campus Security and give the room number.
- If necessary and possible, signal out the window to on-site Emergency Responders.

TO ASSIST VISUALLY IMPAIRED PERSONS:

- Announce the type of Emergency.
- Offer your arm for guidance.
- Tell the person where you are going, obstacles you encounter.
- When you reach safety, ask if further help is needed.

TO ALERT PEOPLE WITH HEARING LIMITATIONS:

- Turn lights on/off to gain the person's attention.
- Indicate directions with gestures.
- Write a note with evacuation directions.

TO EVACUATE WHEELCHAIR USERS:

- Non-ambulatory persons' needs and preferences vary.
- Individuals at ground floor locations may evacuate without help.
- **Unless conditions do not warrant waiting, trained first responders should always be utilized in the evacuation of persons with disabilities.**

► Lock-Down Procedure

Lock-Down is initiated in response to an imminent threat of violence believed to be on the premises and officials expect that these measures will minimize risk to the occupants. Lock-Down orders are normally given by Law Enforcement and necessitate Law Enforcement response and immediate intervention.

During Lock-Down, students and visitors are directed to remain in buildings and classrooms and staff is directed to lock doors and windows and not open doors until notified by Law Enforcement. Lock-Down does not allow movement within the building and is designed to keep building occupants confined indoors.

A threat of violence MAY include, but is not limited to:

- Active Shooter / mass shooting
- Hostage situation

- Riot / large uprising
- Other Emergency situations where evacuation may pose greater risk than Lock-Down
- Significant Law Enforcement action in the neighborhood adjacent to the Campus
- Lock-Down of nearby schools

When an announcement is made to initiate an Emergency Lock-Down, the following steps should be followed:

- Everyone is to stay where they are.
- If outdoors, go into the nearest safe building or proceed to an area that can be secured.
- Classroom teachers quickly glance outside the room to direct any students or staff members in the hall into the classroom immediately.
- Lock external doors of building (if possible).
- Lock internal doors to classrooms and offices (if possible).
- Secure and cover windows of classrooms and offices.
- Turn out lights and computer monitors.
- Keep students quiet.
- Occupants of the gym should move into a secure area in close proximity.
- Any students in the cafeterias should move to the nearest classrooms or other secure area.
- If in the bathroom, move to a stall, lock it and stand on the toilet.
- Anyone in a hallway should move to the closest classroom immediately.
- Stay in safe areas until directed by Law Enforcement officers or other responders to move or evacuate.
- Do not open doors during a Lock-Down, even in the event of a fire alarm.
- Law Enforcement, Security, or a College administrator will signal all personnel if the Lock-Down has been lifted by whatever resources are available.
- If an evacuation occurs, all persons/classrooms will be directed by a Law Enforcement Officer, Security or an Administrator to a safe location.
- After the Lock-Down order has been lifted, faculty and staff should then attempt to restore normalcy and comfort/assist the room occupants.

When applicable, Facility and Security personnel will secure all school gates against entry, except by Law Enforcement personnel. Gate monitoring will be done by Security and Facility personnel.

► Shelter-in-Place Procedures

Sheltering-in-place is similar to Lock-Down in that occupants are to remain on the premises, but may require that they be moved to a different part of the facility due to an environmental event taking place outside of the facility, for example, the release of a chemical cloud from a nearby plant, hazardous material release into the atmosphere, or severe weather that makes travel or being outdoors dangerous, or when there is not enough time to safely evacuate. To evacuate the occupants may put them at greater risk than sheltering them within the facility. However, it may be prudent to move all of the occupants to another part of the facility to further minimize the risk of harm.