Palm Beach State College
Florida’s First Public Community College

Emergency Operations Plan

2019
## Table of Contents

Introduction.......................................................................................................................... 5  
Purpose and Scope .................................................................................................................. 5  
Policy ........................................................................................................................................ 5  
Maintaining and Updating the Emergency Operations Plans .................................................. 6  
How to Use this Plan ................................................................................................................. 6  
Preparedness ............................................................................................................................ 7  
Emergency Management Team .............................................................................................. 7  
  Emergency Management Team Policy Group ........................................................................ 7  
  Emergency Management Team Operations Group ............................................................... 10  
College Community Roles and Responsibilities ..................................................................... 15  
Emergency Communications .................................................................................................. 16  
Evacuation Planning .............................................................................................................. 17  
Emergency Drill Standards .................................................................................................... 18  
Supplies and Equipment .......................................................................................................... 19  
Response .................................................................................................................................. 20  
Emergency Operations Center ............................................................................................... 21  
EOC Locations ......................................................................................................................... 22  
Activation of Emergency Management Team .......................................................................... 23  
On-Scene Command Post ....................................................................................................... 23  
Evacuation, Lockdown and Shelter in Place .......................................................................... 24  
  Evacuation Procedure ........................................................................................................ 24  
  Lockdown Procedure ........................................................................................................ 27  
  Shelter in Place Procedures ............................................................................................... 30  
Recovery ................................................................................................................................... 31  
Physical/Structural Recovery ................................................................................................. 32  
  Damage Assessments ........................................................................................................ 32  
  Damage Assessment Teams .............................................................................................. 33  
  Assessment Reports .......................................................................................................... 34  
Academic Recovery ................................................................................................................. 34  
  Academic Recovery Considerations .................................................................................. 34  
Business/Fiscal Recovery ......................................................................................................... 35
Business Recovery Considerations.................................................................35

Emergency Procedures for Specific Events ......................................................35
Active Shooter ..................................................................................................35
Hostage Situation .............................................................................................39
Hurricane ..........................................................................................................41
Tornado ...............................................................................................................41
    Tornado Watch ..............................................................................................41
    Tornado Warning .........................................................................................41
Lightning ............................................................................................................42
Aircraft Crash on Campus ..................................................................................43
Bomb Threat ......................................................................................................44
Suspicious Packages ........................................................................................45
Chemical Spill ....................................................................................................46
    Minor Chemical Spill .....................................................................................46
    Major Chemical Spill .....................................................................................47
Fire .....................................................................................................................48
Criminal Activity, Civil Disturbance or Violence .............................................52
Sexual Assault or Battery, Spousal Abuse or Dating Violence .......................53
Medical Emergency .........................................................................................53
Wildlife/Stray Animals on Campus ..................................................................54
Utility Problems and Failures .........................................................................56
    Power Outage ..............................................................................................56
    Plumbing Problem/Flooding ........................................................................58
Gas Leaks ..........................................................................................................58
Elevator Failure .................................................................................................58
Catastrophic Public Health Emergency ............................................................59
APPENDIX 1: Safe Assembly Areas .................................................................61
APPENDIX 2: Emergency Closing Plan ..........................................................68
APPENDIX 3: Hurricane Preparedness Plan .....................................................74
APPENDIX 4: Pandemic Flu Plan .....................................................................95
APPENDIX 5: Emergency Communication Plan .............................................104
APPENDIX 6: Bomb Threat Assessment Form ...............................................1222
APPENDIX 7: Chemical Spill Response Plan ..................................................124
APPENDIX 8: Classroom Checklist .................................................................133
APPENDIX 9: Employee Resources Following a Critical Incident ..................135
# Glossary of Emergency Terms for Palm Beach State College

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Building Coordinators</strong></td>
<td>Designated by each campus Provost/Executive Dean with the assistance of the campus Emergency Coordinator, the Building Coordinators are campus employees that assist during the emergency with evacuations, Lockdowns and other emergency-related activities.</td>
</tr>
<tr>
<td><strong>Campus Emergency Operations Center (CEOC)</strong></td>
<td>The location used by campus administration to coordinate emergency operations.</td>
</tr>
<tr>
<td><strong>Command Post (CP)</strong></td>
<td>The location where the Incident Commander operates during response operations and where the Emergency Responders convene and coordinate emergency efforts. There is only one CP for each incident or event, but it may change locations during the event. The CP will be positioned outside of the present/potential hazard zone but close enough to the incident to maintain control of the operations.</td>
</tr>
<tr>
<td><strong>District Emergency Operations Center (DEOC)</strong></td>
<td>The centralized facility where the Emergency Management Team convenes in response to an emergency, and where emergency response and recovery activities are planned, coordinated and delegated.</td>
</tr>
<tr>
<td><strong>Emergency Coordinator</strong></td>
<td>The campus-level staff member, designated by each campus Provost/Executive Dean, who develops the Campus Emergency Operations Plan (CEOP) using campus-specific information with the District Emergency Operations Plan (DEOP) as its basis. The Emergency Coordinator communicates the CEOP and information regarding emergency response to the campus community, selects (with the Provost) the Building Coordinators and ensures they are properly trained, maintains emergency planning materials, ensures that the information in the CEOP is accurate and up-to-date, schedules campus drills and implements lessons learned; attends annual Emergency Coordinator Training.</td>
</tr>
<tr>
<td><strong>Emergency Management Team</strong></td>
<td>The district-level College administrators responsible for administering the DEOP, making decisions and coordinating resources during an emergency. The Emergency Management Team is comprised of two groups: Policy Group and Operations Group.</td>
</tr>
<tr>
<td><strong>Emergency</strong></td>
<td>An event that can 1) cause death or significant injuries to faculty, staff, students or the public; 2) suspend business, disrupt operations, create significant physical or environmental damage; or 3) threaten the College’s financial standing or public image.</td>
</tr>
<tr>
<td><strong>Incident Commander</strong></td>
<td>The person responsible for the response to an emergency. The role of Incident Commander may be assumed by the College Emergency Operations Group Leader (determined by the nature of the emergency) or designee, or it may be taken over by an outside agency as the situation dictates.</td>
</tr>
<tr>
<td><strong>Incident Response Level (IRL)</strong></td>
<td>A ranking that classifies emergencies according to their severity and potential impact. See Level 1, 2 and 3 Emergencies below.</td>
</tr>
<tr>
<td><strong>Level 1 Emergency</strong></td>
<td>A localized emergency. Unplanned event that is not likely to adversely impact or threaten life, health or property, or whose impact is contained to a small localized area. The duration of incident is short-term, and it does not affect campus operations outside the immediate incident area. Control of the incident is within the normal scope of College operations.</td>
</tr>
<tr>
<td><strong>Level 2 Emergency</strong></td>
<td>An emergency that disrupts College operations. An emergency that impacts portions of the campus, and that may affect mission-critical functions or life safety. The DEOP is activated, and a subset of the Emergency Management Team determines the magnitude of the emergency and responds accordingly. The DEOC may be opened.</td>
</tr>
<tr>
<td><strong>Level 3 Emergency</strong></td>
<td>An emergency involving the entire campus, College or surrounding community. The DEOP Plan is activated, and the entire Emergency Management Team mobilizes at the DEOC.</td>
</tr>
<tr>
<td><strong>Safe Assembly Area(s)</strong></td>
<td>Specified and marked evacuation location(s) for each campus building where the building occupants will assemble and be available for headcount following a building evacuation.</td>
</tr>
</tbody>
</table>
Introduction

Emergencies can occur at any time, without warning. Careful planning, with an emphasis on safety, can enable members of the Palm Beach State College community to respond appropriately to crises and emergencies and may prevent injury and save lives. Every member of the College community is responsible for emergency preparedness. The College’s District Emergency Operations Plan (DEOP) fulfills the requirements of the Occupational Safety & Health Administration at Title 29, Code of Federal Regulations, Part 1910, paragraph 1910.38(a) for having an Emergency Action Plan. Each campus Provost/Executive Dean or designee is responsible for ensuring that the Campus Emergency Operations Plan (CEOP) contains the campus’ site-specific information, and that all persons, including faculty, staff and students, are familiar with it.

The primary goals of the Palm Beach State College DEOP are:

- To prevent or minimize the impact of emergencies.
- To maximize the effectiveness of emergency response by the College community.
- To protect lives and property.
- To provide for the continuity of College operations.

Purpose and Scope

This document establishes the DEOP for Palm Beach State College and assigns responsibilities for its development, implementation and maintenance.

The DEOP is designed to achieve the goals outlined above. It applies to all College personnel, buildings and grounds at all College campuses. It serves as the guiding document for preparedness, response and recovery actions at the district level and as the basis for each campus’ CEOP.

Policy

The College is committed to promoting the safety and welfare of its students, faculty, staff and visitors.

All members of the College community are expected to take personal responsibility for following the policies and procedures of the College in the event of an emergency and for acting in accordance with instructions given by the Emergency Management Team.

The College will conduct continuous planning to minimize the hazards to persons and property that may result from emergencies; cooperate with local, state and federal agencies and public bodies that have responsibilities for disaster preparedness, response and control; and take
necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or disaster.

**Maintaining and Updating the Emergency Operations Plans**

Emergency plans shall be reviewed annually in January and updated as necessary to reflect changes at each campus. A copy of the DEOP will be placed on the web sites for both the Security & Risk Management and Safety & Risk Departments.

1. The DEOP will be updated annually by the Safety & Risk Manager, in consultation with the Director of Security & Risk Management and approved by the Emergency Management Team Leader (Vice President Administration & Business Services) or designee. The DEOP will be provided to authorities as necessary.

2. The CEOP for each campus will utilize the DEOP as its basis and will reference it while including campus-specific information, e.g., contact names and telephone numbers, location maps, building names and numbers, etc. The CEOP will be updated annually by the campus Emergency Coordinator(s) and approved by the campus’ Safety and Security Committee, the Director of Security & Risk Management and the Safety & Risk Manager.

**How to Use this Plan**

The DEOP is a district-level plan that is to be used as the basis for the individual CEOPs. The sections in this plan specify the College-wide concepts, procedures and policies that will apply for emergency response operations, to include: assignments and responsibilities, communications, evacuation, supplies and equipment, training, emergency response actions and hazard reduction. **The CEOPs must contain site-specific information on notifications, response personnel and dealing with specific types of emergencies.**

In an emergency, it is critical that personnel can quickly access the CEOP. Therefore, it is important that all CEOPs follow the format of the DEOP and be maintained on the campus’ web site.

The district’s Director of Security & Risk Management and Safety & Risk Manager will provide guidance on each CEOP and work with the campus’ Safety and Security Committee and the assigned campus Emergency Coordinator in the collection and inclusion of campus-specific information.
**Preparedness**

There are three phases to Emergency Management: **preparedness, response and recovery.** Preparedness includes education, organization and communication about emergency management to all persons (students, faculty and staff) at Palm Beach State College. Effective and efficient response and recovery are dependent on preparedness.

**Emergency Management Team**

Palm Beach State College will function during an emergency under the direction of an Emergency Management Team. The team will consist of two groups – **Emergency Management Team Policy Group** and **Emergency Management Team Operations Group.**

<table>
<thead>
<tr>
<th>Emergency Management Team</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>*<em>Policy Group</em></td>
<td>*<em>Operations Group</em></td>
</tr>
<tr>
<td>President</td>
<td>Director of Facilities</td>
</tr>
<tr>
<td>Vice President of Administration &amp; Business Services</td>
<td>Facilities Manager(s)</td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Director of Security &amp; Risk Management</td>
</tr>
<tr>
<td>Vice President of Student Services &amp; Enrollment Management</td>
<td>Security Supervisor(s)</td>
</tr>
<tr>
<td>Vice President of Information Services</td>
<td>Safety &amp; Risk Manager</td>
</tr>
<tr>
<td>Director College Relations &amp; Marketing</td>
<td>Chief Fire Official</td>
</tr>
<tr>
<td>Campus Provost(s)/Executive Deans</td>
<td>Chief Information Officer</td>
</tr>
<tr>
<td>General Counsel</td>
<td></td>
</tr>
<tr>
<td>Executive Director of Human Resources</td>
<td></td>
</tr>
</tbody>
</table>

*Additional personnel may be added to each Group by its Leader as the specific emergency dictates.

**Emergency Management Team Policy Group**

The Emergency Management Team Policy Group makes recommendations to the President and determines all College-wide policy matters as they relate to the emergency or disaster and maintains executive-level liaison with external resources within the city, county and state.

The Policy Group makes all decisions involving campus evacuations, campus closure or restrictions, postponements and resumptions and special circumstance personnel policies. In
addition, it is responsible for approving any communications initiatives. Its responsibilities are as follows

- Assist the President in formulating policy.
- Assist the President in establishing campus closures, postponements and resumptions.
- Assist the President in establishing target date(s) for resumption of a limited academic schedule or other academic policy issues.
- Assist the President in formulation of public information.
- Business Continuity Planning.
- Academic Recovery Planning.
- Management of financial issues.
- Management of legal issues.
- Interpretation of policy.
- Consideration of political and social concerns.

Each Vice President is responsible for the coordination of all response-related activities that they would normally supervise in non-emergency situations. The Vice President of Administration & Business Services or his designee will act as the Policy Group Leader in all emergency situations. In the absence of the President, the Vice President of Administration & Business Services will assume the responsibilities of the President.

<table>
<thead>
<tr>
<th>Emergency Management Team Policy Group</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ROLES AND RESPONSIBILITIES</strong></td>
</tr>
<tr>
<td><strong>President</strong></td>
</tr>
<tr>
<td>• Responsible for the declaration of a campus state of emergency</td>
</tr>
<tr>
<td>• Works with the College Relations &amp; Marketing Director to prepare the College’s specific communication response.</td>
</tr>
<tr>
<td>• Determines College closures, postponements and resumptions in accordance with the Emergency Closing Plan (see Appendix 2).</td>
</tr>
<tr>
<td>• Serves as liaison between the Board of Trustees and the Emergency Management Team.</td>
</tr>
<tr>
<td>• Declares and ends, when appropriate, the campus state of emergency.</td>
</tr>
<tr>
<td>Title</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Vice President of Administration and Business Services               | • Serves as Policy Group Leader  
• Convenes the Emergency Management Team in an emergency as appropriate.  
• Directs the Emergency Management Team Policy Group during the time of the emergency.  
• Works with the President and other administrators in allocating and managing necessary financial resources during an emergency to allow the institution to continue critical services after a disaster.  
• Coordinates matters concerning authorization for emergency funding and expenditures.  
• Coordinates with the President to determine College closings in accordance with the Emergency Closing Plan (see Appendix 2).  
• May serve as liaison between the Board of Trustees and the Emergency Management Team. |
| Vice President of Academic Affairs                                   | • Provides direction and coordination of all faculty matters and instructional facilities during an emergency, including decisions concerning cancelling or resuming classes.  
• Coordinates the notification process to academic deans and faculty.  
• Responsible for all academic issues that arise during an emergency.  
• Arranges for temporary classrooms or workspace. |
| Vice President of Student Services and Enrollment Management          | • Ensures all emergency functions assigned to Student Services during an emergency are coordinated and managed as appropriate, such as organizing a student information program for students and others on campus.  
• Initiates organization of student volunteer services, if necessary.  
• Assesses the impact of the emergency on students.  
• Supervises the Student Affairs response.  
• Identifies individuals with special needs and implements plans for assistance. |
| Vice President of Information Services                               | • Ensures continuity of business as it relates to access to Enterprise Resources Planning services.  
• Ensures communication and collaboration services are available for emergency response.  
• Coordinates Information Technology resources for emergency response. |
| Director of College Relations & Marketing                            | • Serves as the official College spokesperson and the central source of information to the public.  
• Acts as the single point of contact with the news media.  
• Activates alert/notification system.  
• Determines the best channels for communication with news media, including written statements and media briefings.  
• Activates emergency information on the website and the continual updating process during the emergency. |
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General Counsel</strong></td>
<td>• Provides legal advice to the President and the Emergency Management Team during an emergency.</td>
</tr>
</tbody>
</table>
| **Campus Provosts/Executive Deans** | • As necessary, coordinates emergency response on their individual campuses.  
• As necessary, communicates with the President and the Policy Group Leader for decision-making.  
• Delivers critical campus information and instructions to campus staff.  
• Receives status reports and response information from Facilities and Security.  
• Forwards emergency impact reports to the Vice President of Administration & Business Services and the President. |
| **Executive Director of Human Resources** | • Arranges for temporary employees when required.  
• Coordinates mental health assistance to faculty and staff in coordination with counseling services.  
• Coordinates handling of any employee relations matters arising from an emergency. |

**Emergency Management Team Operations Group**

The Emergency Management Team Operations Group is responsible for the immediate emergency response, including collecting information and data about the full scope of the emergency, coordinating support services and providing resources during the emergency in support of Emergency Responders. The Operations Group Leader reports directly to the Policy Group Leader and will be determined by the type of emergency, as indicated in the table for Emergency Management Team – Operations Group Roles and Responsibilities.

The Operations Group Leader or designee is responsible for the following:

- Providing information to the Policy Group regarding the impact of the emergency on the College’s personnel, facilities, utilities, transportation and communications.
- Directing actions to resolve immediate concerns and to plan for the interim continuity of campus activities until the normal resumption of activities and events are established.
- Identifying the on-campus resources available for responding to the emergency and the off-campus resources that will be necessary to mitigate additional losses.
- Providing the Policy Group with a list of priorities for its review.
- Acting as liaison between outside responder agencies and Palm Beach State College.
Emergency Management Team – Operations Group

**ROLES AND RESPONSIBILITIES**

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Director of Facilities</strong></td>
<td>• Responsible for the operational management of specified emergencies.</td>
</tr>
<tr>
<td>Acts (or designee acts) as Leader for:</td>
<td>• Oversees Facilities emergency preparation, response and recovery.</td>
</tr>
<tr>
<td>Hurricanes</td>
<td>• Reports directly to Policy Group Leader on all matters pertaining to the emergency.</td>
</tr>
<tr>
<td>Tornados</td>
<td>• Oversees recovery after emergencies, to include damage assessments, data collection and compilation of information for reporting and reimbursement.</td>
</tr>
<tr>
<td>Natural Disasters</td>
<td>• Directs all Facilities activities College-wide.</td>
</tr>
<tr>
<td>Utilities Problems/Failures</td>
<td></td>
</tr>
<tr>
<td>Wildlife/Stray Animals</td>
<td></td>
</tr>
<tr>
<td>Flooding</td>
<td></td>
</tr>
<tr>
<td><strong>Director of Security &amp; Risk Management</strong></td>
<td>• Responsible for the operational management of specified emergencies in accordance with the DEOP.</td>
</tr>
<tr>
<td>Acts (or designee acts) as Leader for:</td>
<td>• Directs all Security activities College-wide in accordance with the Security Plan.</td>
</tr>
<tr>
<td>Active Shooter</td>
<td>• Reports directly to Policy Group Leader on all matters pertaining to the emergency.</td>
</tr>
<tr>
<td>Hostage Situation</td>
<td>• Conducts liaison activities with appropriate outside organizations such as fire, police, Emergency Medical Services, etc.</td>
</tr>
<tr>
<td>Terrorist Attack</td>
<td></td>
</tr>
<tr>
<td>Bomb Threat</td>
<td></td>
</tr>
<tr>
<td>Suspicious Packages</td>
<td></td>
</tr>
<tr>
<td>Surveillance/Probing Activity</td>
<td></td>
</tr>
<tr>
<td>Criminal Activity or Violence</td>
<td></td>
</tr>
<tr>
<td>Violence or Civil Disturbances</td>
<td></td>
</tr>
<tr>
<td>Medical Emergencies</td>
<td></td>
</tr>
<tr>
<td>Security Lieutenant/ Campus Security Sergeants(s)</td>
<td>Acts as Leader designee to Director of Security &amp; Risk Management for:</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Active Shooter</td>
</tr>
<tr>
<td></td>
<td>Hostage Situation</td>
</tr>
<tr>
<td></td>
<td>Terrorist Attack</td>
</tr>
<tr>
<td></td>
<td>Bomb Threat</td>
</tr>
<tr>
<td></td>
<td>Suspicious Packages</td>
</tr>
<tr>
<td></td>
<td>Surveillance/Probing Activity</td>
</tr>
<tr>
<td></td>
<td>Criminal Activity or Violence</td>
</tr>
<tr>
<td></td>
<td>Violence or Civil Disturbances</td>
</tr>
<tr>
<td></td>
<td>Medical Emergencies</td>
</tr>
<tr>
<td>• Reports directly to the Director of Security &amp; Risk Management.</td>
<td>• Coordinates the response of the Security team.</td>
</tr>
<tr>
<td>• Communicates continuously with the Provost, Director of Security &amp; Risk Management and Director of Facilities to provide assessments, recommendations and direction on matters related to the emergency.</td>
<td>• Directs staff as required to return the campus to operational condition.</td>
</tr>
<tr>
<td>• Communicates/provides liaison with outside responding agencies during the emergency.</td>
<td>• Manages damage control activities, reporting and repair.</td>
</tr>
<tr>
<td>• Directs staff as required to return the campus to operational condition.</td>
<td>• Manages damage assessment process during recovery and provides reports to the Director of Facilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Campus Facilities Manager(s)</th>
<th>Acts as Leader designee to Director of Facilities for:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hurricanes</td>
</tr>
<tr>
<td></td>
<td>Tornados</td>
</tr>
<tr>
<td></td>
<td>Natural Disasters</td>
</tr>
<tr>
<td></td>
<td>Utilities Problems/Failures</td>
</tr>
<tr>
<td></td>
<td>Wildlife/ Stray Animals</td>
</tr>
<tr>
<td></td>
<td>Flooding</td>
</tr>
<tr>
<td></td>
<td>Hazardous Material Spill</td>
</tr>
<tr>
<td>• Reports directly to the Director of Facilities</td>
<td>• Coordinates the response of the campus Facilities team.</td>
</tr>
<tr>
<td>• Communicates continuously with the Provost, Director of Facilities and Security to provide assessments, recommendations and direction on matters related to the safety, security and operations of the campus facilities.</td>
<td>• Manages damage control activities, reporting and repair.</td>
</tr>
<tr>
<td>• Manages damage assessment process during recovery and provides reports to the Director of Facilities.</td>
<td>• Directs staff as required to return the campus to operational condition.</td>
</tr>
<tr>
<td>• Communicates with utility companies as required for emergency operations.</td>
<td>• Communicates with utility companies as required for emergency operations.</td>
</tr>
</tbody>
</table>
| Safety & Risk Manager | • Responsible for the operational management of specified emergencies.  
| Acts as Leader for: | • Provides safety recommendations and assistance during all phases of emergency preparation, response and recovery.  
| Pandemic Influenza | • Investigates and evaluates campus hazards for environmental, health and industrial safety.  
| Hazardous Material Spill | • Coordinates pandemic flu response in accordance with the Pandemic Flu Plan (see Appendix 4).  
| | • Oversees development of the Chemical Spill Response Plan (see Appendix 7). |

| Chief Fire Official | • Responsible for the operational management of specified emergencies.  
| Acts as Leader for: | • Provides technical assistance to reduce fire hazards prior to and during emergency conditions.  
| Fire | • Investigates and evaluates campus fire incidents and emergencies.  
| Explosion | • Provides fire safety-related recommendations and assistance during all phases of emergency preparations, response and recovery. |

| Chief Information Officer | • Reports directly to the Vice President for Information Services and coordinates the response of the Information Technology Team  
| | • Responsible for the operational management of specified emergencies.  
| | • Provides technical assistance to ensure proper operation of all campus communication systems  
| | • Ensures availability of access external enterprise resource planning resources  
| | • Provides resources to restore all College information and communications assets and assist with recovery operations. |
| Campus Security Staff | In general, campus Security Officers’ roles and responsibilities in an emergency include, in addition to those indicated in specific emergencies discussed in this plan, the following actions and procedures:  
- Assesses the incident and undertakes appropriate initial emergency response measures as deemed necessary.  
- Contacts the appropriate emergency agencies depending on the nature of the emergency.  
- Alerts the campus community of the emergency through established communication means, e.g. VALCOM, Rave Alert system, etc.  
- Meets and escorts responding emergency services personnel to the scene of the incident and assists them as necessary.  
- Acts as liaison between emergency services personnel and College staff.  
- Assists Building Coordinators.  
- Secures the area to limit access to the incident site.  
- Uses radio log to record incident details and progress. |
| --- | --- |
| Campus Facilities Staff | In general, campus Facilities staff roles and responsibilities in an emergency include, in addition to those indicated in specific emergencies discussed in this plan, the following actions and procedures:  
- Responds to emergencies as necessary and assists Security with the assessment and the mitigation of the situation.  
- Follows the directions of the Facility Manager and remains in radio contact throughout the emergency.  
- Assists in directing the responding emergency personnel to the fire hydrants, sprinkler valves and appropriate panels. |
• Provides any equipment, if available, that may be needed to assist emergency services personnel.
• Conducts damage assessments following the emergency.

College Community Roles and Responsibilities

The success of any plan is dependent upon its users knowing and understanding the contents. Each member of the College community must take responsibility to become familiar with the Emergency Operations Plan and to understand their role during an emergency.

<table>
<thead>
<tr>
<th>College Community ROLEs AND RESPONSIBILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deans and Department Heads</td>
</tr>
<tr>
<td>• Deans and Department Heads must be familiar with campus emergency and building evacuation procedures and follow all directions during and after the emergency.</td>
</tr>
<tr>
<td>• Ensure that faculty and staff know their roles during an emergency response.</td>
</tr>
<tr>
<td>• Once out of harm’s way, remain out of the way of the responders and do not interfere with response activities.</td>
</tr>
<tr>
<td>Faculty and Staff</td>
</tr>
<tr>
<td>• Faculty and staff should understand campus emergency and building evacuation procedures in areas they work and teach.</td>
</tr>
<tr>
<td>• Direct students to the appropriate Safe Assembly Areas in the event of a building evacuation.</td>
</tr>
<tr>
<td>• Conduct a headcount of students at the Safe Assembly Area if necessary.</td>
</tr>
<tr>
<td>• Follow and comply with all College directions during and after the emergency.</td>
</tr>
</tbody>
</table>
Once out of harm’s way, remain out of the way of the responders and do not interfere with response activities.

**Students**

- Students are responsible for being aware of their surroundings and familiar with building evacuation routes and exits.
- In the event of an emergency, they are responsible for listening for and following directions provided by Emergency Responders and/or College staff.
- Once out of harm’s way, remain out of the way of the responders and do not interfere with the response activities.

---

### Reporting Emergencies

The preferred means of reporting a fire or other emergency is to call 911, and then call campus Security.

### Emergency Communications

Timely and accurate communication with the entire Campus population and the local community may occur in several ways:

- **Alert/Notification System:** The College will utilize a multi-modal alerting system (e.g., via telephone message, Rave Alert system; text message, email message, IM, Facebook, Twitter, etc.) to notify the College community of impending or current emergency situations and to provide direction (i.e., evacuation, Lockdown, Shelter in Place, College closings, College delays, etc.).
- **Rave Alert system:** This system allows for messages to be sent to the college community in case of emergency.

- **VALCOM System:** All College classrooms and laboratories, as well as other select locations, are equipped with the capability to provide a voice alert to the campus Security office regarding an emergency occurring in that area. Those locations, including outdoor areas having public address speakers, to receive audible announcements concerning impending or current emergency situations.
• **Web Page:** The College web site provides a quick way to disseminate information to all users. During an emergency, the web site will be updated continually with the most current and accurate information. The site will be made available from an external resource if college web systems are rendered inoperable.

• **LED Signs:** Emergency information will be posted on the LED signs that are located at the campus entrances.

• **Information Displays:** Information will be posted, and continually updated, on these displays throughout the College.

• **Voice Mail:** Voice mail may be sent to everyone’s internal voice telephone lines.

• **E-Mail:** All users e-mail may be sent to everyone.

• **Use of Local Media (TV, radio, newspapers, etc.):** When appropriate, a media briefing center will be established by College Relations & Marketing, and the local media will be advised and regularly updated. Written emergency communications, both to on- and off campus personnel, will be coordinated by the College Relations & Marketing Director or designee.

• **Call-down list notifications:** Each campus is required to maintain procedures and lists that will enable a department to notify its staff in all locations of emergency information 24 hours per day.

• **Establishing a Campus Hotline:** An emergency hotline is one of the best means for disseminating current information to everyone who might be involved in an emergency.

• All campuses equipped with voice mail have the capability to record an emergency hotline message.

• All campuses have the capability to record an emergency hotline message for the campuses automatic call distribution (ACD) system.

The College Emergency Communication Plan is provided in Appendix 5 of this document.
Evacuation Planning

- **Evacuation Route Planning**

Evacuation route planning involves the development of floor plans that show the appropriate path to take for exiting from a facility during an emergency evacuation. The College requires development and posting of these plans, as well as their incorporation into the CEOP. Exits must be clearly marked in accordance with OSHA requirements.

- **Facility Evacuation Plans and Routes**

Plans showing the primary and secondary evacuation routes for each area within the campus are located within each of the buildings and in each classroom to help guide egress during an evacuation. The primary evacuation route is typically the route to the nearest exit or exit stair. The secondary evacuation route is an alternate route to be used if the primary route is obstructed. The floor plan is oriented correctly to match the location it is posted in. The floor plan contains a “You are Here” mark, the primary evacuation route and the secondary evacuation route. The direction of evacuation should be away from the specific hazard posed by the emergency.

- **Evacuation Assembly Location**

All building evacuees are instructed to go to the nearest designated Safe Assembly Area once outside the building. Safety Assembly Areas have been determined for each campus and are shown in campus maps in Appendix 1.

**Emergency Drill Standards**

Each campus shall schedule Emergency Drills (Lockdown, Shelter in Place, and Evacuation) during the academic year. Drills shall be conducted in all buildings at times when buildings are normally occupied. Responsibility for scheduling, coordinating, and evaluating drills rests with Campus Emergency Coordinators (EC’s) and Building Coordinators.

- **Frequency:** “Lockdown” drills, “Evacuation” drills and “Shelter in Place” drills should be conducted in all campus buildings at least once each calendar year.

- **Scheduling:** Emergency drills shall be scheduled at least two weeks in advance to allow for proper preparation and notification of the entire campus community including faculty, staff, and students. Drills shall be scheduled for specific dates and times (i.e. no unannounced drills). All proposed drill schedules shall be sent to College Relations and Marketing (CRM) prior to notifying the campus community for review and concurrence.
• **Notifications:** Campus EC’s shall notify the Director of Security, Campus Security, and the Safety & Risk Manager as soon as drills are scheduled. Campus Security shall then invite local emergency responders to observe drills. Campus EC’s shall request notification of the campus community by the Provost to occur one week prior to the scheduled drill. Building Coordinators shall affix drill announcement posters to all building entry doors, appropriate bulletin boards and other locations the night before or the morning of the drill. All drill announcement posters shall be removed immediately after the drill.

• **Pre-Drill Meetings:** Pre-drill meetings should occur soon after the Provost/Executive Dean email announcing the drill, especially for drills involving multiple buildings. Zone Coordinators/Building Coordinators should schedule these meetings and EC’s, the Director of Security & Risk Management, and the Safety & Risk Manager should be invited.

• **Simulation:** In some cases, it is not necessary to participate in a drill, but rather the person in charge of the area would make an announcement that if this were an actual emergency, we would do the following… Examples: Cosmetology, Dental, Massage Therapy, special events, etc.

• **Evaluation:** Immediately upon conclusion of a drill, EC’s, Building Coordinators, Security and others involved in monitoring the drill shall meet to discuss and prepare an after-action report. The Campus EC shall complete and forward an Emergency Drill Reporting Form to the Director of Security and the Safety and Risk Manager, with copies, to all EC’s and other interested parties, within 48 hours. Campus EC’s may find it helpful to distribute Emergency Drill Reporting Forms to Building Coordinators and others monitoring drills prior to the drill and collect completed forms after the drill.

**Supplies and Equipment**

Each campus shall maintain emergency supplies and equipment to assist in a disaster or emergency response situation. The equipment is stored at various locations on campus. The Facilities Manager(s) have responsibility for the inspection, inventory and maintenance of emergency equipment.

The CEOP shall include a list of supplies and equipment, including the locations where they are stored.
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.

<table>
<thead>
<tr>
<th>Incident Level</th>
<th>Definition</th>
<th>Examples</th>
<th>Action</th>
</tr>
</thead>
</table>
| 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 the incident is short-term, and it does not affect campus operations outside of the immediate incident area. | • Confrontation between two students  
• Student intoxication  
• Minor chemical spill  
• Water line breakage in a confined area  
• Systems outage for limited period  
• Wildlife/stray animal on campus  
• Illness/medical emergency | • The Emergency Management Team is not activated.  
• Control of the incident is within the normal scope of Palm Beach State College operations.  
• Resolved with internal resources or limited help from outside agencies. |
| 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. | • Violence involving physical assault or battery  
• Weapon possession  
• Bomb threat  
• Major gas leak/utilities failure  
• Fire in a confined area | • President and Vice President of Administration & Business Services are notified.  
• The Emergency Management Team may be convened.  
• The Palm Beach State College Emergency Operations Center may be opened.  
• Appropriate outside agencies will be called as necessary. |
Level 3

A major emergency that impacts a sizable portion of one or more campuses.

The incident is life-threatening and/or affects mission critical functions.

A disaster that involves the entire College or one of its campuses and possibly the surrounding community.

- Active shooter(s)
- Building fire(s)
- 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

- President and VP of Administration & Business Services are notified.
- The Emergency Management Team is convened.
- The Emergency Operations Center is opened.
- Appropriate outside agencies will be called.
- May require external disaster response services.

Emergency Operations Center

The District Emergency Operations Center (DEOC) 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 of the DEOC.

Activation of the DEOC will be at the discretion of the College President and or the Vice President of Administration & Business Services. The decision to activate the DEOC 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 DEOC for a formal briefing by the President or designee. The DEOC 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 Leaders jointly determine whether the event no longer needs to be managed from the DEOC and will so advise the President.

The purpose of the DEOC 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 DEOC 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 DEOC 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 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: Administration Building Conference Room B
SECONDARY: Security Building Conference Room

Palm Beach Gardens Campus EOC

PRIMARY: Otis Smith Conference Room (AD 207)
SECONDARY: SC 201

Boca Raton Campus EOC

PRIMARY: Room AD 406
SECONDARY: HT 121

Belle Glade Campus EOC
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 DEOC must be opened.

- If the emergency occurs during normal business hours, all designated Emergency Management Team members will report to the DEOC 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 DEOC, the following activities will occur:

- The Operations Group will report to the emergency scene as soon as possible, and Operations Group Leader will report to the on-scene Command Post.
- The Operations Group 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 Leader will direct the action of the Operations Group 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 Leader will continually update the Policy Group 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 of the emergency response activities 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 leader of 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.

The Incident Commander has the authority to evacuate a building, declare a Lockdown or declare Shelter in Place, based on the threat to life safety. Incident Commanders also have the authority to deny access to facilities should there be crime scene evidence that may be disturbed or a hazard that is present. The goals of the Incident Commander at the on-scene Command Post are tactical in nature, as the immediate on-scene needs are handled. Once the emergency response is over (i.e., the activities have moved to the recovery phase), the role of the Incident Commander ceases.

If the Palm Beach State College Operations Group 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 Leader continues to update the Policy Group Leader. Regardless of the On-Scene Command Post scenario, the Palm Beach State College Emergency Management Team structure remains basically the same.

**Evacuation, Lockdown and Shelter in Place**

Each type of emergency scenario presents a unique situation, but for the emergencies most likely to occur, the responses consist of EVACUATION, LOCKDOWN or SHELTER IN PLACE. The following procedures explain each of these responses.

**Evacuation Procedure**

Evacuation is required when there is a power outage; any time the fire alarm sounds; when an evacuation announcement is made by the College Emergency Management Team or law enforcement agency; and whenever an emergency warrants evacuation for safety and/or security. When an evacuation is necessary, building occupants should exit immediately to the designated Safe Assembly Area(s), putting the campus-specific evacuation plan into effect. After a building has been evacuated, occupants must wait for direction from Emergency Responders before re-entry or should follow directions to leave the campus if necessary.

The types of evacuations are as follows:
• Vacate the entire building.
• Move horizontally or vertically inside the building.
• Suspend operations and exit the campus.

If an evacuation is necessary:

SECURITY PERSONNEL need to:

• Report to the building being evacuated to assist with the evacuation.
• Direct persons to the designated Safe Assembly Area for the building.
• Keep persons from entering the building.
• Assist persons with disabilities to exit the building safely on the way to the Safe Assembly Area.
• Render first aid as necessary.
• Direct emergency response vehicles to the building and non-essential vehicles away from the area.
• Check areas inside the building to ensure they have been vacated.
• If the building is in alarm, check the Fire Alarm Control Panel (FACP) to determine the cause/location of the alarm.
• Check the area in alarm as indicated by the FACP to assess the situation/damage, etc.
• Reset the alarm following the emergency. In the event of an actual fire, this would be done only after the Fire Commander had given approval to reenter the building.

FACILITIES PERSONNEL need to:

• Assemble in the lobby or foyer outside the building to render assistance to Security or responding emergency services personnel as necessary.
• Direct persons to the designated Safe Assembly Area for the building.
• Assist Security in securing the building.
• If the building is in alarm, report to the FACP and prepare to take direction from Security personnel. If Security personnel are not present, check the area in alarm as indicated by the FACP to assess the situation/damage, etc.
• Reset the alarm following the emergency. In the event of an actual fire, this would be done only after the Fire Commander had given approval to reenter the building.

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.
• Position yourself at intersections of the building to direct pedestrian traffic to Safe Assembly Areas.
• Keep exiting groups together.
• Gather at the building’s Safe Assembly Area and await instructions. Account for faculty, staff and students.

EVACUEES need to:

• Upon hearing the alarm or announcement to evacuate, leave the building immediately.
• Remain calm.
• Take belongings (if feasible).
• Close door behind them, ensuring that everyone is out of the room.
• Report any missing people or persons left behind to the Emergency Responders.
• FOLLOW YOUR EVACUATION ROUTE and leave the building through the nearest safe exit.
• Walk, do not run.
• DO NOT USE ELEVATORS.
• Assist any person in immediate danger to safety if it can be accomplished without risk to you.
• Move away from the building, report to the building-specific designated Safe Assembly Area and await instructions.
• Listen to all directions given by Emergency Responder or Security personnel.
• Do not reenter buildings until Emergency Responders advise that it is safe to do so.
• While at the Safe Assembly Area, watch out for moving vehicles, both the emergency vehicles coming on to the campus and the employee and student vehicles attempting to leave.
• Remain at the Safe Assembly Area until all personnel have been accounted for and the all clear signal has been given.

PERSONS UNABLE TO LEAVE THE BUILDING DUE TO A PHYSICAL DISABILITY OR BECAUSE THEY ARE IN A WHEELCHAIR need to:

• Individuals at ground floor locations may be able to evacuate without assistance.
  Otherwise:
• Go to the nearest telephone if the area is free of hazards (or use your cell phone).
• Use a telephone to call 911 or campus Security and give your room number.
• If necessary and possible, signal out the window to Emergency Responders.
• If necessary and possible, go or have someone take you to the nearest stairwell and await assistance from Emergency Responders. One or two persons should remain with the person in the wheelchair if it is safe to do so.
• Other persons exiting the building must inform Security or emergency personnel of the person in the wheelchair and its location.
• **Unless conditions do not warrant waiting, trained Emergency Responders should always be utilized in the evacuation of persons with disabilities.**
• If emergency personnel have not arrived, and it becomes unsafe to remain, the person(s) left with the individual will have to attempt removal.

**TO ASSIST VISUALLY IMPAIRED PERSONS:**

• Personnel in the area announce the type of emergency, e.g., fire, power outage, etc.
• 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.

Evacuation in response to a fire or fire alarm is further discussed at page 41 of this Emergency Operations Plan.

Evacuation in response to a power outage is further discussed at page 48 of this Emergency Operations Plan.

**Lockdown Procedure**

Lockdown is an emergency response measure in which individuals on campus receive instructions to immediately enter or remain inside a structure to protect themselves from an imminent threat of violence believed to be on the premises. It may involve a single building or the entire campus. A threat of violence may include, but is not limited to:

• Active shooter.
• Hostage situation.
• Riot.
• Significant criminal or law enforcement activity in the neighborhood adjacent to the campus.
• Lockdown of nearby schools.

The decision to initiate Lockdown procedures will depend upon the real-time activities occurring and the information and amount of time available for making such a decision. A recommendation to initiate Lockdown procedures at a campus would normally come to campus Security from law enforcement personnel based upon an incident occurring off-campus, and if time were available, Security would consult with College administrators before initiating Lockdown. Upon a determination that a Lockdown would be appropriate, notification to the College/campus administration would occur via the multi-modal alerting system, VALCOM and all users email messages from Security personnel and College administrators, e.g., the Provost’s Office, as well as via the campus’ “phone tree” and Rave Alert system.

In a situation requiring an immediate decision, such as an incidence of violence already in progress at the campus, it is likely that the Security dispatcher would immediately place the campus on alert via the multi-modal alerting and VALCOM notification systems and proceed to make other notifications with the assistance of the Security Sergeant on duty or other available Security Officers. Communication of the emergency to the campus community, e.g., to the campus’ Building Coordinators, would also occur via the campus’ “phone tree”. Security officials would then proceed to obtain information to determine whether the threat was credible and would provide appropriate notification/confirmation to College administrators as appropriate.

Communication between College administrators and Security officials will occur throughout the incident, although care must be taken by personnel on the affected campus to ensure that they do not reveal their locations through loud conversation—text messaging should be used if possible.

The objective of Lockdown is to remove personnel from exposure to possible violence by taking them away from places where they are may be exposed targets to locations that can be locked and that present a barrier to, as well as offer protection from, violent intruders. When an announcement is made to initiate Lockdown procedures, the following steps should be followed:

• Immediately cease all activity.
• You may leave the campus if you believe it safe to do so.
• Otherwise, if outdoors, go into the nearest building and/or proceed to an area that can be secured.
• Faculty and staff should make every effort to move students and others out of open areas and into one of the secure spaces in a building.
• If you are outside a building and find that the door is locked, run for another building.
• If possible, and if it is safe to do so, Facilities and Security personnel and the Building Coordinator should lock the exterior door of the building upon entering it while proceeding to one of the secure spaces. Be sure to call out to persons outside to enter the building before you lock it.

• Facilities and Security personnel must be alert to the situation around them and should not place themselves in harm’s way while they are attempting to secure the campus. It is more important for them to find a secure area inside a building. Once inside the secure area, they should assist in completing the other Lockdown measures and maintaining control.

• If in a gymnasium, cafeteria or restroom, move to a classroom, office or area that can be secured.

• Enter the nearest classroom, office or secure space with locking capabilities. Faculty or staff having a Lockdown key will lock the door from the inside.

• Faculty/instructors and staff should quickly glance outside the classroom or office to direct any students and others in the hallway into the room immediately.

• If you are “trapped” outside a locked classroom or office or other secured area and unable to enter, go into the nearest restroom, enter a stall, lock its door and stand on the toilet seat so that you are concealed.

• Close and lock windows of classrooms and offices and close window coverings (e.g., blinds, drapes, shades), if present.

• If present, cover the window in the door with paper or cardboard to block the view from the outside.

• Stay away from doors and windows.

• Sit on the floor or crouch under or behind desks and bookshelves where possible so as not to indicate that anyone is present or offer any target—conceal yourself as much as possible.

• Turn off all lights, projectors, computer monitors and other devices that might indicate the room is occupied.

• Be as quiet as possible so as not to draw attention to yourself.

• Silence cell phones and do not use them unless you are in contact with emergency personnel regarding the location or conduct of the intruder, or if the status of the emergency changes. Use text messaging only to communicate.

• Do not evacuate for a fire alarm unless instructed to do so via the public-address system.

• DO NOT respond to anyone at the door. If the secure area has a VALCOM button, the faculty or staff member in charge can activate it to contact Security to advise that someone claiming to be the police is at the door. Security will be able to confirm whether that is correct.

• NOTE: The VALCOM system is intended solely for two-way emergency communications. You should activate the VALCOM button only for emergencies. The system must stay open for the emergency communication that may be necessary during the incident, and if the system is otherwise occupied, emergency traffic will be impeded.

• Remain in the secured area until directed by law enforcement personnel, Security or a College administrator.
• Someone in a secure area who feels compelled to leave, e.g., to go to the restroom, may do so, UNLESS, unsealing the secure area would expose the other persons in it to undue risk from an Active Shooter. The faculty or staff member in charge should determine from sounds in the area whether the Active Shooter is too near to risk opening the door to let the person out. If the secure area has a VALCOM button, the person in charge may also activate it to contact Security to advise that someone wants to leave and to determine whether it might be safe to allow them to leave.

• In the event of an extended Lockdown, it may also be necessary for Facilities to lower the temperatures in the buildings due to the extended presence of people in the buildings.

• After the Lockdown order has been lifted, Facilities and Security personnel shall begin unlocking the buildings and notifying other personnel that an “all clear” has been issued. Faculty and staff should then attempt to restore normalcy and comfort/assist the room occupants.

Shelter in Place Procedures

Shelter in Place is an emergency response measure in which building occupants are instructed to seek shelter inside a building due to extreme weather outdoors or some other phenomenon that poses risk to persons outside. The basic concept behind sheltering-in-place is to use a building to put a barrier between yourself and the phenomenon posing danger. Shelter in Place is like Lockdown in that personnel on the campus are to take refuge in areas of the facility that offer protection, in this case from an environmental event occurring outdoors. This might include, in addition to an extreme weather event such as a tornado or a lightning storm, a hazardous material spill that releases contaminants to the atmosphere or when evacuation of a building might place the occupants at greater risk than sheltering them within the facility. It may be necessary for occupants to move to a different part of the facility to provide them with the necessary protection. If outdoors, Security and Facilities personnel will take shelter as directed in appropriate interior locations, clearing the area outside of persons and bringing them inside with them.

Shelter in Place Procedure for Extreme Weather

An extreme weather event, such as a tornado or lightning storm approaching the campus, may require you to Shelter in Place until the weather threat has passed. You may be able to increase your chances for survival by relocating from your normal work area to a space that has no windows or to a lower floor. Upon receiving notification via multi-modal alerting system or VALCOM of Shelter in Place, it is recommended that you:

• Go inside as quickly as possible.
• In the case of a tornado warning, avoid seeking refuge in auditoriums, gymnasiums and other buildings with large roof spans. Occupants of such structures should move into adjacent or nearby offices.
• Move to an interior room on the lowest floor possible of the building. Because of possible electrical failures, use the stairs, not the elevator.
• Alternatively, move to an interior stairwell or a hallway not directly connected to the outside.
• Close all windows if you are in a room with windows. Contrary to a common myth that open windows will equalize pressure and minimize damage, an open window will allow wind to enter the building, leading to over-pressurization of the structure and causing more damage.
• Also, close window coverings, e.g., blinds, drapes or shades, if present, to protect from potential flying glass.
• Close doors and stay in the center of the room away from doors and windows.
• Use the phone only for emergencies.
• Stay in place and only come out when you are told that it is safe by Security or a College official.

Shelter in Place Procedure for a Hazardous Material Incident

In the event of an incident where hazardous materials (e.g., chemical fumes from an overturned tanker truck, smoke from a fire or burning vehicle) have been released into the atmosphere near the campus, Shelter in Place may be the preferred method of safely waiting out the release. The following actions should be undertaken:

• Close and lock all windows (to provide a tighter seal) if you are in a room with windows or move to a room with no windows.
• Stay low and away from windows in high winds.
• The heating, ventilation and air conditioning (HVAC) system may be shut down or changed to re-circulation mode by Facilities personnel to stop exchanges of air with the outside.
• Only come out when you are told that it is safe by emergency response personnel.

Recovery

Recovery includes actions taken to return to a normal or a safer situation following an emergency. The goal after an emergency is to return to the business of learning and restore the infrastructure of the College as quickly as possible. There are three key components of recovery that need to be addressed so that a smooth transition to a relative state of normalcy can occur and the healing process can begin. They are:
Physical/Structural Recovery

Following an emergency event, College Facilities personnel are responsible for conducting damage assessments and debris removal. After a major emergency, ONLY AUTHORIZED PERSONNEL are allowed on campus at this time. Employees not authorized to be on campus during this time should monitor local media sources and the multi-modal alert system for information on re-opening.

The President or Vice President of Administration & Business Services will issue a directive to reopen after conferring with the Director of Facilities regarding damage assessment and debris removal.

Return to Work Categories

The following categories will be used to announce return to work schedules:

<table>
<thead>
<tr>
<th>Category</th>
<th>Return to Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1 Assessment Team</td>
<td>Vice President, Administration &amp; Business Services</td>
</tr>
<tr>
<td></td>
<td>Director, Security &amp; Risk Management</td>
</tr>
<tr>
<td></td>
<td>Director, Facilities, Select Security Personnel, Select Facilities Personnel,</td>
</tr>
<tr>
<td></td>
<td>Select IT Personnel.</td>
</tr>
<tr>
<td>Tier 1a Campus Leaders</td>
<td>Provosts.</td>
</tr>
<tr>
<td>Tier 2 Administration</td>
<td>President’s Cabinet.</td>
</tr>
<tr>
<td></td>
<td>Executive Director, Human Resources.</td>
</tr>
<tr>
<td></td>
<td>Controller.</td>
</tr>
<tr>
<td></td>
<td>Chief Information Officer.</td>
</tr>
<tr>
<td></td>
<td>Select IT Personnel.</td>
</tr>
<tr>
<td></td>
<td>Select Other Personnel as Required.</td>
</tr>
<tr>
<td>Tier 3 College Readiness</td>
<td>Extended Cabinet.</td>
</tr>
<tr>
<td>Tier 4 College Personnel</td>
<td>All other employees.</td>
</tr>
</tbody>
</table>
**Damage Assessments**

The damage assessments following an emergency or storm are conducted by the Facilities Department, with the assistance of Safety & Risk Management, in accordance with the protocols described in the Hurricane Preparedness Plan (see Appendix A, Storm Preparation and Recovery Procedures, in the Hurricane Preparedness Plan in Appendix 3 of this document). The Director of Facilities coordinates all assessment efforts and maintains constant contact with the President and Vice President of Administration & Business Services, giving regular status reports. Based on these status reports, the President will make decisions on reopening the College.

The overall objectives of damage assessments are as follows:

- Conduct a comprehensive physical assessment of all College structures, property and grounds to:
  - Determine if the condition of the facility allows resumption of use.
  - Determine the immediate needs and priorities for repair of facilities.
- Determine the resources needed to restore structures and grounds back to a safe and inhabitable state and identify the gaps that need to be filled from outside resources.
- Identify threats, for example, unsafe buildings or areas at risk to rising floodwaters, etc.
- Estimate the economic impact of the disaster and provide documentation for reimbursement to insurance companies and the Federal Emergency Management Administration (FEMA)/Florida Public Assistance.

**Damage Assessment Teams**

The composition of the Damage Assessment Teams is the responsibility of the Facilities Manager at each campus and will vary depending on the type and severity of the damage and the availability of personnel. Each Facilities Manager will ensure that the team members have the proper forms, equipment and transportation. Training is conducted annually for the Facilities Department to ensure a full understanding of the use of the forms and how to conduct the assessments. Additionally, Facilities personnel will take inventory of emergency equipment annually.

Depending on the nature of the emergency, other authorized personnel may be called upon to respond during the assessments. For example, the IT Department may be asked to assess the damage done to the computer system, or science personnel may be asked to assess hazards posed by damage to a chemistry or biology lab, etc. Safety & Risk Management may provide consultation regarding potential exposure risks to College personnel. However, unless a specific department is called, no one beyond Facilities and Security personnel would be deployed following an emergency.
Assessment Reports

After they are collected, the detailed assessment reports are compiled and submitted to the Director of Facilities. The data from the reports are compiled and ultimately turned over to Safety & Risk Management for coordination of insurance claims and reimbursement. The insurance companies and FEMA/Florida Public Assistance require extensive documentation of damaged facilities, lost equipment and resources and special personnel expenses.

The reports help Facilities personnel to focus on specific areas that need to be repaired or reconstructed. The Director of Facilities will receive ongoing status reports from the campuses during the recovery phase to determine when the campuses can be fully operational, including detailed data for the campuses to estimate temporary space reallocation needs and strategies.

Following a report from the Director of Facilities to the President and Vice President of Administration & Business Services, the re-opening of the College is determined based on whether the Facilities are safe and inhabitable.

Academic Recovery

It is essential for school administrators to recognize that recovery from an emergency incident is a long-term process of supporting normal people who have experienced abnormal stressors. Restoring structure and routine is the key purpose of academic recovery, and a quick return to a “normal school day" will enhance the healing process. College-based resources need to be in place to assist individuals in getting back to normal. In the months and years that follow a critical incident, individuals may require additional assistance and continued academic support. The College Wide Student Counseling Center at 561-868-3980 offers counseling services to all students at no cost and can recommend additional resources to deal with the emotional and psychological trauma of an emergency incident. Employees can avail themselves of the Employee Assistance Program to obtain counseling services and should be encouraged to do so following an emergency incident. Additional information can be found on the Office of Human Resources Benefits web page (see http://www.palmbeachstate.edu/hr/benefits/employeeassistance-program.aspx).

Academic Recovery Considerations

- Quick decision-making regarding school/academic routines.
- Frequent briefing of staff and faculty on academic changes, events and planning.
- Communication with students and parents/guardians on events and planning.
- Maintaining the school routine as much as possible.
- Encouraging and supporting students in the hospital.
• Rearranging tests or assignments as needed.
• Encouraging counseling follow-up as needed.

Business/Fiscal Recovery

Critical business functions within the College must be restored as soon as possible after the occurrence of an emergency or crisis. Administrative functions such as payroll systems, accounting departments and personnel records will be necessary for full operation of the College. Unexpected expenses can tax the budget or large dedicated donations and gifts can require time and resources to manage.

Business Recovery Considerations

• Continuity of Operations Plan (COOP) in place for emergency recovery to include:
  o Pre-incident risk assessment and planning.
  o Business impact analysis.
  o Operational readiness review.
  o Insurance and risk implications.
  o At-time-of-disaster costs.
  o Post-incident restoration and recovery costs.

• Functional responsibilities identified
• Succession plans in place
• Potential outside contractors identified
• Potential offsite lease space identified
• Systems in place for rapid contract execution in the event of an emergency

Emergency Procedures for Specific Events

This next section covers basic procedures for specific emergency events. It is impossible to include all emergencies in this section, but it outlines many of the possibilities. It should be noted that each emergency will be different, and, therefore, each response will be dictated by the unique circumstances.

Active Shooter

An Active Shooter emergency involves one or more persons with a firearm engaged in a random or systematic shooting spree. Once an Active Shooter event begins, a Lockdown would be ordered, but persons near the Active Shooter will need to undertake actions to protect themselves.
if shooting starts. These actions can be summarized as one of the following: Run, Hide, Fight. A link to a video illustrating these actions follows: http://www.youtube.com/watch?v=5VcSwejU2D0.

The measures described below reflect Run-Hide-Fight and are guidelines only—what you do will depend on the actual circumstances and what your judgment tells you to do based on what you see and hear.

**If you are outside and you hear shots elsewhere:**

- You can either:
  - Leave the area, or the campus, away from the direction of the shots, if, in your judgment, it is safe to do so.
  - Move away as quickly as possible.
  - Call 911 as soon as it is safe to do so to report the location of the shooting and any other information you know or that is requested by the 911 operator.
  - Watch out for vehicles trying to leave the campus and for law enforcement personnel coming onto the campus.

- OR
  - Enter the nearest building and proceed to take shelter in the nearest classroom, office or other area that can be secured.
  - Allow the person with the Lockdown key to lock the door.
  - Follow the guidelines for Lockdown, which are as follows (see also pages 27 through 30 of the DEOP):
    - If outdoors, go into the nearest building and/or proceed to an area that can be secured.
    - If inside a building, enter the nearest classroom, office or secure space with locking capabilities.
    - Faculty/staff should look outside their classroom/office to direct any students or staff in the hallway into the room immediately.
    - Anyone in a hallway, restroom, gym or cafeteria should move to the nearest classroom or other secure area immediately.
    - Use Lockdown keys to lock doors to classrooms and offices from the inside.
    - Secure and lock windows of classrooms and offices and close window coverings.
    - Turn off lights and computer monitors. Silence cell phones; if used, text only.
    - Everyone seeks concealment and keep quiet.
    - Do not open doors during a Lockdown, even in the event of a fire alarm.
    - Stay in secured areas until directed by Security, law enforcement (ask for proof such as sliding a badge under the door) or a College Official.

**If you are inside a building when shots elsewhere occur, and you can safely evacuate the building:**
• You can either:
• Leave the area, or the campus, away from the direction of the shots, if, in your judgment, it is safe to do so.
• Move away as quickly as possible.
• Call 911 as soon as it is safe to do so to report the location of the shooting and any other information you know or that is requested by the 911 operator.
• Watch out for vehicles trying to leave the campus and for law enforcement personnel coming onto the campus.
• OR
• Remain in the building and proceed to take shelter in the nearest classroom, office or other area that can be secured.
• Allow the person with the Lockdown key to lock the door.
• Follow the guidelines for Lockdown described above.

If you are unable to evacuate the building:

• Proceed to take shelter in the nearest classroom, office or other area that can be secured.
• Allow the person with the Lockdown key to lock the door.
• Follow the guidelines for Lockdown as described above.

If the door to the space, you take shelter in cannot be locked:

• If the door opens inward, barricade it with anything you have available (desks, chairs, bookcases, etc.).
• If the door opens outward, tie it down, if possible, by using a belt attached to the door handle.
• Follow the guidelines for Lockdown as described above.

If the shooter is attempting to break down the door or get past the barricade:

• Try to escape through a window or another door and run away as fast as you can.
• If escape is not possible, position yourself in the room in a location that will allow for the element of surprise if the shooter enters.
• Plan to survive—obtain anything that will serve as a weapon and be prepared to attack as the shooter enters the room.

If the shooter gains access to your room:
• Consider these options:

  o Try to escape through a window, another door, or past the shooter if his/her attention is directed elsewhere. Run away as fast as you can.

• **Attack the shooter**
  - Throw anything available at the shooter, aiming at the face to distract his/her aim.
  - Attack in a group (swarm).
  - Use all available weapons to attack and disarm the shooter.
  - Grab the shooter's extremities (arms, legs and head) and take him/her to the ground using body weight to secure him/her.
  - "*Fight dirty*" to survive—bite, kick, gouge eyes, etc.
  - Continue to fight until the shooter is no longer a threat.

If you have incapacitated the shooter:

• Call 911 and advise law enforcement personnel that the shooter is down.
• Provide your location and stay on the telephone, if possible.
• Secure the shooter (belts, body weight, etc.).
• Move any weapons away from the shooter, but **DO NOT HOLD A WEAPON**. At this point, law enforcement personnel are unable to distinguish you from a shooter.
• **DO NOT RUN** from the room. Help will be there very soon, and you do not want to have law enforcement personnel think you are a shooter trying to escape.
• **RAISE YOUR HANDS and DROP TO YOUR KNEES.** Do not appear threatening to responding law enforcement officers.
• Provide first aid to others in the room, as needed.

What to expect from responding law enforcement personnel:

The objectives of responding law enforcement personnel are:

• Immediately engage or contain the Active Shooter to stop life-threatening behavior.
• Identify threats such as improvised explosive devices.
• Identify victims to facilitate medical care, interviews and counseling.
• Investigate.

Police officers responding to an Active Shooter are trained to proceed immediately to the area in which shots were last heard to stop the shooting as quickly as possible. The first responding officers may be in teams. They may be dressed in civilian clothing or normal patrol uniforms, or they may be wearing external ballistic vests and SWAT Team-type gear. They may be armed with various weapons. Be prepared for “dynamic entry”—the police will enter areas with weapons.
drawn and at the ready to be prepared to shoot if a threat is present. Regardless of how the police appear or sound, do not be afraid of them.

- Do exactly as the officers instruct.
- Put down any bags or packages you may be carrying and keep your hands visible always.
- If instructed to lie down, do so.
- If you know where the shooter is, tell the officers.

The first responding officers to arrive will not stop to aid injured people. They will be focused on stopping the Active Shooter and creating a safe environment for medical assistance to be brought in to aid the injured after the area is secured. Keep in mind that even if you have escaped to a safer location, the entire area is still a crime scene.

**Keeping Updated**
If an Active Shooter situation develops, the College will implement the CEOP and will work with law enforcement personnel to support their efforts to manage the incident. Updates on the situation may be obtained through:

- Text messages through the multi-modal alerting system.
- Updates on the Palm Beach State College web page.
- Your supervisor, department/College administrator or Building Coordinator.
- Campus URL’s.
- Emergency hotline.
- Rave Alert system.
- Other means of notification available.

**Hostage Situation**

Hostage situations are usually different than Active Shooter situations because the hostage-taker is usually most interested in using the hostages for bargaining. It is recommended that the following actions be taken unless the hostage-taker starts to actively shoot or threaten to shoot the hostages.

- If you are caught by the intruder and you are not going to attempt to escape or fight back, do not look the intruder in the eyes and obey all commands. Do not speak unless spoken to and then only when necessary. The captor may be in an agitated state—do not talk down to or speak to him/her in a manner that might cause further upset. Avoid appearing hostile.
• Try to remain calm and be patient.
• Follow the instructions of the hostage-taker.
• Be respectful to the hostage-taker and attempt to establish rapport with him/her. Ask permission. Be cooperative and non-argumentative.
• Treat the hostage-taker as normally as possible.
• Be prepared to speak with the police on the phone if directed by the captor, or if the opportunity presents itself.
• If medications, first aid or restroom privileges are needed by anyone, respectfully bring it to the attention of the hostage-taker.
• Be observant. You may be released or get the opportunity to escape. The personal safety of others may depend on your ability to remember the details of your captivity when you are debriefed by law enforcement personnel.
• If the hostage-taker proceeds to actively shoot the hostages or threatens to do so, look for an opportunity to escape, if possible, or to attack, if necessary.
Hurricane

Dangers from hurricanes include high winds, flooding and flying debris. Hurricanes may also spawn tornadoes. A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater or dangerously high water and rough seas) are expected within 24 hours or less. The hurricane season in south Florida lasts from June through November.

Palm Beach State College currently has a Hurricane Preparedness Plan in place, which will act as the primary document for preparedness, response and recovery for a hurricane emergency. If a hurricane threatens Florida, go to the College’s web site for instructions and information. The Hurricane Preparedness Plan can be accessed from the Health and Safety section on the Faculty/Staff Resources web page on the College’s web site. A copy is also located in Appendix 3 of this document.

Tornado

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm and sometimes a hurricane. Tornado season is generally March through August; however, they can occur at any time of year. (They may also occur with hurricanes.) They tend to occur in the afternoons and evenings. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes; however, one tornado can touch ground several times in different areas. Tornadoes are most destructive when they touch ground.

Tornado Watch

A tornado watch means that conditions are favorable for tornado formation. Remain alert and do the following:

- Review actions to take (below) should the situation change to a Tornado Warning, or if a tornado funnel is sighted.
- Ensure no physical restrictions exist that would prevent free movement to your nearest safe area. Clear any blocked doors, aisles, etc.

Tornado Warning

A tornado warning means a tornado has been sighted. Do the following:

- Take cover. Go inside as quickly as possible.
• Avoid seeking refuge in auditoriums, gymnasiums and other buildings with large roof spans. Occupants of such structures should move into adjacent or nearby offices.
• Move to an interior room with no windows on the lowest floor possible of the building.
  o Because of possible electrical failures, use the stairs, not the elevator.
• Move to an interior stairwell or a hallway not directly connected to the outside if all rooms have windows. Otherwise stay away from windows and other glass.
• Close and lock all windows if you are in a room with windows. Contrary to a common myth that open windows will equalize pressure and minimize damage, an open window will allow wind to enter the building, leading to over-pressurization of the structure and causing more damage.
• Close window coverings (e.g., blinds, drapes, shades) if present and if there is time to protect from potential flying glass.
• Close doors and lock them if so advised.
• Stay in the center of the room away from doors and windows.
• Use the phone only for emergencies.
• Stay in place and only come out when you are told that it is safe by Security or law enforcement personnel or a College official.

**Lightning**

Florida is the lightning capital of the United States with an average of 1.4 million lightning strikes per year. Accordingly, it is known as the deadliest state in the country for lightning strikes. Lightning kills more people each year than hurricanes or tornadoes. If you see lightning or hear thunder, then you can be struck, so it is time to act, namely to seek shelter indoors. Large buildings, such as those found on the Palm Beach State College campuses, offer the best protection from lightning bolts. You should wait 30 minutes after the last flash of lighting and/or rumble of thunder to leave the building.

In addition to being on the alert yourself, the Palm Beach State College Security Department monitors the weather and will issue an alert via VALCOM and/or Rave Alert system to Shelter in Place in the event of severe weather, including imminent lightning storms. The Security Dispatchers have the authority to act to issue an alert immediately without having to seek approval. The College Administration also keeps an eye on the weather and may direct Security to issue an alert immediately. When you receive an alert to Shelter in Place due to an imminent lightning storm, do the following:

• Take cover. Go inside a large, enclosed building (one with a roof, walls and floor, with plumbing or wiring) as quickly as possible.
• If you cannot make it inside an enclosed building, go into a hard-top automobile or other hard-top vehicle and close all windows.
• Stay away from windows and doors.
• Do not use and stay away from plumbing fixtures (showers, sinks, bath tubs).
• Avoid contact with conductive surfaces with exposure to the outside such as metal door or window frames, electrical wiring, telephone wiring, cable TV wiring, etc.
• Do not use the telephone unless you need to make an emergency call.
• Stay in place for at least 30 minutes after the last flash of lightning and/or rumble of thunder.

In the extreme, a lightning strike can result in cardiac arrest (stoppage of the heart) and death. Otherwise, it can cause memory difficulties, nausea, headaches, personality change, sleep problems and quasi-seizures. If someone near you is struck by lightning, the victim does NOT carry an electrical charge and is safe to touch. If the person appears to be a victim of cardiac arrest, have someone call 911 and get an Automated External Defibrillator (AED) while you begin CPR.

Aircraft Crash on Campus

Because of the location of airports near several of our campuses and the existence of the helipad on the Lake Worth campus, the possibility of an aircraft crash on campus must be considered.

Take the following actions if you are in a structure affected by an aircraft crash:

• Immediately take cover under tables, desks and other objects that will give protection from falling glass or debris.
• After the initial effect of the crash and/or fire has subsided, call 911. Give your name, location and the nature of the emergency.
• If necessary, or when directed to do so, activate the building alarm and evacuate the building. Depending on damage, you may have to use alternative methods of notifying building occupants to evacuate.
• Follow standard evacuation procedures and report to your designated Safe Assembly Area until an accurate headcount is taken.
• Depending on structural damage to facilities, Facilities personnel may cut off utilities to the structure for safety purposes.
**Bomb Threat**

Remain calm and obtain as much information as possible from the caller. Try to write down the caller's exact words and if possible, the number called from. Ask for and try to obtain the following information:

- Where is the bomb located right now?
- When is the bomb going to explode?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?

Also record the following information:

- Exact time the call is received
- Information about caller including:
  - Sex – Age – Accent
  - Education - Location of caller – Background noises
  - Caller's attitude – Speech impediments or traits.

Immediately notify local law enforcement personnel by calling 911 and then notify Security. Always call from a safe location. Provide the police with the context of the threat, telephone number on which it was received, your name, room number and telephone number where you can be reached, as well as the information obtained through your questioning of the caller.

**Take no other action unless directed to by law enforcement personnel.**

The Palm Beach State College Bomb Threat Assessment Form can be found on the Palm Beach State College web site at the following address:

[Bomb Threat Assessment Form.pdf](Bomb%20Threat%20Assessment%20Form.pdf)

A copy is also located in Appendix 6.
Suspicous Packages

If you receive or observe a suspicious letter or package that is unexpected or unknown with the following characteristics:

- Excessive postage.
- Misspellings of common words.
- Excessive weight.
- Rigid envelope.
- Foreign mail, air mail or special delivery.
- Hand-written or poorly typed address.
- Restrictive markings such as confidential, personal, etc.
- Excessive securing – material such as masking tape, string, etc.
- Incorrect titles.
- Oily stains or discoloration
- Visual distractions.
- Lopsided or uneven.
- Titles but no names.
- No return addresses.
- Protruding wires, bumps or tinfoil.

Notify local law enforcement personnel immediately by calling 911 and notify Security. Always call from a safe location.

Move people away from the package.

DO NOT

- Move or open the package.
- Investigate too closely.
- Cover, insulate or place the package into a cabinet or drawer.
- Pass the letter or package to others to look at.
- Disturb any contents in the letter or package. Handling the letter/package may only spread the substance contained inside and increase the chances of it getting into the air.
- Ignore the threat; it must be treated as real until properly evaluated.

If you inadvertently open a suspect package/letter or if it is leaking liquid or an unknown substance, you should:
• Immediately set the item down gently at the location where it was opened and move away from the area to avoid exposure.
• All potentially exposed persons should leave the area and wash exposed skin with soap and water.
• Return to an area within the building adjacent to the initial exposure and wait for law enforcement personnel and Security to arrive (for example, a hallway outside the original room).
• Do not allow others into the area. Remember that this is NOT a medical emergency yet, but it may be a potential contamination problem.
• This is also a potential crime scene – preserve evidence and pay attention to what you have seen or done.

Chemical Spill

Specific procedures for responding to chemical spill are contained in Chemical Spill Response Plan found at Appendix 7.

Minor Chemical Spill

A minor chemical spill is characterized by the following:

• Chemical is known.
• Does not pose an immediate or potential significant risk to safety or health, i.e., no fire, explosion or chemical exposure hazard.
• Does not have the potential to become an emergency.
• Can be absorbed, neutralized or otherwise controlled and cleaned up by personnel in the immediate area or by Facilities personnel.

In responding to a minor chemical spill, trained laboratory personnel are responsible for the following:

• Alert people in the immediate area of spill and evacuate them as necessary.
• Isolate the area by closing doors, etc. as necessary.
• If spilled material is flammable, remove or turn off ignition and heat sources and unplug nearby electrical equipment.
• Establish exhaust ventilation, if possible, by turning on fume hoods; avoid breathing vapors from the spill.
• Locate the spill kit.
- Put on protective equipment, including safety goggles, suitable gloves and long-sleeved lab coat.
- Confine and contain the spill by applying spill socks/pillows/pads or other appropriate absorbent material, first around the outside of the spill, encircling the spilled material, then absorb to the center of the spill.
- Use appropriate materials to neutralize inorganic acid and base spills.
- For solid chemical spills, cover the spill with a slightly damp paper towel to avoid creating a cloud of dust and push the material into a dustpan or other collection receptacle using the towel.
- Sweep material, used absorbents/neutralizing agents, etc. into a plastic dust pan and place into a plastic bucket or bag.
- Wet mop the spill area. Be sure to decontaminate the broom, dustpan, etc.
- Place all contaminated PPE into plastic bag.
- Store waste in designated area until waste pick-up is scheduled.
- Notify Security to obtain assistance from Facilities if necessary. In any event, notify Security after you have cleaned up the spill so that the incident can be documented.

Security will notify the following:

- The Facilities Manager if maintenance personnel are required to assist in the clean-up.
- Safety & Risk Manager.

**Major Chemical Spill**

A major chemical spill is characterized by the following:

- Chemical is unknown.
- Chemical is highly toxic or reactive.
- Poses an immediate significant risk to health.
- Involves a fire hazard outside a fume hood or an explosion risk.
- Involves injury to personnel in the vicinity.
- Response and cleanup of are beyond the expertise and ability of personnel in the immediate area or Facilities personnel, and the equipment and materials for adequately containing and cleaning up the spill are not available

In responding to a major chemical spill, laboratory personnel are responsible for the following:

- Attend to any injured or contaminated persons and remove them from exposure.
- Alert people in the immediate area to evacuate
• Call 911. Provide as much of the following information as is known.
  o Chemical(s) involved.
  o Quantity spilled.
  o Location of the spill.
  o Nature and extent of any injuries or damage incurred, if any.
  o Control measures taken.
  o Your name and phone number (or where you will be located) and how
    you can be identified.
• Use eyewash or safety showers in other areas as needed to rinse spilled chemicals off
  people.
• If spill material is flammable, turn off ignition and heat sources if that can be done safely.
• If trained in spill clean-up and if appropriate spill response equipment and materials are
  available, take measures to clean up or contain the spilled material if it is safe to do so.
• If danger is believed sufficient – activate the nearest fire alarm (unless there is a chance
  of explosion from the chemical spill) and evacuate the building. If there is a possibility
  of explosion by activating the fire alarm, evacuate the building manually by alerting others
  by voice.
• Close doors to affected area.
• Notify Security.
• Meet responders.

Security will coordinate with or notify the following:
  • Appropriate emergency response personnel (e.g., Palm Beach County Fire and Rescue).
  • The Facilities Manager, who will obtain assistance from outside spill response and cleanup
    contractors if necessary.
  • Safety & Risk Manager.

Fire

A fire can strike quickly and without warning. When the fire alarm sounds, YOU MUST EXIT
THE BUILDING! All faculty, staff, and students must evacuate during an emergency.

In the event of a fire alarm and/or reported fire, faculty and staff members should use the following
guidelines to ensure the safety of all students, faculty and staff.

All fires must be reported to Security immediately.
IF YOU SEE A FIRE, ACTIVATE THE BUILDING FIRE ALARM SYSTEM BY PULLING THE HANDLE ON A LOCAL FIRE ALARM BOX LOCATED ALONG THE EXIT ROUTES. This will automatically alert Security and get help on the way. It will also sound the fire alarm bells to evacuate the building and shut down the air handling units to prevent the spread of smoke.

**You should then exit the alarmed area.** If possible, follow up with a call to 911 and Security from a safe location to provide more details.

- Although portable fire extinguishers are installed throughout all Palm Beach State College buildings, their use is not encouraged. The College does not want its employees risking their lives to fight fires. Do not attempt to extinguish the fire yourself.
- **WHEN TO USE PORTABLE FIRE EXTINGUISHERS:** Usually never, unless all the following conditions apply:
  - The fire is small, contained and not spreading beyond its starting point.
  - You have been trained on how to use an extinguisher.
  - Your only path of exit has flames-use the extinguisher to clear a temporary path to exit.
  - The exit is to your rear and cleared, there are no obstacles to it and there is no imminent peril.
  - The proper extinguisher is readily available. The proper extinguisher will depend on the source/nature of the fire and will be one of the followings:
    - Class A – Used for fires involving paper, wood, textiles or plastics
    - Class B – Used for fires involving flammable liquid, such as oil, gasoline, kerosene or paint
    - Class C – Used for fires in “live” electrical equipment
    - Class ABC – A “tri-class” or “multi-purpose” dry chemical extinguisher that can be used on Class A, B or C fires. Most of the College’s fire extinguishers are rated Class ABC.
  - to operate the extinguisher, remember the word **PASS**.
    - P – Pull the pin • A – Aim low • S – Squeeze • S – Sweep

- **Do not attempt to fight a fire if the following conditions exist:**
  - You don't know what's burning.
  - The fire is in a lab with chemicals or biohazards.
  - There is potential for explosion.
  - The fire is spreading rapidly.
  - You don't have the proper equipment.
  - You can't do so with your back to an exit.
  - The fire might block your means of escape.
  - You might inhale toxic smoke.
• The fire is too large to handle.
• Your instincts tell you not to do so.

After use of a fire extinguisher, please contact Facilities so that it can be replaced.

If the first attempts to put out the fire fail, evacuate the building immediately.

THE NEXT STEP IS EVACUATION

• Alert people in the immediate area of the fire and evacuate the room. All others, upon hearing the alarm or announcement, MUST leave the building immediately.
• Take your belongings (if feasible).
• Confine the fire by closing doors behind you as you leave the room, ensuring that everyone is out of the room.
• FOLLOW YOUR EVACUATION ROUTE and leave the building through the nearest safe exit.
• Walk, do not run.
• **DO NOT USE ELEVATORS!** Should the fire involve the control panel of the elevator or the electrical system of the building, power in the building may be cut and you could be trapped between floors. Also, the elevator shaft can become a flue, lending itself to the passage and accumulation of hot gases and smoke generated by the fire and they may stall in the event of a power failure or deliver you to the floor where the fire is located.
• Faculty must direct students to evacuate the building and proceed to the nearest **Safe Assembly Area** as indicated on the classroom evacuation map.
• A faculty or staff member or the Building Coordinator should position themselves at the Safe Assembly Area to conduct a headcount.
• If no other option but to proceed in a direction towards the fire or obvious danger exists, persons should crawl on their hands and knees past or under dangerous conditions, e.g., smoke.
• If you encounter smoke on your way out, stay low and crawl if necessary. You are more likely to find breathable air close to the floor. Cover your nose and mouth with a wet cloth, if possible. If the hallway or stairway is filled with smoke, you may have to evacuate horizontally or use a secondary stairway.
• If possible, a faculty/staff member or the Building Coordinator should check restrooms to ensure everyone is aware of the evacuation.
• Faculty and staff or the Building Coordinator should position themselves at intersections of the building to direct pedestrian traffic to Safe Assembly Areas.
• Assist any person in immediate danger, if it can be accomplished without risk to you.

If you are trapped in a building, the following procedures should be followed:
• Feel all doorknobs you encounter before opening any door.

• **If the doorknob is hot, do not open the door.** Stay where you are or move in another direction if possible. Seal the cracks around the door with any available material. Call 911 and let them know your location and that you are unable to exit. Keep low to the floor and await evacuation by Emergency personnel.

• **If the doorknob is not hot,** brace yourself behind the door and open it slightly. If heat or heavy smoke is present, close the door and stay where you are.

• If smoke and heat fill the hallway outside your room, close the door, stay where you are and wait for help. Call 911 and let them know your location and that you are unable to exit.

• If it is safe to do so, leave by the nearest clear exit stairway. If you can move around within the building, but can't exit, find a safe room farthest from the fire.

Once outside, you must go directly to the Safe Assembly Area, stay there and await instructions. Give Emergency Responders any information they may need, e.g., location, size and nature of the fire, persons remaining behind and their locations. **Do not reenter buildings until Emergency Responders advise that it is safe to do so.**

While at the Safe Assembly Area, watch out for moving vehicles, both the fire-rescue vehicles coming on to the campus and the employee and student vehicles attempting to leave. Remain at the Safe Assembly Area until all personnel have been accounted for and the all-clear signal has been given.

In a building evacuation, persons in wheelchairs on a second floor or higher should be moved to a stair well. One or two other persons should remain with the person in the wheelchair if it is safe to do so. Other persons exiting the building must inform Security or Fire-Rescue personnel of the person in the wheelchair and its location. Fire-Rescue personnel will remove the person in the wheelchair. If Fire-Rescue has not arrived, and it becomes unsafe to remain, the person(s) left with the individual will have to attempt removal.

If media approaches you, refer them to the College Relations & Marketing Department.

Please note that once the Emergency Responders arrive, they oversee the scene and you must comply with their directions and not interfere with the emergency response. Failure to comply with Emergency Responders can lead to criminal arrest or citation.

To minimize the risk of fire, please note the following, always be mindful of fire hazards always and report any hazards you observe to Facilities or the Palm Beach State College Chief Fire Official:
• Smoke only in designated areas and extinguish smoking materials properly.
• Candles or other sources of open flame are prohibited on campuses.
• Fireworks are prohibited on campuses.
• Avoid overloading circuits and outlets with office equipment and look for exposed wires. If you see any electrical hazards, report them to Facilities or the Palm Beach State College Chief Fire Official.
• Extension cords are for TEMPORARY USE ONLY. They are not a replacement for permanent wiring. Use only Underwriters Laboratory-approved extension cords. Cords should not run through doorways, partitions or be covered with rugs.
• No storage is allowed under stairs or in a means of egress/exit. Means of egress/exits must never be blocked by objects.
• Always store flammables in approved flammable cabinets.
• Gasoline, propane and other fuel items are prohibited in College buildings.
• Cooking is only permitted in approved areas with permanent cooking facilities.
• Do not install refrigerators in closets or bathrooms since they require ventilation. Do not cover them with blankets, tablecloths or other materials.
• Make sure all exits clearly marked.
• Avoid excessive clutter in your workspace.
• Know and practice at least two ways out of your building. Take note of how you can reach these exits.
• When you hear a fire alarm, get out!

**Criminal Activity, Civil Disturbance or Violence**

If you witness criminal activity, civil disturbance or violence or are a victim (assault and/or battery, etc.) you should:

• Attempt to remove yourself from any danger.
• Notify law enforcement personnel by calling 911 immediately. Try to call from a safe location if possible.
• Notify Security of the incident.
• If possible, provide law enforcement personnel with the following information.
  o Location of crime or disturbance
  o Nature of the incident and specifics—number of people involved, weapons, etc.
  o Any injuries
  o Description of suspect(s) or participant(s)—height, weight, sex, race, clothing, hair, etc.
  o Direction of travel of suspects
  o Description of any vehicles involved in the crime
DO NOT confront the individuals yourself.

AVOID provoking or obstructing anyone participating in a disturbance.

DO NOT pursue or attempt to detain suspects.

If you witness suspicious activity or persons on campus, or persons who have made threats to commit a crime, call Security immediately.

Sexual Assault or Battery, Spousal Abuse or Dating Violence

If you are the victim of a sexual crime, spousal abuse or dating violence, you should:

- Immediately call 911, and, if possible:
- Call Security.
- Call a nearby relative or friend for assistance.

After contacting the police, you should remain calm and avoid destroying or contaminating any available evidence. In the case of a sexual crime, it is best NOT to bathe, shower, brush your teeth, urinate, defecate, douche, change or launder clothing or bedding where evidence may be found. Clothing may be kept as evidence.

If you choose NOT to contact law enforcement personnel, it is still important to take care of yourself. You may consider making an appointment with a physician to be screened for sexually transmitted diseases and pregnancy. A police report is not necessary to receive victim services.

The College Wide Student Counseling Center at 561-868-3980 on the Lake Worth campus offers confidential services at no cost to all students. The Center can recommend resources to deal with the emotional and psychological trauma of sexual crimes, spousal abuse or dating violence.

Medical Emergency

A medical emergency includes any serious injury or illness that requires immediate medical attention. If a major medical emergency/illness occurs:

- CALL 911 for paramedic/ambulance assistance and, if possible, contact Palm Beach State College Security.
- STAY, or have someone else stay, with the patient until help arrives.
- DO NOT move the patient; keep the patient still and comfortable.
• **PROTECT** the patient from injury by removing any potential safety threat, if possible.
• **PROVIDE** first aid until help arrives, if you have appropriate training and equipment and it is safe to do so.
• **SEND** someone outside to escort Emergency Responders to the appropriate location, if possible.
• **STAY** out of the way unless assistance is requested once help arrives.
• **INFORM** Emergency Responders of the following information:
  o Building or location where assistance is needed.
  o Specific location within the building.
  o Type of problem, individual’s condition.  o Medical history, if known.
  o Sequence of events.

If a **minor** injury/illness occurs:

• Assess the need for medical attention.  If immediate medical attention or medical transport is required, then follow the procedures outlined above.
• Provide first aid as appropriate.  Each College department should have a first aid kit in accordance with the College’s First Aid Kit Program.  See the following link for more information:
• [http://www.palmbeachstate.edu/safety/Documents/FirstAidKitProgram.pdf](http://www.palmbeachstate.edu/safety/Documents/FirstAidKitProgram.pdf)

A report must be made as soon as possible to Palm Beach State College Security for all injuries/illnesses that occur to employees, students and visitors.

For **employees**, work-related injuries and illnesses must be reported as specified on the Workers’ Compensation web site ([http://www.palmbeachstate.edu/hr/benefits/workers-compensation.aspx](http://www.palmbeachstate.edu/hr/benefits/workers-compensation.aspx)).

When reporting them, you should also remember that Board Policy **6Hx-18-5.84**, “Drug and Alcohol-Free Workplace,” requires employees of the College to be drug-tested following an accident or injury.

In summary, reporting a work-related injury or illness should be done as follows:

• If you or another employee needs emergency medical assistance:
  o Follow the steps outlined above for a **major** injury/illness, i.e., call 911 and then campus Security.  Campus Security will contact Benefits personnel in the Office of Human Resources, and Safety & Risk Management to inform them of the injury or illness.  Campus Security Officers will serve as first responders and ensure that the responding emergency personnel are directed to the right location.  Security will
collect appropriate information and complete an Accident/Incident Report to document the accident/incident and inform College management and staff.

- After treatment in the Emergency Room, contact Benefits personnel in the Office of Human Resources.

- If the injury or illness does not require emergency medical assistance, follow the steps outlined above for a minor injury/illness and contact your supervisor and Benefits personnel in the Office of Human Resources and Security.

- If your injury or illness is after normal business hours, contact Security on your campus immediately and Benefits personnel on the next business day. You must do this even if you decide not to seek medical treatment to document the accident/incident.

- Benefits personnel will refer you to a certified Workers’ Compensation physician or facility and provide you with a required referral form. Do not go to your personal physician, as it will not be covered under Workers’ Compensation. You will also be given the paperwork necessary for conduct of a drug test in accordance with College policy.

**Wildlife/Stray Animals on Campus**

Palm Beach State College campuses are home to several wildlife species. Some of the more common ones are: raccoons, opossums, fox, squirrels, bats, snakes, iguanas, alligators, skunks and many birds.

Palm Beach State College campuses also may have stray animals, i.e., cats and dogs.

Wildlife on campus is protected, and all students, staff and visitors are asked to not harass them in any way. **Do not feed wild animals.**

Stray animals (dogs and cats) need to be reported to the campus Facilities Department who will notify Animal Control or handle them using an outside contractor. Do not feed stray animals.

While an effort is made to protect wildlife on our campus, personal contact with wildlife or stray animals can pose a health risk. **Never** feed, touch or try to pick up any animals.

**If you are bitten by an animal, you should:**

- Immediately wash the wound with soap and water for at least 15 minutes to try and rinse away the animal’s saliva.
- **Seek medical attention immediately.** All animal bites, regardless of the species or the severity, should be examined by a physician.
• Call 911 if bite is severe.
• Report animal bites to Epidemiology at the Palm Beach County Health Department (561-671-4184).
• Try to remember what the animal looks like, so it can be caught and tested for rabies.
• If the animal is wild, or a stray, call Rabies Control immediately so they can trap the animal.
• Notify Security of incident.

DO NOT

• Try to trap the biting animal yourself.
• Try to kill the animal.
• Approach any wild animal.
• Feed any wild animals.
• Attempt to act yourself.
• If the animal is someone’s pet, you should still call Rabies Control. They will speak to the animal’s owner and make sure the animal does not have rabies.
• If the animal is dead - DO NOT TOUCH IT.

If the biting animal tests positive for rabies (or if the biting animal can’t be found), you will need to get the rabies vaccine as soon as possible. Without the treatment, a person bitten by a rabid animal may die. The rabies vaccination series consists of five to seven shots in the arm and the buttocks, which are spread out on different days.

Utility Problems and Failures

All utility problems and failures need to be reported to the Facilities Manager and Security immediately. Please follow the procedures outlined below in the event of a utility emergency.

Power Outage

• Report any power failure to campus Facilities and campus Security immediately.
• Loss of power to fume hoods may require the evacuation of laboratories and surrounding areas.
• Any building experiencing a power outage must be considered for an evacuation, per Code requirements. Even if a building has the capability to receive power from an associated emergency generator, the generator may not be capable of supplying the building’s entire needs, and its ability to provide power for any extended period may be limited. In the absence of offsite power, the emergency lighting and life safety systems in
the building will have limited duration. Without offsite power, the HVAC systems will be inoperable, and the environmental conditions within the building will deteriorate to a point where the building may become intolerable for occupancy. A power outage may be accompanied by a power surge, which can cause lighting ballasts to burn out and other electrically-powered equipment to become inoperable. Accordingly, depending on the extent and anticipated duration of the power outage, it may be necessary to evacuate the building or even close the entire campus. Considering the emergency equipment limitations and in consideration of the impact of a power outage on staff, faculty and students, the process to arrive at this decision will be completed as soon as possible, with a targeted time of 15 minutes, but in any case, it must not go beyond 30 minutes.

- If the building’s fire alarm system should happen to be triggered because of the power surge or smoke from burnt-out lighting ballasts or other equipment, evacuation of the building is **MANDATORY**. Otherwise, the decision to evacuate a building and/or close the campus because of a power outage will follow a deliberate process and will be made as follows:
  
  o The campus Provost/Executive Dean and the campus Facilities Manager must be notified of the power outage immediately by whoever first becomes aware of it or receives the report of it (other Facilities personnel or Security).
  o The campus Provost/Executive Dean will notify the College President or his designee.
  o The campus Facilities Manager will notify the District Maintenance Supervisor, who will notify the Director of Facilities, who will notify the Vice President of Administration & Business Services. In the absence of any party in this notification tree, the next higher party must be notified.
  o The campus Facilities Manager will contact the utility company serving the affected campus (i.e., FPL or Lake Worth Utilities) to obtain as much information as possible concerning the cause and extent of the outage and the anticipated time of restoration of service. Communication with utility representatives must be continuous throughout the decision-making process and as necessary until power is restored.
  o Following consultation among these parties, the decision to evacuate the affected building(s) and/or close the campus will be made by the College President or her designee, based on information from Facilities and the local utility company regarding the extent and likely duration of the power outage.

- If so directed, building occupants will evacuate to the building’s Safe Assembly Area(s), following Palm Beach State College evacuation procedures (see page 20 of this Emergency Operations Plan), to await instructions to return to classrooms or offices or notification of campus closure.

- Campus Security Officers will deploy to the area(s) affected by the outage to direct personnel to the Safe Assembly Area(s) and assist as necessary.
• If you become trapped in an elevator during a power outage, use the emergency phone in the elevator to contact Security. Wait for assistance. Do not panic. Help will be on its way.
• If your building is evacuated or the campus is closed, do not reenter the building or remain on the campus until an official announcement from the College is issued. Closing of the campus will require everyone to leave except for key staff (Facilities and Security).

**Plumbing Problem/Flooding**

• Cease using all electrical equipment until repairs have been made.
• If necessary, vacate the area and prevent anyone else from entering by using signs or barricades.
• AVOID standing water due to the potential for electrical shock.
• Call Facilities. Facilities personnel will respond to correct the problem and effect any necessary repairs.
• Call Security. Security personnel will evacuate affected areas and establish access control measures to ensure that only authorized personnel enter the affected areas.

**Gas Leaks**

If you smell natural, propane or other compressed gases, you should:

• Cease all operations!
• Do not switch on the lights or any electrical equipment. Remember, electrical arcing can trigger an explosion.
• LEAVE the area immediately.
• Keep others out of the area.
• Call Facilities. Facilities personnel will respond to correct the problem and effect any necessary repairs.
• Call Security. Security will call 911. Security personnel will evacuate affected areas and establish access control measures to ensure that only authorized personnel enter the affected areas.
• Evacuate the building if appropriate and report to its Safe Assembly Area(s).
• Monitor wind direction and ensure the Safe Assembly Area is up-wind from the gas fumes.
  • Wait for Emergency Responders and inform them of the emergency.
• Do not reenter area until Emergency Responders have made an announcement that it is safe to do so.
Elevator Failure

If you are trapped in an elevator:

- REMAIN CALM!
- Use the emergency phone or a cell phone to notify Security (phone number will be posted).
- Do not attempt to pry open door
- Do not attempt to use the overhead hatch.
- Security and Facilities personnel will be dispatched to attempt to restore the elevator to service.
- If the attempt to restore the elevator to service is unsuccessful, an elevator mechanic will be called to take care of the problem.
- In the event of a medical emergency or if the Expected Time of Arrival of the elevator mechanic will exceed 15 minutes, local Fire-Rescue (911) will be contacted.

If you come across individuals who are trapped in an elevator:

- Immediately call Security and Facilities.
- Try to locate the elevator car by going floor-to-floor and listening at the door for sounds such as banging, crying or yelling.
- Talk to the person inside by yelling through the door.
- Tell them to remain calm and not to try to escape. Remain in contact with the trapped individuals and inform them of the steps being taken to get them out of the elevator.
- If safe to do so, remain with the person(s) until help arrives.

Catastrophic Public Health Emergency

The Centers for Disease Control and Prevention (CDC), operating under the federal Department of Health and Human Services, has established the Cities Readiness Initiative Program to assist specific densely populated areas (known as Metropolitan Statistical Areas or MSAs) in the event of a declared Nuclear, Biological or Chemical (NBC) emergency, such as a terrorist attack using NBC agents. Under this program, CDC, through the Florida Department of Health, will provide the Strategic National Stockpile (SNS), which includes medications and medical supplies, to the Palm Beach County Health Department (PBCHD) for the Palm Beach MSA.

The College’s Lake Worth campus may be used as a Point of Dispensing (POD) for providing prophylactic medications to Lake Worth campus employees and students, their immediate family and/or neighbors and friends within a 48-hour period following a declared NBC emergency. These
medications are intended to protect an individual from possible exposure to anthrax through administration of twice daily specified doses over a 10-day period of one of the following antibiotics: Ciprofloxacin (Cipro), Doxycycline or Amoxicillin. Amoxicillin may be available only after the anthrax strain has been tested for sensitivity to it, and information on dosage, etc. will be provided if/when it becomes available.

**For More Information**

For more information on the plan, or for an explanation of your duties under the plan, contact your campus Emergency Coordinator, or the Safety and Risk Manager or the Director of Security.
APPENDIX 1: Safe Assembly Areas
SAFE ASSEMBLY AREA LOCATION MAPS
APPENDIX 2: Emergency Closing Plan
Palm Beach State College
Florida’s First Public Community College

EMERGENCY CLOSING PLAN
Emergency Closing

An emergency closing of the College or one of its campuses may occur in response to a natural or industrial incident, such as an extended power outage affecting an entire campus. The decision to close a campus or the entire College will be made by the College President or her designee following consultation with individuals directly involved in or affected by the specific incident. These incidents may be further described in the College’s Emergency Operations Plan.

Closing of the College due to a hurricane will occur as described in the Hurricane Preparedness Plan.

A. Emergency Closing Procedures

CAMPUS/COLLEGE ADMINISTRATION:

- Depending on the nature and scope of the incident, determine whether to activate the Emergency Management Team and open the Emergency Operations Center.
- Confirm the decision to close and, if possible, when normal business might be resumed.
- Identify personnel who will remain on campus during the closing.
- Authorize Information Technology Department to install college closing message on each college phone and the Rave Alert system.
- Authorize College Relations & Marketing to change the LED/entrance sign(s) to indicate College closing.
- Authorize College Relations & Marketing to coordinate media announcements.

SECURITY:

- Assist in notifying faculty and staff of closing.
- Install campus barricades and “College Closed” signs, where appropriate.
- Direct outgoing traffic and deflect incoming traffic.
- Assist Facilities in securing campus buildings.

FACILITIES:

- Secure campus buildings.
- Assist Security in installing barricades and closing signs.
- Conduct other activities necessary to support closure.
CLOSING LEVELS:

- **Level 1 Closing** – No scheduled classes or College activities will be held. College/campus offices, theatres and child care centers remain open and operating.
- **Level 2 Closing** – No scheduled classes or activities will be held, and all services are suspended. College/campus offices are open to allow employees to engage in shut-down operations. Employees are to prepare their work areas for closure and are to leave the campus by no later than the time designated. Theatre events are to be canceled, and parents of children in the Centers for Early Learning are to be contacted to pick up their children by the designated time.
- **Level 3 Closing** – The College/campus is closed. No classes, services or activities are being held. No employees or other persons are permitted on campus unless they are specifically designated to be there by Administration.

B. **Notification of Emergency Closing.** The President or Vice President of Administration & Business Services will notify the following of an emergency closing (NOTE: If the closing is not College-wide and affects only one or more campuses, notifications will be truncated as appropriate):

- Vice Presidents
- Executive Director of Human Resources
- Director of College Relations & Marketing
- Director of Facilities
- Director of Procurement
- Director of Security & Risk Management
- Chief Information Officer
- Controller
- Campus Provosts/Executive Deans

**Vice Presidents** will contact:

- College Division staff
- Academic Deans (by VP, Academic Affairs)

**Director of College Relations & Marketing** will contact:

- College Information Center
- Web Communications Coordinator

*07/2019 Emergency Operations Plan Rev. 19*
• News media and social media
• College Community through Rave Alert system, web site, email social media and LED signs

Director of Facilities will contact:

• Facilities Department

Director of Security & Risk Management will contact:

• Campus Security Supervisors
• Safety & Risk Manager

Controller will contact:

• Payroll

Campus Provosts/Executive Deans will notify:

• Campus Managers

The individuals notified as indicated above will also notify the groups and individuals reporting to them, as per Appendix A, Communication Flow Chart.
APPENDIX 3: Hurricane Preparedness Plan
1. **Purpose and Introduction**

The Palm Beach State College Administration and staff recognize their responsibility for the life safety of individuals associated with the College as well as the protection of College property in the event of a Tropical Storm or Hurricane. This Hurricane Preparedness Plan provides direction for those involved in these efforts. The plan is not all-inclusive, however, and may be supplemented by additional actions.

2. **Basic Hurricane Information**

Hurricane season extends from June 1 through November 30, which is the time when climatic conditions are optimum for the formation and sustained movement of hurricane winds. The stages of hurricane announcements given by the National Hurricane Center are as follows:

- **Tropical Storm / Hurricane Watch** - An announcement that tropical-storm or hurricane conditions are *possible* within the specified area.

  Because outside preparedness activities become difficult once winds reach tropical storm force, *watches are issued 48 hours in advance of the anticipated onset of tropical-storm-force winds.*

  *Action*: During a watch, prepare your home and review your plan for evacuation in case a Hurricane or Tropical Storm Warning is issued. Listen closely to instructions from local officials.

- **Tropical Storm / Hurricane Warning** - An announcement that tropical-storm or hurricane conditions are *expected* within the specified area.

  Because outside preparedness activities become difficult once winds reach tropical storm force, *warnings are issued 36 hours in advance of the anticipated onset of tropical-storm-force winds.*

  *Action*: During a warning, complete storm preparations and immediately leave the threatened area if directed by local officials.
• **Extreme Wind Warning** - Extreme sustained winds of a major hurricane (115 mph or greater), usually associated with the eyewall, are *expected to begin within an hour*.

  *Action*: Take immediate shelter in the interior portion of a well-built structure.

3. **Storm Preparation**

Storm preparation and recovery procedures are described in Appendix A.

Since the College may be closed during a Tropical Storm or Hurricane, as many preparations as possible, except for executing the call list, may need to be done at the Hurricane Watch level to allow adequate time for storm preparations while personnel are still on campus.

As a storm approaches and during a Tropical Storm/Hurricane Watch, the Facilities Department will begin installing shutters, powering down A/C units, moving trash and paper bins indoors, securing buildings, placing sandbags, locking elevators and performing other duties related to storm preparation.

Other departments will take appropriate actions in preparation for possible closing of the College. Employees are to prepare their work areas for closure and leave the campus when the campus is closed.

4. **Decision to Close**

The decision to close the College will be based upon projected storm track and intensity information issued by the National Hurricane Center. Information from the Palm Beach County Office of Emergency Management, the Palm Beach County School Board, and other sources will be considered in determining the College’s actions.

The President or Vice President of Administration & Business Services may cancel or suspend classes, activities, services, and/or close the College if warranted.

*All facilities in the district will be closed upon announcement of the decision to close the College.*
5. Notification of Emergency Closing

The President or Vice President of Administration & Business Services will notify the following College administrators relative to College closing (see Appendix B, Communications Flow Chart):

- Vice Presidents.
- Executive Director of Human Resources.
- Director of College Relations & Marketing.
- Director of Facilities.
- Director of Procurement.
- Director of Security & Risk Management.
- Chief Information Officer.
- Controller.
- Campus Provosts/Executive Deans.

**Vice Presidents** will contact:

- College Division staff.
- Academic Deans (by VP, Academic Affairs).

**Director of College Relations & Marketing** will contact:

- College Information Center.
- Web Communications Coordinator.
- News media and social media.
- College Community through Blackboard Connect, web site, email social media and LED signs.

**Director of Facilities** will contact:

- Facilities Department.

**Director of Security & Risk Management** will contact:

- Campus Security Supervisors.
- Safety & Risk Manager.

**Controller** will contact:
• Payroll.

Campus Provosts/Executive Deans will contact:

• Campus Managers.

The individuals notified as indicated above will also notify the groups and individuals reporting to them, as per Appendix B, Communication Flow Chart.

Closing announcement information may be found in the following areas:

• Web site.
• All user emails.
• Student email.
• Phone messages.
• LED/entrance signs.
• News media (TV and radio) and social media.
• College department meetings.
• Rave Alert system.

5. **Storm Recovery**

Storm preparation and recovery procedures are described in Appendix A, Storm Preparation and Recovery Procedures.

During the first daylight hours following the cessation of storm winds, Facilities and Security personnel will report to campus. Facilities personnel will conduct damage assessments and debris removal. Security personnel will provide access control to the campus and assist Facilities personnel as needed. Other employees should monitor local media sources for information about re-opening.

The President or Vice President of Administration & Business Services will issue a directive to re-open after conferring with the Director of Facilities regarding damage assessment, debris removal and availability of electric power. Information regarding reopening will be available through the media but should be confirmed to employees within each department by utilizing the departmental call list.

Upon returning to the College, employees are to reverse storm preparations completed prior to closure. Requests for assistance should be made to the Facilities Department.
APPENDIX A STORM PREPARATION AND RECOVERY PROCEDURES

Storm Preparation and Recovery Procedures - All Departments

Annually by June 1
- Develop/update systematic notification list.
- Verify and duplicate vendor phone and address list.
- Distribute copy of this plan to staff.
- Meet with staff to discuss specific duties and procedures.

Hurricane Watch
- Relocate personal, privacy sensitive, perishable and critical items from offices/work areas to predetermined alternate location(s).
- Back up Outlook PST files or personal folders only. All other files will be backed up on the College servers (My Docs and/or Documents). For assistance with this, view the tutorial on the IT Helpdesk tutorial page or call the Helpdesk at X13100.
- Relocate items placed near windows away from them.

Hurricane Warning
- Upon closure directive from the President or designee – Execute notification list.
- Verify that all items listed under Hurricane Watch have been completed.
- Turn off office machines, electrical appliances and lights.
  - Turn off your desktop equipment, but do not unplug or disconnect from the wall.
  - Do not move computers.
- Remove food from offices and refrigerators to exterior dumpsters, as electric power will likely be interrupted.
  - DO NOT UNPLUG REFRIGERATORS.
- Close and lock windows and doors.
- Leave campus.

Post-Storm Recovery
- Follow public broadcast instructions regarding passing of the storm and information on the College reopening.
- Activate notification list.
- Reverse preparations completed during Hurricane Watch.
- Report damaged building or building contents to Facilities Department.
**Storm Preparation and Recovery Procedures – Department-Specific**

In addition to following Storm Preparation and Recovery Procedures – All Departments, the departments listed below have specific requirements pertaining to storm preparation and recovery:

A. Athletics, Student Activities, Provost/Executive Dean, Vice President of Administration & Business Services.

B. Central Receiving.

C. College Relations & Marketing.

D. Education and Training Complex.

E. Facilities.

F. Finance.

G. Information Technology.

H. Library Learning Resource Center (LLRC).

I. Media Technology and Instructional Services (MTIS).

J. Procurement.

K. Safety & Risk Management.

L. Science.

M. Security & Risk Management.

N. Student Learning Center.

O. Theatre.

**A. Athletics, Student Activities, Provost, Vice President of Administration & Business Services (All campuses, as appropriate)**

**Hurricane Warning**
- Deliver assigned golf carts and vehicles to designated warehouse/garage space for parking inside during the storm if space is available and if so notified.

**Post-Storm Recovery**
- Remove any golf carts and vehicles parked in warehouse/garage space for security during the storm.

**B. Central Receiving (All campuses, as appropriate)**

**Hurricane Watch**
- Clear loading dock of all material and cancel scheduled deliveries.
- Clear areas within warehouse and other storage spaces to the extent possible to allow for parking of golf carts and other vehicles inside during the storm.
Hurricane Warning
• To the extent that space is available, accept and position golf carts and vehicles delivered to warehouse and other storage spaces for security during the storm.

Post-Storm Recovery
• Remove/coordinate removal of any golf carts and vehicles parked in warehouse and other storage spaces for security during the storm.

C. College Relations & Marketing (Lake Worth)

Hurricane Warning
• Alert the College community through Rave Alert, web site, email, social media and campus LED signs to indicate College closing.
• Alert the public through web site, LED signs, news media and social media.

Post-Storm Recovery
• Alert the College community of College-open status through Rave Alert, web site, email, social media and campus LED signs to indicate College closing.
• Alert the public of College-open status through web site, LED signs, news media and social media.

D. Education and Training Complex (Lake Worth)

Hurricane Watch
• Clear areas within garage space to the extent possible to allow for parking of golf carts and other vehicles inside during the storm.

Hurricane Warning
• Move assigned golf carts and vehicles into the garage space for security during the storm. To the extent that space is available, accept and position golf carts and vehicles from other departments.

Post-Storm Recovery
• Remove/coordinate removal of any golf carts and vehicles parked in the garage space for security during the storm.
E. Facilities Department (All campuses)

Hurricane Watch
Upon the announcement of a Hurricane Watch by the National Weather Service, Facilities personnel are to decide for the safety of their families and personal property in case employees are needed at the College. The issuing of a Hurricane Watch automatically places employees on 24-hour call to duty.

The campus Facilities Manager (or designee) on each campus assumes responsibility as the duty coordinator for all campus Facilities personnel. Under direction of the Facilities Manager, personnel will begin preparation for the expected storm event in accordance with plans. Facilities staff, supported by Security personnel, will remain on site, continuing these preparations until they are complete. In the absence of the Facilities Manager, the District Supervisor will assume these responsibilities.

Storm preparation will be accomplished using the documentation procedures and checklists for the securing of College property and assets prior to storm events. The checklist maintains clear and concise documentation pertaining to items requiring attention during storm preparation. Such information includes building numbers and names, building floor plans, site plans and the location of specific items (e.g., smoke hatches, lock down roof hatches, elevators, windows that require shuttering, areas that need to be sandbagged). Once the Pre-Storm Checklists are completed, documentation is forwarded to the Director of Facilities, with a copy retained at each campus for reference and assistance with recovery activities. The following forms must be completed and sent to the Director of Facilities for Pre-Storm documentation:

<table>
<thead>
<tr>
<th>Pre-Storm Form</th>
<th>Completed by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Facilities Manager</td>
</tr>
<tr>
<td>2A/B</td>
<td>Maintenance Staff</td>
</tr>
</tbody>
</table>

Form 1 Pre-Storm Work Assignment Form
Completed by: Facilities Manager

The Facilities Manager will use Form 1 to indicate who is assigned to secure each building and site quadrant. Each building and site quadrant is listed separately on this form, thereby providing documentation that the entire campus had been reviewed and prepared prior to a storm. As maintenance staff submits completed Pre-Storm Building Checklists (Form 2), the Facilities Manager will track the progress of campus closing efforts and report the status to the Director of Facilities.
Form 2A/B  Pre-Storm Building Checklist/Item Location Completed
by: Maintenance Staff

Maintenance staff completes Forms 2A and 2B as buildings and site quadrants are secured during storm preparation. Form 2A, Pre-Storm Building Checklist, identifies tasks that are to be performed at specific locations. Form 2B, Pre-Storm Checklist – Item Location, indicates the specific location, such as elevators, smoke hatches, shutters and sandbag placement, for each task. Maintenance staff submits completed Forms 2A and 2B to the Facilities Manager, who makes copies and forwards them to the Director of Facilities.

Additional storm preparation activities include:

- Suspend unnecessary activities and begin to secure identified areas with minimal disruption to students.
- Clear areas within warehouse, other storage and garage space to the extent possible to accommodate parking of golf carts and other vehicles inside during the storm.
- Remove debris from campus grounds and building roofs.
- Check trees for necessary trimming.
- Remove banners.
- Check gutters and remove obstructions.
- Store loose/portable items, trash receptacles, newspaper bins, umbrellas and other outside equipment, as required, in secure areas.
- Verify that generator and vehicle fuel tanks are full.
- Install shutters on designated areas.
- Secure moveable bleachers.
- Evaluate construction areas and request contractors to secure items on their sites.
- Chain smoke hatches to structure and lock down roof hatches.
- Prepare back-up copies of important computer files, Facilities documents, including inventory records (Property Records), and information necessary to support Post-Storm recovery activities on portable media (e.g., flash drive, thumb drive).

Hurricane Warning

- Verify that all items listed under the Hurricane Watch have been completed.
- Check all buildings to confirm that evacuation is complete.
- Shut down power to Mechanical Buildings and all air-handlers, VFD and/or other mechanical-related devices.
- Verify that outside air louvers are closed.
- Move assigned golf carts and vehicles into warehouse, other storage and garage space for security during the storm. To the extent that space is available, accept and position golf carts and vehicles from other departments into these spaces.
• Turn of non-essential Facilities equipment.
• Move trash from buildings to compactor.
• Adjust satellite dishes and antennas to minimize wind resistance.
• Document, by photograph if possible, items not properly secured by contractors.
• Complete tour of building exteriors.
• Lock elevators at top floor with door closed.
• Secure outside gate at ETC in the closed position.
• Secure building doors.
• Sandbag identified areas.
• Uninstall and properly secure traffic signs.

Post-Storm Recovery
• Reverse preparations completed during Hurricane Warning/Watch.
• After conferring with Facilities Managers, the Director of Facilities or his designee will decide to remove none, part or all the storm shutters.
• Remove/coordinate removal of any golf carts and vehicles parked in the warehouse, other storage and garage spaces for security during the storm.
• Conduct Storm Damage Assessments. Teams of two persons are required. Assess and photograph damage to both grounds and buildings.
• Remove debris and perform general clean-up.
• Develop accessible staging and storage areas outside the damage zone.
• Director of Security & Risk Management will contact Facilities Managers to provide them with Security scheduling information.

For storms that are minor in nature, staff should contact supervisors before reporting as prearranged by their supervisor. For major storms where wind or flood damage has occurred, Facilities staff, including administrative assistants, should report to work for a minimum of three hours.

One of the primary objectives of Palm Beach State College is to reopen as quickly as possible following a major storm. Storm Damage Assessments are to be conducted as soon as it is safe to do so using the forms described below. A Storm Damage Assessment Took Kit will facilitate the conduct of the assessment and should include such items as:

• Flashlight.
• Dry erase marker.
• Dry marker eraser.
• Whiteboard (small enough to be taped to the back of a clipboard.)
• Clipboard.
• Tape measure.
• Pen.
• Band-Aids.
• Zippered pouch to hold the smaller items listed above.
• Digital camera.

Use of the whiteboard to document the location and damage recorded in the photographs taken by the digital camera will greatly facilitate the assessment process. The whiteboard, with its narrative, becomes part of the scene in the picture, as shown in the photographs below. Use of the camera’s “date” feature, as illustrated in the first photograph below, is also helpful in providing good documentation.

It may be possible for the College to recover the costs of storm damage (repair/replacement) from the Federal Emergency Management Administration (FEMA)/Florida Public Assistance. Storm-damaged items should be kept on-site until removal is authorized by Safety & Risk Management following FEMA approval of
disposal. Photographs of the damage/damaged items must be taken to support documentation of the damage.

Upon completion of the Storm Damage Assessments by the campus assessment teams, the following forms must be completed and sent to the campus Facilities Manager for information and use, as well as copying, prior to forwarding to the Director of Facilities for Post-Storm documentation:

**Post-Storm** Form Completed by
3A/B Trained Assessor
4 Trained Assessor
5A/B Trained Assessor
6 Facilities Manager and Director of Facilities
7 Maintenance Staff

**Form 3A** Building Exterior Damage Assessment
Completed by: Trained Assessor

Post-Storm campus damage assessment begins with grounds and building exteriors. Assessors will inspect the exterior of identified buildings indicating their findings for any wall, window and door damage, roof damage and damage to covered walkways on Form 3A. This form captures specific measurements to quantify the extent of damage. The designations “GSF” and “NSF” at the bottom of the form are for “Gross Square Footage” and “Net Square Footage.” A photograph of damage is required.

A drawing of the roof is attached to help identify and clarify roof area. Since drawings are not submitted as part of our insurance claim, damage must be documented in the appropriate section of Form 3A and 3B.

**Form 3B** Grounds Damage Assessment
Completed by: Trained Assessor

Assessors will inspect the campus grounds, including exterior furniture (such as bleachers or playground equipment) fencing, lighting, sign/sign posts, parking lot/roadways, trees/shrubs and vehicles/ground equipment, indicating the findings on Form 3B. A photograph of damage is required.

**Form 4** Room Number Sheet
Completed by: Trained Assessor
This form lists room numbers within each building and is used by the assessor to confirm that every room in the building has been inspected for damage. *If damage is present, a photograph of it is required* and documented on this form. (If interior damage is found, it will be documented in detail on Form 5 A/B).

A floor plan for each building is provided to help identify room locations. Since drawings are not submitted as part of our insurance claim, damage must be documented in the appropriate section of Form 5A and 5B.

**Form 5A**  **Interior Damage Assessment**  
Completed by: Trained Assessor

Assessors will document damage to the interior of a building (ceiling, wall, windows, doors and flooring) on Form 5A. *A photograph of damage is required.* Damage to building contents is documented on Form 5B.

**Form 5B**  **Content Damage Assessment**  
Completed by: Trained Assessor

Assessors will describe damage to the contents of the building (e.g., furniture, fixtures, equipment and supplies) in detail on Form 5B. For example, how many shelves on a bookcase are damaged? Is the entire chair wet or only the legs? *A photograph of damage is required.* The cost and total loss for contents damage is entered by Property Records staff in the grayed area of the form later.

**Form 6**  **Bldg. Damage Repair/Replacement & Occupancy Assessment**  
Completed by: Facilities Manager and Director of Facilities

Form 6 is a summary document used to provide information on whether individual buildings can be occupied and, if there is damage, to provide a rough estimate of the cost to repair. Information for completing this form is obtained from Forms 3 through 5. The Facilities Manager will describe damage and building occupancy availability. The Director of Facilities will insert the preliminary estimated repair costs to be submitted to insurance carrier.

**Form 7**  **Facilities Work Assignment Form**  
Completed by: Maintenance Staff

Maintenance staff uses Form 7 to document the work (man-hours and materials) on a damaged building or facility related to recovery efforts after a storm. Completed forms are to be forwarded to the Facilities Manager.
Photographs
All digital photographs are to be copied to a separate disk. Disks containing photographs and copies of completed forms are to be forwarded to the Director of Facilities.

Completed forms and photographs will be made available to Safety & Risk in support of insurance or disaster assistance/reimbursement claims.

F. Finance (Lake Worth)

Post-Storm Recovery
• If unable to process payroll, a duplicate of the last payroll will be taken to a nearby state college for processing (should be pre-arranged).
• If unable to process accounts payable, bills will be paid by hand-typed checks with the amount being entered into the system when business resumes.
• Student cashiering can take place only if there is access to the system because of the need to determine the student’s balance before collection.

G. Information Technology (All campuses)

Hurricane Watch
• Store high-end equipment and essential records and documents on upper shelves away from windows.
• Confirm current backups are completed and sent to NWRDC.
• Broadcast Weather Chanel or local news over College information channel.
• Review schedule log assess service termination level necessary for CCTV, computer operations, deliveries, lecture halls and any action that would endanger personnel or equipment due to lightning, rain, wind, tornado and hurricane with flooding.
• Retrieve all delivered/check-out equipment on campus.
• Empty Panther Card kiosks and deposit money to Cashier’s Office.
• Change voicemail message to include pending changes in schedule.
• Aid as necessary to College personnel who wish to back up their computer files.

Hurricane Warning
• Assist College Relations & Marketing staff in changing the LED/entrance sign(s) to indicate College closing.
• Change voicemail message to include changes in College closings.
• Verify that all items under the Hurricane Watch have been completed.
• Turn off remaining office equipment.
Post-Storm Recovery
- Restore power and reprogram office, Media Lab and CCTV distribution equipment as room availability permits.
- Check secondary office/electronic equipment for operation/damage.
- Assist College Relations & Marketing staff in changing the LED/entrance sign(s) to indicate College-open status.
- Activate Information Technology disaster recovery plan as appropriate.

H. Library Learning Resource Center (LLRC) (Lake Worth and Palm Beach Gardens)

Hurricane Watch
- Cancel scheduled deliveries.

Hurricane Warning
- Evacuate patrons.
- Notify CCLA and SEFLIN of closure.

I. Procurement (Lake Worth)

Hurricane Watch
- Identify disaster recovery agency phone numbers.
- Verify safe location of Manual Purchase Orders and emergency supplies.

J. Safety & Risk Management (Lake Worth)

Hurricane Watch
- Coordinate with Facilities and Purchasing on getting photographs of damage, invoices for repair/replacement and corresponding purchase orders copied and organized for later filing with FEMA/Florida Public Assistance and/or insurance company.
- Coordinate with the Florida College System Risk Management Consortium (FCSRMC) and the Florida Department of Community Affairs, Division of Emergency Management, on steps to take and forms to complete for Post-Storm claims submission.

Post-Storm Recovery
- Assist in determining whether specific damage or other conditions present a safety risk to personnel undertaking recovery efforts.
• Coordinate with Facilities Managers and the Director of Facilities to determine claims to be filed by campus/building.
• Assemble claim packages, including necessary documentation, and submit to appropriate agency or organization.

K. Science (All campuses)

Hurricane Watch
• Label lab items that may be hazardous to cleanup crews after a storm with a warning that includes “Danger Biohazard Material, Authorized Personnel Only”.
• Relocate specimens to a secure area in the room at the discretion of faculty and laboratory personnel.
• Remove any chemicals from fume hoods and store in proper locations.
• Relocate paper items stored on the floor to a higher location.
• Disconnect electronic laboratory equipment.
• Tear down lab set-ups and clean the area.
• Arrange to have Bio-Waste removed.

L. Security & Risk Management (All campuses)

Hurricane Watch
• Confirm that telephone notifications are in place.
• Assist the Facilities Department in storm preparation activities, as required.

Hurricane Warning
• Close entrances to campus; install barricades/cones and closing signs.
• Assist Facilities in locking elevators at the top floor and securing buildings.
• Fill all Security vehicles with gas.
• Transfer calls to cell phone.
• Assist in the evacuation of the campus.
• Deliver assigned golf carts and vehicles to designated warehouse/garage space for parking inside during the storm if space is available and if so notified.

Post-Storm Recovery
• Assess campus for security risks.
• Remove any golf carts and vehicles parked in warehouse/garage space for security during the storm.
• Patrol campus.
• Assist with College opening activities, as required.
M.  Student Learning Center (Lake Worth, Palm Beach Gardens, and Boca Raton)

  Hurricane Watch
  •  Post signs to alert students of pending change in schedule.
  •  Secure files, videotapes and other selected items to safe areas within the labs.
     Back up computer files to appropriate media, e.g., thumb drives.

N.  Theatre (Lake Worth, Palm Beach Gardens and Belle Glade)

  •  Follow established Hurricane Closing Procedures for storm preparation and recovery.
APPENDIX C
MEDIA CONTACTS FOR STORM-RELATED INFORMATION

**Television**

<table>
<thead>
<tr>
<th>Channel</th>
<th>Network</th>
</tr>
</thead>
<tbody>
<tr>
<td>WFLX TV</td>
<td>29 (FOX)</td>
</tr>
<tr>
<td>WPBF TV</td>
<td>25 (ABC)</td>
</tr>
<tr>
<td>WPEC TV</td>
<td>12 (CBS)</td>
</tr>
<tr>
<td>WPTV TV</td>
<td>5 (NBC)</td>
</tr>
</tbody>
</table>

**Radio**

<table>
<thead>
<tr>
<th>Station</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBGF</td>
<td>93.5 FM</td>
</tr>
<tr>
<td>WBZT</td>
<td>1230 AM</td>
</tr>
<tr>
<td>WDLI</td>
<td>95.5 FM</td>
</tr>
<tr>
<td>WEAT</td>
<td>104.3 FM</td>
</tr>
<tr>
<td>WIRK</td>
<td>107.9 FM</td>
</tr>
<tr>
<td>WJNO</td>
<td>1290 AM</td>
</tr>
<tr>
<td>WKGR</td>
<td>98.7 FM</td>
</tr>
<tr>
<td>WOLL</td>
<td>105.5 FM</td>
</tr>
<tr>
<td>WRMF</td>
<td>97.9 FM</td>
</tr>
<tr>
<td>WSWN</td>
<td>900 AM</td>
</tr>
</tbody>
</table>

**Newspapers**

- Palm Beach Post
- Sun Sentinel

**Rave Alert** – Emergency Notification System
APPENDIX 4: Pandemic Flu Plan
Palm Beach State College
Florida’s First Public Community College

PANDEMIC FLU PLAN

Introduction
An influenza pandemic may occur when a new influenza virus appears against which the human population has no immunity. With the increase in global transport, as well as urbanization and overcrowded conditions in some areas, epidemics due to a new influenza virus are likely to take hold around the world and become a pandemic faster than before.

The World Health Organization (WHO) has defined the phases of a pandemic to provide a global framework to aid in pandemic preparedness and response planning. Pandemics can be either mild or severe in the illness and death they cause, and the severity of a pandemic can change over the course of that pandemic. Therefore, effective preparedness is essential to mitigate the effects of a pandemic, particularly if it becomes severe.

**World Health Organization Pandemic Flu Phases**

The World Health Organization (WHO) has developed a global influenza preparedness plan, which defines the stages of a pandemic as follows:

**Phase 1.** In nature, influenza viruses circulate continuously among animals, especially birds. Even though such viruses might theoretically develop into pandemic viruses, in this phase, no viruses circulating among animals have been reported to cause infections in humans.

**Phase 2.** An animal influenza virus circulating among domesticated or wild animals is known to have caused infection in humans and is therefore considered a potential pandemic threat.

**Phase 3.** An animal or human-animal influenza virus has caused sporadic cases or small clusters of disease in people but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks. Limited human-to-human transmission may occur under some circumstances, for example, when there is close contact between an infected person and an unprotected caregiver. However, limited transmission under such restricted circumstances does not indicate that the virus has gained the level of transmissibility among humans necessary to cause a pandemic.

**Phase 4.** Is characterized by verified human-to-human transmission of an animal or human animal influenza virus able to cause “community-level outbreaks.” The ability to cause sustained disease outbreaks in a community marks a significant upwards shift in the risk for a pandemic. Phase 4 indicates a significant increase in risk of a pandemic but does not necessarily mean that a pandemic is imminent.

**Phase 5.** Is characterized by human-to-human spread of the virus into at least two countries in one WHO region. While most countries will not be affected at this stage, the declaration of Phase 5 is a strong signal that a pandemic is imminent and that the time to finalize the organization, communication and implementation of the planned mitigation measures is short. **Phase 6.** The global pandemic phase, which is characterized by community level outbreaks in at least one other country in a different WHO region in addition to the criteria defined in Phase 5.
During the **post-peak period**, pandemic disease levels in most countries with adequate surveillance will have dropped below peak observed levels. The post-peak period signifies that pandemic activity appears to be decreasing; however, it is uncertain if additional waves will occur, and countries will need to be prepared for a second wave. Previous pandemics have been characterized by waves of activity spread over months. Pandemic waves can be separated by months and an immediate “stand-down” signal may be premature.

In the **post-pandemic period**, influenza disease activity will have returned to levels normally seen for seasonal influenza. It is expected that the pandemic virus will behave as a seasonal influenza A virus.

**Palm Beach State College Pandemic Flu Preparedness**

The Palm Beach State College Pandemic Flu Plan will become part of the overall Palm Beach State College Emergency Operations Plan. It contains the action steps Palm Beach State College will take and includes: (1) the central repository of information, tasks, policies, protocols, and procedures that will guide Palm Beach State College’s pandemic decision-making processes; and (2) the Palm Beach State College response to any extended interruption of the College’s normal business operations or services, due to a pandemic flu outbreak.

**Goals of the Pandemic Flu Plan:**

1. Protect the health and lives of our students and staff by stopping, slowing, or otherwise limiting the spread of pandemic flu within the College community.
2. Participate in general pandemic flu containment to reduce the spread of flu to the surrounding community.
3. Sustain the College’s infrastructure and mitigate the impact of pandemic flu on the College.
4. Sustain, as far as practical, the educational mission of the College.

**Decision-Making Process:**

The President of Palm Beach State College is the responsible authority for overseeing all decision-making of the College, including the College’s response to pandemic flu. If the President is unavailable, the Vice President of Administration & Business Services will become the responsible authority.

The Emergency Management Team, as defined in the Palm Beach State College Emergency Operations Plan, will advise the President or designee to assist in making the critical decisions as to how the College responds in response to a pandemic flu that affects the College, its students, its faculty and its staff. The Emergency Management Team will advise of recommendations or mandates from governmental and health organizations at the international, national, state, and local levels.
The President or his designee will continuously update the Chairman of the Board of Trustees concerning the situation at the College.

The decision-making at the College will be guided by directives and recommendations from the following agencies:

1. World Health Organization
2. Centers for Disease Control and Prevention
3. Florida Department of Health
4. Palm Beach County Health Department

College Response

The College response will correspond with the World Health Organization Phases and will be based on the recommendations and guidelines by the Centers for Disease and Control (CDC) and the Palm Beach County Health Department. Each pandemic flu situation will vary in severity; therefore, responses may differ greatly based on the circumstances.

<table>
<thead>
<tr>
<th>WHO PHASE</th>
<th>DESCRIPTION OF PHASE</th>
<th>ACTION TAKEN BY COLLEGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHASE 1</td>
<td>No cases of human transmission have occurred.</td>
<td>No action necessary by the College.</td>
</tr>
<tr>
<td>PHASE 2</td>
<td>The first case of efficient human-to-human transmission is reported.</td>
<td>No action will be taken by the College unless recommended or mandated by governmental or health organizations.</td>
</tr>
<tr>
<td>PHASE 3</td>
<td>Limited human-to-human transmission may occur under some circumstances, but not sufficient enough to cause a pandemic.</td>
<td>Key members of the Emergency Management Team will start to track and monitor national and local case reports and recommendations.</td>
</tr>
<tr>
<td>PHASE 4</td>
<td>Characterized by verified human-to-human transmission of an animal or human-animal influenza virus able to cause “community-level outbreaks.”</td>
<td>The College will take the following actions: Key members of the Emergency Management Team will continue tracking and monitoring national and local case reports and recommendations. All operations will continue as usual, including classes.</td>
</tr>
</tbody>
</table>
| PHASE 5 | Characterized by human-to-human spread of the virus into at least two countries. | Review and update all current emergency and communication plans  
Meet to fine-tune all plans for responding to the flu pandemic.  
Communication with the College community will be increased to keep everyone informed of plans being implemented.  
Collaborate with the local health department, community organizations, local businesses and social services on a plan for flu response.  
Encourage students, faculty and staff to get vaccinated against seasonal flu and the current pandemic flu.  
Offer opportunities for students, faculty, and staff to get vaccinated on campus.  
Encourage students and staff to cover their mouths and noses with a tissue when they cough or sneeze. Also, provide them with easy access to tissues and running water and soap or alcohol-based hand cleaners. Remind them to cover coughs or sneezes using their elbow or shoulder instead of their hands when a tissue is not available.  
Establish regular schedules for frequent cleaning of surfaces and items that are more likely to have frequent hand contact, such as desks, door knobs, keyboards or counters, with cleaning agents that are usually used in these areas.  
Promote frequent cleaning of bathrooms and ensure adequate supplies of soap and paper towels.  
Provide disposable wipes so that commonly used surfaces such as chairs, remote controls, and keyboards shared by students can be wiped down prior to each use.  
Communicate with vendors who supply critical products and services to ensure this will continue when flu conditions are more severe. |
Update student, faculty and staff contact information as well as emergency contact lists.

Encourage good hand hygiene and respiratory etiquette through direct education, communication materials, such as posters and flyers, and other methods including e-mail, text messaging or phone calls.
<table>
<thead>
<tr>
<th>PHASE 6</th>
<th>Global pandemic is under way.</th>
</tr>
</thead>
</table>

- Advise sick students, faculty, and staff to stay at home until at least 24 hours after they no longer have a fever or signs of a fever.

- Discourage sick members of the public and sick visitors from attending institution-sponsored events until they are free of fever for at least 24 hours.

- Consider adjusting sick leave policies so that ill faculty and staff members can stay home.

- Review policies for students to ensure that there are no negative academic consequences for staying home while sick.

- Develop a plan and options for how work can be continued at home (e.g., homework packets, Web-based lessons, phone calls), if classes are suspended.

- Establish a method for maintaining contact with students who are sick.

- Encourage students and staff at higher risk of complications from flu to check with their health care provider about their options.

- Find ways to increase social distances (the space between people) in classrooms such as moving desks farther apart, leaving empty seats between students, holding outdoor classes and using distance learning methods.

- Cancel, postpone or discourage all institution-related and non-institution related mass gatherings. These include sporting events, performances, commencement ceremonies, fraternity and sorority parties and other events that bring large groups of people into close contact with one another.

- Suspend classes. The CDC may recommend suspending classes if the flu starts causing severe disease in a lot of people. The College will work closely with local and state public health officials when deciding whether to suspend classes. The length of time classes should be suspended depends on the severity of existing illness. If the decision is made to suspend classes, CDC recommends doing so for at least 5–7 calendar days.

| Departmental Responsibilities |
The **College Relations & Marketing Department** is responsible for maintaining College-wide communication by use of the Rave Alert system, email, phones, the College web site and campus television/radio stations. In the event of a higher-level alert, College mail will be curtailed to reduce the spread of germs. The web site will be used for continuous updates.

The **President’s Office** will issue directives concerning levels of alerts, reduction or cancellation in campus operations and continuity of business affairs. All releases to media outlets will be approved by the President or designee.

The **Academic Affairs Office** will advise the President’s Office of class absentee rates in the event of a perceived threat (prior to suspension of any classes). The Vice President of Academic Affairs will direct all efforts related to continuation of studies. If the campus closes for less than two weeks, completion of the semester’s work should still be possible. For closures greater than two weeks, extension of the semester may be required. Alternative learning modalities should be considered for each program or course.

The **Office of Human Resources** will coordinate all staffing functions and be responsible for the continuation of payroll services in coordination with the Controller. Elective and paid time off benefits will be managed by the Office of Human Resources. The Office will maintain a ready list of all employees and their contact information. As appropriate, the Office of Human Resources will coordinate the offering of seasonal influenza vaccines and any vaccines that are available for the current pandemic flu.

The **Safety & Risk Management Department** will act as the liaison to health and regulatory agencies and continuously provide the College with updates. The Safety & Risk Manager will act as Team Leader, as defined in the Emergency Operations Plan, for all pandemic flu situations. The pandemic flu information on the web page will be maintained by the Safety & Risk Manager or designee. Any mandated influenza monitoring or recordkeeping will be collected and maintained in the Safety & Risk Management Department.

The **Facilities Department** will proceed with cleaning duties as required or recommended by the health care and regulatory agencies. The Facilities Department will provide easily accessible hand sanitizer dispensers and wipes in designated buildings at each campus.

**Continuity of Education:**

Sustaining the College’s educational mission is an important goal. However, a higher goal is to protect our students, staff and faculty members from the health hazards of pandemic flu. Thus, our educational mission will necessarily be affected by the status of the pandemic. The College will follow the instructions of the federal Centers for Disease Control and the local public health agencies. If these agencies recommend that the College reduce or cease operation, we will consider those recommendations. Absent an order to shut down the College, we will try continuing our mission of education.
APPENDIX 5: Emergency Communication Plan
Palm Beach State College
Emergency Communications Plan

This Plan (ECP) complies with all applicable internal policy, and all local, state, and federal
regulations.

This document contains information pertaining to the deployment, mobilization, and tactical
operations of Palm Beach State College in response to emergencies and is exempt from public
disclosure under the provisions of Section 281.301, Florida Statutes. This ECP has been
distributed internally within Palm Beach State College and to only those external agencies that
are affected by its implementation. This document cannot be copied or distributed to any other
parties without approval from the President or Vice President of Administration and Business
Services.

Distribution list

Director of Security
Vice President of Administration and Business Services
President
Vice President of Academic Affairs and Dual Enrollment
Vice President of Student Services and Enrollment Management
Vice President for Information Services
Director of College Relations and Marketing
General Counsel
Lake Worth Provost
Belle Glade Executive Dean
Palm Beach Gardens Provost
Boca Raton Provost
Loxahatchee Groves Executive Dean
Director of Human Resources
Chief Information Officer
Controller
Director of Procurement Services
Director of Facilities
Lake Worth Facility Manager
Palm Beach Gardens Facility Manager
Boca Raton Facility Manager
Belle Glade and Loxahatchee Facility Manager
Facility Supervisor
Lieutenant Security
LWC Security Sergeant
LGC Security Sergeant
BGC Security Sergeant
BRC Security Sergeant
PBGC Security Sergeant
Safety and Risk Manager
Chief Fire Official

Palm Beach County Emergency Management

**Campus Location/Contacts**

**Lake Worth Campus**

District

(Main Campus)

4200 Congress Avenue

Lake Worth, FL  33461

www.palmbeachstate.edu

• Campus Information Center: (561) 967-7222

• Campus Facilities Manager: Frank Atkins (561) 868-3342
• Security: (561) 868-3600

**Boca Raton Campus**

3000 Saint Lucie Avenue
Boca Raton, FL 33431
www.palmbeachstate.edu
• Campus Information Center: (561) 393-7222
• Campus Facilities Manager: Sal Vacirca (561) 862-4615
• Security: (561) 862-4600

**Palm Beach Gardens Campus**

3160 PGA Boulevard
Palm Beach Gardens, FL 33410
www.palmbeachstate.edu
• Campus Information Center: (561) 207-5000
• Campus Facilities Manager: Johnny Daniels (561) 207-5621
• Security: (561) 207-5600

**Belle Glade Campus**

1977 College Drive
Belle Glade, FL 33430
www.palmbeachstate.edu
• Campus Information Center: (561) 996-7222
• Campus Facilities Manager: Brandon Langenwalter (561) 993-1168
• Security: (561) 993-1120

**Loxahatchee Groves Campus**

15845 Southern Boulevard
Loxahatchee, FL, 33470
INTRODUCTION

Palm Beach State College is prepared, to the greatest extent possible, to respond to all-hazard emergencies and events. However, the institution has become increasingly aware of how events could disrupt or possibly destroy its ability to effectively perform essential functions following an Emergency. Consequently, the College has determined that it should continue to develop and maintain an Emergency Communications Plan (ECP) that preserves, maintains and reconstitutes its ability to function in a real or potential event.
Palm Beach State College must have the capability to continue to perform certain operations during and after an emergency, and to resume others rapidly and efficiently once the immediate emergency has passed. While the impact of an emergency cannot be predicted, planning for operations under such conditions can mitigate that impact on our people, our facilities and our mission. To that end, the College has established an ECP.

An ECP is good business practice and is part of the fundamental mission of responsible and reliable public agencies. The ECP directly supports our ability to conduct essential functions.

The mission statement as provided by Palm Beach State College is as follows: To create and sustain a dynamic teaching and learning environment that provides a high-quality, accessible, affordable education, preparing students to contribute and compete ethically and successfully in a diverse global community.

The ECP is a companion to and consistent with the College’s Emergency Operations Plan (EOP), which delineates the policies and procedures, related to the management of an emergency. The College complies with all National Incident Management and Incident Command Systems requirements.

**Purpose**

This ECP supports the execution of the mission-essential functions for Palm Beach State College if an emergency threatens or incapacitates operations. Specifically, this Plan is designed to:

Ensure that Palm Beach State College is prepared to respond to emergencies, recover from them, and mitigate against their impacts through effective communications.

Ensure that Palm Beach State College is prepared to provide critical communications in an environment that is threatened, diminished, or incapacitated.

Provide a means of information coordination between Palm Beach State College and Palm Beach County government to ensure uninterrupted communications within the internal organization of the County and externally to all identified critical customers.

Provide timely direction, control, and coordination to Palm Beach State College 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.

Ensure that the Palm Beach State College ECP is viable and operational and is compliant with all guidance documents.
Applicability and Scope

The ECP is applicable to all Palm Beach State College departments, divisions, units, contractors and personnel.

The provisions of this document apply to Palm Beach State College and its five campuses and the Historical Building.

The ECP will encompass all the Palm Beach State College Campuses. Each of the individual Campuses and department’s communications information.

The ECP does not apply to temporary disruptions of service including minor IT system or power outages and any other scenarios where essential functions can be readily restored in the primary facility.

The ECP supports the performance of essential functions from alternate locations (due to the primary facility becoming unusable, for long or short periods of time) and provides for continuity of management and decision-making at the institution if senior leadership or technical personnel are unavailable.

Supersession

No other documents have been identified that this document supersedes. Upon adoption, this document will serve as ECP for Palm Beach State College and will be superseded when updated.

References

Palm Beach State College Emergency Operations Plan (EOP) and its annexes

ECP Maintenance

The Palm Beach State College ECP is a living document that needs to be continually reviewed, updated and enhanced, to maintain its relevance and effectiveness. The ECP is reviewed and updated at least annually (typically April) by the Safety and Risk Manager and Director of Security.

The update will include:

- Updating systematic notification list.
- Distributing copies of this plan to staff.
- Meetings with staff to discuss specific duties and procedures.

Objectives

The objective of this ECP is to ensure that a viable communication’s capability exists to continue essential Palm Beach State College 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 reduce or mitigate disruptions to operations.
To reduce loss of life, minimize damage and losses.
To identify and designate (Notify) essential and support staff as needed.
To facilitate decision-making.
To assist in the timely and orderly recovery from the emergency and resumption of full service to all customers.

**Planning Considerations and Assumptions**

The ECP must be maintained at a high-level of readiness.
Must be capable of implementation, both with and without warning.
Include existing local, State or Federal government infrastructures.
If properly updated and utilized, this ECP will reduce or prevent disaster-related losses.
A disaster may require College staff to function with limited automated support and some degradation of service, until full recovery is made.
The supporting systems for Information Technology have redundancies built in.

**Critical Staff**

Palm Beach State College management and senior staff must be able to continue operations and perform mission-essential functions. Depending upon the nature and severity of the event the roster may be adjusted by Palm Beach State College as necessary. Following are key Palm Beach State College staff identified as critical to the process. They are listed by position title.

President
Vice President of Admin and Business Operations
Vice President of Academic Affairs
Vice President of Student Services
Vice President for Information Services
Director College Relations and Marketing
Support Personnel for each department will be added as the specific emergency requires or as resources are needed.

Appendix A provides individual names and contact numbers of the staff mentioned above.

All Hazard Preparation

Incidents could occur with or without warning and during duty or non-duty hours. Whatever the incident or threat, the Palm Beach State College ECP will be utilized in response to a full range of disasters and emergencies, to include natural disasters, terrorist threats and incidents, and technological disruptions and failures. In most cases, it is likely there will be a warning of at least a few hours prior to an incident. Under these circumstances, the process of activation would normally enable the partial, limited, or full notification of the senior staff with a complete and orderly alert, notification of all personnel. During this scenario, the Emergency Management Teams that have been activated for response (as per the EOP) will be notified.

Without warning, the process of notification becomes less routine and potentially more serious and difficult. The ability to communicate following an incident that occurs with little or no warning will depend on the severity of the incident’s impact on the physical facilities, and whether personnel are present in the affected facility or in the surrounding area. Positive personnel accountability throughout all phases of emergencies is of utmost concern.

Activation of the ECP

The alert and notification of all employees and other organizations identified as “critical customers” (e.g., vendors or public/private entities that may provide resource support) will take place.

During the actual emergency and college closure, communicating the performance of mission-essential functions should be underway as well as plans for transitioning back to normal operations.

At the end of the emergency closure all personnel will be informed that the threat or actual emergency no longer exists, and instructions will be provided for resumption of normal operations.

Mission Critical Tasks
Palm Beach State College has identified the following functions as mission critical relating to Emergency College Communications:

Give situational awareness (Updates) to the entire community
Provide instruction for academic programs
Maintain college information technology support
Accept student applications
Register students for classes
Provide financial aid for students
Fiscal management for the college
Physical plant support
Provide security for the college
Provide a safe working environment to all personnel
Provide for effective communications
Provide administrative leadership for the college
Support employees with Human Resource services
Provide Risk Management and Insurance Services

**Alert Procedures.**

If the situation allows, the college community will be alerted prior to the emergency. The Palm Beach County Emergency Operations Center, and other appropriate agencies will also be notified as required.

During the emergency closure information and guidance for Palm Beach State College staff will normally be passed via telephone using an emergency notification telephone tree/cascade or similar system. Depending on the situation, current information may also be available via:

Intranet web site and email
Announcements to local radio and TV stations and newspapers
Mobile Communications/Cellular telephones
Landline Telephones
The senior staff should be prepared for emergency communications via special prearranged notification procedures. These instructions will denote explicit actions to be taken, including locations and times of planned meetings during the closure.

**Notification Procedures.**

The following procedures will be used as the college’s notification procedure:

Palm Beach State College President will notify the VP of Business and Administration that we are in or nearing a state of emergency, which will necessitate the closure of the college and to begin the utilization of the ECP.

Upon notification to activate Palm Beach State College ECP, the VP or designee will perform the following duties:

- Contact key leaders, informing them of the current situation and that the ECP is being activated.
- Notify the Director of Facilities of the activation of Palm Beach State College ECP and of the college’s pending closure.
- The College’s Safety and Risk Manager will notify the Palm Beach County EOC that an emergency activation or anticipated activation of Palm Beach State College ECP is expected or in progress.
- The VP of Business and Administration will notify the Florida Department of Education Chancellors Office that an emergency activation of the ECP is expected or in progress due to the pending or actual closure of the college due to emergency conditions.
- The Director of Security or designee at the direction of the VP and after consultation with CRM Director will make immediate notification to The Palm Beach State College community by various means. Primary means will be Rave Alert.
- Campus Security Supervisors or designee will contact local law enforcement regarding the emergency and provide the call taker with their basic contact information.
- Upon ECP activation, the senior staff members will contact their staffs by attempting to call each person in his or her chain and relay the information and guidance provided by the President or VP.
Make a second attempt to contact those individuals who were not initially available. If this attempt is unsuccessful, they will leave a message or use any other method of communications available to make contact.

Report status of cascade, including names of personnel not contacted, to the Executive Director of HR or designee.

**Telecommunications and Information Systems Support**

Interoperable communications or the ability for Palm Beach State College staff to communicate with individuals internal and external to the agency is critical during emergencies, as during any other type of emergencies.

Following are both internal and external communications systems identified for Palm Beach State College:

**Internal communications**

Internal communications that will be used within Palm Beach State College to communicate with emergency and non-emergency staff during emergencies:

- **Handheld radio:** College Security and Facilities Personnel use the radio system to communicate emergency situations to all their internal responders.
- **Mobile Communications/Cellular telephones:** Personal cell phones will be used during an emergency.
- **Landline Telephones:** There is a telephone in each office of every building in the college. If the system is not damaged during the emergency, the phone lines will allow for communication. If the system is down, all campus designated emergency operation centers will have hard line phones. **VALCOM:** The College has an emergency intercom system for real time communications on each campus.
- **Rave Alert system:** The College has a multi-modal alerting system to be used to notify the campus community of pending or current emergency situations, and to provide direction (i.e. evacuation, lockdown, shelter-in-place, college closings, college delays, etc.).
- **Web Page/Intranet:** The College Web site provides a quick way to disseminate information within the organization to all users. During an emergency, the web site will be updated continually with the most current and accurate information.

**PBSC Social Media Channels**

**LED Signs:** Emergency information will be posted on the LED signs that are located throughout the campuses.

**Open collaboration Bridge utilizing Skype for Business or Microsoft Team**

**E-Mail:** All-users e-mail may be sent to everyone with computer access. The individuals with the authority to send an all user e-mail (Faculty, staff and students) are listed in Appendix B.
Use of Local Media (TV, radio, newspapers, etc.): When appropriate, a media briefing center will be established by College Relations and Marketing and the local media will be advised and regularly updated. Written emergency communications, both on and off campus, will be coordinated by the College Relations and Marketing Director or designee (When plausible).

Call-down list notifications: Each Campus Provost is required to maintain the lists that will enable the individual departments to notify their staff of emergency information 24 hours per day.

Establishing a Campus Hotline: In times of emergency, the ability to provide timely accurate information to students, faculty, and staff is very important. An emergency hotline is one of the best means for disseminating current information to everyone who might be involved in an emergency. All campuses equipped with voice mail have the capability to record an emergency hotline message.

Access to critical information systems that are used to accomplish mission-essential functions during normal operations from the primary facility will be accessible at off site locations.

Connectivity will be in place and system servers are backed up daily. For Palm Beach State College, the Chief Information Officer maintains the information systems and ensures that the systems are backed up daily. In addition, the Chief Information Officer ensures that connectivity exists at off site locations. The Chief Information Officer will also provide systems technical support during emergency situations.

Establishment of Communications

The Vice President of Administration and Business Services, Chief Information Officer, and Security Director will ensure all necessary and preplanned emergency communications as well as information systems established, adequate, and functioning properly.

The Chief Information Officer will service and correct any faulty or inadequate communications systems.

The Chief Information Officer in conjunction with the Directors of Facilities and Security will ensure connectivity of information systems and will service any faulty or inadequate information systems.

College Employees that do not have primary roles during an emergency will likely be directed to remain home during non-duty hours or return home during duty hours. However, selected staff will be prepared to provide backup support to the management staff.

The senior management team will receive continual briefings and updates from the President or the VP of Administration and Business Services during the emergency closure.

Augmentation of Staff

The Palm Beach State College President or VP will consider implementing agreements with outside resource support including Memoranda of Understanding/mutual aid agreements with
other government agencies and contractual agreements with private vendors to support the emergency communications process.

Palm Beach State College will develop an informative memorandum for dissemination to all employees on the duration of alternate operations as well as pertinent information on payroll, time and attendance, duty assignments, and travel authorizations and reimbursements.

Palm Beach State College will then distribute the document to the personnel through varied and redundant means. (See Emergency Operations Plan of Palm Beach State College).

Following an emergency event, College Facilities personnel are responsible for conducting damage assessments and debris removal. After a major emergency, ONLY AUTHORIZED PERSONNEL are to be on campus currently. Employees not authorized to be on campus during this time should monitor local media sources and Rave alerts for information on re-opening.

The President or Vice President will issue a directive to reopen after conferring with the Director of Facilities regarding damage assessment and debris removal. Employees should again monitor local media sources and Rave Alert system communications for information on re-opening.

**Damage Assessments**

The damage assessments following an emergency or storm are conducted by the Facilities Department and the Director of Facilities is the leader that coordinates all assessment efforts. The Director of Facilities maintains constant contact with the President and Vice President of Administration and Business Services, giving status reports at each phase. Based on these status reports, the President will make decisions on reopening the College.

In addition, the Director of Facilities and the Chief Information Officer or their designees will verify that all systems, communications, and other required capabilities are available and operational, and that Palm Beach State College is fully capable of accomplishing all essential functions and operations at each campus.

The Vice President of Administration and Business Services will coordinate with the Florida Department of Education Chancellor’s Office regarding the anticipated time to return to normal operation.

Each Provost will confirm each major division of the campus is ready to resume normal operations and will report this to the Vice President of Administration and Business Services.

The Chief Information Officer will confirm that the College’s Information Technology system is functioning and ready to resume operations.

**Return to Normal Operations**
After the President or Vice President of Administration and Business Services determine a date and time for resumption of normal operations this is communicated with College staff, faculty and students through various and redundant means.

Appendix A: Individual names and contact numbers of Critical Staff:

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Office phone</th>
<th>Cell Phone **</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>Ava Parker</td>
<td>(561) 868-3501</td>
<td></td>
</tr>
<tr>
<td>Vice President of Admin and Business Operations</td>
<td>Robbi Stivers</td>
<td>(561) 868-3137</td>
<td></td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td>Dr. Roger Yohe</td>
<td>(561) 868-3147</td>
<td></td>
</tr>
<tr>
<td>Vice President of Student Services and Enrollment Management and Lake Worth Campus Provost</td>
<td>Dr. Peter Barbatis</td>
<td>(561) 868-3142</td>
<td></td>
</tr>
<tr>
<td>Vice President of Information Services</td>
<td>Dr. Ginger Pedersen</td>
<td>(561) 868-4070</td>
<td></td>
</tr>
<tr>
<td>Director College Relations and Marketing</td>
<td>Diego Meeroff</td>
<td>(561) 868-3128</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Name and Title</td>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>Loxahatchee Groves Executive Dean</td>
<td>Dr. Stephen Joyner</td>
<td>(561) 790-9051</td>
<td></td>
</tr>
<tr>
<td>Belle Glade Executive Dean</td>
<td>Dr. Latanya McNeal</td>
<td>(561) 993-1128</td>
<td></td>
</tr>
<tr>
<td>Boca Raton Campus Provost</td>
<td>Dr. Bernadette Russel</td>
<td>(561) 862-4400</td>
<td></td>
</tr>
<tr>
<td>Palm Beach Gardens Campus Provost</td>
<td>Dr. Colman-Ferrell</td>
<td>(561) 207-5325</td>
<td></td>
</tr>
<tr>
<td>General Counsel</td>
<td>Kevin Fernander</td>
<td>(561) 868-3143</td>
<td></td>
</tr>
<tr>
<td>Human Resources Executive Director</td>
<td>Mike Pustizzi</td>
<td>(561) 868-3879</td>
<td></td>
</tr>
<tr>
<td>Controller</td>
<td>James Duffie</td>
<td>(561) 868-3077</td>
<td></td>
</tr>
<tr>
<td>Chief Information Officer</td>
<td>Kenneth Libutti</td>
<td>(561) 868-3239</td>
<td></td>
</tr>
<tr>
<td>Director of Security</td>
<td>Delsa R. Bush</td>
<td>(561) 868-3910</td>
<td></td>
</tr>
<tr>
<td>Director of Facilities</td>
<td>John Wasukinis</td>
<td>(561) 868-3480</td>
<td></td>
</tr>
<tr>
<td>Safety and Risk Manager</td>
<td>John Garofalo</td>
<td>(561) 868-4015</td>
<td></td>
</tr>
<tr>
<td>Chief Fire Official</td>
<td>Claude Edwards</td>
<td>(561) 868-3655</td>
<td></td>
</tr>
</tbody>
</table>

** These numbers have been removed for security reasons. They are available in the ECP distributed to Sr. Management.
Appendix B: List of individuals with the authority to send an all user e-mail (Faculty, staff and students):

<table>
<thead>
<tr>
<th>Can Send to All Employees</th>
<th>Can Send to All Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexander, Mark</td>
<td>Barbatis, Peter R</td>
</tr>
<tr>
<td>Bush, Delsa</td>
<td>Bennett, Holly L</td>
</tr>
<tr>
<td>Coleman-Ferrell, Tunjarnika</td>
<td>Bush, Delsa</td>
</tr>
<tr>
<td>Franklin, Rochelle</td>
<td>Carballos, Roberto M</td>
</tr>
<tr>
<td>Meeroff, Diego</td>
<td>Coleman-Ferrell, Tunjarnika</td>
</tr>
<tr>
<td>Pedersen, Ginger</td>
<td>Dean, Sherri</td>
</tr>
<tr>
<td>Rutherford, David</td>
<td>Duffie, James</td>
</tr>
<tr>
<td>Service Desk</td>
<td>Ferrera, Isabel</td>
</tr>
<tr>
<td>Stivers, Robbi</td>
<td>Fogelson, Jason</td>
</tr>
<tr>
<td>White, Christi</td>
<td>Love, Heather L</td>
</tr>
<tr>
<td>Williams, Van P</td>
<td>Malave, Ronnie</td>
</tr>
<tr>
<td>Yohe, Roger L</td>
<td>McNeal, Latanya L</td>
</tr>
<tr>
<td></td>
<td>Nowak, Jeff</td>
</tr>
<tr>
<td></td>
<td>Parker, Ava L</td>
</tr>
<tr>
<td></td>
<td>Pedersen, Ginger</td>
</tr>
<tr>
<td></td>
<td>Ponciano, Henry</td>
</tr>
<tr>
<td></td>
<td>Russell, Bernadette M</td>
</tr>
<tr>
<td></td>
<td>Rutherford, David</td>
</tr>
<tr>
<td></td>
<td>Schneider, Matthew</td>
</tr>
<tr>
<td></td>
<td>Seado-Vasquez, Christina</td>
</tr>
<tr>
<td></td>
<td>South, Dean of Students</td>
</tr>
<tr>
<td></td>
<td>Stivers, Robbi</td>
</tr>
<tr>
<td></td>
<td>Student-email</td>
</tr>
<tr>
<td></td>
<td>Vargas, Roy M</td>
</tr>
<tr>
<td></td>
<td>Willey, Edward</td>
</tr>
<tr>
<td></td>
<td>Williams, Van P</td>
</tr>
<tr>
<td></td>
<td>Zettler, Chuck</td>
</tr>
</tbody>
</table>
Appendix C: Communication Flow Chart.
APPENDIX 6: Bomb Threat Assessment Form
# BOMB THREAT ASSESSMENT FORM

(TO BE COMPLETED BY PERSON RECEIVING BOMB THREAT CALL OR NOTICE)

<table>
<thead>
<tr>
<th>Date Call Received</th>
<th>Time Call Received</th>
<th>Time Call Ended</th>
<th>Length of Call</th>
</tr>
</thead>
</table>

Exact words of person making threat (ask caller to repeat what he or she said - ‘I'm sorry, could you repeat that?’)

---

Questions to ask:

- When is the bomb going to explode?
- Did you place the bomb?
- Where is the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Why did you place the bomb?
- What is your name?

---

Sex of the Caller: ______ ______ Age: ______ Accent: ______

Caller's Voice:

<table>
<thead>
<tr>
<th>Calm</th>
<th>Laughing</th>
<th>Lisp</th>
<th>Distinguished</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angry</td>
<td>Crying</td>
<td>Raspy</td>
<td>Accent</td>
</tr>
<tr>
<td>Slow</td>
<td>Distinct</td>
<td>Ragged</td>
<td>Soft</td>
</tr>
<tr>
<td>Rapid</td>
<td>Slurred</td>
<td>Clearing Throat</td>
<td>Nasal</td>
</tr>
<tr>
<td>Cracking</td>
<td>Stutter</td>
<td>Cracking Voice</td>
<td></td>
</tr>
<tr>
<td>Loud</td>
<td>Deep Breathing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Background Sounds:

- Street Noise
- Static
- Local Call
- Facotry Noises
- Language Used

- Educated
- Foul/Swear

Message read by caller: ______

Message Taped: ______

---

Use this space to record other important information:

---

Signature of Person Taking Call: ______

Position: ______ Department: ______

Work Phone: ______ Date: ______

123
APPENDIX 7: Chemical Spill Response Plan
CHEMICAL SPILL RESPONSE PLAN
1. Introduction

Despite the best efforts of faculty and students to work carefully in the academic or photographic laboratory, accidents resulting in the release of chemicals or hazardous waste will occur. Likewise, the potential for spills in Hazardous Waste Accumulation Areas maintained by the Facilities Department also exists. NOTE: Throughout this Plan, the term “chemical” shall also refer to hazardous waste. For this reason, it is essential that all personnel working in such areas or others where chemicals are used or stored know the appropriate procedures for responding to a chemical spill, and the College shall ensure that such personnel receive training in these procedures.

2. Chemical Spill Categories

Chemical spills will fall into two categories, minor and major, which are characterized by the following:

- **Minor Chemical Spill**
  - Chemical is known.
  - Does not pose an immediate or potential significant risk to safety or health, i.e., no fire, explosion or chemical exposure hazard.
  - Does not have the potential to become an emergency.
  - Can be absorbed, neutralized or otherwise controlled and cleaned up by personnel in the immediate area or by Facilities personnel.

- **Major Chemical Spill**
  - Chemical is unknown.
  - Chemical is highly toxic or reactive.
  - Poses an immediate significant risk to health.
  - Involves a fire hazard outside a fume hood or an explosion risk.
  - Involves injury to personnel in the vicinity.
  - Response and cleanup of are beyond the expertise and ability of personnel in the immediate area or Facilities personnel, and the equipment and materials for adequately containing and cleaning up the spill are not available.

3. Spill Control/Containment and Clean-up Materials/Supplies

Every laboratory that uses chemicals must have access to a spill control kit appropriate to the chemicals used with at least enough containment and cleanup materials to handle a 1-gallon spill of liquid or 1 kg of dry chemical (or the largest container in the laboratory). Although the contents of most spill kits are common items that may be found throughout the lab, they must be consolidated into a kit for quick access in the event of an emergency. In addition, each laboratory, especially those with floor drains should stock spill socks, pillows, pads and/or enough bulk
absorbent to contain the spilled material away from the drain. Spill kits must be located strategically near work areas so that they are easily accessible in an emergency.

The following is a list of recommended items for a chemical spill kit:

**Personal Protective Equipment (PPE) if not already being worn (should be in a separate sealed container):**
- Safety goggles.
- Protective gloves (e.g., neoprene, latex, nitrile).
- Long-sleeved lab coat and corrosives apron.
- Plastic vinyl booties.
- Dust mask

**Absorbents/Neutralizers:**
- Spill socks, pillows or pads in sufficient quantity to contain a spill and keep it away from any floor drains.
- Universal spill absorbent – a 1:1:1 mixture of unscented kitty litter, sodium bicarbonate and sand. This all-purpose absorbent is good for most chemical spills including solvents, acids and bases. Other commercially available absorbents, e.g., vermiculite, may also be used.
- Solvent absorbent – inert absorbent such as vermiculite, clay or sand.
- Acid spill neutralizer – sodium bicarbonate, sodium carbonate or calcium carbonate.
- Alkali (base) spill neutralizer – sodium bisulfate.

**Clean-Up Materials:**
- Broom, plastic dust pan and scoop.
- Plastic bags (30 Gallon, 3 mil thickness) for contaminated PPE.
- One plastic bucket (5-gallon polyethylene) with lid for spill and absorbent residues.

**Other:**
- Aspirator bulb and mercury decontaminating powder, if mercury is used in the lab.
- pH paper.
- Tongs.

Commercial spill kits can also be purchased through most vendors that sell chemicals or safety supplies. Spill kits must be checked periodically and replenished after each use.

**4. Minor Chemical Spill Response Procedures**

Trained laboratory/Facilities personnel are responsible for the following:
- Alert people in the immediate area of spill and evacuate them as necessary.
- Isolate the area by closing doors, etc. as necessary.
• If spilled material is flammable, remove or turn off ignition and heat sources and unplug nearby electrical equipment.
• Establish exhaust ventilation, if possible, by turning on fume hoods; avoid breathing vapors from the spill.
• Locate the spill kit.
• Put on personal protective equipment (PPE), including safety goggles, suitable gloves and long-sleeved lab coat.
• Confine and contain the spill by applying spill socks/pillows/pads or other appropriate absorbent material, first around the outside of the spill, encircling the spilled material, then absorb to the center of the spill.
• Use appropriate materials to neutralize inorganic acid and base spills.
• For solid/dry chemical spills, cover the spill with a slightly damp paper towel to avoid creating a cloud of dust and push the material into a dustpan or other collection receptacle using the towel.
• Sweep material, used absorbents/neutralizing agents, etc. into a plastic dust pan and place into a plastic bucket or bag.
• Wet mop the spill area. Be sure to decontaminate the broom, dustpan, etc. with soap and water.
• Place all contaminated PPE into plastic bag.
• Store waste in designated area until waste pick-up is scheduled.
• Contact Facilities Manager to obtain cleanup assistance from Facilities personnel if necessary.
• Notify Security after you have cleaned up the spill so that the incident can be documented.
• Notify Safety & Risk Manager.

See Appendix A for additional information on cleaning up specific chemicals.

5. Major Chemical Spill Response Procedures

Laboratory personnel are responsible for the following:
• Attend to any injured or contaminated persons and remove them from exposure.
• Alert people in the immediate area to evacuate.
• Call 911 for potential or actual fire or risk of explosion or if injuries are involved. Provide as much of the following information as is known.
  • Name and address of the facility.
  • Time and type of incident (e.g., spill, fire).
    • Name and quantity of the chemical(s) involved.
    • Location of the incident on campus.
    • Nature and extent of any injuries or damage incurred, if any.
    • Control measures taken.
    • Your name and phone number (or where you will be located) and how you can be identified.
    • Possible hazards to human health, or the environment, outside the facility.
• Use eyewash or safety showers in other areas as needed to rinse spilled chemicals off people.
• If spill material is flammable, turn off ignition and heat sources if that can be done safely.
• If danger is believed sufficient – activate the nearest fire alarm (unless there is a chance of explosion from the chemical spill) and evacuate the building. If there is a possibility of explosion by activating the fire alarm, evacuate the building manually by alerting others by voice.
• Close doors to affected area.
• Notify Security.
• Meet responders.

Security will coordinate with or notify the following:
• Appropriate emergency response personnel (e.g., local Fire Department, Palm Beach County Fire and Rescue).
• The Facilities Manager, who will obtain assistance from an outside spill response and clean-up contractor(s) retained by the College, if necessary. See Appendix B for the procedure for contracting with outside contractors.
• Safety & Risk Manager, who will act in the absence of the Facilities Manager to obtain assistance from outside contractors, if necessary. The Safety & Risk Manager will also perform any required notifications to outside agencies, e.g., the U.S. Coast Guard National Response Center at (800) 424-8802 and the State Warning Point at (800) 320-0519, including submitting any required follow-up report of the incident.
APPENDIX A QUICK REFERENCE FOR CHEMICAL SPILL CLEAN-UPS

The table below provides a synopsis of type of chemicals that may be spilled and the recommended clean-up materials and procedure for them. As always, the Safety Data Sheet (SDS) for the chemical is the preferable reference. If you choose to purchase pre-packaged, commercially available spill kits, the clean-up procedures shown in the table below would be modified to reflect specifics; e.g., Acid Spills: Use container "A" from spill supplies in accordance with directions on the package.

<table>
<thead>
<tr>
<th>Chemical Spilled</th>
<th>Clean-Up Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acids, organic</td>
<td>Apply sodium bicarbonate. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Acids, inorganic</td>
<td>Apply sodium bicarbonate/calcium oxide or sodium carbonate/calcium oxide. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Aldehydes</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Aliphatic Amines</td>
<td>Apply sodium bisulfite. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Aromatic Amines</td>
<td>Absorb with spill pillow or vermiculite. Avoid skin contact or inhalation.</td>
</tr>
<tr>
<td>Aromatic Halogenated Amines</td>
<td>Absorb with spill pillow or vermiculite. Avoid skin contact or inhalation.</td>
</tr>
<tr>
<td>Azides</td>
<td>Absorb with spill pillow or vermiculite. Neutralize with 10% ceric ammonium nitrate solution.</td>
</tr>
<tr>
<td>Bases (Caustic Alkalis)</td>
<td>Neutralize with acid, citric acid or commercial chemical neutralizers. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Chlorohydrins</td>
<td>Absorb with spill pillow or vermiculite. Avoid skin contact or inhalation.</td>
</tr>
<tr>
<td>Cyanides</td>
<td>Cover solids with damp paper towel and push onto dust pan or use a HEPA filter vacuum to collect the solids. Absorb liquids with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Halides, organic or inorganic</td>
<td>Apply sodium bicarbonate. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Halogenated Hydrocarbons</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Hydrazine</td>
<td>Avoid organic matter. Apply &quot;slaked lime.&quot; Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Inorganic Salt Solutions</td>
<td>Apply soda ash. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Mercaptans/Organic Sulfides</td>
<td>Neutralize with calcium hypochlorite solution. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Nitriles</td>
<td>Sweep up solids. Absorb liquids with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Nitro Compounds/Organic Nitriles</td>
<td>Absorb with spill pillow or vermiculite. Avoid skin contact or inhalation.</td>
</tr>
<tr>
<td>Category</td>
<td>Instructions</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Oxidizing Agents</td>
<td>Apply sodium bisulfite. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Peroxides</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Phosphates, Organic and Related</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Reducing Substances</td>
<td>Apply soda ash or sodium bicarbonate. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Waste Acid Liquids (D002)</td>
<td>Apply sodium bicarbonate. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Waste Basic/Caustic Liquids (D002)</td>
<td>Neutralize with acid, citric acid or commercial chemical neutralizers. Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Waste Fixer (D011)</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Waste Flammable Liquids (D001)</td>
<td>Absorb with spill pillow or vermiculite.</td>
</tr>
<tr>
<td>Waste Flammable Solids (D001)</td>
<td>Sweep up solids. Absorb liquids with spill pillow or vermiculite.</td>
</tr>
</tbody>
</table>
APPENDIX B

OUTSIDE CONTRACTORS

Hazardous Waste Transportation and Disposal

Contact Purchasing at (561) 868-3462 to obtain a quote from a hazardous waste transportation and disposal company on the College’s vendor list.

Chemical/Hazardous Waste – Major Spill Response

The probability of occurrence of a major spill requiring the services of an outside spill response contractor is believed to be extremely low (there is no credible scenario under which a major spill of chemicals or hazardous waste would occur, considering the chemicals used at the College and the quantities that would be present on the campus at any one time). Nonetheless, prudence dictates that the campus must be prepared for such a contingency by retaining an outside spill response contractor in the event of a chemical or hazardous waste spill possibly involving the following:

- Chemical is unknown.
  - Chemical is highly toxic or reactive
  - Poses an immediate significant risk to health.
  - Involves a fire hazard outside a fume hood or an explosion risk.

- Response and cleanup of are beyond the expertise and ability of personnel in the immediate area or Facilities personnel, and the equipment and materials for adequately containing and cleaning up the spill are not available.

The determination that the services of the outside spill response contractor are necessary will be made by either the campus Facilities Manager or the College’s Safety & Risk Manager.

Potential service providers are currently under review and will be listed following the completion of appropriate procurement protocols.
APPENDIX 8: Classroom Checklist
Palm Beach State College
Classroom Security Checklist

✓ IF YOU SEE SOMETHING, SAY SOMETHING.
✓ In the event of a classroom emergency we may utilize the red emergency intercom button to immediately contact Campus Security.
✓ The phone number of Campus Security is prominently displayed in all classrooms. Currently, please enter this number into your cell phone.
✓ The nearest fire extinguisher is located ______________________________
✓ The nearest AED device is located ______________________________
✓ If the fire alarm is activated, we should (if possible) gather personal belongings EVACUATE the building and move to the nearest “Safe Assembly Area.” I am familiar with the location and will lead the way.
✓ In the event of a “Lock Down” notification due to violence and/or threat of violence, I have the “Lock-down” key and will lock the doors to the classroom. Everyone will remain in the classroom and I will give you additional instructions as the situation develops.
✓ Please note: Do not evacuate DURING a Campus Lock Down if you hear a fire alarm – we will be notified by security when it is safe to exit Lock Down areas.
✓ In the event of a “Shelter in Place” notification due to an environmental hazard, such as a tornado, I will move our class to an interior hallway AWAY FROM WINDOWS AND DOORS. If upstairs, move to a downstairs hallway until the all-clear is given.
✓ If you observe suspicious activity while you are on campus, you are encouraged to contact Campus Security.
✓ If you experience an accident resulting in an injury, report it to Campus Security immediately.
APPENDIX 9: Employee Resources Following a Critical incident
EMPLOYEE RESOURCES FOLLOWING A CRITICAL INCIDENT

Purpose
To prevent disruption by critical incident reactions, Palm Beach State College prepared this response plan for dealing with critical incidents when they occur. The essential components of this plan include the following:

- Development of a Critical Incident Response Team.
- This team may have a representative from Security, Safety & Risk Management, Legal Counsel, Human Resources, College Relations and Marketing, Finance, Clergy and a Mental Health Professional (EAP counselor).
- This procedural manual has been prepared to provide details on the role of organization members in responding to a crisis and the period immediately following. This Manual does not take the plan of Emergency Operations Plan, but rather is used in conjunction with the EOP and focuses on the resources available to employees and their families immediately following a critical incident.
- Training for supervisors and employees.
- Critical Incident Stress Management (CISM) Services - Critical Incident Stress Management is designed to mitigate and, if possible, prevent the development of potentially disabling post-traumatic stress symptoms and other stress-related disorders.
- A CISM debriefing is appropriate for employees who witnessed or experienced a traumatic or violent incident in the workplace and is most beneficial when provided within 24 – 72 hours post event. Participation is voluntary.

A critical incident is defined as any unexpected, traumatic event that affects employees’ feelings of personal safety, their ability to perform daily activities, and their ability to concentrate on their normal job duties. Examples include workplace robberies, assaults, accidents, domestic violence, or an unexpected death, murder, or suicide of an employee.

Critical incidents may also occur outside of work and still affect large numbers of employees. Examples include natural disasters like tornadoes, hurricanes, floods, and earthquakes, plane crashes or acts of terrorism. Whatever its nature, a traumatic incident may negatively affect employees and our organization’s productivity for some time afterward.

Steps to take after a critical incident:

1. Acknowledge to employees that the critical incident has occurred. By providing accurate information to your employees, you can help prevent rumors from spreading. Provide a
consistent message to all groups. Address any rumors that may be circulating, or concerns employees may voice.

2. Consider any legal implications before responding to the media or communicating to employees. Instruct employees, particularly those who have routine contact with the public; what to do if approached by the media. Take precautions to insulate directly affected employees and their family from the media.

3. Traumatized employees need structure, peer support, facts and instructions on what to expect next. This is particularly crucial if the employee has inadequate support at home. If an employee indicates there is not adequate support at home, suggest other resources such as EAP.

Identify the employees most affected by the traumatic event and offer them a quiet place, but do not force them to be isolated if they would prefer to stay with their co-workers.

**Critical Incident Response Team**

The Critical Incident Response Team (CIRT) is comprised of members from the administration and select department heads. The CIRT will be assembled to address the time immediately following a critical incident to aid employees in dealing with a critical incident. A system of communication (i.e. Phone, text) will be established to ensure real time notification of when a critical event occurs.

The Critical Incident Response Team (CIRT) consists of:

- College President - Directs all activities of Critical Incident Response Team
- Director, College Relations & Marketing - should be one of the earliest members notified of a critical incident and be included in all briefings. During the critical incident, they are responsible for managing and liaising with the media and providing information to the media. During an emergency or critical incident, all media communication shall be directed to this member.
- Director, Safety and Security – Directs all matters regarding safety and security.
- Executive Director, Human Resources - shall be empowered to access staff records that maybe required in the management of a critical incident and shall liaise closely with other relevant members of the CIRT to identify staff who may be exhibiting behavior that places them or others at risk of a potential critical incident.
- Various department heads as needed depending on incident and scope of event as determined by CIRT.
Role of Human Resources

One of the most important roles the human resources department plays during a crisis incident is ensuring a continuous line of communication to both internal and external stakeholders of the organization. Human resources will set up crisis hotline numbers for employees that communicate important information and allow employees to report their status.

The Office of Human Resources will establish a credible, controlled source outside of the organization to notify families and keep them up-to-date. Human Resources’ main concern in the aftermath of a crisis is to provide psychological first aid to employees.

Other areas of support that provided by the Office of Human Resources are:
- Essential Personnel.
- Alternative work schedules.
- Alternative worksites and telecommuting arrangements.
- Employee Compensation.
- Employee Benefits (to include contacting family in the case of employee death):
  - Leave policies.
  - Insurance benefits.
  - FMLA.
  - Life Insurance and AD&D.
  - Retirement benefits.
- Training for managers and supervisors on critical incident management.

Sharing of Resources Available

The Office of Human Resources will notify the Palm Beach State College community regarding available resources following a critical incident by various methods. The method of communication will be determined by the severity and scope of the event, as determined by the CIRT and may include:

- Rave Alert system - [https://www.palmbeachstate.edu/alert/](https://www.palmbeachstate.edu/alert/) which include:
  - Text messages on mobile devices.
  - Audio messages on cell phones and/or home phones.
  - Emails.
- Mass email from the President’s Office
- Individual campus and department call lists
- Notification on webpage
- College Hotline
- Use of Local Media

After the Critical Incident Response team has completed the initial communication of resources and support, coordination of efforts must continue to support affected employees’ personal journeys to wellness. Through supportive coworkers; prepared managers; open and
strong leadership; accommodating policies; and readily-available resources, practical coping strategies and action-focused counselling via an EAP, employees’ recovery after a critical incident can be successful, and organizational health can be fully restored.
AETNA RESOURCES FOR LIVING

The Aetna Resources for living ORMC stands for Organizational Risk Management Center. This is a department that consists of EAP Management Consultants that the College would contact to handle any Critical Incident Onsite requests and/or if there is a need to simply consult with them on the crisis and need assistance on how best to handle the situation. For this type of request, there is a direct number with 24/7 support (number is not for employees).

Upon contacting our Management Consultant, employers are connected to a professional with critical incident response experience. He or she asks questions to evaluate what has happened, what is needed immediately and how to respond over the days that follow. One option is on-site assistance for employees and managers.

Depending on the type and intensity of the event, the critical incident responder or response team may appear on site within a few hours (typically 3-4). More commonly, the best outcomes are to allow a short wait, wait of 24 to 72 hours. Workers may be in shock in the same day aftermath of a critical event and may not benefit from interacting with a professional responder right away. Responders are licensed providers and trained in critical response. However, we will work with the client per their request.

The responders may conduct sessions with employees — sometimes jointly with managers — to review common reactions (emotional and physical responses felt by others who experienced similar events) and discuss coping strategies. Attendance is encouraged but not mandatory. The goal is to help employees realize that their reactions are understandable, reasonable, and likely temporary.

A responder may meet with a group of workers, on a voluntary basis, to provide an opportunity for them to share their feelings. The responder may also meet one-on-one with individuals who prefer anonymity or are uncomfortable in-group settings.

Responders remind employees of the various services provided by EAP, including the availability of referrals for individual counseling sessions. They encourage leadership to continue to communicate the availability EAP telephonic or face-to-face counseling afterward, too.

Crisis response services can prevent personal trauma, reduce disability claims and quickly return an organization to a normal level of functioning. Resources for Living offers a full continuum of crisis response services and select appropriate supportive interventions based on a variety of factors including type and severity of incident and number of affected individuals. Interventions include:

- Telephonic support.
- Crisis management briefings.
- Onsite small group briefings.
- Onsite 1:1.
- Onsite follow-up.
- Crisis recovery handouts.
• Web based resources.
• Referrals.

Unlimited telephonic management consultation — during the initial call, consultants provide caring and focused attention on the needs of the manager or Human Resources representative. We can help relieve their anxiety and provide coaching, solutions and communication pieces for the crisis.

CISM services — Critical Incident Stress Management (CISM) includes onsite services provided for unexpected events such as natural disasters, workplace accidents, and an employee death in the workplace or violence in the workplace. If needed, a certified credential provider will come onsite to do immediate “psychological first aid” with groups of employees.

Grief groups — Grief groups are provided onsite and facilitated by a specialty provider. This can help employees deal with situations such as the loss of a co-worker or family member, employee suicide or homicide and other traumatic events.

Onsite counseling services — for situations when an onsite counselor is needed or requested, a counselor can be scheduled to be onsite in a confidential location.

Most requests include a small group briefing which can be followed by one on one support/counseling.

To schedule an onsite provider, when speaking with the management consultant, the management consultant will coordinate and arrange to the confidential location of your choice. The management consultant will also provide electronic handouts that may relate to the specific crisis and/or can be requested from your EAP Account Manager. If an employee is unable to attend the onsite request, the call center will be alerted of potential incoming calls from your group so that they are aware that employees may be calling needing telephonic in the moment support and referrals to a provider.

The Office of Human Resources will provide private locations for meetings at the location most accessible to the affected employee. This may include off-campus locations.
211 Helpline

The 211 Helpline is another resource available to assist with crisis intervention, information, assessment and referral to available community resources and services. Calls to 211 are free, confidential and available 24/7 with multilingual capabilities. People of all ages can call for themselves or for others. 211 Helpline serves Palm Beach, Martin, St. Lucie, Indian River and Okeechobee counties. Also available online at www.211palmbeach.org.

Types of Services Provided By 211 Helpline:
- Information & Referral.
- Telephone Counseling, Assessment.
- Suicide Prevention, Crisis Intervention.
- Advocacy Programs.
- Community Resource Database.
- Someone to Listen!

Ways to Reach the 211 Helpline:
- Dial 211 or (561) 383-1112 (24/7)
- Text your questions/concerns & zip code to 898211 (24/7)
- Chat Online (10 am - 8 pm)
- Email your questions/concerns to help@211pbtc.org.
- Out of area can dial (561) 383-1112 or (866) 882-2991
For more information about the resources available following a critical incident, or about any of the resources outlined in this manual, contact the Office of Human Resources.