**PASCO-HERNANDO STATE COLLEGE**

PHSC
Pasco-Hernando State College

# *Emergency Procedures Manual*

## *2017 - 2018*

**Preface**

The purpose of the Pasco-Hernando State College's Emergency Procedures Manual is to provide the College's employees with information that will assist with information and instructions for effectively dealing with a variety of emergencies that may threaten the College.  Implementation of this Emergency Procedures Manual will be in compliance with the Florida Occupational Safety Act (FLOSHA) and the Florida Department of Labor and Employment, Division of Safety, Rule 381-74, and the National Incident Management System (NIMS).

The Emergency Procedures Manual consists of ten chapters and an appendix. These ten chapters deal with a variety of issues that may impact employees and/or students in some way under certain circumstances.  The Emergency Procedures Manual is developed and reviewed by the College Safety and Security Committee. The structure of this committee, the roll for campus facilities  committees, responsibilities of staff, and general emergency preparedness  procedures are discussed in Chapter 1.  Chapters 2 –10contain detailed information  about specific areas of crisis management, campus security and threat response.
The Appendix contains supporting documents.

The College Safety Officer provides a list of employees, by name, that need to complete or provide verification that they have completed specified safety training programs.  The College Safety Officer also maintains a record of employee training that has been completed.

Questions about this manual should be directed to the Director of College Safety and Security at 727-816-3475 or mccaind@phsc.edu.

Safety related policy issues should be directed to the Chair of the College Safety and Security Committee at 727-816-3475 or mccaind@phsc.edu.

The Emergency Procedures Manual is regularly reviewed and updated as needed. Portions of the Manual may be modified as a result of this review process.  If you are reading a printed copy of the Manual, you should check the College intranet for the most current edition available.



Updates:
August 2008: Chapter 9 added. December 2008: Chapter 7 added; updates in Chapters 2, 3, 4 and appendix. August 2009: Chapter 10 added; updates to Chapters 2, 9 and appendix. August 2010: Chapter 1 updates. October 2014 general update; November, 2015 general update; April 2017, general update.

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Related Documents published separately:
COOP Plan

Emergency Communications Plan
Information Technology Disaster Recovery Plan
Safety Manual

# EMERGENCY PROCEDURES MANUAL
## Chapter 1
## General Emergency and Security Provisions

**Responsibility for Safety**

All College employees are responsible for practicing safe work habits and for adhering to established procedures that foster a safe, secure working environment. Program involvement by employees at all levels is critical for the College's goal of providing its employees with safe and healthy work place. Responsibility for safety and security at the College can be delineated in the following manner:

1. **General.** Safety rules and practices are not meant as a substitute for common sense. Safety rules cannot be devised to cover every situation an employee may face on the job. Safety is an important aspect of an employee's job. An employee must possess the understanding and knowledge needed to prevent accidents. Safety is more than guidelines and procedures; it is a way of life. A comprehensive safety plan requires the commitment of all College employees. Each employee must learn about safety risks, be alert to problems, react appropriately and know the proper channels to follow to address safety and security deficiencies. The College is committed to promoting a safe, secure working environment, not simply because it is the law, but also because it makes good sense. Working safely and obeying safety rules protects the employee and fellow workers from injuries, illness and death. **All of the college's employees are responsible for safety**.

2. **Administration.** The College's administration is responsible for the prevention of work related injuries, illnesses and death because it is held accountable for all issues under its span of control. The College's administration supports a safe and healthy working environment by:

a. providing safety training for employees;
b. disseminating emergency / safety manuals and materials to employees;
c. promoting the active participation and recommendations of a College-wide Safety and Security Committee and Campus Facilities Safety Committees;
d. appointing the Director of College Safety and Security as the College Safety Officer.
e. appointing the Safety and Risk Management Specialist as the College's Safety Training Officer and
f. reviewing and updating periodically safety rules, procedures, manuals and materials.

3. **Supervisors.** Supervisors are responsible for properly supervising and training their staffs. Proper training includes providing information about safe work practices and procedures and proper selection and use of personal protective equipment (PPE). Supervisors must enforce College rules and internal management memoranda and initiate immediate corrective action to eliminate hazardous work conditions or practices. Supervisors will not permit safety to be sacrificed for any reason. Supervisors will consistently implement and enforce all job safety rules and practices outlined in this manual and any other applicable safety related manual promulgated by the College. All supervisors are responsible for conducting adequate briefings of employees prior to their beginning work as well as inspection of tools, equipment, and the work area. Supervisors will observe work in progress to the best of their ability to foresee hazards or hazardous operations. Supervisors will be familiar with the location of first aid kits. Supervisors will conduct a job hazard assessment to determine if personal protective equipment is needed for a particular job.

4. **Faculty.** Faculty members teaching in science laboratories will be familiar with safety requirements and practices issued by the College's administration. Science laboratory faculty will require students to read and sign a Student Agreement for Science Laboratory Courses (IIN-52) Physical education faculty will require students to read and sign a Student Certification/Agreement for Physical Activity Courses except Perspectives of Health and Wellness (HSC1101) (SAA-1), Student Certification/Agreement for Perspectives of Health and Wellness Course (HSC1101) (SAA-6) and/or Student Certification/Agreement for Laboratory/Clinical Courses (IIN-17) form(s). Law Enforcement Faculty will require students to read and sign a Release and Hold Harmless Form. An annually inventory of all chemicals used will be conducted in each laboratory and an emergency plan of action will be posted for chemical spills and laboratory evacuation.

5. **Individual Responsibilities.** All employees are responsible for reviewing and following approved safety rules, practices and procedures published in this manual and in any other manual or training material promulgated by the

College. Employees must use only the appropriate and approved protection equipment or devices whenever the hazard justifies their use or when so instructed by a supervisor. Employees must report to their immediate supervisor any hazardous condition which might injure a person or damage property. Potential hazards must be identified to an employee so that precautionary measures can be taken. As an added safety precaution, staff who carry cellular phones are encouraged to program into their phone the name "**ICE**" or "**A-ICE**" and list the phone number of a special person to call in case of emergency. **ICE** stands for in-case-of-emergency and in some training programs, first responders are trained to look for such an entry in the cell phone of an injured person who is unable to speak. Placing the "A" in the front of ICE simply serves to make it show up at the top of a search or directory list.

6. **Good Housekeeping.** Good housekeeping is essential to safe operations. Good housekeeping and management will result in fewer accidents and reduces fire hazards. Oil and chemical spills will be cleaned up promptly to eliminate the dangers of slipping and fire hazards. All work areas must be kept free of tools, materials, draped hoses, extension cords, and other objects which create hazards. Cleaning the area where an employee works is part of the job. A job is not completed until the work area is cleaned.

**College Safety and Security Committee and Campus Facilities Safety Committees**

The College's Internal Management Memorandum #1-3 establishes the College Safety and Security Committee. The purpose of the committee is to function as an advisory body to develop and recommend to the College President matters of policy and procedure affecting the administration of the College loss prevention program. This Committee should meet quarterly, at a minimum, to plan and recommend policies and procedures affecting the development of an aggressive loss prevention program for all employees; to coordinate and establish goals, objectives, and regulations for this program to ensure directives are current and coincidental with current needs; to review statistical data, records, and reports of safety matters; to make follow-up investigations of accidents and safety inspections and when appropriate, file a report to the President's Administrative Leadership Team regarding recommendations concerning appropriate action; to guide College staff in general and specific loss prevention efforts; to assist and monitor a program of safety and health inspections; and to maintain and update, annually, the College Safety Manual.

The College Safety and Security Committee is comprised of the following members:

Director of College Safety and Security, Chair
Vice President of Academic Affairs and Faculty Development/College Provost
Vice President of Student Affairs and Enrollment Management

Vice President of Technology and Distance Education
Assistant Vice President of Policy/General Counsel
Provosts (East Campus, North Campus, Porter Campus, Spring Hill Campus)
Dean of Student Affairs and Enrollment Management
Associate Dean of Student Affairs, Engagement and Special Services
Executive Director of Human Resources
Executive Director of Marketing and Communications
Director of Plant Operations
Associate Director of Human Resources
Executive Director of Public Service Programs
Continuing Education Specialist
Information Center Coordinator
Science Laboratory Coordinator/Supervisor (1)
Faculty (1), Division of Arts and Sciences
Faculty (1), Division of Nursing and Heath Programs
Faculty (1), Division of Workforce Development
Career Confidential Employee (1)
Vice President of Administration and Finance, Ex Officio


The College's Internal Management Memorandum #1-3 establishes the Campus Facilities Safety Committees. These committees are responsible for conducting quarterly campus safety walk through inspections. The committee will file a written report through the Provost to the Chairman of the College Safety and Security Committee on the condition of each campus/center, with recommendations for correcting and safety or health concerns found to be dangerous or hazardous. These reports will be presented by the Director of College Safety and Security to the College Safety and Security Committee for appropriate action. These  committees are composed of the following members:

East Campus Facilities Safety Committee

Plant Manager, Chair
Provost
Director of College Safety and Security
Public Service Technology Representative
Coordinator of Student Activities
Coordinator of Disabilities Services
Plans Reviewer / Building Inspector
Science Lab Coordinator
Safety and Risk Management Specialist
Campus Maintenance Mechanic I
Director of Plant Operations
Faculty (1)
Student (1)
Library (1)
Career Confidential Employee (1)
Student Affairs (1)

North Campus Facilities Safety Committee

Plant Manager, Chair
Provost
Director of College Safety and Security
Assistant Plant Manager
Coordinator of Student Activities
Coordinator of Disabilities Services
HVAC/Energy Coordinator / Supervisor
Science Lab Coordinator
Safety and Risk Management Specialist
Campus Maintenance Mechanic I
Director of Plant Operations
Faculty (1)
Student (1)
Library (1)
Computer Lab Coordinator
Student Affairs (1)

Porter Campus at Wiregrass Ranch Facilities Safety Committee

Plant Manager, Chair
Provost
Director of College Safety and Security
Coordinator of Student Activities
Coordinator of Disabilities Services
Plans Reviewer / Building Inspector
Science Lab Coordinator / Supervisor
Safety and Risk Management Specialist
Assistant Plant Manager
Director of Plant Operations
Faculty (1)
Student (1)
Library (1)
Career Confidential Employee (1)
Student Affairs (1)

Spring Hill Campus Facilities Safety Committee

Plant Manager, Chair
Provost
Director of College Safety and Security
Coordinator of Student Activities
Coordinator of Disabilities Services
Plans Reviewer / Building Inspector
Science Lab Coordinator / Supervisor

Safety and Risk Management Specialist
Campus Trades Worker
Director of Plant Operations
Faculty (1)
Student (1)
Library (1)
Career Confidential Employee (1)
Student Affairs (1)


<u>West Campus Facilities Safety Committee</u>

Facilities Coordinator, Chair
Vice President of Academic Affairs and Faculty Development / College Provost
Director of College Safety and Security
Director of Student Activities
Associate Dean of Student Affairs, Engagement and Special Services
Director of Plant Operations
Production Engineer
Plans Reviewer / Building Inspector
Science Lab Coordinator/Supervisor
Safety and Risk Management Specialist
Campus Maintenance Mechanic I
Campus Maintenance Trades Worker
Faculty (2)
Student (1)
Library (1)
Career Confidential Employee (1)
Student Affairs (1)
Athletics (1)


**Emergency Preparedness Training**

Upon employment, employees are subject to workplace emergency and security policies at the College. Each employee is informed about the College's Emergency Procedures Manual and other college policies as part of new employee orientation. Supervisors are responsible for ensuring that employees they supervise understand workplace safety and health rules, policies, and job specific procedures. All employees will be instructed by their supervisor that compliance with the safety rules described in the College's Emergency Procedures Manual is important and that safety guidelines should followed at all times.

**Job Specific Training**

Safety will be discussed with new employees by their supervisor as part of their orientation to the job. Employee and supervisor will work together as needed

throughout an employee's tenure at the college to maintain safe work practices. The following procedures will be used to assure safe work practices are followed:

1. For new employees or employee assigned to new tasks, supervisors will review the tasks to be performed, provide training as needed, and review safe work practices.
2. Supervisors will observe employees performing their work. If necessary, the supervisor will provide a demonstration using safe practices or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
3. All employees will receive instruction in the safe use and operation of new or seldom used equipment prior to use of the equipment.
4. Supervisors will review safe work practices with employees before permitting the performance of new, non-routine or specialized procedures.

**Periodic Training and Retraining of Employees**

Periodic training and refresher training on new or revised safety procedures will be scheduled as often as needed. Dates and locations will be communicated to administrators, supervisors and employees via various written media such as e-mail, bulletins and memoranda. Employees are responsible for attending training that specifically applies to their job and are encouraged to attend all ongoing safety training. Periodic training sessions may include, but are not limited to, the following items:

1. A progressive review and discussion of a section of the College's Safety Manual or specific safety rules.
2. A discussion of on-the-job accidents including possible ways of preventing them.
3. A review of procedures from specific sections of the Safety Manual such as the Chemical Hygiene Plan, Respiratory Protection Plan, Bloodborne Pathogens Exposure Control Plan, Lockout/Tagout Plan and/or Emergency Procedures plan.
4. A review of changes and updates of the College's Safety Manual.
5. A list of training topics and a training schedule is included as an appendix to this manual.

Supervisors in departments that have a high propensity for accidents will be required to conduct periodic safety meetings. Individuals will be retrained after the occurrence of a work related injury caused by an unsafe act or work practice or any time a supervisor observes or is informed about an employee who displays unsafe acts, work practices, or behaviors.

The College's Safety Training Officer (Safety and Risk Management) will assist with the coordination and /or training of the College's employees regarding job related safety and health issues.

## Mandated Training

Federal and State laws and rules require that the College provide safety training for certain job classifications. Employees in job classifications that have mandatory safety training requirements are required to attend scheduled training. The College Safety and Security Committee will be responsible for identifying the job classifications of employees who must attend mandatory training. The College's Safety Training Officer (Safety and Risk Management Specialist) will schedule, coordinate, record attendance, and assure that required training is conducted.

It is the intent of the College to provide training to affected employees as follows:
- Crisis Management System at PHSC.
- Campus Security.
- COOP Plan.
- Crisis Communication Plan.
- Information Technology Disaster Recovery Plan.

## First Aid Procedures

There are no first aid or medical clinics located at any of the College's campuses or centers because all College sites are located within ready access of emergency medical and advanced life support services. Employees must report all job related injuries to their supervisors. Supervisors are responsible for ensuring that all staff under their supervision understand and follow the first aid and emergency medical treatment procedures. It is always advisable to contact the College's Director of Human Resources for medical referral information for the treatment of an injured or sick employee.

1. **Emergency Medical Treatment.** Supervisors are responsible for ensuring that emergency telephone numbers are posted in appropriate locations at the college. Emergency medical services will be obtained through the countywide emergency medical services system by calling 911. If an employee sustains a severe injury or develops a condition that requires immediate medical attention, the following actions must be taken immediately:
   a. Call for help or seek assistance from a co-worker or administrator. The employee's immediate supervisor should be notified as soon as feasible.
   b. Call the countywide 911 emergency phone number from any College telephone by dialing 911.
   c. Provide the 911 emergency operator with the following information:
      * Type of emergency
      * Campus/center location
      * Building name

&ast; Room number or location of emergency
&ast; The caller's name and title
&ast; The telephone number from where the call is originating

  d. Do not hang up. The 911 emergency operator may need additional information.

  e. Inform the Provost about the emergency as soon as possible. The Provost/Center Director will contact the President, Director of College Safety and Security and Director of Human Resources.

  f. Following the emergency, submit copies of the College's Accident-Incident Report to the immediate supervisor, Campus Provost, Assistant Director of Human Resources, and the Director of College Safety and Security .

2. **Minor First Aid Treatment.** Employees who sustain an injury or are involved in an accident requiring minor first aid treatment will:
  a. Inform their supervisor of the injury.
  b. Access a first aid kit that is located in the Provost's office of each campus/center.  The access to a first aid kit may not be substitute for medical attention.
  c. Self administer first aid treatment for minor injuries appropriate under the circumstances.
  d. Provide the supervisor with details of the injury for completion of the College's Accident-Incident Report and submit it to Human Resources.

3. **Non-Emergency Medical Treatment.**  All non-emergency work related injuries requiring professional medical assistance must be reported to the employee's supervisor.  If an employee sustains an injury requiring medical assistance of a non-emergency or first aid nature, the employee must:
  a. Notify his/her supervisor of the need for medical attention.
  b. Contact or have their supervisor contact the College's Director of Human Resources.
  c. Provide the supervisor with details of the need for non-emergency medical treatment for completion of the College's Accident-Incident Report and submit it to Human Resources.

4. **First Aid Guide.**  The following information is provided only as a general guide for employees.  This information is not intended to serve as first aid training for employees.  The College does not have designated first aid providers nor does it require employees to provide first aid or emergency treatment to coworkers or students.  All first aid rendered by College employees is done so on a "Good Samaritan" basis.  A copy of Florida's Good Samaritan law is included as an appendix to this manual.

a. Wounds
   * Minor cuts, lacerations, or punctures require that the wound be washed with soap and water and rinsed well. Cover the wound using a clean dressing or bandage.
   * Major lacerations with serious bleeding will require direct pressure on the wound with a clean bandage or cloth to stop the bleeding. Direct pressure must be applied to the wound until medical help arrives.
b. Broken bones
   * Do not move the victim unless his/her life is in immediate danger.
c. Burns
   * Thermal (heat) burns require that the burned area be rinsed with cold water (not ice water) and immersed in cold water. Gently blot dry and cover the burned area with sterile gauze or a clean cloth.
   * Chemical burns necessitate use of an emergency shower, eye wash station, or water faucet to flush the burned area with cool water for at least 15 to 20 minutes.
d. Eye injury
   * Do not rub the eye if a small particle enters it. Use the corner of a soft, clean cloth to draw particles out or hold eyelids open and flush the eye(s) continuously with cool water.
   * If large particles penetrate or adhere to the eye, do not attempt to remove them. Cover both eyes with a bandage.
   * If chemicals come into contact with the eyes immediately irrigate the eyes and under the eyelids with water at an emergency eye wash station or water faucet for at least 15 to 20 minutes.
e. Neck and spine injury
   * If the victim appears to have sustained a neck or spinal injury or is unable to move their arm(s) or leg(s), do not attempt to move the victim or allow the victim to move unless his/her life is in immediate danger.
f. Heat exhaustion
   * Loosen tight clothing, offer the victim sips of cool water, and have the victim lie down in a cooler place and elevate his/her feet.

## Personal Protective Equipment

College employees are required to wear personal protective equipment when exposed to hazards such as, but not limited to, falling; handling and using chemicals and caustic materials; handling of rough or uneven materials; exposure to dust, gases or vapors of a toxic or irritating nature; insufficient

oxygen; moving machinery; high noise levels; exposure to injurious rays; and handling bio-hazardous waste.

Personal protective equipment (PPE) will be provided by the College. It is the supervisor's responsibility to ensure that any employee who requires equipment or is frequently exposed to such hazards will be issued the proper protective equipment. The following types of personal protection equipment (PPE) are required for use as follows:

1. <u>Head protection</u>. Approved head protection equipment will be worn by all employees when they are performing or observing work where the head is exposed to injury from moving, falling, flying objects, or other types of head injury hazards or when directed by a supervisor. All College employees and visitors will be required to wear approved protective headgear when visiting a construction area or when in an area where employees are performing work where approved protective headgear is required.

2. <u>Foot protection</u>. Foot guard protection will be required when foot injury hazards are present. The use of personal protective shoes is recommended so that employees will have the benefit of full-time foot protection while on the job. Protective shoes provide good protection against rolling or falling objects, moving machinery, and the accidental kicking of hard or sharp objects. It is highly recommended that the employee wear safety shoes in any area where the potential for foot injury exists.

3. <u>Eye, Face and Respiratory Protection.</u> Approved protection will be worn by all employees during construction, maintenance operations, inspection or observing where there is danger of exposing the eyes, face, and respiratory system to flying particles, acids, caustics, harmful electric arcs, light rays or other types of eye, face and respiratory hazards.
   a. Eye and face protection will be worn, respiratory protection, should be worn when necessary, such as when handling strong acids, caustics or other irritating or harmful dusts, liquids or gases. Special hooded ports on the goggles are required to protect the eyes when handling strong chemicals. Approved goggles will protect the eyes, but face shields, masks or respiratory equipment may be required to protect the face from chemical splashes.
   b. Eye protection will be worn when scaling rust, soldering, and using compressed air. Face shields are preferred for jobs with flying particles or splatter but with little dust. Protective glasses are approved if exposure is slight and infrequent in occurrence.
   c. Approved filter masks, respirators or helmets supplied with air will be worn for respiratory protection, in addition to the dust proof eye protection for sandblasting work. In well ventilated rooms or open areas, respirator filtering with dust proof goggles is approved

protection. In poorly ventilated areas or where contaminants are unusually heavy, air supplied sandblast helmets are required.

d. Welding on brass, bronze, or galvanized iron will be done only in well ventilated places or approved respirators must be worn. A welder's helmet with proper filter lenses and with safety glasses or goggles underneath will be worn for electric welding work. Protective glasses or goggles are required underneath the helmet unless incorporated in the helmet, to protect the eyes from injurious rays, from adjacent work and from flying objects when the helmet is raised. The lenses of the protective glasses or goggles may be clear or unfiltered, depending upon the amount of exposure to adjacent welding operations. If filtered glass is used, the sum of the shade numbers of the helmet and the spectacles or goggles should add up to the recommended filter shade number.

e. Work gloves will be provided for certain work assignments and must be worn whenever the potential for hand injuries exist.

f. Clothing made from synthetic materials must not be worn where an explosive or flammable atmosphere may exist. Loose clothing must not be worn near moving machinery.

## Accident/Incident Investigation Procedures

An accident/incident investigation will be performed by the supervisor at the location where the accident/incident occurred. The College's Assistant Director of Human Resources is responsible for reviewing the reports for completeness and ensuring that recommendations are being addressed with regard to accidents. Security incidents will be investigated following the guidelines listed below.  The Director of College Safety and Security is primarily responsible for reviewing the  reports for completeness and ensuring that recommendations are being  addressed with regard to campus security.

Supervisors will investigate all accidents, incidents, injuries, and occupational diseases using the following procedures:
1. Review the Accident/Incident Report related to the investigation.
2. Implement temporary control measures to prevent any further injuries to employees.
3. Review the equipment, operations and processes to gain an understanding of the accident/incident.
4. Identify and interview each witness and any other person who might provide information concerning the cause of the accident/incident.
5. Investigate causal conditions and unsafe acts and make conclusions based on existing facts.
6. Provide recommendations for corrective actions.
7. Indicate the need for additional or remedial safety training.

8.  Submit copies of the Accident-Incident Report to the immediate supervisor, Campus Provost, Assistant Director of Human Resources, and the Director of College safety and Security.

## Recordkeeping Procedures

The College's accident and injury records are maintained as follows:

1.  The College's Director of Human Resources will maintain:
    a.  Worker's Compensation First Report of Injury or illness (DWC-1)
    b.  Accident-Incident Report for Workers' Compensation related injuries
    c.  Florida Department of Labor and Employment Security Log and Summary of Occupational Injuries, Diseases and Illnesses (SAF 200)
2.  The College's Assistant Director of Human Resources will maintain:
    a.  Accident-Incident Report for property, casualty, and liability related accidents and incidents
    b.  Occupational Injury Investigation Report
3.  The Director of College Safety and Security will maintain records of all security and safety incidents reports and investigated.

## Procedure for Facilitating Safety/Health Audits

Periodic audits are conducted on the various campuses by representatives from several agencies/institutions.  Some of the typical agencies that may be expected to conducted audits include: the state Health Department, the Fire Marshall, the insurance Consortium, and the federal EPA.  While many of these audits are scheduled ahead of time, audits may occur with little or no prior notice.  To avoid confusion and to assure that the most helpful and knowledgeable individuals are available to assist and/or answer questions for auditors the following procedure should be followed.

1. When a college staff member is contacted by an auditor, the staff member should notify her/his supervisor immediately.   Additionally, the following individuals should also be notified:   Director of College Safety and Security (College Safety Officer),  the campus Provost, the campus Facilities or Plant Manager, the Vice President for Administration and Finance, and the appropriate Dean or Associate Dean for academic areas.

2.  When possible, the College Safety Officer and campus Facilities/Plant Manager will accompany the auditor.  Additionally, staff from the most closely affiliated functional area of the college should accompany the auditor as well.  This will assure that the auditor has appropriate access to facilities and information during the audit.

3. Prior to the actual audit, the auditor should be required to present her/his credentials that indicate that she/he is, in fact, appropriately authorized to conduct the particular audit being requested.

4. The auditor will provide a written summary or report of her/his findings.  Copies of this document should be maintained by the officer/department being audited and the original forwarded the Director of College Safety and Security who maintains the official record. Copies of the  audit report should also be provided to same individuals identified in step 1 of these  procedures.

5. In non-emergency situations, remedial actions taken in response to audits should only be initiated after receiving the written audit finding and after proper authorization through the normal chain of command for the impacted area.

6. In emergency situations, appropriate action needs to be taken as per the direction of the auditor, but authorization via the appropriate chain of command is advisable when time permits.

7. If emergency action is required prior to receipt of a written finding or prior to authorization through the normal chain of command, the staff member should prepare an after-action written report explaining the nature of the emergency and the actions taken.  This report will be in addition to the normal Accident/Incident Report that is required to be completed for safety-threatening incidents that occur at the College.

**General Public Health Considerations**

The College fully cooperates with local public health authorities including the Hernando and Pasco Counties Health Departments.   Good health practices are encouraged by Pasco-Hernando State College.  The College periodically provides health information to employees via a variety of means and encourages healthy living.  Students are encouraged to practice healthy habits as part of several instructional programs, sports, and student activities.  In addition to the first aid information printed earlier in this chapter and the information presented in the Emergency Procedures Manual (e.g. see Chapter 10. Pandemic Influenza Plan).

1.  The College recognizes the MRSA is also a potential hazard to student, faculty and staff who may use fitness facilities at the College.  MRSA, or methicillin-resistant *Staphylococcus aureus*, is a skin infection spread by contact with infected individuals or surfaces recently touched by an infected person. Students and staff are encouraged to facilitate safe practices with regard to personal hygiene habits to minimize one's likelihood of contracting MRSA. Examples of educational materials available from the Centers for Disease Control (CDC) suitable for distribution or posting in gyms or locker rooms are found in Appendix E at the end of Safety Manual.

## Purpose

The purpose of PHSC's Crisis Management System is to provide for coordinated, predictable, and effective management of major incidents or crises that may impact the College. The College's system is National Incident Management System (NIMS) compliant and functions, when activated, to coordinate responses for all College facilities and locations.

## Federal, State, Local Incident Management Systems

Multiple federal agencies have some role in management of major incidents or disasters, but the overall coordination for a national response is coordinated by the Federal Emergency Management Agency (FEMA) which is a component of the Department of Homeland Security. Large scale incidents are managed via a national incident management system (NIMS) which provides a framework of common terminology and organizational structure that greatly facilitates effective coordination among multiple agencies that may be involved in a response. In the months following the terrorists' attacks on September 11, 2001, all coordination for all federal disaster or major incident response was consolidated within the newly created Department of Homeland Security. The National Incident Management System (NIMS) and associated training programs were created to assure that responders to incidents, at all levels, knew what to expect and used the same terminology. A quote from FEMA's webpage describes the expectations for higher education within the overall NIMS framework.

NIMS Compliance for colleges, from the FEMA website at:
www.fema.gov/emergency/nims/faq/compliance

**"Q: Are public universities, colleges and community colleges required to comply with the NIMS requirements? What about colleges that don't have a police agency but may provide shelters through their local county emergency management office?**

**A:** Colleges and universities are not first response organizations; however they are important components of the communities in which they are located. The National Integration Center (NIC) Incident Management Systems Division highly recommends NIMS compliance at the community level, including NIMS and ICS training, exercises and evaluation. All educational institutions should be involved in a community's emergency planning process. And those persons with emergency responsibilities at the  university should work with the community's emergency response community and be  knowledgeable about NIMS and ICS. However, universities that do receive federal preparedness grants and do have law enforcement/police components, those police personnel that would play a direct role in an emergency response with other emergency  services organizations must have IS-700 NIMS, An Introduction; IS-800 NRP, An  Introduction; as well as ICS-100 and ICS-200 training. Both these courses are available  at no cost online at [www.training.fema.gov/EMIWeb/IS/crslist.asp](www.training.fema.gov/EMIWeb/IS/crslist.asp)."

Incident management during times of major threat or natural disaster is generally conducted in an Emergency Operations Center (EOC). At the level of local government, the county government is typically responsible for coordinating, staffing, and maintaining the county EOC which is the agency in charge of all local disaster or  major incident response. When higher levels of response are involved, state, regional or national EOCs are also brought into play and will coordinate activities with the local county EOC. PHSC coordinates with both the Hernando County and the Pasco County EOCs and their offices of emergency management. EOCs are only brought into operation during times of crisis or for planning purposes, and the offices of emergency management maintain planning capability and perform mitigation activities during periods of non-emergency operations.

## Crisis Management Team

The Crisis Management Team consists of the College's principal leaders plus additional individuals with a significant role in determining when and how the institution may respond to any given threat. The Crisis Management Team, or portions thereof, are called into action by the President as needed and may transition into the full Incident Command structure of the College as appropriate to a specific crisis. Members of the Crisis Management Team are shown below.

President
Vice President of Instruction/Provost West Campus
Vice President of Administration and Finance
Vice President for Student Development and Enrollment Management
Vice President of Technology and Distance Education
Provost, East Campus
Provost, North Campus

Provost, Porter Campus at Wiregrass Ranch

Provost, Spring Hill Campus

General Council/Executive Director of Governmental Affairs

Assistant Vice President, Institutional Advancement / Executive Director of the PHSC Foundation

Executive Director of Marketing and Communications

Director of College Safety and Security

Director of Plant Operations

Information Center Coordinator

In addition to serving at the time of crisis, the Crisis Management Team also serves as a districtwide coordinating and planning body for sensitive campus security issues and procedures. Any issues that would require changes in College policy and/or published procedures related to campus security or emergency management would normally be passed along to the College Safety and Security Committee

## PHSC Incident Command System

The chart printed below shows the basic structure of PHSC's Incident Command System (PHSC ICS).

```
                    ┌──────────────────────┐
                    │  Incident Commander  │
                    └──────────┬───────────┘
                               │         ┌────────────────┐
                               ├─────────│ Communications │
                               │         └────────────────┘
     ┌──────────┬──────────────┼──────────────┬──────────────┐
┌─────────┐ ┌──────────┐  ┌──────────┐   ┌──────────┐
│Operations│ │ Planning │  │ Logistics│   │ Finance  │
└────┬─────┘ └──────────┘  └────┬─────┘   └──────────┘
     │                          │
┌────────────────┐      ┌─────────────────┐
│ Facilities Staff│     │ Purchasing Staff │
└────┬───────────┘      └─────────────────┘
     │
┌─────────────────┐
│  Information     │
│ Technologies Staff│
└────┬────────────┘
     │
┌─────────────────┐
│    Student       │
│ Development Staff │
└────┬────────────┘
     │
┌─────────────────┐
│ Instructional Staff│
└─────────────────┘
```
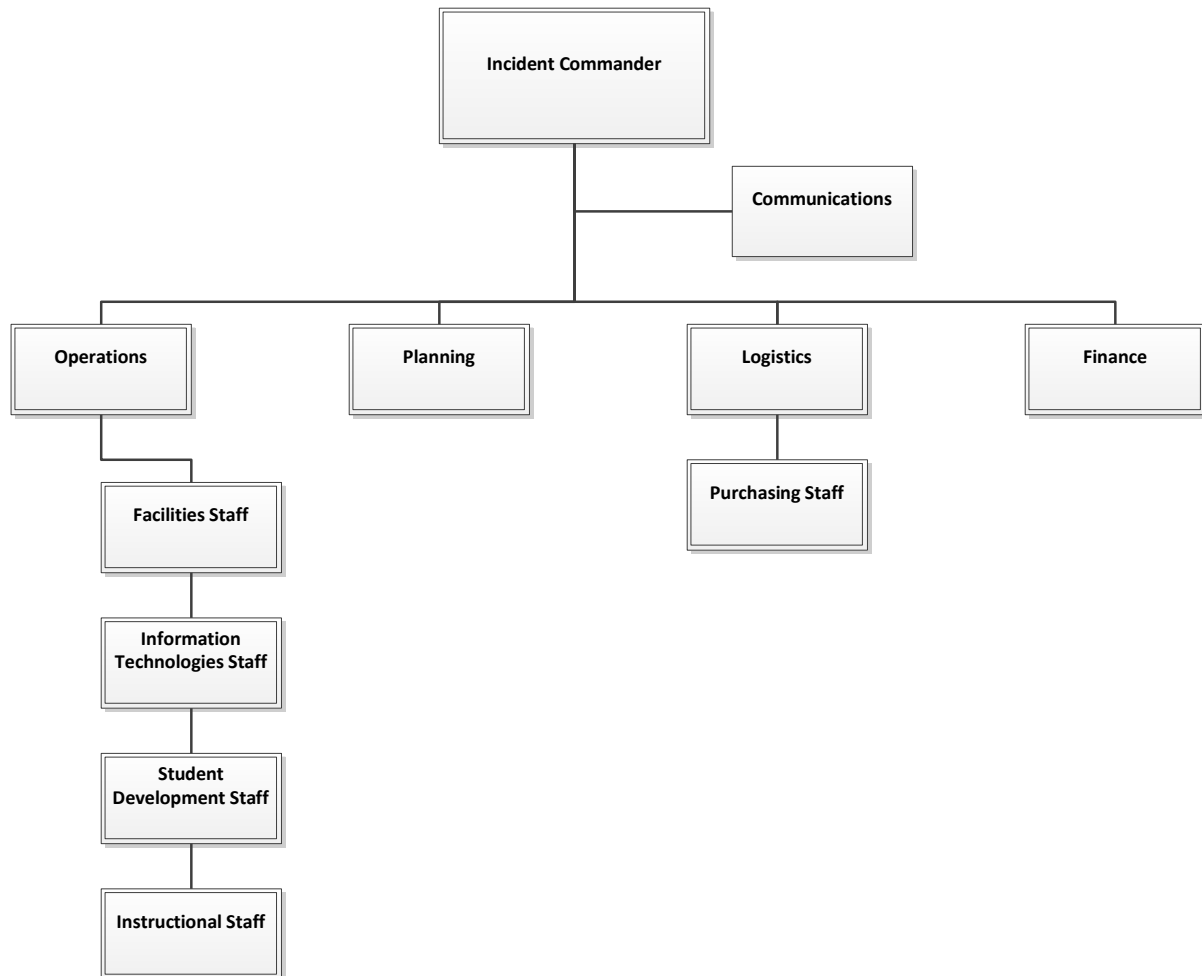
Each of the functions and those staff members assigned to each function are discussed below.

## Incident Commander

The Incident Commander is the individual in charged with overall management of the incident. At PHSC Vice Presidents and Provosts may be designated as Incident Commanders. The President will designate which individual will serve as the commander for any given incident. During an incident it is critical that the President remain available to address all leadership needs of the College that must continue during an incident. Normally, the Incident Commander will communicate regularly with the President as well as subordinate leaders within the ICS structure.

**Communications**
The communications function in the ICS system refers to public communication and announcements. The communications chief is responsible for drafting messages for distribution both internally at the College and external to the general public, and will work directly with the Information Center. The communications chief must work closely with the Incident Commander and functional chiefs to assure the current information is available as needed. The communications chief is the individual responsible for communicating directly with media of all modalities. At PHSC the following individuals may be designated to serve in this role during an incident: General Council, Assistant Vice President of Institutional Advancement/Executive Director of the PHSC Foundation, Executive Director of Marketing & Communications, Information Center Coordinator.

**Operations**
The operations section is responsible for implementing actions and responses as required during the incident. At PHSC any Vice President or Provost not assigned the role of Incident Commander may be designated as the Operations Chief. Deans may also be designated as Operations Chiefs. The individual assigned to serve in this capacity for any given incident will be designed by the Incident Commander. Depending on the nature of the incident, operations may focus on facilities, technologies, student development and/or instructional concerns. It is quite likely that all four areas will be involved and must function together in a well-coordinated operation. The leaders for the functional groups are listed below:

Facilities – Director of Facilities, Director of Plant Operations, Facilities Coordinator, Project Manager, Plant Manager,

Technologies – Dean of Institutional Technology, Telecommunications Coordinator, Director of Network Services, Executive Director of Management Information Services

Student Development – Dean of Student Development and Enrollment Management, Assistant Dean of Student Development

Instruction – Academic Deans, Campus Associate Deans

The College Safety Officer should be available to assist as needed and should complete the same minimal NIMS trainings

**Planning**
The planning unit gathers and receives information during an incident and provides updates on a timely basis to assist the commander in making appropriate decisions. This unit also maintains information on the current and forecasted situation and on the status of resources assigned to the incident. To achieve its assigned responsibilities, the planning unit must regularly receive status information from other functional units in

the incident command system. At PHSC any member of the President's Cabinet may be assigned to service as the planning chief during an incident.

**Logistics**
This functional unit is responsible for providing facilities, services, and material support for the incident. The logistics function must work in close coordination with the planning and finance units to assure that supplies and materials are available as needed to support the response operation. At PHSC the logistics chief would typically be the Projects Manager.

> Purchasing is listed as a subordinate unit to the logistics function and would be expected to facilitate services to be provided by vendors and acquisition of supplies and materials from vendors.

**Finance**
The finance function is responsible for making available sufficient funds to maintain and support the incident response. This function would typically be led by the Dean of Administration & Finance/Comptroller.

## Summary of ICS Functions and Staff Assignments

| Function | PHSC Potential Staff Assignments |
|---|---|
| Incident Commander | Vice Presidents, Provosts |
| Communications Chief | General Council, Assistant Vice President of Institutional Advancement/Executive Director PHSC Foundation, Executive Director Marketing & Communications, Information Center Coordinator |
| Operations Chief | Vice Presidents or Provosts not assigned as Incident Commander |
| Facilities Leader | Director of Facilities, Director of Plant Operations, Project Manager, Facilities Coordinator, Plant Manager |
| Information Technology Leader | Dean of Institutional Technologies, Telecommunications Coordinator, Director Network Services, Executive Director Management Information Services |
| Student Development Leader | Dean Student Development & Engagement Management, Assistant Dean of Student Development |
| Instructional Leader | Academic Dean, Campus Associate Deans |
| Planning Chief | Any President's Cabinet Member not already assigned another leadership role |

| Logistics Chief | Project Manager, Director of Plant Operations, Plant Manager |
|---|---|
| Purchasing | Purchasing Agent |
| Finance Chief | Dean Administration & Finance/Comptroller |

*Additional or alternative individuals may be assigned as needed for any particular event.*

## Training

The following NIMS courses are free via e-learning programs available from FEMA's Emergency Management Institute at: http://training.fema.gov/IS/NIMS.asp.

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

All staff members identified by title in the table above are required to complete IS-100. The following additional courses are also recommended, IS-200, IS-700, and IS-800. Upon completion of the required NIMS training, a copy of the certificate of completion should be forwarded to the Director of Human Resources and to the Director of College Safety and Security.  A new version of IS-100 has been developed that incorporates higher education  examples.  The designation for this version is IS-100.HE.  This course may be taken  instead of IS-100 if preferred; however, many of the examples refer to residential  campuses rather than commuter campuses like PHSC.

An annual review of the College's Incident Command System and NIMS principles shall be conducted.  In addition to the regular committee review process, the review of the ICS system should also include those individuals assigned specific roles in the ICS system.  The review process should include some type of exercise, either in house or jointly with local emergency response partners.

## Definitions

The following list of definitions and Acronyms was taken from NIMS training website at the following address: http://www.nimstraining.com/nims_3_04/glossary_of_key_terms.htm

"For the purposes of the NIMS, the following terms and definitions apply:

**Agency**: A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

**Agency Representative**: A person assigned by a primary, assisting, or cooperating Federal, State, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

**Area Command (Unified Area Command)**: An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multijurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.

**Assessment**: The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

**Assignments**: Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the IAP.

**Assistant**: Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders.

**Assisting Agency**: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See also Supporting Agency.

**Available Resources**: Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

**Branch**: The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

**Chain of Command**: A series of command, control, executive, or management positions in hierarchical order of authority.

**Check-In**: The process through which resources first report to an incident. Check-in locations include the incident command post, Resources Unit, incident base, camps, staging areas, or directly on the site.

**Chief**: The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established as a separate section).

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

**Command Staff**: In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

**Common Operating Picture**: A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence. Communications Unit: An organizational unit in the Logistics

Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to support an Incident Communications Center.

**Cooperating Agency**: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

**Coordinate**: To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

**Deputy**: A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

**Dispatch**: The ordered movement of a resource or resources to an assigned operational mission or an administrative move from one location to another.

**Division**: The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A division is located within the ICS organization between the branch and resources in the Operations Section.

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

**Emergency Operations Centers (EOCs)**: The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or some combination thereof.

**Emergency Operations Plan**: The "steady-state" plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards.

**Emergency Public Information**: Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the general public.

**Emergency Response Provider**: Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities. See Section 2 (6), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002). Also known as Emergency Responder.

**Evacuation**: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Event**: A planned, nonemergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

**Federal**: Of or pertaining to the Federal Government of the United States of America.

**Function**: Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.

**General Staff**: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief.

**Group**: Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section. (See Division.)

**Hazard**: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**Incident**: An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Action Plan**: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

**Incident Command Post (ICP)**: The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

**Incident Command System (ICS)**: A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

**Incident Commander (IC)**: The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Management Team (IMT)**: The IC and appropriate Command and General Staff personnel assigned to an incident.

**Incident Objectives**: Statements of guidance and direction necessary for selecting appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

**Initial Action**: The actions taken by those responders first to arrive at an incident site.

**Initial Response**: Resources initially committed to an incident.

**Intelligence Officer**: The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.

**Joint Information Center (JIC)**: A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

**Joint Information System (JIS)**: Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

**Jurisdiction**: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).

**Liaison**: A form of communication for establishing and maintaining mutual understanding and cooperation.

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

**Local Government**: A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity. See Section 2 (10), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

**Logistics**: Providing resources and other services to support incident management. Logistics Section: The section responsible for providing facilities, services, and material support for the incident.

**Major Disaster**: As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

**Management by Objective**: A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

**Mitigation**: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard- related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

**Mobilization**: The process and procedures used by all organizations—Federal, State, local, and tribal—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**Multiagency Coordination Entity**: A multiagency coordination entity functions within a broader multiagency coordination system. It may establish the priorities among incidents and associated resource allocations, deconflict agency policies, and provide strategic guidance and direction to support incident management activities.

**Multiagency Coordination Systems**: Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of multiagency coordination systems include facilities, equipment, emergency operation centers (EOCs), specific multiagency coordination entities, personnel, procedures, and communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.

**Multijurisdictional Incident**: An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

**Mutual-Aid Agreement**: Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

**National**: Of a nationwide character, including the Federal, State, local, and tribal aspects of governance and polity.

**National Disaster Medical System**: A cooperative, asset-sharing partnership between the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Homeland Security, and the Department of Defense. NDMS provides resources for meeting the continuity of care and mental health services requirements of the Emergency Support Function 8 in the Federal Response Plan.

**National Incident Management System**: A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources. National Response Plan: A plan mandated by HSPD-5 that integrates Federal domestic
prevention, preparedness, response, and recovery plans into one all-discipline, all-hazards plan.

**Nongovernmental Organization**: An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

**Operational Period**: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

**Operations Section**: The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.

**Personnel Accountability**: The ability to account for the location and welfare of incident personnel. It is accomplished when supervisors ensure that ICS principles and processes are functional and that personnel are working within established incident management guidelines.

**Planning Meeting**: A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

**Planning Section**: Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

**Preparedness**: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**Preparedness Organizations**: The groups and fora that provide interagency coordination for domestic incident management activities in a nonemergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent a wide variety of committees, planning groups, and other organizations that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

**Prevention**: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

**Private Sector**: Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations (PVO). Processes: Systems of operations that incorporate standardized procedures, methodologies, and functions necessary to provide resources effectively and efficiently. These include resource typing, resource ordering and tracking, and coordination.

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

**Publications Management**: The publications management subsystem includes materials development, publication control, publication supply, and distribution. The development and distribution of NIMS materials is managed through this subsystem. Consistent documentation is critical to success, because it ensures that all responders are familiar with the documentation used in a particular incident regardless of the location or the responding agencies involved.

**Qualification and Certification**: This subsystem provides recommended qualification and certification standards for emergency responder and incident management personnel. It also allows the development of minimum standards for resources expected to have an interstate application. Standards typically include training, currency, experience, and physical and medical fitness.

**Reception Area**: This refers to a location separate from staging areas, where resources report in for processing and out-processing. Reception Areas provide accountability, security, situational awareness briefings, safety awareness, distribution of IAPs, supplies and equipment, feeding, and bed down.

**Recovery**: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private- sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Recovery Plan**: A plan developed by a State, local, or tribal jurisdiction with assistance from responding Federal agencies to restore the affected area.

**Resources**: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

**Resource Management**: Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special Federal, State, local, and tribal teams; and resource mobilization protocols.

**Resources Unit**: Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

**Response**: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

**Safety Officer**: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

**Section**: The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.

**Span of Control**: The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

**Staging Area**: Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**State**: When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

**Strategic**: Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities; the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

**Strike Team**: A set number of resources of the same kind and type that have an established minimum number of personnel.

**Strategy**: The general direction selected to accomplish incident objectives set by the IC.

**Supporting Technologies**: Any technology that may be used to support the NIMS is included in this subsystem. These technologies include orthophoto mapping, remote automatic weather stations, infrared technology, and communications, among various others.

**Task Force**: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

**Technical Assistance**: Support provided to State, local, and tribal jurisdictions when they have the resources but lack the complete knowledge and skills needed to perform a required activity (such as mobile-home park design and hazardous material assessments).

**Terrorism**: Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States or of any State or other subdivision of the United States in which it occurs and is intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping. See Section 2 (15), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).

**Threat**: An indication of possible violence, harm, or danger.

**Tools**: Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

**Tribal**: Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**Type**: A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size; power; capacity; or, in the case of incident management teams, experience and qualifications.

**Unified Area Command**: A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command.)

**Unified Command**: An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP.

**Unit**: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

**Unity of Command**: The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

**Volunteer**: For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed. See, e.g., 16 U.S.C. 742f(c) and 29 CFR 553.101."

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┌─────────────────────────────────────────────────────────────┐
│                 EMERGENCY PROCEDURES MANUAL                   │
│                          Chapter 3                           │
│                      Campus Security                         │
└─────────────────────────────────────────────────────────────┘
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**Purpose**
Campus security is an important expectation for students and staff at Pasco-Hernando State College.  This chapter describes the many components of campus security and the systems that support a safe campus environment.

**Responsible Persons**
Everyone is responsible for safety and security and can do their part by being careful and practicing common sense habits.  A list of safe security practices is listed in the following section of this chapter.  At PHSC, the Provosts have overall responsibility for security on their campuses.  The President's Administrative Leadership Team (PALT) is the primary action group  for security implementation on a college wide level.  The College Safety and Security Committee regularly reviews the Emergency Procedures Manual and  provides recommendations for improvements.

**Good Daily Security Practices**
Everyone should practice good safety habits.  The list of tips provided below is not exhaustive, but rather can serve to help everyone think about being safe and secure on campus and off.

**Safety in Parking Lots**

- Do not leave your ID card or driver's license attached to your key ring. If your keys are lost or stolen, it could help a thief find your car and your home.
- Don't leave the vehicle title, credit cards, gas cards, checkbooks or purses in the car.
- Lock all valuables in your trunk or at least under the seat and out of sight. Do not leave them in plain view.
- Always lock your car, remove the keys, and put them in your pocket. When returning to your car, have your keys in hand so you don't have to linger before entering the car.
- Park in lighted areas. Before getting into your car, check the back seat to be sure that no one is inside. After entering, lock the doors.

**Safety Outside and at Night**

- Become familiar with the campus parking lots and facilities. This will help you select the best way to travel to and from your classes.
- Walk directly, confidently, and at a steady pace.
- Stay in well lighted areas as much as possible.
- Arrange a buddy system, when practical, with someone with whom you work or study. If you are uncomfortable walking to your car alone, call Campus Security at the number posted in classrooms and ask for an escort.

**Protecting Valuables**

- Do not leave personal property unattended anywhere or at any time.
- Permanently mark your personal property with an engraving pencil when practical, and write your name in all books.
- Keep a record of your valuables including serial and model numbers, identifying characteristics, and value.
- Avoid keeping handbags under your desk or on the floor in the rest rooms. Always close your purse when not using it to prevent onlookers from seeing the contents. Most importantly, never leave it unattended.
- When at work in your office, keep your purse locked in your desk or filing cabinet.
- Avoid carrying large sums of money or other valuables when you engage in sporting events or athletic activities.

## Emergency Phone Numbers

All phones at the college, as well as personal cell phone, have access to the emergency response system by calling 911. When calling from a campus telephone no prefix is needed when dialing 911. Signage around the college simply says to dial 911 from school phones. In addition to 911 services, each campus maintains an emergency response line during class hours on week days. On Monday-Thursdays when classes are in session the emergency response lines are monitored from 8:00 a.m. – 10:00 p.m. On Fridays, the emergency response line is monitored from 8:00 a.m. – 4:30 p.m. Campus security officers may also be reached via telephone. All of these phones numbers; that is, 911, Emergency Response Line, Campus Security, are printed on posters and posted in prominent locations in every classroom and common area on all campuses.

**Evening Administrator**

The role of Evening Administrator at each campus is that of an on-call administrative staff person who is physically present at the campus during the normal hours of class. During the daytime hours there are typically several administrative staff persons available. The student development offices on all campuses normally close at 7:30 p.m. on Monday through Thursday, but classes end just before 10:00 p.m. on these same days. The Evening Administrator is available to answer the campus emergency response line from 7:30 to 10:00 p.m. on Monday through Thursday. This assures that calls to the campus emergency response line will be answered, as indicated in the section above, during weekday class hours on all campuses. It should be stressed, however, that even though a campus emergency response line is available, 911 should be the first number to call during times of medical or other urgent emergencies. More advice on responding to specific threats is provided in Chapter 4 in this manual. (Please see the Evening Administrator Guidelines and College Intranet for a listing of individuals serving as Evening Administrators.) Detailed description and guidelines of Evening Administrators are provided in Chapter 9 of this manual.

**Campus Security Officers**

The College contracts with a private security firm to provide onsite security for all campuses. The security officers are reachable via cellular telephone and the appropriate phone number for each campus is posted in prominent locations including all classrooms. As is stated earlier, however, 911 should be the first number to call during times of medical or other urgent emergencies.

**Law Enforcement Services**

Pasco-Hernando State College campuses are located at several locations in Hernando and Pasco Counties. North Campus and Spring Hill Campus are protected by the Hernando Sheriff's Office and duties include regular patrols through the campuses. East Campus is protected by Dade City Police Department and officers make regular patrols through the campus. Porter Campus at Wiregrass Ranch and West Campus are protected by the Pasco Sheriff's Office which provides patrols throughout the campuses. In addition to regular patrol and protective services, East Campus hosts the Detective Bureau of the Dade City Police Department and the training unit for the Pasco Sheriff's Office and it is not uncommon for many deputies to be on the campus on any given day.

**Emergency Communication Systems**

Emergency communication has several components, all of which must work effectively in times of crisis. The components of the system involve both technical and human assets. Human assets include the various staff members who may answer a call to a campus emergency response line, facilities staff that maintain safe campus environments, and everyone who spends time on a campus. Everyone must be willing to communicate when safety and security are concerned.

QuistaAlert: Off-Campus Notification

The College uses a third party off-campus notification system to facilitate notifications to students, faculty and staff. The QuistaAlert: off-campus notification system automates delivery of notifications via telephone, email, and text messages.  The system is hosted off campus and not subject to local outages that may result from locally caused emergencies.  Guidelines for effective utilization of the off-campus notification system have been developed by the Crisis Management Team and undergo regular review.

QuistaAlert: Computer Emergency Notification

The QuistaAlert: Computer Emergency Notification system enables an audible alarm sound and a text message to be sent to any computer connected to the College computer network.  This enables a specific message to be sent to classrooms via the computers in classroom teaching bunkers and to office computers.

Enhanced 911

The College has upgraded the telephone system to facilitate enhanced 911 services for all campus locations.  In essence, this means that emergency calls placed to the 911 system in Hernando and Pasco Counties from any telephone connected to the wired phone system on any campus or center will enable the 911 operator to identify the specific location from which the 911 call was placed.

Classroom and AED Box Alarms

The College has implemented an alarm system for use by faculty and staff in classrooms and public meeting areas of the campus.  Part of this system also provides an automated alarm system for AED (automated external defibrillator) deployments should they occur.

Staff Internal Communication

All maintenance staff utilize the AT&T cellular phone system.  This system has proven to be reliable at all five campuses.  Enhancements included in this system are direct dial 911 calls and direct dial from any College cellular phone to all other College cellular phones.  The College also provides a cellular phone to security and custodial services on all campuses.  Security officers also carry a cellular phone issued by the contractor.  Management carries personal cellular phones and phone numbers are shared and updated regularly.

Elevator Phones

Elevators on all campuses are equipped with emergency telephones.  Elevator phones are monitored by an external alarm center at all times.  Calls made from elevator emergency phones are forwarded by the alarm center to designated staff members on

each campus.   Elevators phones are provided for elevator emergencies, such as loss of power, doors do not open, etc.


**Surveillance**
Surveillance most simply means to maintain a watch.  Thoughtful observation is important for personal and campus safety and security at all levels.  Several examples of good practice were provided earlier in this Chapter.  A large task for the campus security officers is to maintain surveillance around the campuses and parking lots, being alert to anything that does not seem normal.  Surveillance is also a consideration in facilities design where adequate views are provided to building approaches and sidewalks.  Crime Prevention through Environmental Design (CPTED) is a concept that helps guide facilities and landscape design and maintenance activities.  **Below are printed some general guidelines from Durham, NC's CPTED manual. The entire manual is available at** www.durham-nc.com/secondary/cpted manual.php **.**

*PUBLIC PARKS, PLAZAS AND OPEN SPACES*

*Public parks and open space provide a broad range of benefits to our society: mitigating air and water pollution, combating suburban sprawl, providing opportunities for recreation, fostering cohesive neighborhoods, attracting businesses, and stabilizing property values. Parks can also feel isolated, unkempt and unsafe. By employing CPTED principals in the design and maintenance of public spaces, the community can continue to enjoy and support its green space.*

*Natural Access Control*

*Walkways should be direct, follow natural pathways and avoid blind corners*

*Illuminate walkways and access points to open spaces.*

*Natural Surveillance*

*Carefully select the types and location of planting to maintain visibility and surveillance and minimize opportunities for intruders to hide.*

*Use low ground covers and shrubs less than three feet in height and prune trees limbs to a height of 10 feet.*

*Allow users to view entrances, exits, pathways and the immediately surrounding areas.*

*Ensure lighting does not produce shadows close to pathways and entries or exits.*

*Territorial Reinforcement*

*Provide signage that is clearly visible, easy to read and simple to understand.*

*Maintenance*

*Reduce the need for maintenance by encouraging pride and a sense of ownership within the community.*

Campus surveillance is provided by contracted Security Officers that patrol on foot and via golf-cart at all campus locations. Additionally, it is everyone's responsibility to be observant of their surroundings and alert to people or items that look out of place. Suspicious behavior should be reported to the administration. Threatening behavior should be reported to 911 and/or to the administration.

## Building/Room Access
PHSC is an open campus college, which means that access to grounds and buildings is open to all visitors during the normal hours of operation of the College. Laboratories, storage rooms and staff offices should remain locked when not in use. General classrooms may be open throughout the operating hours of the college.

## Key Control
Keys to buildings, offices, and internal rooms are assigned on a controlled basis. A master key depository is maintained by the Facilities Office on each campus. The Facilities Coordinator or Plant Manager is responsible for maintaining key control for the campus. Keys are issued only as needed to enable reasonable access to facilities. Keys are only issued with completion and approval of the College's key request forms (Request for and Return of Keys form BBG-4 and BBG-4A). A copy of these forms are included in the Appendix of this manual.

## Campus Signage & Parking Control
Signage is provided on all campuses to direct visitors to appropriate buildings. The offices for campus administrators are clearly identified. Parking is provided in convenient parking lots located strategically on the campuses. The general design of the campuses is to maintain parking on the exterior of pedestrian and building spaces. PHSC does not require parking permits nor provide for reserved parking except for appropriately located and identified handicapped parking spaces.

## Crisis Box
A crisis box is simply a sturdy storage box maintained at each campus to include items that may be useful during times of a major campus emergency event or incident. A crisis box should be prepared and maintained in the Provost's office, the library, and the maintenance office on each campus. Each crisis box must be inspected each semester and replacement components added as needed.

The crisis box should contain the following items:
- Campus and building maps.
- Roster of campus staff by building and office.
- Roster of students for the current semester to include instructor name, classroom, and meeting time.

- List of emergency telephone numbers, both for college contacts and emergency responders.
- Flashlights 4 each
- A crank radio.
- A bullhorn or battery operated loud speaker.
- Fresh, unused and uninstalled batteries for all devices.
- Duct tape – five rolls.
- Plastic sheeting (40x60 minimum size) – six sheets.
- Trash bags – one box.
- Red bio-hazard bags – five bags.
- One six pack of bottled water.
- Emergency blanket (60x90 minimum size) – two blankets.
- Paper and writing instruments – four steno pads, 6 pens and sharpened pencils.
- Copy of the Emergency Procedures Manual.
- Checklist of contents and each item labeled to match checklist.
- Master key and extra set of keys for rooms unopened by master.
- Fire alarm turn-off procedures.
- Sprinkler system turn-off procedures.
- Locations for utility shut off valves (electricity, gas, water).
- Evacuation assembly areas for each building.
- COOP Plan.

## Employee/Student Identification

Every student and regular employee of the college should have a PHSC identification card and have the card available on demand from administration or emergency responder. Contractors or temporary workers should have appropriate identification from their employer that can be available on demand as well.

## Bomb Threat Checklist

The bomb threat checklist is printed in the appendix of this manual. The checklist should be kept nearby the telephone employee work areas. Should an employee receive a bomb or other verbal threat over the telephone the checklist can help the employee gather pertinent information about the call and the caller. In the unlikely event that a threat is received, please follow the instructions on the checklist and provide as much information to the administration and/or emergency responders as possible. Any such information may be helpful in analyzing and resolving the situation.

Rooms used for classes, group offices, and major throughways have documents affixed to walls in a prominent location three major items of emergency information. The intent of these affixed documents is to assure that occupants have a ready source of critical information should an emergency occur while the room is occupied. Such information is not posted in individual offices or in storage areas at the college, but should be posted in nearby areas so that all building spaces that are regularly occupied will have ready access.

The three items affixed to the walls include: (1) building evacuation maps, (2) emergency phone numbers, and (3) emergency response handbooks (flipcharts). This chapter will describe each of these three documents and provide additional information that will be helpful in effectively utilizing the information contained in them. Additional information will provide similar information for longer term threats like hurricanes.

**Building Evacuation Maps**
Maps include an outline of all or part of a building containing room in which the map is posted. Maps show with arrows a recommended route to use during an evacuation. Also

printed on the maps are the location of the suggested assembly area for evacuees from the room, and the location of AEDs and fire extinguishers that may be available in the area.

**Emergency Phone Number Charts**
Emergency phone number charts are 81/2x11 inch printed signs that use large bold fonts to direct occupants to call 911 in the case of medical emergencies and local campus numbers for other emergencies. Two campus numbers are provided for every campus. The first campus number is for the emergency response line, or red phone, for that campus. These phones are located in a location at each campus that is normally staffed during normal operating hours for student development (8:00 a.m. through 7:30 p.m. on Monday through Thursday and 8:00 a.m. through 4:30 p.m. on Friday). The second campus number listed is that for the security guards assigned to that campus. Security guards are instructed to monitor their phones during later hours so that they would be available after the normal operating hours for student development.  It is important to stress that students, faculty and staff should be encouraged to call 911 first in cases of medical emergency.  Do not waste potentially critical response time by trying to locate administrative staff in medical emergencies. However, administration does need to be notified that a 911 call has been made.

**Evening Administrators**
Arrangements have been made to have an administrative staff member on duty each evening that each campus is normally open. In most cases this would mean that a night administrator is available until 10:00 p.m. on days with night classes (Monday through Thursday). Evening Administrators may be contacted by calling the emergency response line (red phone) for that campus.  In other words, the campus emergency response line is monitored by student development staff until 7:30 p.m. and by the night administrator from 7:30 until 10:00 p.m. [see Chapter 9 in this Manual.]

**Emergency Response Handbooks (Flipcharts)**
The topics presented below with bold face italics headings come directly from the flipcharts posted across the college. Additional supporting information is provided in plain text below the statements.

## *ACTIVE SHOOTER*

Active Shooter - An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

**Take Immediate Action**

**RUN**
- Do not do anything to provoke an active shooter!
- Quickly clear students, staff, and faculty from the area of the shooting. Run! Try to warn others to seek shelter.
- If you are in the open, run in the opposite direction from the sound of gunfire and get out of the area.
- Attempts to rescue people should only be made if that can be accomplished without further endangering the persons inside the secured area.

**HIDE**
- If you are in a building and cannot run, close and lock all doors and windows to offices and classrooms; turn off the lights, close blinds and hide.
- If your door cannot be locked from the inside (and it swings into the room), stack desks, tables, and chairs to form a barricade.
- Have everyone get down on the floor or up against a solid interior wall.
- Turn off cell phones or any devices that emit sound.
- Depending on circumstances, consideration may be given to exiting ground floor windows as safely as possible.

**FIGHT**
- If there is no possibility of escape or hiding, and only as a last resort should you make an attempt to negotiate or fight to overpower the assailant(s).

**What to Do If Taken Hostage**

- Be patient. Avoid drastic action. The first 45 minutes are the most dangerous. Be alert and follow the hostage taker's instructions.
- Don't speak unless spoken to and then only when necessary.
- Avoid arguments or appearing hostile towards the captor. Try to develop a rapport with the captor. It is probable that the captor(s) do not want to harm anyone.
- Be observant; you may be released, or you may be able to escape.
- You may be able to help others with your observations by providing law enforcement officers with valuable information.
- Be prepared to speak to law enforcement personnel regarding the situation.

**What to Expect from first responding Law Enforcement Officers**

The objectives of responding law enforcement officers are to:

- Immediately engage or contain the active shooter(s) in order to stop life threatening behavior.
- Identify threats such as improvised explosive devices (IED).

Law enforcement officers responding to an active shooter are trained to proceed immediately to the area where shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams. They may be dressed in normal patrol uniforms or they may be wearing external ballistic vests, Kevlar helmets, and other tactical gear. The officers may be armed with rifles, shotguns, or handguns. Regardless of how the officers 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 at all times. If instructed to lie down, do so.

If you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people. The first responding officers will focus on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; officers will usually not let anyone leave until the situation is fully under control, and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

# *BOMB THREAT*

All bomb threats must be treated as a serious matter. To ensure the safety of Pasco-Hernando State College students, faculty, staff and guests, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. The procedures described below should be implemented regardless of whether the bomb threat appears real or not.

- Remain calm.

- Use the questionnaire on the following page to obtain as much information as possible from the caller.

- Do not touch or move any suspicious package.

- Call 911 and the campus Emergency Response Line.

- Do not use a cell phone or two way radio.

- Do not turn any lights on or off.

- Do not activate the Fire Alarm for evacuation.

- Evacuate the building in the event that it is determined to be unsafe to remain in the building.

- Evacuate to the designated Campus Evacuation Area.  (See evacuation procedure page).

**If You Find a Note or Letter**

- Try not to touch the document.

- If enclosed in an envelope, save the envelope.

- Immediately call 911 and the campus Emergency Response Line and give specific information.
  - Where was the note found?
  - Who gave you the note?
  - What time did you find it or receive it?

Bomb threats may be delivered to the College in various ways, however,  the threat that is delivered, it is important to treat with caution.  Each full-time  employee is provided with a bomb threat checklist along with their copy of the internal  phone directory.  A copy of the bomb threat checklist is printed in Appendix D.  Employees are urged to review the checklist, become familiar with the questions asked,  and to keep the checklist handy near their telephone in the unlikely event they may  receive a threat over the phone.  It is

important to gather as much information as possible about any threat. Such information will be helpful to decision makers who must analyze and ultimately respond to the threat.

Generally, legitimate bomb or biological threats are extremely rare. Most threats received are not serious, but rather attempts to disrupt services or pranks. This does not mean that any threat should go unreported. Any employee or student who receives a threat should report the threat to the administration immediately. Threats may be reported to administration via the campus emergency response line or in person if that is reasonable based on the circumstances of the threat. Once a threat is reported, emergency responders should be notified to assist the College in determining the appropriate response. Emergency responders may be reached by calling 911, and need to be provided with all information available about the threat.

Once a bomb threat has been reported, the following sequence of events would normally occur.

1. Provosts or designee will initiate the directive to evacuate the building(s) and to contact local law enforcement and fire departments.

2. **Notification to evacuate buildings because of a bomb threat must be done verbally. Fire alarms must not be used because activation of any electrically operated equipment could trigger the bomb. Electronically operated equipment or devices such as lights, radios, cellular phones, pagers and lights must not be activated. Evacuees should assemble at designated areas as shown on the wall mounted evacuation maps in each room.**

3. Provosts or designee will, upon the advice of law enforcement and fire officials, notify College employees and students when it is safe to return to the building(s).

4. Provosts or designee will contact the President as soon as possible and inform them of the bomb threat. Provisions of the incident command system may be activated as deemed appropriate by the President (see Chapter 2 of this manual).

5. Provosts will complete an Accident-Incident Report (F-277) and forward it to the Department of College Safety and Security Office and the College Risk Management Officer within two working days of the bomb threat.

## Pasco – Hernando State College

# BOMB THREAT CHECKLIST

Be courteous, listen and do not interrupt the caller's message. Try to keep the caller talking and obtain as much information as possible.

1. When is the bomb going to explode?

2. Where is the bomb right now?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

7. Why?

8. What is your address?

9. What is your name?

## CALLER'S VOICE

| | | |
|---|---|---|
| ___ Male | | ___ Female |
| ___ Calm | ___ Angry | ___ Nasal |
| ___ Stutter | ___ Soft | ___ Load |
| ___ Excited | ___ Lisp | ___ Laughter |
| ___ Slow | ___ Rasp | ___ Crying |
| ___ Distinct | ___ Slurred | ___ Whispered |
| ___ Ragged | ___ Clearing Throat | ___ Accent |
| ___ Deep Breathing | ___ Cracking Voice | ___ Disguised |

___ Familiar (If voice is familiar, who did it sound like?)

Bomb Threat Language:

| | |
|---|---|
| ___ Well Spoken (educated) | ___ Incoherent |
| ___ Foul | ___ Irrational | ___ Taped |

___ Message read by threat maker

## EXACT WORDING OF BOMB THREAT

_____
_____
_____
_____
_____
_____
_____
_____
_____

## BACKGROUND SOUNDS

| | | |
|---|---|---|
| ___ Street noises | ___ Voices | ___ Machinery |
| ___ Clear | ___ Animal noises | ___ PA System |
| ___ Static | ___ Music | ___ House Noises |
| ___ Local | ___ Long Distance | ___ Motor |

___ Office Machinery ___ Other (please specify)

Sex of caller: _____     Race: _____

Age: _____     Length of Call: _____

Telephone number of caller: _____

Telephone number for call received: _____

Time call was received: _____

Date call was received: _____

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____

When the call is complete, report the call to the Campus Emergency Response Line. Get this form to Administration as soon as possible.

| Campus | Emergency Response Line |
|---|---|
| East | (352) 518-1320 |
| North | (352) 797-5018 |
| Porter | (813) 527-6904 |
| Spring Hill | (352) 340-4699 |
| West | (727) 816-3451 |

# *CRIME IN PROGRESS*

**IN THE EVENT THAT YOU ARE INSIDE WHEN THIS EVENT OCCURS**

- Remain calm.

- Call 911 and the campus Emergency Response Line.

- All College students, faculty, and staff should refrain from attempting to negotiate with the violator(s).

- Keep all students/employees in the room until you are notified by the proper authority that it is safe to leave.


**IN THE EVENT THAT YOU ARE OUTSIDE WHEN THIS EVENT OCCURS**

- Remain calm.

- Move away from the danger area.

- Call 911 and the campus Emergency Response Line.

- All College students, faculty, and staff should refrain from attempting to negotiate with the violator(s).


Get a good description of the suspect if it is safe. This provides vital information to responding and investigating officers. If a suspect attempts to get away in a vehicle, note the make, model, license plate number, color, specialized features, and any outstanding characteristics of the vehicle.


Campus violence is a rare and, hopefully, non-existing situation for our College. However, in the event violence threatens, the steps noted above should be carefully followed. Students and employees should not try to solve the issue themselves, but defer to emergency responders, the administration, and/or campus security to deal with the situation. Because violence can present different threats, individuals should follow the instruction of administration or emergency responders once the threat has been identified.

## *EVACUATION*

(Not to be used during an Active Shooter situation)

- Remain calm.

- Building / General Evacuation: (fire, explosion, bomb threat) Proceed quietly to the designated Campus Evacuation Area.

- Assist disabled persons with limited mobility by guiding them to a stairwell, waiting until a clear passage is established, and helping them down the stairs to the designated evacuation area.

- Non-ambulatory individuals are those that require the use of a wheelchair. Call the Campus Emergency Response Line and provide the person's location and as much information as possible. Move the individual near the stairwell, out of the traffic path, and await/request assistance. If you are able to evacuate the person, call the Emergency Response Line immediately to report, and proceed to the designated Campus Evacuation Area.

- DO NOT use elevators.

- If possible, all instructors will take a roll count of students in their class at the designated Campus Evacuation Area.

- Follow all emergency instructions.

- DO NOT, for any reason, re-enter the building until instructed to do so by emergency personnel or administration.

- Render first aid to the injured.

- Report the names and locations of injured persons to the emergency personnel.

**Evacuation Procedures**
The following procedures apply to fire, explosion and other emergencies that require evacuation of building occupants:

1. All campuses and centers will use building fire alarm systems for the emergency evacuation of building occupants. If a building's fire alarm system becomes inoperable, College personnel in charge will use verbal notification to alert building occupants to evacuate.  Fire alarm systems must not be used to evacuate buildings during a bomb threat or Active Shooter.  College personnel will use verbal notification for alerting building occupants to evacuate a facility in the event of a bomb threat. Cell phones must not be used.

2. Activities held at off-site locations will follow evacuation procedures normally used for the building where activities are held.  If the facility does not have a procedure for evacuation, College personnel in charge will use verbal notification to alert building occupants to evacuate.
3. When the evacuation alarm sounds, all building occupants are to leave the building via the nearest exit and move away from the building to a safe location of at least 100 feet from the facility to a location designated on the wall mounted evacuation maps found in each room.
4. Faculty are responsible for the prompt, safe and orderly evacuation of their classes and their students, including students with disabilities.  At the beginning of each term, faculty are responsible for explaining evacuation procedures to their students. They will identify the nearest exit to be used for evacuation and alternative exit routes in case the nearest exit is obstructed.
5. Building checks will be made by those individuals to whom the Provost has assigned responsibility for ensuring that all occupants of the building have been evacuated and assembled at a designated location away from the building.
6. Provosts, or his/her designee, will ensure that the appropriate emergency agencies and College officials have been notified and will assume the responsibility for the orderly evacuation of buildings and will assist emergency services personnel, as needed.
7. Provosts will provide an oral report to the President, as soon as possible, regarding any instance in which College facilities must be evacuated.  If deemed appropriate, the Incident Command System will be activated to further deal with the situation (see Chapter 2 in this manual).
8. Provosts will complete an Accident-Incident Report (F-277) and forward it to the College Safety Office and the College Risk Management Officer within two working days of the emergency evacuation.
9. Do not return to the building until all clear is given.

An evacuation decision is an extreme action that is generally not taken unless specifically directed by appropriate administrators and/or emergency responders. In the event an evacuation order is given, it is critical to adhere to the protocols listed above.
It is also important, when at all possible, to follow the directions available on the room evacuation maps posted on the wall in all classrooms and other public use areas at the college. Designated assembly areas are posted on the evacuation maps. These assembly areas are designed to provide a safe location for evacuees to gather away from the threatened building area.  It is important that evacuees go to their designated assembly area for several reasons. These reasons include the need to account for everyone who was in the building before the evacuation order.  Evacuees should not go to the parking lot and attempt to leave the campus unless specifically instructed to do so by a college administrator or emergency responder.  Parking lots and roadways should be kept empty to facilitate access by emergency responders.

### *Evacuation of the Mobility Impaired*

**Ambulatory Individuals**
Ambulatory individuals are those with disabilities that might impair building evacuation. Examples include those who are blind or deaf, or whose mobility is restricted by use of walkers or crutches. Assistance to ambulatory individuals can be provided by guiding them to a stairwell, waiting until a clear passage is established, and helping them up or down the stairs to the designated meeting area.

**Non-ambulatory Individuals**
Non-ambulatory individuals are those with disabilities that require the use of wheelchairs. Call the Campus Emergency Response Line, provide the person's location and as much information as possible.

NOTE: In case of fire or emergency situations that affect electricity, DO NOT USE ELEVATORS for evacuation.

Move the impaired individual near the stairwell, out of the traffic path, and await assistance if there is no immediate danger within the vicinity of the stairs.

If the hazard becomes life threatening, move the individual into a room and close the door. If evacuation is deemed necessary, attempt to gain volunteer assistance and proceed to evacuate by way of the established route. Inform the Campus Emergency Response Line immediately of the new location.

## *EXPLOSIONS*

- Remain calm.

- Call 911 and the campus Emergency Response Line. Provide all available information regarding the explosion.

- Refrain from using cell phones or any portable radios.

- Move away from doors and windows and take cover.

- Evacuate the building in the event that it is determined to be unsafe to remain in the building.

- Evacuate to the designated Campus Evacuation Area. (see evacuation procedure page).

- Render first aid to the injured.

- Report the names and locations of injured persons to the emergency personnel.

**Fuel/Gas Explosion in Science Labs**

The following additional action will be taken at the College in the event of a fuel/gas explosion in the College's science laboratories:

1. College personnel should attempt to shut off the interior gas valve. If this is unsafe, the master exterior emergency valve should be turned off at once. The emergency valves are located as follows:
   a. West Campus-outside door to room M-106 in M building;
   b. East Campus-outside southeast corner near room A-145 of A building; and
   c. North Campus-outside A-140.
2. For a small isolated fire, the closest fire extinguisher should be used to contain the blaze. If it is a chemical fire, the proper type of fire extinguisher must be used. The SDS of that chemical should be consulted before attempting to extinguish a fire.
3. Lights should be turned out by the last person leaving each room to decrease the risk of a spark-induced fire.
4. All persons must move at least 100 yards away to designated area from the nearest building and not stand in the fire lane.
5. Fire extinguishers are located in science laboratories and preparation rooms on each campus.

## *FIRE*

- Remain calm.

- Call 911 and the Campus Emergency Response Line and report that you have called 911 and what has happened.

- If the fire alarm was not automatically activated, go to the nearest pull station and activate the alarm.

- If the fire is small and you have been trained to use a fire extinguisher, you may attempt to put out the fire.

- Evacuate the building in the event that it is determined to be unsafe to remain in the building.

- Evacuate to the designated Campus Evacuation Area. (See evacuation procedure page).

- Smoke is the greatest danger in a fire. Stay low where there is more visibility and less toxic air. Crawl along an outside wall where the smoke is usually less heavy.

- Render first aid to the injured.

- Report the names and locations of injured persons and any missing persons to the emergency personnel.

- Instructors should take the class roster and pen and take roll once students are in a safe location.

- Provide emergency personnel with information regarding the origin of the fire/explosion if known (Chemical reaction, gas leak, etc.)

**If you become trapped**

- If a phone is available, call 911 to report your location and situation.

- After the 911 call is complete, call the campus Emergency Response Line and report that you have called 911 and what has happened.

- If a window is available, place an article of clothing outside the window as a marker for rescue crews.

- Stay near the floor and shout at regular intervals.

- Stay calm

The information about fires, provided above, is intended to guide individuals who find themselves confronted by a fire.  It should be known that College buildings are protected by a sophisticated fire alarm system with many sensors located throughout the buildings. Additionally, emergency pull stations and alerts are located throughout the buildings. The pulls stations provide a means of immediate notification of a fire in the event the automatic alarm system has failed to detect the fire and sound the alarm. Once an alarm is reported, the system will respond by issuing a loud alert throughout the building where the alarm was activated. Note that anytime a fire alarm is activated, Fire-Rescue will immediately respond to the College.

Once a fire alarm is activated, campus facilities staff and emergency responders can determine valuable information about the incident from the alarm system itself. Only authorized individuals should attempt to interact with alarm control panels that are located in various locations at the College. When a fire alarm is sounded individuals in the alerted buildings should generally follow the evacuation instructions provided earlier in this chapter, unless specifically instructed to do else wise by the administration or a first responder.

## *HAZARDOUS  MATERIAL  SPILL*

- Remain calm

- If persons are injured or there is an immediate threat to life, evacuate the area and call 911.

- After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.

- Treat unidentified substances or vapors as hazardous until it can be determined they are not hazardous.

- Evacuate all persons from the spill area to the designated Campus Evacuation Area (see evacuation procedure page).

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

- Stand by to provide information to PHSC staff and emergency service personnel.

- Do not attempt to initiate spill clean-up or decontamination actions. These actions are to be performed by trained HAZMAT responders.


Hazardous materials are not widely used or present on any campus. The most likely locations where hazardous materials may be present are science and/or health sciences laboratories or in the maintenance areas of a campus. Employees who work in these areas receive special training related to dealing with hazardous materials as is described in the College's Safety Manual. As directed in the flipchart checklist above, the most critical issue with a hazardous waste spill is to protect individuals for exposure to the toxic material. If a spill is reported according to the instructions provided above, it is important, to the extent possible, to make sure that appropriate campus and district individuals are notified by the individual who first receives the notification. Generally, the college individuals who need this information would include the Provosts, Director of College Safety and Security, Campus Plant Managers or Facilities Coordinator, Security, the College Safety Officer, the supervisor(s) for the area in question, and the Vice President for Administration and Finance (who is the chief financial officer for the College and who has overall responsibility for all facilities).

## *LOCK-DOWN / SHELTER-IN-PLACE*

Lock-down and shelter-in-place announcements are provided over the College's automated notification system.

### Lock-Down

A lock-down condition may be required for a number of different types of emergencies, such as a hostile intruder, a chemical spill / plume, or civil unrest.

If you see a hostile intruder, call 911 and the campus Emergency Response Line and if you can, report what is happening.

- Stay in your classroom or office.
- Immediately secure the classroom or office door(s).
- Turn off the lights if appropriate.
- If possible, stay out of sight of windows and doors.
- Stay put until emergency personnel give an "All Clear".

### Shelter-in-Place

One of the instructions you may be given in an emergency is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there.

Shelter-In-Place is a process designed to protect students, faculty, staff, and guests during outdoor occurrences such as chemical or biological releases, protests, natural gas leaks, as well as other man-made or natural disturbances. This includes response measures such as turning off air conditioners and ventilation systems along with closing all windows and doors. Shelter-In-Place is used when there is limited time to react to an incident and when it is declared more dangerous to be outside trying to evacuate than to stay in your current location.

## *MEDICAL EMERGENCY*

- Remain calm.

- Call 911 and the campus Emergency Response Line and report that you have called 911 and what has happened.

- Do not attempt to move an ill or injured person unless there are unsafe conditions. If so, move the person away from the danger area.

- If a victim is not in a life-threatening condition, provide basic first aid and reassurance as needed.

- If the victim is in a life threatening condition and you are trained in emergency first aid, provide immediate care (e.g. rescue breathing, CPR, AED, etc.), if possible.

- AED's are located on each campus as indicated on the room evacuation maps. Retrieve the AED from its storage box and follow the directions on the unit to operate.

- Stay with the victim until help arrives.

The College provides for annual inspections of all AED devices deployed for use at the campuses. This inspection is conducted by the Department of College Safety and Security who also maintains records of each device.  The College also provides periodic training and refresher training in the use of AEDs and administering CPR. AED is an acronym for Automated External Defibrillator and is a device designed to provide cardiac stimulation for persons whose heart has stopped beating normally. While training is highly recommended prior to attempting to use and AED, the devices are very simple to use and have built in safety mechanisms that prevent a shock being delivered to a person whose heart is beating normally.  CPR is an acronym for Cardio-Pulmonary Resuscitation and refers to a series of repetitive actions that are taken to maintain circulation and aeration of blood in a person whose normal heart beat has ceased.
Training in the use of AEDs is normally bundled with training in the use of CPR.

# *SEXUAL ASSAULT*

Sexual violence or physical abuse, whether committed by students, employees, volunteers, or visitors occurring on college-owned or controlled property, immediately adjacent to such property, at college sponsored or supervised functions, or related to or arising from college attendance or activity, is a violation of policies and regulations, and is subject to all applicable punishment, including criminal and/or civil prosecution and employee or student discipline procedures.

Sexual assault is a crime of violence. It is estimated that more than 80 percent of all sexual assaults involve the use of weapons, or the threat of violence or death. Rapists often look for potential victims who appear weak or vulnerable; however, anyone can be a victim of a sexual assault, regardless of behavior or appearance. Rape can happen to any person, anywhere or any time. In a significant number of cases, the rapist is known to the victim.

Rape is not just an act committed in a dark alley by an assailant the victim has never met. Most rapes occur in the victim's home and about 60 percent of the victims who report their rape know their assailants. You can be aware without being afraid.

Some people believe that rapists are overcome with sexual desire or that women "ask for it" by the way they dress or act. Some people even believe that women want to be raped. These ideas assume that rape is motivated by sexual desire. IT IS NOT! Rape is a crime of violence - a hostile act - and it is motivated by the assailant's need to hurt and humiliate the victim. It is about power. Any form of sexual conduct carried out upon a person, against that person's will, is a crime. Any sexual penetration, however slight, is sufficient to complete the crime of rape.

## Specific Forms of Sexual Violence

### Dating Violence
Dating violence is abuse or mistreatment that occurs in either a heterosexual or in same-sex relationship. It may take place at any time during the dating process- when two people first meet and become interested in one another, on their first date, during their courtship, once they have been involved with each other for some time, or after the relationship has ended.

### Intimate Partner (Domestic) Violence
Intimate partner violence is physical, sexual, or psychological harm by a current or former partner or spouse. This type of violence can occur among heterosexual or same-sex couples and does not require sexual intimacy.

**Rape**

Rape is unwanted, coerced and/or forced sexual penetration. The perpetrator may penetrate the victim's vagina, mouth, or anus, with either a body part or another object. The victim may also be forced to penetrate the perpetrator's vagina, mouth, or anus. Any sexual contact against the wishes and without the consent of the violated person, whether by a stranger or by an acquaintance, whether against a woman or a man, is a violation of the law. Consent cannot be given if the person is asleep, intoxicated, unconscious, mentally disordered, under threat of force, or for any other reason unable to communicate willingness to participate in sexual activity. Intercourse under any of these circumstances is rape.

**Sexual Harassment**

Sexual Harassment is unwanted verbal sexual advances, requests for sexual favors, and other visual, verbal, or physical conduct of a sexual nature. Sexual harassment can also include stalking, voyeurism ("peeping Toms"), exhibitionism/exposing, and obscene comments and phone calls. Sexual harassment can occur in the workplace, school, and other settings (such as public transportation, shopping malls, community events, social gatherings, places of worship, or health care facilities) and can create an intimidating or hostile environment for the victim. The perception of the victim, not the intent of the harasser, determines whether particular words or actions are harassing.

**Sexual Violation**

Sexual violation is use of sexual contact behaviors that are unwanted by and/or harmful to another person, but do not involve penetration. This can include touching or rubbing against a non-consenting person in public ("frottage"), forced masturbation, and non-consensual touching of the breasts, buttocks, genitals, and other sexualized body parts by another person.

**Stalking**

While legal definitions of stalking vary from one jurisdiction to another, a good working definition of stalking is a course of conduct directed at a specific person that would cause a reasonable person to feel fear. A stalker is someone who willfully, maliciously and repeatedly follows or harasses another (victim) and who makes a credible threat with the intent to place the victim or victim's immediate family in fear for their safety.

Any person who has been the victim of sexual violence is strongly urged to report the situation as soon as possible to a College official and the local Law Enforcement agency. Any person with information regarding sexual violence on campus should contact a College official and the local Law Enforcement agency as soon as possible.

## ADDITIONAL FACTS ABOUT SEXUAL ASSAULT

### Eight Ways to Avoid Rape

1) Always walk briskly. Look alert and confident. Avoid carrying objects requiring the use of both arms.

2) Stay away from isolated areas, day or night.

3) Never walk alone when it is dark.

4) If you are being followed, get away fast, change directions, and walk/run to a crowded area.

5) Keep all doors to your car and residence locked at all times.

6) Before you drive home, call your family, a friend, or a roommate so they will expect you and are aware if you are excessively late.

7) Encourage group activities in the early stages of a relationship.

8) Take a self-defense course.

### What You Can Do in a Risky Situation

- Stay calm and think out what your options are and how safe it would be to resist.

- Say "NO" strongly. Do not smile. Do not act polite or friendly.

- Say something like "STOP IT! THIS IS RAPE!"

- If the attacker is unarmed, fight back physically. Attack the most vulnerable parts of the body.

- Shout FIRE and escape as soon as possible.

- If the attacker is armed, try to talk him out of continuing the assault or try passive resistance such as pretending to faint, or vomit.

## INTERVENTION REFERRAL SERVICES

Pasco-Hernando State College shall offer the following intervention referral services to every person who reports an alleged sexual assault to a College official:

- A College representative shall contact the victim's advocate office of the local law enforcement agency and shall encourage the apparent victim to speak to a representative of that office and to take advantage of the services provided by that office. In the event that the local law enforcement agency has no victim's advocate office, then the College representative shall contact the victim's assistance agency that is recommended or utilized by the local law enforcement agency.

- The College shall provide the apparent victim with information about local counseling and crisis assistance agencies and shall encourage the apparent victim to take advantage of the services provided by those agencies. The College shall designate a College employee to serve as the victim advocate for the apparent victim. The victim advocate shall be responsible for maintaining regular contact with the apparent victim and shall assist with the coordination of the services to be provided to the apparent victim.

- The College shall encourage the apparent victim to obtain all appropriate medical evaluation and treatment as soon as possible.

- The College shall encourage the apparent victim to report the incident to the local law enforcement agency for criminal investigation and prosecution and shall offer to assist the apparent victim with making contact with the local law enforcement agency.

- If the apparent victim is a student, the College shall assist the student with making class or campus changes, notifying the student's instructors of any special needs of the student, or assisting with the withdrawal of the student from classes, as may be appropriate under the circumstances.

- If the apparent victim is an employee, the College shall assist the employee with processing a leave of absence request, as appropriate.

- In all cases, the College shall treat all of the information received from the apparent victim as strictly confidential and shall make the information available on only a strict need-to-know basis.

## *SUSPICIOUS ACTIVITY OR PACKAGE*

**Suspicious Person**

- Do not physically confront the person.

- Do not let anyone into a locked building or office.

- Do not block the person's access to an exit.

- Call 911 and the campus Emergency Response Line.

- Provide as much information as possible about the person and his / her location.

**Unattended Package or Backpack**

- If you find, receive, or discover a suspicious package, letter or object:

- DO NOT TOUCH IT, TAMPER WITH IT, or MOVE IT.

- Notify your instructor or an employee of the college so that they are aware of the situation.

- Call 911 and the campus Emergency Response Line and report its location.

- Be prepared to evacuate.

## *UTILITY FAILURE*

In the event of a major utility failure, as listed below; **immediately notify the Campus Emergency Response Line and Campus Facilities / Plant Management.**

**Electrical/Light Failure:** Entire area or building

- Contact Campus Facilities.

**Telecommunications / Network Failure**

- Notify Institutional Technology

**Elevator Failure**

- Use the Emergency Phone located within the elevator.  It is connected to a monitoring company.  Advise them of your situation.

**Plumbing Failure / Flooding**

- Cease using all electrical equipment.

- Turn source off immediately if able.

**Natural Gas Leak or Ruptured Gas Line**

- Be prepared to evacuate the building or area if necessary.

**Air conditioning / Heating**

- Open doors and/or windows for ventilation if need be.

**Suspected Water Contamination**

- DO NOT consume. Notify others in your area about possible contamination. Wait to hear from Administration for further information.

The most common utility failure in most locations is a temporary electricity outage. Generally, such failures while inconvenient are of little safety concern.  In the event of a prolonged and/or pre-planned outage instructions will be provided by the administration. It is good work practice to frequently save computer work during day as a protection against a sudden loss of electricity.

## *WEATHER EMERGENCY*

**Thunderstorms**

- Stay away from windows

- Close windows, shades and blinds to reduce injury from flying glass.

- Minimize use of electrical equipment.

**Tornados**

If alerted that a tornado is threatening the campus, take the following steps.

- Close outside doors and windows.

- Close shades and blinds to reduce injury from flying glass.

- Keep away from windows.

- If the storm is eminent, take shelter in the smallest, most interior rooms and hallways on the lowest floor.

- Take cover under tables, crouch down and cover your head with your arms.

- Wait for instructions from administration.

**Weather Related Emergencies in General**

Preparation for weather related emergencies clearly indicates that appropriate planning for the emergency is the critical factor which often determines the extent of damage sustained during severe weather conditions such as tropical storms, hurricanes, and tornadoes. Since tornadoes typically occur with little warning, the steps described above relate to immediate response. Tropical storms and hurricanes, however, generally progress in a manner that the College should have warning that a storm may become a threat well in advance of any actual impact on the College.

The following procedure will be followed in the event of weather related emergencies:

1. The Provosts or designee will notify College personnel of the pending weather emergency.
2. College personnel must make every reasonable effort to secure their work areas to prevent damage to College equipment and facilities. For example, windows and doors will be closed and secured, equipment and files will be moved away from windows, small items will be placed in desk or file drawers, unplug equipment, and vehicles will be garaged.

3. The President, or designee, will be the only College official authorized to order the closing of the College. The decision to close the College will be based on whether a life threatening situation is determined to exist or is projected to exist during the time classes are scheduled. In the event that the President cannot be reached, authority to cancel classes or close the College will be transferred to another College official in the order of succession as specified in the College's Board Rule 6Hx19-1.15, Succession to Presidential Authority and Responsibilities.  If activated, the provisions of the College's Incident Command System will be followed to manage the crisis (see Chapter 2 of this manual).

4. Once the President or designee has made the decision to close the College, notification will be accomplished according to the provisions of IMM#1-23. Notification of all parties will be conducted as per IMM#1-23. The notification will specify the status of day, evening and weekend classes since the cancellation of one does not automatically mean the cancellation of the other. [IMM#1-23 is included at the end of this chapter for reference.]

5. Unless specific instructions are given to the contrary by the President, cancellation of classes or closing the College for emergencies applies to both College employees and students. College employees and students are not to report to the College throughout the duration of the emergency.  All extracurricular and community activities scheduled in College facilities will be automatically canceled for the duration of the emergency.

The NOAA Tropical Storm Forecast and Radar Station in Ruskin, Florida will be the official source for College decision making regarding weather conditions. The College will also rely on bulletins from the Pasco and Hernando County Departments of Emergency Management, Miami National Hurricane Center statements, and bulletins from local television and radio stations in determining the implementation of emergency procedures. Additionally, the College will manage the incident in cooperation with the local, state and regional command authority in compliance with provisions of the National Incident Command System (see Chapter 2 or this manual).

**Hurricane Preparation and Response Hurricane Watch Procedures**
When the Miami National Hurricane Center announces a Hurricane Watch, all members of the College's physical plant staff and designated function leaders and alternates as designated in the College's Incident Command System will be placed automatically on 24 hour watch for an on duty call.  As the hurricane watch progresses and indications are that a hurricane is headed for Pasco and/or Hernando counties, the following action will be taken:

1. All physical plant personnel are to prepare their own personal property for protection and address the safety needs of their families in case employees are needed at the College.
2. An equipment and operational check will be made by physical plant personnel on duty during this time to ensure its readiness in case it becomes necessary to close the College.
3. The Director of Facilities, or designee, and Plant Managers are responsible to ensure that all College vehicles are filled with fuel.

**Hurricane Warning Procedures**
When the Miami National Hurricane Center announces a Hurricane Warning, all physical plant personnel will report to their respective Supervisors. Coordination of the foregoing duties will be accomplished under the direction of the Provosts.
Center Directors will coordinate efforts with their respective Campus Provost. Function directors and their alternates of the College's Incident Command System should be prepared to assume their respectively assigned duties as directed by the overall Incident Commander designated by the President for this particular event.

College staff, other than physical plant personnel, who are not essential in preparing for the onset of a hurricane, will be released from duty at the direction of the College President.

The Director of Facilities, or designee, and the Plant Managers will be responsible to assign physical plant personnel to:

1. Secure all elevators as follows:
    a. Run an elevator to center of hoistway and pull the disconnect switch in the machine room. Pull the disconnect adjacent to the elevator controller in the machine room. DO NOT pull the main power feed.
    b. Park the elevator with doors closed.
    c. DO NOT run the elevator during the hurricane.
2. Secure all trash receptacles, picnic tables, chairs and other small items that are adjacent to buildings.
3. Remove wind screens from the tennis courts and baseball/softball fields.
4. Remove all signs that might be blown loose by high winds.
5. Store all loose equipment and small articles.
6. Park all College vehicles in a secure and safe place.

The Provosts or designee will release the physical plant personnel from their duties at their respective campus/center, after preparations for a pending hurricane have been completed.

The previous list of duties is not intended to be inclusive of all actions that must be taken. Every campus and center has specific areas that are addressed in each site's emergency procedures. The Provosts, in coordination with the President and the designated Incident Commander, are responsible for ensuring that specific emergency procedures are followed in the event of a hurricane warning and watch.

College personnel are reminded that personal possessions on College property are not covered by the College's insurance policy. In the event of a hurricane warning, it is recommended that personal property be removed by its owners to prevent loss or damage. The College will not assume any liability at any time for personal property left in College facilities or on its property.

**Computer Equipment Preparation for Storms**

No one can accurately predict a hurricane's path, therefore, when you are notified that your campus is under threat of severe weather, please take the following steps before you leave campus to protect your computer equipment:

1. Turn OFF computers, monitors and printers. Unplug the equipment from power outlets, if possible. If not possible, leave the equipment plugged in, but ensure that the equipment is turned off. Check the lights on the monitors to be certain monitors are off. Please leave the network cables plugged into the computers and into the wall jacks.
2. If equipment is plugged into a UPS backup power supply, leave the UPS turned ON, but unplug the equipment from the UPS. Leave the UPS plugged into the wall outlet.
3. If monitors and/or computers are located near windows, obtain plastic bags from a distribution point on your campus and cover the monitors and computers with the bags. You may take this step as a precaution even if your equipment is not located near a window.

Bag Distribution Locations

| East Campus | Office of the Provost | A-118 |
|---|---|---|
| North Campus | Office of the Provost | A-125 |
| Porter Campus | Office of the Provost | A-411 |
| Spring Hill Campus | Office of the Provost | A-210 |
| West Campus | Office of the Provost | A-119 |
| West Campus | Office of the Dean of Health Occupations | M-177 |

4. It is essential that monitors and/or computers be turned off before covering with plastic bags.
5. If your computer is connected to a modem, disconnect the phone (modem) line from the computer's modem. Remember to plug it in again when you return to your office.
6. Do not unplug your telephone from the wall jack.

Most network servers, including GroupWise, will be kept running if at all possible. Access to and from the Internet should still work. PHSC.edu and myPHSC should not be affected by local weather conditions as those applications are hosted offsite. The telephone system will remain on and available unless power is lost for an extended length of time.

If you need to create an out-of-office greeting, please see the <u>voice mail greeting change instructions.</u> If you need to implement the "Vacation Rule" for your GroupWise e-mail, please see the <u>vacation rule instructions.</u>

We appreciate your taking these extra steps to protect our equipment. In the unlikely event that a hurricane, or even the strong tropical storm portion of the hurricane comes our way, we'll be prepared.

If you have difficulty restoring your equipment when you return to your office, please call the help desk at 3311 and we will assist you as quickly as possible.

**PASCO-HERNANDO STATE COLLEGE**

**INTERNAL MANAGEMENT MEMORANDUM #1-23**

**TO:**        All Faculty & Staff

**FROM:**     Timothy L. Beard, President

**DATE:**     June 6, 2016

**SUBJECT:**     Emergency Notification of College Closing and Contact Responsibilities

The purpose of this Internal Management Memorandum (IMM) is to establish emergency notification and college closing procedures.

> ***The College President or a designee will make every attempt to inform faculty, staff and students of an emergency closing of the College before the close of the business day.***

Because hurricanes and other emergencies may occur without notice, over a weekend or on a holiday, it will not always be possible to inform faculty and staff in advance. The President will call the Vice Presidents, the Provosts, and the Executive Director of Marketing and Communications to inform them that the College is closed. The following responsibilities are assigned:

1.    After any official announcement of a closing, the **Associate Dean of Student Affairs and Enrollment Management** is responsible for ensuring that the automated Information Center message is changed and that the off-campus notification system sends appropriate notifications.

2.    After any official announcement of a closing, the **Executive Director of Marketing and Communications** is responsible for ensuring that the appropriate media outlets and the emergency operation centers in Pasco and Hernando counties are notified. In addition, the Executive **Director of Marketing and Communications** will notify the Dean of Institutional Technology, the Web Master and Information Center Coordinator of the closing.

3.    After any official announcement of a closing, the **Dean of Institutional Technology** shall ensure that the emergency message is posted to the Web site and emergency alert system.

4.    After any official announcement of a closing, the **Vice President of Administration and Finance** (District Office/West Campus), the **Provosts** (East, North, Porter, and Spring Hill campuses) shall ensure that any necessary preparations for their respective campus are completed as deemed necessary by the emergency conditions.

IMM #1-23
Emergency Notification of College
Closing and Contact Responsibilities

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**In the event of a possible emergency, faculty, staff, and students should monitor the local media or call the main number of the College to listen to the recorded message for information and check the website. When necessary, staff should refer to the emergency procedures manual.**

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TLB/scs

History:    03/07/01 (New)
            07/01/01
            06/03/02
            06/30/03
            07/01/04
            09/20/04
            06/30/08
            04/18/11
            09/24/14

## *VIOLENCE  PREVENTION / ASSESSMENT*

Disruptive behavior disturbs, interferes with or prevents normal work functions and activities of the college. Examples include yelling, using profanity, waving arms or fists, verbally abusing others, and refusing reasonable requests for identification.

Threatening behavior includes physical actions short of actual contact/injury (e.g., moving closer aggressively), general oral or written threats to people or property, ("You'd better watch your back" or "I'll get you") as well as implicit threats ("You'll be sorry" or "This isn't over").

Violent behavior includes any physical assault, with or without weapons; behavior that a reasonable person would interpret as being potentially violent (e.g., throwing things, pounding on a desk or door, or destroying property), or specific threats to inflict physical harm (e.g., a threat to shoot a named individual).

**What are the Warning Signs?**
Below is a list of signs and attitudes that may be indicators of disruptive, threatening, or violent behavior. If you observe a pattern or change in behavior and attitude that causes you concern, please notify your supervisor or department chair.
- Challenging or resisting authority.
- Becoming unusually upset over recent event(s) (work or personal crisis).
- Withdrawing from normal activities, family, friends, and co-workers.
- Making a major change in lifestyle, demeanor, or appearance.
- Exhibiting signs of substance abuse.
- Blaming others for problems in life or work; being suspicious, holding grudges.
- Expressing feelings of being morally superior, self-righteous.
- Feeling entitled to special rights; rules don't apply to her/him.
- Exhibiting a recent fascination with weapons.
- Having a known history of violence.

**What Behaviors Should I Report Immediately?**
The following behaviors should be immediately reported to your supervisor and Campus Security.
- Engaging in persistent, obsessive attention to others and/or stalking.
- Intimidating, verbally abusing, harassing or mistreating others.
- Making threatening references to other incidents of violence.
- Making threats to harm self, others, or property.
- Detailing specific proposed act(s) of disruption or violence.
- Expressing strong feelings of wanting, needing to get revenge, being wronged, humiliated, or degraded.

**What Should I do if Confronted by Disruptive, Threatening or Violent Behavior?**
- Use a calm, non-confrontational approach to defuse the situation. Indicate your desire to listen and understand the problem. Allow the individual to describe the problem.

- Do not take the behavior personally. Usually, the behavior has little to do with you, but you are used as a target in the situation.
- Set limits to indicate the behavior needed to deal with the concern. "Please lower your voice." "Please stop shouting (or using profanity) or I'll have to ask you to leave."
- Ask questions. Respectful concern and interest may demonstrate that aggression is not necessary.
- Consider offering an apology. Even if you've done nothing wrong, an apology may calm the individual and encourage cooperation. "I'm sorry that happened. What can we do now to solve the problem?"
- Summarize what you hear the individual saying. Make sure you are communicating clearly. In crisis, a person feels humiliated and wants respect as well as attention. Your summary of the individual's concerns reflects your attention. Focus on areas of agreement to help resolve the concern.

**What Should I do if I Feel Threatened or in Danger?**
- Find a way to excuse yourself, leave the room/area and get help. "You've raised some tough questions. I'll consult with my supervisor/department chair to see what we can do."
- Do not mention discipline or calling Security / Law Enforcement if you fear an angry or violent response.
- Signal for assistance. The individual may be antagonized if you call for assistance, so use a prearranged "distress" signal with a co-worker to check on you to determine how you are. If you need help, the co-worker should alert your supervisor and/or the Campus Security.
- Do not isolate yourself with an individual you believe may be dangerous. Maintain a safe distance, do not turn your back, and stay seated if possible. Leave the door open or open a closed door, and sit near the door. Be sure a co-worker is near to help if needed.
- NEVER try to remove an individual from the area. Even a gentle push or grabbing an arm may be interpreted as an assault by an agitated individual who may respond with violence towards you or file a lawsuit later.

**How do I Report Threats or Acts of violence?**
Report all acts or threats of violence to your supervisor/department chair who shall immediately inform the Dean, Vice President, and the Director of Human Resources.

Please include when possible:
- WHO - Name, description, address, phone, staff member, student, or visitor.
- WHAT - The circumstances and sequence of events leading up to the incident.
- WHEN - Time of day.
- WHERE - Location of the incident.
- HOW - Describe how the offense or violation of conduct was committed.
- WHY – Why do you believe this incident occurred?

**What are Some Preventive Actions we can take in our Department?**
- Developing a secret code word within your department for calling 911.
- Discussing campus safety issues with co-workers.
- Reporting promptly and accurately all threats or acts of violence.
- Arranging furniture to prevent entrapment.
- Attend training sessions offered by the college.

*COOP PLAN*

The Continuity of Operations Plan (COOP) was developed in compliance with federal and state directives for all federal, state, and local agencies requirements. The Plan is on file in the offices of the Florida College System, the Florida Division of Emergency Management, and the Emergency Management offices of both Pasco and Hernando Counties. The plan provides for actions and procedures to be used if a disaster occurs that may cause temporary disruption resulting in loss of use of one or more buildings for several days up to one month. If activated, the COOP plan will supersede all other emergency preparedness documents for the duration of its activation. The COOP Plan is published separately and is a confidential document available only to those individuals with a need to know as identified in the Plan. The COOP Plan provides for temporary emergency operations, after action activities, training and exercises.  The COOP Plan is reviewed and updated periodically.

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┌─────────────────────────────────────────────────────┐
│          EMERGENCY PROCEDURES MANUAL                 │
│                   Chapter 5                          │
│                 After the Event                      │
│                                                      │
└─────────────────────────────────────────────────────┘
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This chapter describes activities that may need to be taken after an evacuation or College closure due to some emergency condition. The magnitude of after event activities needed to return the College to normal operations reflects the particulars of the crisis that led to evacuation or closure.

**Re-entry to Buildings**

The following procedures will be followed before individuals will be permitted to re-enter an evacuated building:

1. No re-entry to buildings will be permitted until emergency services personnel inform the Provosts or designee that conditions are safe for re-entry.
2. Authorization for re-entry will be given by the Provosts or designee to those assigned responsibility for individual buildings who will, in turn, verbally notify those affected that it is safe to re-enter the building.

**Returning Machinery/Equipment to Service**

Depending on the nature of the emergency selected equipment may have been deactivated in response to or as a result of the emergency. For example, preparation for a hurricane calls for elevators to be deactivated. Upon return to normal operation, elevators will need to be re-activated for normal use. Facilities staff should follow procedures outline in the College Safety Manual to safely test any equipment that may have been impacted by the emergency. Any physical damage to a building or equipment resulting from an emergency will call for extra caution in re-activating equipment in the impacted areas.

**Reopening Announcements**

Announcements regarding the reopening of the College and/or resumption of classes will be made over local radio and television stations in the same manner as closings are announced.

The Executive Director of Marketing and Communications will contact local news media to notify the public that the College is reopening.  A statement will be faxed to selected media.  The fax will specify the status of day, evening and weekend classes.

The Executive Director of Marketing and Communications will notify the College's information center to place a message on appropriate internal telephone recording devices relative to the reopening of the College and the resumption of classes.

Additional methods of notification may also be utilized as newer or expanded technologies become available.  The College's emergency communication systems are described more fully in Chapter 3 of this manual.

**Damage Assessment and Reporting**

After an emergency incident has been resolved, college buildings, equipment and property must be inspected for damage and continued safe operation.  Provosts are responsible for assuring that each campus and/or center has been carefully inspected for damage.  An oral damage report should be made to the President immediately upon finding any significant damage to facilities.  A written damage report should be prepared and submitted with one working week of returning to normal college operation.  Copies of the written report should be forwarded to the Department of College Safety and Security and the Assistant Director of Human Resources.

**College Operations During Periods of Emergency**

Full-time and part-time, regular, employees will not ordinarily lose pay for time lost because of an emergency that results in the closing of the College.  However, it is not possible to predict exactly how severe emergencies will impact College operations.  The College will attempt to return to normal operations as soon as possible after an emergency closure.

Only College employees who are requested to work during an emergency should report to work.  Non-exempt employees who are authorized by the President, or designee, and requested by their supervisor to work during an emergency will receive overtime pay or compensatory time in accordance with the College's policy for overtime work.

**COOP PLAN**

The Continuity of Operations Plan (COOP) was developed in compliance with federal and state directives for all federal, state, and local agencies requirements.  The Plan is on file in the offices of the Florida College System, the Florida Division of Emergency Management, and the Emergency Management offices of both Pasco and Hernando Counties.  The plan provides for actions and procedures to be used if a disaster occurs that may cause temporary disruption resulting in loss of use of one or more buildings for several days up to one month.  The COOP Plan provides for preparation of an after action report which will include recommendations for future mitigation for issues faced

during the disruption.  If activated, the COOP plan will supersede all other emergency preparedness documents for the duration of its activation.  The COOP Plan is published separately and is a confidential document available only to those individuals with a need to know as identified in the Plan.  The COOP Plan provides for temporary emergency operations, after action activities, training and exercises.  The COOP Plan is reviewed and updated annually.

Mitigation refers to those activities taken in advance of potential emergencies that serve  to less the potential for damage or disruption of operations should an emergency occur.  In a very real way, effective mitigation saves money, time, and can save lives.

## Collaboration with External Agencies

PHSC coordinates with appropriate external agencies and organizations to enhance  and coordinate campus security.  Agencies with which the most significant collaboration occurs are discussed below.

Emergency Management Departments.  Hernando and Pasco Counties coordinate county-wide emergencies and natural disasters through their respect Emergency Management Departments.  These departments are responsible for establishing the county EOCs (Emergency Operations Centers, see Chapter 2) during significant incidents.

Fire-Rescue Departments.  Hernando and Pasco Counties provide for emergency medical response and fire response to their respective counties through the Fire-Rescue Departments.  The College shares appropriate facilities information with these agencies to improve response times in case of incidents.

Law Enforcement Agencies.  PHSC's campuses are provided with law enforcement services by the agency having jurisdiction for the particular campus.   East Campus is served by the Dade City Police Department.  North Campus and the Spring Hill Center are served by the Hernando Sheriff's Office.  Porter Campus at Wiregrass Ranch and West Campus is served by the Pasco County Sheriff's Office.

## Emergency Preparedness Planning Committee

Collaborations described above are enhanced and facilitated via the Emergency Preparedness Planning Committee is composed of representatives of the several providers of emergency, health, and mental health services in Hernando and Pasco Counties.   Representatives from the College's education partners will also be included  in the committee membership.  The committee will meet as needed as a whole or in selected groups as appropriate to the issue to be discussed.  The committee will provide

advice regarding best practices and collaborative responses to emergencies identified as potentially threatening to the College, its students and its staff.

| Agencies and Institutions Represented | College Representatives |
|---|---|
| Bay Care Life Management | Vice President of Administration and Finance |
| Dade City Police Department | Vice President of Instruction/Provost West Campus<br>Vice President of Student Development and Enrollment Management |
| Florida Department of Law Enforcement | Provost, East Campus |
| Hernando County Emergency Management | Provost, Porter Campus at Wiregrass Ranch (Chair) |
| Hernando County Fire Rescue | Provost, North Campus |
| Hernando County Health Department | Provost, Spring Hill Campus |
| Hernando County Public Schools | Dean of Health Occupations |
| Hernando County Sheriff's Office | Dean of Institutional Technology |
| Pasco County Emergency Management | Associate Dean of Student Development and Enrollment Management |
| Pasco County Fire and Emergency Services | Director of Plant Operations |
| Pasco County Health Department | Executive Director, Public Safety Programs |
| Pasco County Public Schools | |
| Pasco County Sheriff's Office | Director of College Safety and Security |

## Campus Security Audits

Campus security audits were developed by a joint College and inter-agency working group composed of representatives from the law enforcement providers listed above. The group developed an audit tool, or assessment form, and physically inspected the three campuses and the Spring Hill Center during the summer of 2007. Results from these audits were utilized to improve campus security. Additional audits will be conducted periodically as new facilities are added and/or some change in threat potential occurs. U. S. Department of Homeland Security issued new guidelines for critical infrastructure vulnerability assessments in 2008.

## Facilities Planning

The College addresses campus security issues as part of the planning process for new facilities. This planning involves College staff and consultants in cooperation of the appropriate county emergency services staff. Additionally, the College regularly reviews recommendations and guidelines provided by the Florida Community College Risk Management Consortium, of which it is a member.

## Procedural Review and Updates

PHSC regularly reviews procedures that are related to campus security. This review is conducted by the College Safety and Security Committee. Additionally, the

President's Administrative Leadership Team plus the Vice President of Technology and Distance Education, the District  Director of Facilities Department, and the Director of College Safety and Security comprise a Campus  Security Planning Team.  The Chairman of the College Safety and Security Committee also convenes the planning team when needed.

**Training**

All full-time employees and adjunct instructors will participate in annual campus security training.

**COOP PLAN**

The Continuity of Operations Plan (COOP) was developed in compliance with federal and state directives for all federal, state, and local agencies requirements.  The Plan is on file in the offices of the Florida College System, the Florida Division of Emergency Management, and the Emergency Management offices of both Pasco and Hernando Counties.  The plan provides for actions and procedures to be used if a disaster occurs that may cause temporary disruption resulting in loss of use of one or more buildings for several days up to one month.  The COOP Plan provides for preparation of an after action report which will include recommendations for future mitigation for issues faced during the disruption.  If activated, the COOP plan will supersede all other emergency preparedness documents for the duration of its activation.  The COOP Plan is published separately and is a confidential document available only to those individuals with a need to know as identified in the Plan.  The COOP Plan provides for temporary emergency operations, after action activities, training and exercises.  The COOP Plan is reviewed and updated annually.

# EMERGENCY PROCEDURES MANUAL
## Chapter 7
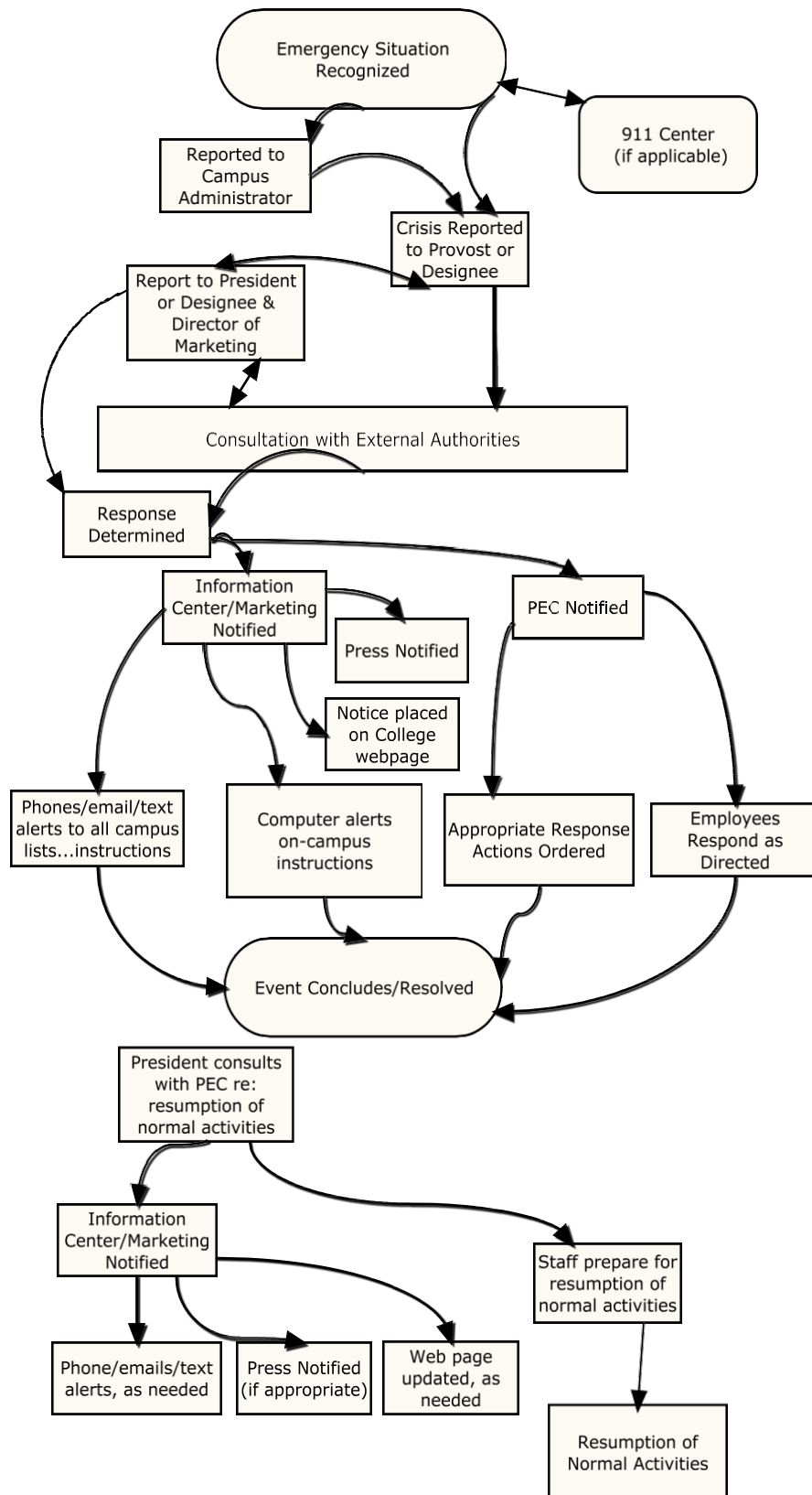## Emergency Procedures Training Exercises

## Introduction

Exercising the emergency procedures presented in this manual is both good practice and necessary to assure that employees are prepared should an emergency arise. Exercises may range from a simple discussion session within an individual department to a full-scale campus exercise of some type. Each department is urged to set aside some time on a regular basis to review the emergency procedures, phone protocols, and the emergency notification systems. One type of exercise that is very widely used is the tabletop exercise. Tabletop exercises provide a realistic scenario against which participants can discuss what step they should take to address the situations presented. At Pasco-Hernando State College professional law enforcement, emergency management, and emergency medical services are provided by our community partners. It is desirable for College staff to participate, when invited, in full-scale exercises conducted by our community partners. It is also desirable to invite community partners to conduct exercises for their own staff at College facilities to provide an opportunity for College staff to observe and participate where appropriate.

## Decision Making Flow Chart

An idealized decision making flow chart is shown on the next page. This chart is designed to bring attention to the major decision making steps or actions that may be required in an emergency response. To make the most of the chart, users should insert specific events or individuals that make the chart more meaningful. For example, start with one of the scenarios listed under the Departmental Exercises portion of this chapter. For example, if the emergency situation is a hurricane how would the various steps lead to closure of the entire College?

This chart is provided as a method of stimulating discussion about the various scenarios that may potentially impact the College or one of the campuses.

# Emergency Decision Making Flow

**Emergency Situation Recognized**

911 Center (if applicable)

Reported to Campus Administrator

Crisis Reported to Provost or Designee

Report to President or Designee & Director of Marketing

Consultation with External Authorities

Response Determined

Information Center/Marketing Notified

Press Notified

PEC Notified

Notice placed on College webpage

Phones/email/text alerts to all campus lists...instructions

Computer alerts on-campus instructions

Appropriate Response Actions Ordered

Employees Respond as Directed

**Event Concludes/Resolved**

President consults with PEC re: resumption of normal activities

Information Center/Marketing Notified

Staff prepare for resumption of normal activities

Phone/emails/text alerts, as needed

Press Notified (if appropriate)

Web page updated, as needed

Resumption of Normal Activities

**Departmental Exercises**

Emergency responses are discussed in two documents, the Emergency Response Handbooks (Flipcharts) and the Emergency Procedures Manual. Emergency Response Handbooks are affixed to the walls in all classrooms and other public meeting rooms on all campuses. The following emergency scenarios are described in these flipcharts:

- Active Shooter
- Bomb Threat
- Crime in Progress
- Evacuation
- Fire
- Hazardous material Spill
- Lock-Down / Shelter in Place
- Medical Emergency
- Utility Failure
- Weather Emergency

Chapter 4, Threat Response Scenarios, in the Emergency Procedures Manual includes all the information contained in the Emergency Response Handbooks (flipcharts) along with amplified information to assist in fully understanding potential threats. Chapter 9, Evening Administrators, discusses the role of evening administrators at the College.

Each department of administrative unit should gather periodically each year to review the information contained in the sources noted above. A typical emergency procedures meeting would include the following activities.

1. Select a threat scenario or activity to review.

2. Read the information provided in the documents described above.

3. The following questions may useful to guide the discussion.
   - When is the threat or scenario likely to occur in my unit or campus?
   - What is the most likely method by which the threat or incident will first come to someone's attention?
   - What will I do if I am first on the scene or first to notice the threat?
   - Who should be notified and how?
   - If necessary, where will my group evacuate to?
   - How do I contact campus administration? …. Law enforcement? … Emergency medical help?
   - If evacuated from a building what should I do once outside?
   - What should we expect from the campus security guards?
   - Where can I find a bomb threat check list and when should I use it?
   - What should I do if I receive a threatening telephone call?

4. Review various alerts and alarms that are available at the College and discuss how each other may impact each employee or student and/or the work unit. Descriptions of the campus alerts and notification systems are found in Chapter 3, Campus Security, in the Emergency Procedures Manual. The AED Box alarms are discussed in Chapter 4 in the section describing heart attacks/AEDs. The following questions may be helpful in discussing the various alerts and alarms.

- How does the Quista Alert Off-Campus system (phone, email, and text system) work?
- How do I make sure that my contact information is current in the system?
- When would the off-campus alert system most likely be used?
- What should I expect from the on-campus, computer alert system?
- Where are silent alarms (panic buttons) located in places where I normally work?
- When should someone use the silent alarms?
- What should someone expect after they activate a silent alarm?
- What should campus administration do when notified that a silent alarm has been activated?
- Which of the rooms that I typically use have intrusion alarms and how do the intrusion alarms differ from the silent alarms?
- Where are fire extinguishers located on my campus? …. AEDs?  … Evacu-Trac units?

## Exercises for Evening Administrators

Evening Administrators on each campus should periodically meet to review their procedures as well as other aspects of the College's emergency responses and systems.  Discussions for evening administrators may include any of those described for department or other work units above.  Additionally, evening administrators may want to include the following additional questions in their discussions.

- How do I contact the campus security personnel working during my shift?
- How do I contact the campus maintenance personnel working during my shift?
- When does custodial staff normally work at my campus?
- At what times are buildings normally locked for the evening on my campus?..by whom?
- How do I access the information specifically made available for evening administrators?
- What types of behaviors or incidents should be brought into the student discipline system?
- What types of issues should best be handled by calling 911?
- What types of issues should lead me to call my supervisor or other senior administrator?
- Where do I find the contact numbers for campus and/or district administrators?
- What is the purpose of the campus work log document?

**Exercises for ICS Staff**

Members of the President's Administrative Leadership Team and a select group of additional personnel may  potentially serve a specific role during a major incident that requires activation of the  College's Incident Command System (ICS).  The College's Incident Command System is discussed in Chapter 2, Crisis Management System, in the Emergency Procedures  Manual.  All personnel assigned a potential role in the ICS should complete the required  NIMS (National Incident Management System) courses through FEMA (Federal  Emergency Management Agency) as described in Chapter 2.

Periodic meetings to review and discuss ICS structures and the College's ICS system should be scheduled for this group of employees.  It is recommended that at least some of these discussions include organizing the discussion into groups based on the ICS assignments listed in Chapter 2.  Each group of employees assigned to a specific group may want to explore the following questions.

- What is the role of my assigned function in the ICS?
- What other ICS functions would normally interact with my functional role?
- What groups or individuals outside the ICS structure would my function normally or potentially interact with?

Questions for discussion by the whole ICS groups may include the following.  It may be useful to also consider during the discussion that the College does not have in-house (on the staff) law enforcement or emergency medical personnel.

- When is the ICS structure most likely to be activated?
- What is the potential for an outside agency or agencies to respond to a College crisis?
- What role(s) would we expect to play in scenarios with outside agencies providing the primary emergency response?
- What functions does the College always need to operate during a crisis even with an outside agency assuming the primary response?
- Where would members of the College's ICS meet and/or convene during an activation event?

**Exercises for the Crisis Management Team**

 (*This functional group needs to be identified and described in Chapter 2.  This group would normally include members of the President's Administrative Leadership Team and other individuals may also be included depending upon the nature of the  crisis.*)

The Crisis Management Team may be called upon to react to a situation either with or without activation of the College's ICS.  In either case, several common tasks would characterize actions that need to be taken by the Crisis Management Team, as described in Chapter 2, Crisis Management System, in the Emergencies Procedures Manual.  These tasks will include obtaining adequate high quality information needed to

make a response decision, determining to whom an initial response should be tasked to (internal staff or external), determining whether a message needs to be sent via one or all of the alert systems, determining exactly what message needs to be sent to students, faculty and staff, and the media.  The Crisis Management Team should meet periodically to discuss their roles and potential actions.  The following questions may aid their discussions.

- How do we know that information provided is credible?
- Is the crisis limited to one campus or does it impact the entire district?
- What other agencies might be involved and how?
- How does the line of decision making become established?
- What types of scenarios would make it most likely for the various functional leaders to take the primary role; e.g., student development, instruction, facilities, campus bases, etc.?
- Are there outside agencies or sources of information that need to be consulted?

**Collaboration with External Agencies**

The agencies listed below provide emergency services to the several campuses of PHSC.  The College maintains working relations with these departments, to include periodic meetings and joint training exercises when feasible.

Dade City Police Department
Hernando County Emergency Management
Hernando County Fire Rescue
Hernando County Health Department
Pasco County Emergency Management
Pasco County Fire Rescue
Pasco County Health Department

In addition to College staff participating in partner agency trainings, it is suggested that partner agencies utilize College campuses as sites to conduct some of their training exercises.  For example, the SWAT teams from the law enforcement agencies may practice an active shooter response on one of these campuses.  Such an exercise would be beneficial to the College by providing an opportunity to observe the types of actions taken by police in such emergencies.  It would also provide an opportunity for College staff to practice the liaison role needed in an actual situation if such were to occur on one of the campuses.

# EMERGENCY PROCEDURES MANUAL
## Chapter 8
## Business Continuity Plan

This chapter has been replaced by the Continuity of Operations Plan (COOP).  The COOP Plan is published separately and is a confidential document, not available to the public.  Inquiries regarding the COOP plan should be directed to the College Safety and Security Committee chair.

A PHSC Evening Administrator will be on duty at the East Campus (Dade City), North Campus (Brooksville), Porter Campus at Wiregrass Ranch (Wesley Chapel), Spring Hill Campus, and West Campus (New Port Richey) Monday – Thursday evenings from 7:30 to 10:00 p.m. on all days during which classes are in session. The purpose of the Evening Administrator is to ensure that any emergency calls made during the time periods noted will be responded to immediately.  A list of administrators by campus and date of service will be posted monthly on the College Intranet.

**Evening Administrator Description**

Evening Administrators are administrative and/or management staff members who are available to assist faculty and staff with unusual situations that might arise during the period of time after the student development offices close, but when classes are still in session.   Evening Administrators are not security guards, EMS workers, nor law enforcement officers.  All College faculty and staff members should continue to follow the emergency guidelines provided in the Emergency Response Flipcharts and amplified in the Emergency Procedures Manual.  The Flipcharts are posted in every classroom and the Manual is posted on the College Intranet.

**Evening Administrator Role**

The role of an Evening Administrator at each campus is that of an on-call administrative staff person who is physically present at the campus during the normal hours of operation.  During the daytime hours there are typically several administrative staff persons available.  The student development offices and the libraries on all campuses are normally open during evening hours, but both close well before the end of classes at  10:00 p.m. on Monday through Thursday.  Prior to 7:30 p.m., the campus emergency response line telephones are answered by student development department staff  on all campuses   After this time an Evening Administrator is available to  answer the campus emergency response line from 7:30 to 10:00 p.m. on Monday through Thursday.  This assures that calls made to the campus emergency response  line will be answered

during weekday class hours on all campuses.  <u>It should be  stressed, however, that while a campus emergency response line is available, 911  should be called first during times of medical or other urgent emergencies.</u>  More advice  on responding to specific threats is provided in Chapter 4 in the Emergency Response  Manual.

**Potential Response Scenarios**

The following is a non-inclusive list of potential incidents the evening administrator may be required to respond to and provide leadership responsibilities for.

- Student disruptions/fights
- Physical/Sexual assault
- Faculty/student conflict
- Vandalism/destruction of property
- Power outages
- Medical emergencies
- Fire
- Any threat to human life
- Severe weather
- Non-approved solicitation
- Bomb threats
- Illegal activities/alcohol or drugs on campus

**Evening Administrator Tasks and Consideration**

Regardless of campus assigned, the daily tasks for an Evening Administrator are essentially the same.  At some point prior to 7:30 p.m. contact should be made with the security staff working that evening.  The Evening Administrator should consult the SharePoint folder and check the information in the folder.  When called for assistance Evening Administrators should present a calm professional response to the situation.  Many incidents can be resolved by discussion and review by a neutral party.  However, Evening Administrators should never place themselves at risk in any way.  In doubtful situations call 911 and get law enforcement assistance.  Once an incident has run its course, make sure to complete and submit the accident/incident form.  If other College staff or students are involved have those involved also complete an accident/incident form.  Contact other District or Campus administrators or staff for assistance or advice as appropriate.  A <u>confidential </u>contact list for District and Campus administrators will be provided to all Evening Administrators and posted in the SharePoint folder.

**Campus Emergency Response Line (Red Phones) Phone Numbers**

Serious emergencies should be reported using the emergency response phone number on each campus after 911 has been notified.   Callers may also report situations using this number when they do not deem the situation serious enough to warrant a 911 call.

    **East Campus:……………………352-518-1320**
    **North Campus:...............................352-797-5018**
    **Porter Campus:.............................813-527-6904**
    **Spring Hill Campus:......................352-340-4699**
    **West Campus:...............................727-816-3451**

***These phones should be answered anytime during operating hours of the college Monday – Friday.***  Calls to the campus emergency response lines between 7:30 p.m. to  10:00 p.m. Monday - Thursday will be answered by the Evening Administrator via call  forwarding. These phone numbers along with numbers for campus security officers and  law enforcement agencies are also posted in the College Intranet (http://phsc.edu/campus-services/emergency-information).

## Intranet Resources for Evening Administrators

The College intranet features a red Emergency tab on the upper right corner of the opening page (see below).



**The following resources are available by clicking the Emergency Tab.**

| Emergency | Hurricane Preparation |
|---|---|
| Accident/Incident Form | Safety |
| Allied Health Incident Form | Active Shooter Procedures |
| Behaviors of Concern Handout | Identity Theft and Red Flags Procedures |
| Evening Administrators | Safety Manual |
| Emergency Information | Safety and Security Report |
| Emergency Procedures Manual | Vulnerable Persons Reporting Requirements |
| Emergency Response Handbook (flipcharts) | |

**Additional information available under the Emergency Tab includes the campus emergency response phone numbers (see below).**



The section titled Evening Administrators lists the individuals who are scheduled to serve as evening administrators on each campus and provides a monthly schedule. This information is available to all employees, including adjunct faculty.

In addition to Emergency Tab resources, there are also files available to Evening Administrators in SharePoint. To access SharePoint simply click on the SharePoint link on the Intranet homepage. Once in SharePoint you will be prompted to log in with your normal network id and password. Please note that the Evening Administrator SharePoint site is an access controlled site that is not open to the general College community. Log-in access to the site must be approved by a Campus Provost or Vice President. The following screen shots will further explain the SharePoint site.

The screen above shows the home page of the College Intranet. SharePoint is available by clicking the SharePoint link (the black arrows point to the link the figure above.)
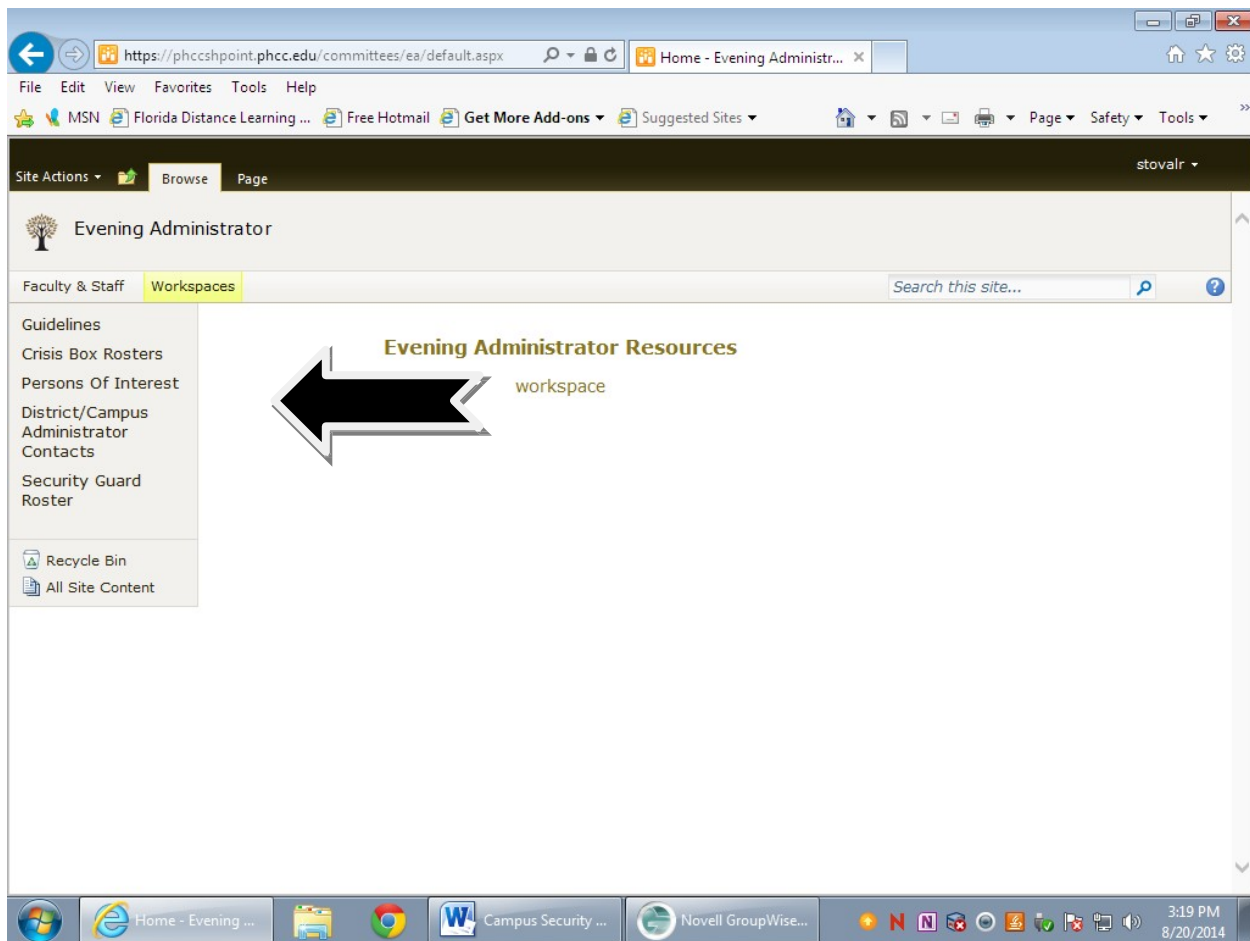
The screen shot above shows the Evening Administrator SharePoint site and includes the folders listed below

**Guidelines** – This folder contains the most current version of the Evening Administrator Guidelines as published as Chapter 9 in the Emergency Procedures Manual.

**Crisis Box Rosters** – This folder contains the most current electronic version of the Crisis Box rosters (a listing of every class currently scheduled to be conducted by campus, building, day, and time.)  A printed version of this list is also kept in the Crisis Box in the Provost's Offices and Librarian Offices on each campus.  These rosters may be helpful in the event of a building evacuation.

**Persons of Interest** – This folder contains a listing of persons who have been trespassed from a campus or from the District.  This folder is maintained by the Office of the General Counsel.

**Contact Information** – This folder contains the listing and contract information for Campus and District administrative staff that is described on page 9-2 of this document.

**Security Guard Roster** – This folder contains the names of security guards currently assigned to each campus.

**General Job Description for an Evening Administrator**

**JOB TITLE:** Evening Campus Administrator (Rotating basis)

**REPORTS TO:** Campus Provost

**BASIC FUNCTION:** Provides supervisory oversight and serves as administrative liaison for all after hours evening student and instructional activities on campus

**CLASSIFICATION:** Varies

**DUTIES AND RESPONSIBILITIES:**
1. Meets briefly with campus security guard or supervisor on evening assigned.

2. Monitors and answers evening administrator phone.

3. Notifies Emergency Services via 911 when it appears those services are warranted.

4. Acts as incident commander until appropriate emergency services arrive.

5. Responds to non-emergency situations when requested and resolves them whenever possible.

6. Notifies appropriate campus or district staff or administration when situations arise which require their presence or input in the resolution of incidents.

7. Completes accident/incident form for any incidents occurring on their watch. Follows up with the College employee or student witnessing the incident to assure that they also complete an accident/incident form.

8. Answers or refers questions from faculty, staff, students and visitors where possible.

9. Performs other duties as may be assigned.


**MINIMUM QUALIFICATIONS:**
Classified as Managerial/Technical or above. Excellent communication skills. Ability to work independently. Proven ability in dealing successfully with faculty, staff, and the public. Computer literate. Evening administrators will be assigned by the Campus Provosts. Must complete at least NIMS course IS100 and/or PHSC emergency procedures training during the first year of service.

**Campus Evening Administrator Guidelines**

1. Contact Student Development during the afternoon of you duty day. Let Student Development staff know if you want the red phone forwarded to your office phone or your cell phone at 7:30 p.m.

2. Contact the Security Officer on duty to verify that you are the evening administrator for the evening in question.

3. Make sure to be present and available in your office by 7:30 p.m. to answer any calls that might come in via the **red - emergency response line**. Each campus has a unique red phone number posted at various locations on the campus and on the College Intranet.

4. Stay by your desk or keep your cell phone with you at all times while serving as an evening administrator. You do not have to stay in your office, but you must remain on campus while serving as an evening administrator. However, please ask Student Development staff to forward the red phone to your cell phone if you plan to walk around campus during you duty hours (see step 1 above).

5. Check in with the Security Officer at the end of the shift to make sure all students and faculty have left campus.

**Additional Information:**
Campuses are encouraged to share cell phone numbers for Plant Managers and/or other maintenance staff that may be on call during evening hours as well. While phone numbers and personnel vary by campus, the general operating guidelines apply Districtwide.

## Introduction

### *What is influenza pandemic?\**

*A disease epidemic occurs when there are more cases of that disease than normal. A pandemic is a worldwide epidemic of a disease. 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. World Health Organization (WHO) has defined the phases of a pandemic to provide a global framework to aid countries 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.*

### *Potential consequences \**

*In the past, influenza pandemics have resulted in increased death and disease and great social disruption. In the 20th century, the most severe influenza pandemic occurred in 1918-1919 and caused an estimated 40 to 50 million deaths worldwide. Current epidemiological models project that a pandemic could result in two to 7.4 million deaths globally.*

*If an influenza pandemic were to occur today, we could expect the virus to spread rapidly due to the interconnected nature of the world and the high level of global travel.*

*If the pandemic evolved to become severe and widespread over time, we could also expect:*

- *vaccines, antiviral agents and antibiotics to treat secondary infections to be in high demand, and potentially in short supply;*
- *medical facilities to be strained with demands to care for both influenza and non-influenza patients;*
- *Potentially significant shortages of personnel to provide essential community services.*

*Effective pandemic preparedness around the world is essential to mitigate the effects of a pandemic, particularly if it becomes severe.*

 *\* [Excerpted from: World Health Organization Website (WHO), July 11, 2009. http://www.who.int/csr/disease/influenza/pandemic/en/index.html]

PHSC's College Safety and Security Committee is responsible for  development and periodic review and updating the Pandemic Influenza Plan. The plan  is included in and supported by other elements of the College's emergency procedures  as described in other chapters of the Emergency Procedures Manual.  Chapter 2  described PHSC's Incident Command System which governs all responses to  emergencies including pandemic influenza. As provided in Chapter 2, the President, will  designate the individual and/or group to take the lead in any specific emergency.

## Planning Assumptions

Planning assumptions for potential pandemic influenza outbreaks in Florida, including H1N1 Swine Flu, are taken from the Florida State Pandemic Influenza Appendix, version 11.2, March 2009.  The state plan is a product of the Florida Department of Health.  Each county in Florida has a local or county health department, all of which are subsidiaries of the Florida Department of Health.  County departments of health responses and planning are generally covered by the state plan.  However, at the time of this writing (July 2009) Pasco County Health Department and Department of Emergency Services are developing a model county level pandemic influenza plan. PHSC has collaborated with the Pasco County staff in the development of both the local county plan and PHSC's pandemic influenza plan (this chapter).  The following planning assumptions provide a basis for development of the remainder of this chapter.

- Introduction of pandemic flu in Florida could come from a variety of sources and its virulence is uncertain.
- If the pandemic begins outside the U.S., the first U.S. cases are likely to occur with two to four weeks following recognition.
- Multiple waves of illness, periods during which community outbreaks take place across the country, could occur with each wave lasting up to 12 weeks.
- An influenza pandemic will be a long term event, lasting from weeks or months, to over a year.
- An estimated 30% of the general population will become ill with influenza, of which 60% will seek outpatient medical care. It is expected that people who are not ill will also seek care.
- A case fatality rate {(CFR) the proportion of ill people who die} equal to or greater than 2% could occur in a severe pandemic.
- A severe pandemic could result in the deaths of 209,000-1,903,000 U.S. residents or 115,400 Florida residents.
- Highest risk groups for severe and fatal infection cannot be predicted with certainty, but are likely to include infants, the elderly, pregnant women, and people with chronic medical conditions.

- Illness rates will be highest among school-aged children (about 40%) and decline with age. Among working adults, an average of 20% will become ill during a community outbreak.
- In a severe pandemic, absenteeism attributable to illness, the need to care for ill family members and fear of infection may reach 40% during the peak weeks of a community outbreak, with lower rates of absenteeism during the weeks before and after the peak.
- The typical incubation period, the interval between infection and onset of symptoms, for influenza will be approximately two days.
- In an affected community, a pandemic wave will last about six to eight weeks.
- Some people infected with the virus will not have clinically significant symptoms but will develop immunity to subsequent infection. Despite any obvious symptoms, these same people will be able to transmit infection to others at rates probably lower than those for people with full symptoms.
- People who become ill will shed the virus and transmit infection up to one day before the onset of illness. Viral shedding and the risk of transmission will be greatest during the first two days of illness. For those that develop symptomatic illness, the greatest risk of transmission is early in the course of illness.
- Children typically shed the greatest amount of virus and therefore, are likely to pose the greatest risk for disease transmission.
- On average, an infected person will transmit infection to approximately 1.5 to 2 other people (R0=1.5-2). This number will be lower during the latter part of a pandemic wave when many people are immune.
- Infection is spread primarily by respiratory droplets, possibly with some contribution by short distance aerosols and by hand-to-face contact with contaminated surfaces.
- Influenza virus can survive up to 48 hours on hard surfaces, but the time during which it remains infectious is unclear.

**Purpose of the Plan**

The purpose of the plan is to provide a guide to dealing with a pandemic, should it occur in Hernando and Pasco Counties.  The provisions of the plan address three main issues:

1. Provide a readily accessible guide to respond to a pandemic.
2. Provide timely and important information to the various College constituents.
3. Reduce spread of the virus within PHSC facilities
4. Provide for various levels of severity in response.
5. Provide for issues related to student and employee absences caused by pandemic.

**Planning and Continuity of Operations**

A pandemic coordinator will be designated by the President to deal with any specific crisis, as provided by PHSC's incident command system.  The team will include the

Crisis Management Team (see page 2-2, Emergency Procedures Manual) and any additional individuals that may be required. It will be important to also coordinate with the College's contractor for custodial services to assure that custodial services are ready and prepared to respond as needed.

Upon designation of a potential pandemic outbreak, the initial level of response will be to increase communication by posting information on PHSC's webpage and / or posting of the hygiene awareness flyers on the campuses (see Communications section below). Additionally, the College's providers of the Employee Assistance Plan (EAP) and the Student Assistance Plan (SAP) will be contacted to assist with anxiety issues that may result from the pandemic and actions taken to meet that threat. It is recognized a pandemic may increase anxiety related issues for staff and students.

If the threat intensifies the next steps will be to implement an enhanced custodial response (see Infection Control procedures section below). Additionally, a communication to all faculty members will be targeted to inform faculty that students may be ill in their classes due to influenza. Switch to alternative procedures to assure continuity of instruction for students with flu. Alternative instructional procedures may include web-based, eLearning, telephone trees, or mailed lessons and assignments. Should staff become ill with the influenza, the College will work with individuals to assist them with sick leave issues as needed. Human Resources will periodically remind staff of the sick leave pool and its potential benefit to staff with prolonged absences.

If the County and/or State governments declare a pandemic exists in Hernando or Pasco Counties the College will follow official directives to close operations for the duration specified. During closure, essential staff may be required to continue working unless the official closure order from the appropriate governmental body requires all individuals to stay at home. [This did happen in Mexico City, Mexico, during the spring 2009 outbreak of H1N1 Swine Flu.] When reopening following a pandemic closing, the College will work with any students or staff who may still have influenza so that they continue to remain away from the school until health authorizes deem them safe to return.

Recovery from pandemic may include a variety of other responses to be determined as needed due to a prolonged outbreak, excessive numbers of individuals impacted, and/or a prolonged closure. For prolonged outbreaks the College may execute other aspects of its Continuity of Operations Plan (COOP) as appropriate. [The COOP Plan is published separately and is a confidential document not available to the public.]

College staff members regularly attend local and statewide meetings and share lessons learned from emergency procedures planning and/or operations.

**Infection Control Procedures**

In the event of heightened concern for a potential pandemic several steps will be taken to help limit the spread of the influenza throughout College facilities. The first step is to encourage hand hygiene and cough/sneeze etiquette via the communication

procedures described below.  Additional, physical steps will also be taken.  Food vendors on each campus or center will be required to provide waterless hand sanitizers in the immediate vicinity of food operations.  Hand sanitizers stations will be set up in large venues such as commencement of similar ceremonies.  PHSC's custodial contractors will implement their pandemic influenza response plan.  The custodial contractor  provides specific influenza awareness training with their staff.  The custodial response includes additional cleaning with sanitizing materials for hard surfaces including desk tops and door handles.

When staff or students present themselves on campus with flu-like symptoms they will be encouraged to seek medical attention and to stay home if recommended to by their health care provider.  If the individual is deemed to be contagious with flu their health care provider will advise them to stay home until better.  The health care provider is also required to report such cases to the county health department.  Upon receipt of such information the health department will notify the College of any special risks or actions needed to protect others on the campus. The general flow of public health information is shown below.

Patient $\Longrightarrow$ Health Care Provider $\Longrightarrow$ Health Department $\Longrightarrow$ College

The College will monitor CDC and state/local health department communications. Travel restrictions will be implemented to locations deemed unsafe by the CDC until such time that the travel warnings are lifted by the CDC.  In the event an isolated portion of PHSC's service district is restricted due to flu outbreak, provisions will be made to restrict travel and operations in that impacted portion of the district.

**Communication**

Provisions for communication both internally and externally are provided in Chapter 3, Campus Security, in the section titled Emergency Communication System (page 3-3 through page 3-4).  These provisions include the use of Quista Alert, which is a comprehensive notification system.  Quista Alert allows for telephone, email, and text messages to be sent to individual students and staff to communicate emergency information.

In a case of pandemic the communication Quista Alert will be supplemented with additional use of the College website, press releases, and personal hygiene (pandemic) flyers posted at all facilities.  Once the President has determined that a pandemic response is required, the College will post information for students, staff and the public on the website.  Additionally, electronic postings will be placed on the opening page of myPHSC (the electronic course management system), and the Intranet (a portal on available to PHSC staff).  During the H1N1 Swine Flu outbreak in spring 2009 the message below was posted.

*H1N1 (swine) flu updates*
**IMPORTANT - CDC guidance for colleges and universities**
There are no known cases of H1N1/Swine Influenza in Hernando or Pasco Counties at this time. College events and schedules are proceeding normally. The college is monitoring the situation and following CDC guidelines. If any urgent announcements are required, they will be sent using our [QuistaAlert emergency notification system](#), so please ensure your contact information is updated in our system.

5/6/2009
The state of Florida has set up a hot line for the public to call for information on H1N1/Swine Influenza. The number is 1-800-775-8039. Information is available in both English and Spanish. For more information on H1N1/Swine Influenza, visit:

- [U.S. Centers for Disease Control H1N1/Swine Flu information page](#)
- [U.S. government pandemic flu information page](#)
- Follow CDC flu updates on [Twitter](#)

In the event PHSC closes because of pandemic influenza both closure and reopening messages will be posted on the website, myPHSC and the intranet. Press releases will also be used to communicate closure and reopening to the media.

PHSC has created the flyers shown on the next two pages to be used as posted messages at the various College facilities. These flyers encourage individuals to take precautions to prevent spread of the virus in the case of outbreak.

KEEP YOUR GERMS TO YOURSELF

Wash your hands with soap and water, or use a waterless hand cleanser after:

- Blowing your nose or coughing
- Using the bathroom
- Being near someone who is ill

We'll all feel better!

www.pandemicflu.gov

PHCC PASCO-HERNANDO COMMUNITY COLLEGE

## Coordinated Response

PHSC cooperates and collaborates with the county emergency management offices and health departments in both Hernando and Pasco Counties.  This cooperation includes joint planning and targeted communication in times of heightened treat of any type of public health disease.  Additionally, the College works closely with the county emergency medical, fire and law enforcement agencies in the two counties.  In the specific case of influenza outbreak, the College also seeks to maintain compliance with recommendations issued by the U.S. Centers for Disease Control (CDC) and the World Health Organization (WHO).

The County Health Department may seek assistance from PHSC student volunteers as part of a pandemic response.  Student volunteers may plan a variety of roles primarily in such as activities as emergency mass inoculations.  Students studying the appropriate health care professions (nursing, paramedic) may be asked to volunteer as givers of inoculations.  Other students may be asked to volunteer to assist with the necessary clerical activities associate with a mass inoculation event.  Requests from the health department for student volunteers must be coordinated with the Dean of Health Programs and the Associate Dean of Student Engagement.

## Key Resources

U. S. Centers for Disease Control (CDC)

General: http://www.cdc.gov/

Pandemic page: http://www.cdc.gov/flu/pandemic/

World Health Organization (WHO)

General: http://www.who.int/en/

Pandemic page: http://www.who.int/csr/disease/influenza/pipguidance2009/en/

Florida Department of Health

General: http://www.doh.state.fl.us/

Pandemic page: http://www.doh.state.fl.us/chdJackson/Documents/panfluactionplan.htm

Hernando County Health Department

General: http://www.hernandohealth.org/

Pandemic page: http://www.doh.state.fl.us/chdHernando/webpages/php/pandemicflu.html

Hernando County Emergency Management

http://www.hernandosheriff.org/em/

Pasco County Health Department

General: http://www.doh.state.fl.us/chdpasco/default.html

Pasco County Emergency Management

http://www.pascoemergencymanagement.com/

# Appendix A
## Required and Optional Employee Training

A variety of safety-related seminars are available at PHSC. The College Safety Manual includes a complete listing of these seminars, many of which are available on-line. (A copy of this latest listing of safety classes is shown in Appendix in both this manual and the Safety Manual.) The College Safety Officer can also direct readers to safety seminars and assist with scheduling group sessions. Questions about the Safety Manual or the Emergency Procedures Manual should be directed to the Director of College Safety and Security at 727-816-3475 or mccaind@phsc.edu.

Training specifically identified in the Emergency Procedures Manual is listed below.

| Chapter | Training | Who Should Participate | Availability |
|---------|----------|------------------------|--------------|
| Chapter 1 | Safety and Emergency Preparedness Introduction | All employees | Training conducted as part of new employee orientation and on request. |
| Chapter 1 | Job-specific safety training | As needed | Provided by supervisor |
| Chapters 2 & 9 | Incident Management System | All employees identified in Chapter 2 as having incident command assignments. Evening Administrators (Ch 9) | Annual campus review/exercise. NIMS training available on-line from FEMA. FEMA courses are available at http://training.fema.gov/IS/NIMS.asp |
| Chapters 1, 3 & 4 | Campus Security | All Faculty and Staff | Provided every Fall and Spring Semester by Provosts or designees on each campus. |
| Chapter 9 | Front Desk Security | Evening Administrators | Upon assignment as Evening Administrator, and as needed. |

# APPENDIX B

## Safety Training Programs (also included as Appendix in Safety Manual)

(Titles in **bold** are **required** per 2015-16 edition of the PHSC Safety Manual)
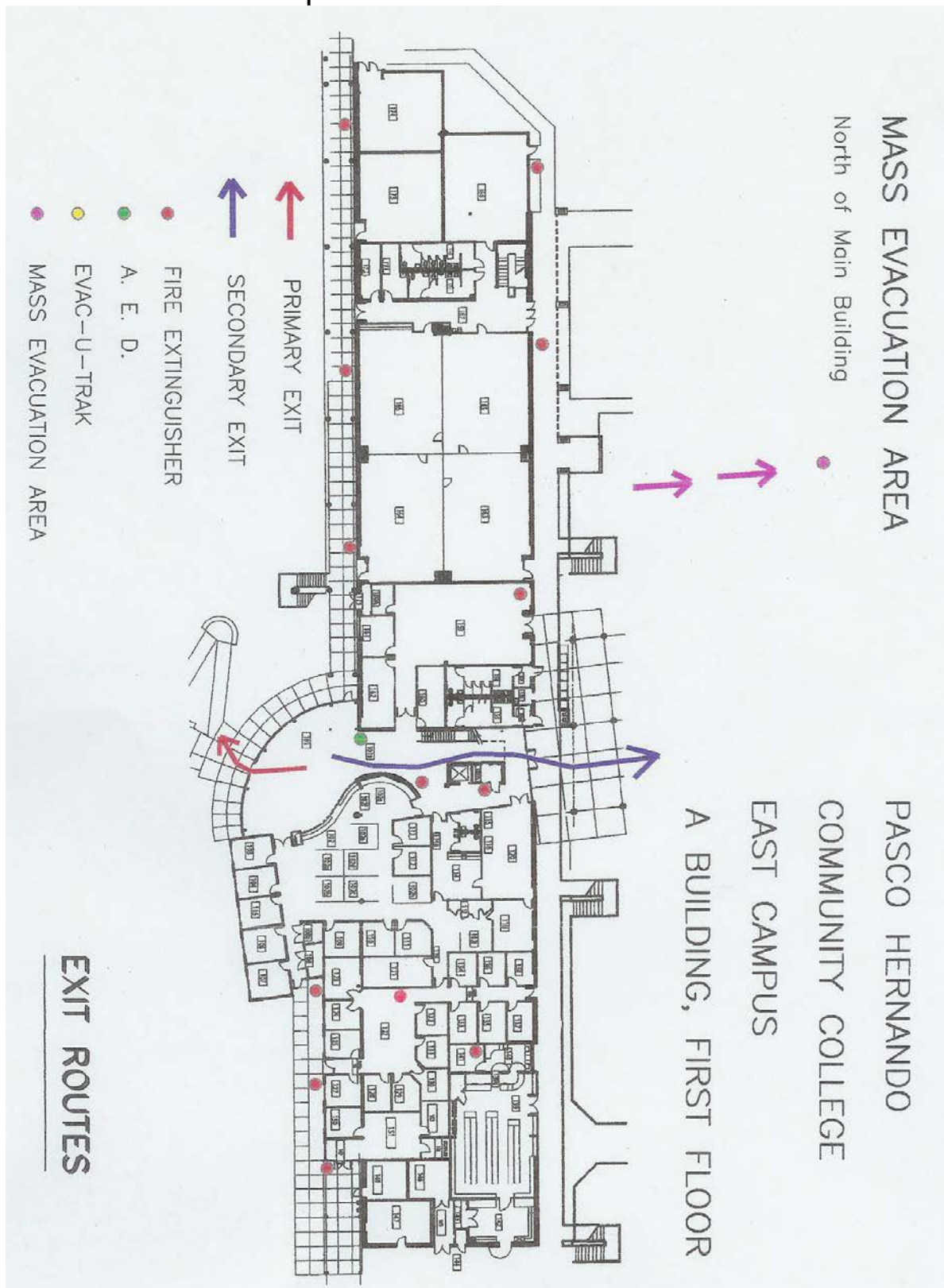
| Employee Group | Title of Training Program | Frequency |
|---|---|---|
| A - Coaches | **Bloodborne Pathogens/Biowaste Disposal** | Annual |
| H – Health Care | **Bloodborne Pathogens/Biowaste Disposal** | Annual (except for licensed health care professionals with current licenses) |
| | **Chemical Hygiene** | Annual (except for licensed health care professionals with current licenses) |
| | **Hazardous Communication** | Annual (except for licensed health care professionals with current licenses) |
| M - Maintenance | **Lock-out/tag-out** | Annual |
| | **Hazardous Communication** | Annual |
| | **Fire Extinguisher Operation** | Annual |
| | **Appropriate use of Vision protection / Eye Wash** | Required upon initial employment; annual refresher, if applicable |
| | **Appropriate use of Hearing Protection** | Required upon initial employment; annual refresher, if applicable to work requirements |
| | **Safe Lifting** | Required upon initial employment; annual refresher, if applicable |
| | **Safe Use of Forklift** | Required upon initial employment; annual refresher, if applicable |
| | **Safe Use of Aerial Lift** | Required upon initial employment; annual refresher, if applicable |
| | **Safe Use of Tractor & Attachments** | Required upon initial employment; annual refresher, if applicable |
| | **Pesticide Mixing & Application** | Maintain certification, if applicable |
| | **Safe Use of Power Tools, Chainsaws & Mowers** | As needed determined by supervisor |
| M (HVAC only) | **Respirator Safety** | Annual, if applicable to current HVAC equipment |
| S - Science | **Chemical Hygiene** | Annual |
| | **General Lab Safety** | Initial employment; as needed |
| | **Bloodborne Pathogens/Biowaste Disposal** | Annual lab supervisors & staff, plus instructors for anatomy & physiology and microbiology |
| | **Hazardous Communication** | Annual |
| P – Public Service | **Bloodborne Pathogens/Biowaste Disposal** | Included in instructor certification. |
| | **Firearms Safety** | Included in instructor certification. |
| | **Driver Safety** | Included in instructor certification. |
| W – Welding | **Welding Safety** | As required by certification. |
| All | **Safety Manual General** | Initial employment; as needed |
| | CPR / AED | Offered to employee volunteers |
| | First Aid | Offered to employee volunteers |
| | EVACU TRAC | Offered to employee volunteers |
| Student Workers | **Review of Emergency Procedures** | To be provided upon employment |

Supervisors may require one or more of the optional training programs listed above or other appropriate training programs for the employees they supervise as part of the supervisors' overall responsibility for employee and student safety.  All safety training programs listed above are offered annually.  Additional safety training programs may also be available upon request.  The Safety Training Officer is responsible for  acquiring and making available training materials required by this Manual.

Many of these courses are available in an on-line format.  However, classes may be offered in group presentation format by request and/or by special arrangement through the employee's supervisor. Alternative forms of delivery must be approved by the Chair of the College Safety and Security Committee in order to satisfy the training requirements of this Manual.

The Director of Human Resources will provide a list of employees, by name, that need to complete or provide verification that they have completed specified safety training programs.

# Appendix C
## Sample Room Evacuation Chart



MASS EVACUATION AREA
North of Main Building

PASCO HERNANDO
COMMUNITY COLLEGE
EAST CAMPUS
A BUILDING, FIRST FLOOR

PRIMARY EXIT
SECONDARY EXIT
FIRE EXTINGUISHER
A. E. D.
EVAC-U-TRAK
MASS EVACUATION AREA

EXIT ROUTES

# EMERGENCY

## MEDICAL OR POLICE EMERGENCY:

## CALL 911

◆

## OTHER EMERGENCIES:

### East Campus Administration
## CALL 352 518-1320
Monday–Thursday • 8:00 a.m.–10:00 p.m.
Friday • 8:00 a.m.–4:30 p.m.

### Campus Security Guards
## CALL 352 279-2449
For evening hours escorts or parking issues

# Appendix E
# Facsimile Emergency Response Handbook
# (Flipcharts)

*PHSC Emergency Response Handbook (Flipchart) Synopsis – Official Version Posted in Classrooms
-- Campus Emergency Response Phone Numbers are Unique for Each Campus*

## Emergency Response Handbook

East Campus Emergency Response Line...................... 352-518-1320
East Campus Security Officer.......................................... 352-279-2449

North Campus Emergency Response Line...................... 352-797-5018
North Campus Security Officer........................................ 352-523-4993

Porter Campus at Wiregrass Ranch Emergency Response Line........... 813-527-6904
Porter Campus at Wiregrass Ranch Security Officer................................. 727-247-6331

Spring Hill Emergency Response Line......................... 352-666-5778
Spring Hill Security Officer................................................. 352-523-4993

West Campus Emergency Response Line.................. 727-816-3451
West Campus Security Officer....................................... 727-639-5199

Medical Emergencies.......... 911

## *Emergency Response Guidelines*

### *ACTIVE SHOOTER*
**Take Immediate Action**
**RUN**
- Do not do anything to provoke an active shooter!
- Quickly clear students, staff, and faculty from the area of the shooting. Run! Try to warn others to seek shelter.
- If you are in the open, run in the opposite direction from the sound of gunfire and get out of the area.
- Attempts to rescue people should only be made if that can be accomplished without further endangering the persons inside the secured area.

**HIDE**
- If you are in a building and cannot run, close and lock all doors and windows to offices and classrooms; turn off the lights, close blinds and hide.
- If your door cannot be locked from the inside (and it swings into the room), stack desks, tables, and chairs to form a barricade.
- Have everyone get down on the floor or up against a solid interior wall.
- Turn off cell phones or any devices that emit sound.
- Depending on circumstances, consideration may be given to exiting ground floor windows as safely as possible.

E-5

**FIGHT**
- If there is no possibility of escape or hiding, and <u>only as a last resort </u>should you make an attempt to negotiate or fight to overpower the assailant(s).

## *BOMB THREAT*
- Remain calm.
- Use the questionnaire on the following page to obtain as much information as possible from the caller.
- Do not touch or move any suspicious package.
- Call 911 and the campus Emergency Response Line.
- Do not use a cell phone or two way radio.
- Do not turn any lights on or off.
- Do not activate the Fire Alarm for evacuation.
- Evacuate the building in the event that it is determined to be unsafe to remain in the building.
- Evacuate to the designated Campus Evacuation Area.  (See evacuation procedure page).

### If You Find a Note or Letter

- Try not to touch the document.
- If enclosed in an envelope, save the envelope.
- Immediately call 911 and the campus Emergency Response Line and give specific information.
  - Where was the note found?
  - Who gave you the note?
  - What time did you find it or receive it?

## *CRIME IN PROGRESS*
**IN THE EVENT THAT YOU ARE INSIDE WHEN THIS EVENT OCCURS**
- Remain calm.
- Call 911 and the campus Emergency Response Line.
- All College students, faculty, and staff should refrain from attempting to negotiate with the violator(s).
- Keep all students/employees in the room until you are notified by the proper authority that it is safe to leave.

**IN THE EVENT THAT YOU ARE OUTSIDE WHEN THIS EVENT OCCURS**
- Remain calm.
- Move away from the danger area.
- Call 911 and the campus Emergency Response Line.
- All College students, faculty, and staff should refrain from attempting to negotiate with the violator(s).

## *EVACUATION*
(Not to be used during an Active Shooter situation)
- Remain calm.
- Building / General Evacuation: (fire, explosion, bomb threat) Proceed quietly to the designated Campus Evacuation Area.
- Assist disabled persons with limited mobility by guiding them to a stairwell, waiting until a clear passage is established, and helping them down the stairs to the designated evacuation area.
- Non-ambulatory individuals are those that require the use of a wheelchair. Call the Campus Emergency Response Line and provide the person's location and as much information as possible. Move the individual near the stairwell, out of the traffic path, and await/request assistance. If you are able to evacuate the person, call the Emergency Response Line immediately to report, and proceed to the designated Campus Evacuation Area.
- DO NOT use elevators.
- If possible, all instructors will take a roll count of students in their class at the designated Campus Evacuation Area.
- Follow all emergency instructions.
- DO NOT, for any reason, re-enter the building until instructed to do so by emergency personnel or administration.
- Render first aid to the injured.
- Report the names and locations of injured persons to the emergency personnel.

## *EXPLOSIONS*
- Remain calm.
- Call 911 and the campus Emergency Response Line. Provide all available information regarding the explosion.
- Refrain from using cell phones or any portable radios.
- Move away from doors and windows and take cover.
- Evacuate the building in the event that it is determined to be unsafe to remain in the building.
- Evacuate to the designated Campus Evacuation Area. (see evacuation procedure page).
- Render first aid to the injured.
- Report the names and locations of injured persons to the emergency personnel.

## *FIRE*

- Remain calm.
- Call 911 and the Campus Emergency Response Line and report that you have called 911 and what has happened.
- If the fire alarm was not automatically activated, go to the nearest pull station and activate the alarm.
- If the fire is small and you have been trained to use a fire extinguisher, you may attempt to put out the fire.
- Evacuate the building in the event that it is determined to be unsafe to remain in the building.

- Evacuate to the designated Campus Evacuation Area. (See evacuation procedure page).
- Smoke is the greatest danger in a fire. Stay low where there is more visibility and less toxic air. Crawl along an outside wall where the smoke is usually less heavy.
- Render first aid to the injured.
- Report the names and locations of injured persons and any missing persons to the emergency personnel.
- Instructors should take the class roster and pen and take roll once students are in a safe location.
- Provide emergency personnel with information regarding the origin of the fire/explosion if known (Chemical reaction, gas leak, etc.)

**If you become trapped**
- If a phone is available, call 911 to report your location and situation.
- After the 911 call is complete, call the campus Emergency Response Line and report that you have called 911 and what has happened.
- If a window is available, place an article of clothing outside the window as a marker for rescue crews.
- Stay near the floor and shout at regular intervals.
- Stay calm

## *HAZARDOUS  MATERIAL  SPILL*
- Remain calm
- If persons are injured or there is an immediate threat to life, evacuate the area and call 911.
- After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.
- Treat unidentified substances or vapors as hazardous until it can be determined they are not hazardous.
- Evacuate all persons from the spill area to the designated Campus Evacuation Area (see evacuation procedure page).
- Close doors and secure the area. Do not re-enter the area and prohibit entry by others not involved in handling the emergency.
- Stand by to provide information to PHSC staff and emergency service personnel.
- Do not attempt to initiate spill clean-up or decontamination actions. These actions are to be performed by trained HAZMAT responders.

## *LOCK-DOWN / SHELTER-IN-PLACE*
**Lock-Down**
A lock-down condition may be required for a number of different types of emergencies, such as a hostile intruder, a chemical spill / plume, or civil unrest.
- Stay in your classroom or office.
- Immediately secure the classroom or office door(s).
- Turn off the lights if appropriate.
- If possible, stay out of sight of windows and doors.
- Stay put until emergency personnel give an "All Clear".

**Shelter-in-Place**
This is a precaution aimed to keep you safe while remaining indoors. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there.

## *MEDICAL EMERGENCY*
- Remain calm.
- Call 911 and the campus Emergency Response Line and report that you have called 911 and what has happened.
- Do not attempt to move an ill or injured person unless there are unsafe conditions. If so, move the person away from the danger area.
- If a victim is not in a life-threatening condition, provide basic first aid and reassurance as needed.
- If the victim is in a life threatening condition and you are trained in emergency first aid, provide immediate care (e.g. rescue breathing, CPR, AED, etc.), if possible.
- AED's are located on each campus as indicated on the room evacuation maps. Retrieve the AED from its storage box and follow the directions on the unit to operate.
- Stay with the victim until help arrives.

## *SUSPICIOUS ACTIVITY OR PACKAGE*
**Suspicious Person**
- Do not physically confront the person.
- Do not let anyone into a locked building or office.
- Do not block the person's access to an exit.
- Call 911 and the campus Emergency Response Line.
- Provide as much information as possible about the person and his / her location.

**Unattended Package or Backpack**
- If you find, receive, or discover a suspicious package, letter or object:
- DO NOT TOUCH IT, TAMPER WITH IT, or MOVE IT.
- Notify your instructor or an employee of the college so that they are aware of the situation.
- Call 911 and the campus Emergency Response Line and report its location.
- Be prepared to evacuate.

## *UTILITY FAILURE*
In the event of a major utility failure, immediately notify the Campus Emergency Response Line.

**Electrical/Light Failure:** Entire area or building
- Contact Campus Facilities.

**Telecommunications / Network Failure**
- Notify Institutional Technology

**Elevator Failure**
- Use the Emergency Phone located within the elevator. It is connected to a monitoring company. Advise them of your situation.

**Plumbing Failure / Flooding**
- Cease using all electrical equipment.

- Turn source off immediately if able.

**Natural Gas Leak or Ruptured Gas Line**
- Be prepared to evacuate the building or area if necessary.

**Air conditioning / Heating**
- Open doors and/or windows for ventilation if need be.

**Suspected Water Contamination**
- DO NOT consume. Notify others in your area about possible contamination. Wait to hear from Administration for further information.


## *WEATHER EMERGENCY*

**Thunderstorms**
- Stay away from windows
- Close windows, shades and blinds to reduce injury from flying glass.
- Minimize use of electrical equipment.

**Tornados**
- Close outside doors and windows.
- Close shades and blinds to reduce injury from flying glass.
- Keep away from windows.
- If the storm is eminent, take shelter in the smallest, most interior rooms and hallways on the lowest floor.
- Take cover under tables, crouch down and cover your head with your arms.
- Wait for instructions from administration.


### Additional Important Information

*(This information is not on the classroom flipcharts.)*

**Classroom Panic Buttons**
Use panic buttons only in the case of a police emergency. These silent alarms will result in immediate dispatch of law enforcement to your location.

**Evening Administrators**
An administrator is on duty each evening when classes are held on each campus or center. Evening administrators may be reached via telephone by calling the campus emergency response line.

**QuistaAlert**
Quista Alert is a multi-modality notification system. Encourage students and new staff to register their preferred contact methods and numbers for telephone, email, and/or text messages. Registration is available on the PHSC website and intranet. On-campus computer alerts also can send emergency information to desktop or instructional computers.

**College Webpages**
Timely information is placed on the College website and intranet. On the intranet, click the emergency tab on the main page for more information including the Safety Manual and the Emergency Procedures Manual.

**Pandemic Flu**
PHSC does have a pandemic flu plan that was developed following the CDC guidelines and in coordination with the Florida Department of Health. Everyone is urged to follow standard influenza precautions.

Emergency Procedures Manual
Appendix E b

# Emergency Response Handbook

## DO NOT REMOVE FROM ROOM

### Emergency Numbers Information

**Police or Sheriff or Fire-Rescue**

**If this is an emergency,**
Dial: **911** From a cell/pay phone
Dial: **9-911** From a campus phone

**Campus Safety**

Affix Printed Label here!
Campus name
campus emergency phone numbers
printed on the label.

**PASCO-HERNANDO**
**PHCC**
**COMMUNITY COLLEGE**

Direct any specific questions or comments about this material to the College's Safety Officer at 727-847-3747

## Injury or Sudden Illness

Do not attempt to move an injured person.

Call 911.

After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.

Make sure the injured person is not left unattended until the EMS arrives.

## Utility Failure

In the event of a major utility failure, immediately notify the Campus Emergency Response Line. These utility failures could be:

Electrical/Light

Elevator Failure – Use the emergency phone in the elevator

Water Failure/Flooding – Turn source off immediately

Gas Leak – Vacate the area

Ventilation Problem

**Tornado Watch / Utility Failure**

## Tornado Watch

If alerted that a tornado is threatening the campus, take the following steps.

Close outside doors and windows.

Keep away from windows.

If the storm is eminent, take cover under tables, crouch down and cover your head with your arms.

Wait for instructions from the administration.

Keep the injured person talking to maintain alertness.

Remain calm.

## Heart Attack – AEDs

In addition to the steps above, if you have been trained to use an AED, it may save the life of a stricken person.

AEDs are located on each campus as indicated on the room evacuation maps.

Retrieve the AED from its storage box and follow the directions on the unit to operate.

**Injury or Sudden Illness / Heart Attack – AEDs**

# Bomb or Biological Threat

**Package on Campus**
If you observe a suspicious object, package or what you believe could be a bomb or contaminated package on campus, do not touch it.

Remain calm.

Call the Campus Emergency Response Line. State your name and location (building and room number).

**Threat on Telephone**
If you receive a bomb threat by telephone, try to remain calm and keep the caller on the line. Also, ask someone nearby to report the call to the Campus Emergency Response Line.

Remain calm.

Call 911.

After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.

Follow all instructions of the administration and/or police.

Do not chase anyone fleeing the scene. Observe as much as possible and report your observations to the police and security.

**Campus Violence**

# Campus Violence

### Disturbance or Altercation

When a disturbance occurs, immediately call 911 and the Campus Emergency Response Line.

Do not try to separate combatants.

Await the arrival of security/administration and/or local police.

### Person with a Weapon

Do not try to engage combatants.

Take cover, instruct others to do so and stay out of sight until you are certain the area is secure.

Write down as much information as possible. If the caller will engage in conversation, refer to the Bomb Threat Check List located under your telephone. Call the Campus Emergency Response Line as soon as the call has ended.

### Any suspected bomb or reported threat
Do not touch anything.

Do not open or close any drawers or doors.

Do not turn any lights on or off.

Do not activate the fire alarm for evacuation.

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

**Bomb or Biological Threat**

# Hazardous Materials Spill

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

After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.

Treat unidentified substances or vapors as hazardous until it can be determined they are not hazardous.

Remain calm.

Provide fire officials with information regarding the origin of the fire/explosion (chemical reaction, gas leak, etc.)

## If You Become Trapped

If a phone is available, call 911 to report your location and situation.

After the 911 call is complete, call the Campus Emergency Response Line and report that you have called 911 and what has happened.

If a window is available, place an article of clothing outside the window as a marker for rescue crews. Stay near the floor and shout at regular intervals.

Remain calm.

If there is no window, stay low to the floor and shout at regular intervals to alert rescuers.

**Fire**

## Fire

Remain calm.

If the fire alarm system was not automatically activated, go to the nearest pull station and activate the alarm.

Evacuate the area. Go to the designated assembly area identified on the evacuation sign posted in the room. Since smoke is the greatest danger in a fire, stay low where there is more visibility and less toxic air. Crawl along an outside wall where the smoke is usually less heavy.

Assist those who need help to evacuate as well.

Instructors should take the class roster and pen and take roll once students are in a safe location.

Assist injured persons to the best of your ability, and leave the building/area.

Report any missing persons to emergency personnel or security.


Evacuate all persons from the spill area (see evacuation procedures page). Assist any handicapped individuals to a safe location.

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

Call the Campus Emergency Response Line. Stand by to provide information to PHCC staff and emergency services personnel.

Do not attempt to initiate spill clean-up or containment actions. These actions are to be performed only by trained HAZMAT responders who are equipped to perform this work.

**Hazardous Materials Spill**

# Evacuation of the Mobility Impaired

### Ambulatory Individuals
Ambulatory individuals are those with disabilities that might impair building evacuation. Examples include those who are blind or deaf, or whose mobility is restricted by use of walkers or crutches. Assistance to ambulatory individuals can be provided by guiding them to a stairwell, waiting until a clear passage is established, and helping them up or down the stairs to the designated meeting area.

### Non-ambulatory Individuals
Non-ambulatory individuals are those with disabilities that require the use of wheelchairs. Call the Campus Emergency Response Line, provide the person's location and as much information as possible.

NOTE: In case of fire or emergency situations that might affect electricity, DO NOT USE ELEVATORS for evacuation.

Move the impaired individual near the stairwell, out of the traffic path, and await assistance if there is no immediate danger within the vicinity of the stairs.

If the hazard becomes life threatening, move the individual into a room and close the door. If evacuation is deemed necessary, attempt to gain volunteer assistance and proceed to evacuate by way of the established route. Inform the Campus Emergency Response Line immediately of the new location.

**Evacuation of the Mobility Impaired**

# Appendix F
# Bomb Threat Checklist

Pasco – Hernando State College

## BOMB THREAT CHECKLIST

Be courteous, listen and do not interrupt the caller's message. Try to keep the caller talking and obtain as much information as possible.

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

### EXACT WORDING OF BOMB THREAT

_____
_____
_____
_____
_____
_____
_____
_____

### CALLER'S VOICE

___ Male                                  ___ Female

___ Calm           ___ Angry          ___ Nasal

___ Stutter        ___ Soft           ___ Load

___ Excited        ___ Lisp           ___ Laughter

___ Slow           ___ Rasp           ___ Crying

___ Distinct       ___ Slurred        ___ Whispered

___ Ragged         ___ Clearing Throat ___ Accent

___ Deep Breathing ___ Cracking Voice ___ Disguised

___ Familiar (If voice is familiar, who did it sound like?)

Bomb Threat Language:

___ Well Spoken (educated)            ___ Incoherent

___ Foul           ___ Irrational     ___ Taped

___ Message read by threat maker

### BACKGROUND SOUNDS

___ Street noises    ___ Voices         ___ Machinery

___ Clear            ___ Animal noises  ___ PA System

___ Static           ___ Music          ___ House Noises

___ Local            ___ Long Distance  ___ Motor

___ Office Machinery ___ Other (please specify)

Sex of caller: _____          Race: _____

Age: _____        Length of Call: _____

Telephone number of caller: _____

Telephone number for call received: _____

Time call was received: _____

Date call was received: _____

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____

When the call is complete, report the call to the Campus Emergency Response Line. Get this form to Administration as soon as possible.

| Campus | Emergency Response Line |
|---|---|
| East | (352) 518-1320 |
| North | (352) 797-5018 |
| Porter | (813) 527-6904 |
| Spring Hill | (352) 340-4699 |
| West | (727) 816-3451 |

# Appendix G
# Key Request Form

PASCO-HERNANDO STATE COLLEGE

REQUEST FOR AND RETURN OF KEYS

TO:     BUILDINGS AND GROUNDS                    Date _____

Request the following keys be sent to the <u>Campus Plant Manager</u> at    ___ EC    ___ NC    ___ WC    ___ PC

| Quantity | Name of Item | College Property No. | Room No. | Key Mfgr. And No. | Tag No. |
|----------|--------------|----------------------|----------|-------------------|---------|
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |
|          |              |                      |          |                   |         |

Person requiring key(s)          _____

Supervisor requesting key(s)     _____

Provost/Dean                     _____

Key(s) delivered by              _____

Date _____    Signed _____
                                            Person receiving the key(s)

++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++++

Keys returned to        _____
                        Supervisor

Date key(s) forwarded to Buildings and Grounds    _____

Received by        _____    _____
                   Buildings and Grounds Representative           Date

BBG-4 (rev. 12/13)

## Pasco-Hernando State College
## Non-College Personnel Key Receipt & Agreement

The Undersigned, who is with the _____ company, hereby acknowledges receipt of the following described keys to the facilities of Pasco-Hernando Community College.
**Keys:**

The Undersigned, in consideration of the receipt of these keys, hereby agrees to the following:

1.      The Undersigned will not copy or reproduce the keys issued pursuant to this Agreement.

2.      The Undersigned will not give possession of the keys to any other person, either temporarily or permanently, except to an official of the College.

3.      The Undersigned will exercise reasonable caution and care in the handling of the keys so as to minimize the risk of the keys being misplaced by the Undersigned or stolen from the Undersigned.

4.      In the event that the keys are either misplaced by the Undersigned or stolen from the Undersigned, or the Undersigned is unaware of the whereabouts of the keys for a period of 24 hours, then the Undersigned shall notify an official of the College immediately about the circumstances surrounding the missing keys.

5.      The Undersigned agrees to return the keys to an official of the College immediately upon a demand, either in written or verbal form, made by an official of the College.

6.      **In the event that the keys are missing for a period of 24 hours or longer, or the Undersigned refuses or fails to return the keys within 24 hours after demand has been made by a College official, then the Undersigned agrees to reimburse the College for its reasonable costs in replacing the missing keys, re-keying all affected areas of the College, and re-making and re-issuing keys to other holders of College keys. Such reimbursement shall be made within 7 days following a written demand by the College accompanied by evidence of the cost incurred by the College.**

**College Official:**                                      **Person Receiving Keys:**

_____                _____
Signature                                          Signature

Print Name: _____                Print Name: _____

Date: _____                Date: _____

**College Official:**                                      **Person Returning Keys:**

_____                _____
Signature                                          Signature

Print Name: _____                Print Name: _____

Date: _____                Date: _____

Original:   Inventory Control
Copy:       Company
**BBG-4A (08/08)**

# Appendix H
# Crisis Box Checklist

A crisis box is simply a sturdy storage box maintained at each campus to include items that may be useful during times of a major campus emergency event or incident.  The crisis box should contain the following items:

- [ ] Campus and building maps.
- [ ] Roster of campus staff by building and office.
- [ ] Roster of students for the current semester to include instructor name, classroom, and meeting time.
- [ ] List of emergency telephone numbers, both for college contacts and emergency responders.
- [ ] Flashlights 4 each
- [ ] A crank radio.
- [ ] A bullhorn or battery operated loud speaker.
- [ ] Fresh, unused and uninstalled batteries for all devices.
- [ ] Duct tape – five rolls.
- [ ] Plastic sheeting (40x60 minimum size) – six sheets.
- [ ] Trash bags – one box.
- [ ] Red bio-hazard bags – five bags.
- [ ] One six pack of bottled water.
- [ ] Emergency blanket (60x90 minimum size) – two blankets.
- [ ] Paper and writing instruments – four steno pads, 6 pens and sharpened pencils.
- [ ] Copy of the Emergency Procedures Manual.
- [ ] Checklist of contents and each item labeled to match checklist.
- [ ] Master key and extra set of keys for rooms unopened by master.
- [ ] Fire alarm turn-off procedures.
- [ ] Sprinkler system turn-off procedures.
- [ ] Locations for utility shut off valves (electricity, gas, water).
- [ ] Evacuation assembly areas for each building.
- [ ] COOP Plan