

# Southwestern Oregon Community College

## Crisis Management Plan

### Introduction

The Crisis Management Plan is a basic guide to providing a response system by Southwestern Oregon Community College Faculty, Staff, and Students, to major disasters or disturbances occurring on the Southwestern Campus. All personnel designated to carry out specific responsibilities are expected to know and understand the policies and procedures outlined. The response to any major crisis or disturbance will be conducted within the framework of this plan. The Crisis Management Director must approve exceptions or changes to the outlined procedures. The Crisis Management Director for Southwestern Oregon Community College will be the Vice President Administrative Services or her/his designate.

### Purpose

The Crisis Management Plan is designed to effectively coordinate the use of College and community resources to protect life and property immediately following and during a major crisis or disturbance on the Southwestern Oregon Community College Campus. It is placed into operation whenever an emergency affecting the campus cannot be controlled through normal channels and procedures.

### Crisis Types

For the purposes of this plan there are three types of crisis. They are defined below. Type #1 does not involve the coordination of the Crisis Management Groups while Types #2 and #3 will require their coordination. The Vice President of Administrative Services together with the Director of Plant Services will assess the elements of the crisis and determine what level of emergency to declare.

**Type #1** - this is a minor department or building crisis that can be resolved with existing college resources or limited help. A Type #1 crisis is usually a one-dimensional event that has a limited duration and has little or no impact on Southwestern Oregon Community College personnel or operations. Student Services will evaluate threat assessment involving students.

**Type #2** - this is a major incident that involves more than one department or building, and impacts sizable portions of the campus community. A Type #2 crisis may be single or a multi-hazard situation, and often requires considerable coordination with external jurisdictions. Type #2 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. The Disaster Recovery Plan may be implemented.

**Type #3** - this is a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources.

**Type #4** – this is an epidemic / infectious disease related issue involving exposure to Students, Faculty, staff and visitors to the campus. Campus officials, State and County Health departments may be involved in the appropriate response to an incident.

### **Organization**

The Crisis Management Team will report to the President.

The Crisis Management Team membership consists of:

1. Vice President Of Administrative Services
2. Vice President of Instruction
3. Executive Director of Integrated Technology Services
4. Director of Plant Services
5. Director of Communications

Each Crisis Management Team member will designate personnel from their departments to be Crisis Operations Group Representatives. Crisis Operations Group Representatives will assist and support the Crisis Management Team directives.

### **Responsibility and Control**

The Crisis Management Plan is under the executive control of the President of the College and under the operational direction of the Vice President of Administrative Services (henceforth to be designated as the Crisis Management Director). When an emergency situation arises, the Crisis Management Director will activate the Crisis Management Plan. If the crisis is fire, flood or other natural disaster that threatens or damages Randolph Hall, the Disaster Recovery plan will be implemented.

College personnel and equipment will be utilized to provide priority protection for:

1. Life Safety
2. Preservation of Property
3. Restoration of the Academic Program

The Crisis Operations Group Representatives under the direction of the Crisis Management Director will determine the manner in which College personnel and equipment will be utilized. The President of the College or her/his designate will be responsible for notifying the Crisis Management Director to deactivate the Crisis Management Plan when she/he deems it appropriate.

## **Implementation**

In the event of a major crisis, the Crisis Management Plan will be implemented in the following ways:

1. If telephone services are operational.
  - a. The Crisis Management Director will activate the Crisis Management Plan. This individual will designate the Crisis Management Operations Center.
  - b. The emergency communications system will be used to notify the campus population in the event of Life Safety emergency.
  - c. The Crisis Management Team will immediately begin calling the members of the Crisis Operations Group Representatives, and advising them to come to the designated Crisis Management Operations Center.
  - d. The Crisis Management Director will notify the President.
  - e. The Crisis Management Team Communications Director will periodically advise the Crisis Management Director of the availability and estimated time of arrival of the Crisis Operations Group Representatives (each representative should assign two backup representatives from their area)..
2. If telephone services are NOT operational.
  - a. The designated members of the Crisis Management Team and the Crisis Operations Group Representatives will immediately contact the Crisis Management Director to implement the Crisis Management Plan as soon as they are aware that a major crisis or disturbance affecting the Southwestern Oregon Community College Campus may have occurred. All methods of contact will be used.
  - b. If the designated members of the Crisis Operations Group Representatives do not respond to in a reasonable amount of time, messengers may be dispatched.

## **NON-WORKING HOURS**

There is approximately a 75% chance that a disaster such as the one envisioned by this plan may occur before or after regular College office hours, or on a holiday or a weekend when the listed key personnel may be unavailable. Designated alternates will be contacted.

While the structure of this plan remains the same, its implementation may vary depending on available resources and personnel until proper officials can be notified. Until that time, however, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest rank who are available at the time. These individuals should seek to follow as nearly as possible the guidelines discussed in this plan, while simultaneously making an effort to notify superior officials of the situation so as to obtain verification or advice on their actions.

The Crisis Management Team and Group Representatives RESPONSIBILITIES are outlined on the attached pages to this document. The Crisis Operations Group Representatives report to the Crisis Management Team and the Crisis Management Team reports to the President.

### **Crisis Management Plan Priorities**

The Crisis Management Team and Operations Groups will concentrate efforts on Priority 1 Objectives until these objectives are substantially met. Priority 2 and 3 Objectives will be addressed, as resources become available. The Crisis Management Team and Operations Group Representatives will keep a record of all activities.

### **Priority Objectives**

#### **Priority I**

A. Communication Network - establish a communication network using existing resources.

1. Telephone
2. Operations Radio – Maintenance & Public Safety
3. Public Safety Address System
4. Ham Radio Operators
5. Telephone – Emergency Information Line/Emergency Voice Mail
6. Internet – Emergency Web Site
7. Runners – Messengers
8. Telephone / Internet – Emergency Notification System

B. Medical Aid - evaluate medical services available and direct rescue services regarding location or treatment facilities for injured. Suspected infectious disease victims will be evaluated by local health officials, and appropriate actions taken. This may include quarantining and disinfecting the area, providing information about the incident and the risk involved, and notifying public health agencies.

C. Fire Suppression - evaluate fires or fire hazards and use resources to control and evacuate.

D. Search and Rescue - appoint search and rescue teams and acquire transportation and equipment required.

1. Public Safety Officers
2. Volunteer Forces
3. Plant Services

E. Utilities Survey - evaluate condition of utilities and shut down or restore as able (gas, electric, steam, water, sewer)

1. Plant Services
2. Pacific Power
3. NW Natural Gas
4. Volunteer Forces

F. Hazardous Substance Control - survey critical area and secure cleanup as needed (radiological, biological, chemical)

1. Public Safety Officer
2. Coos Bay Fire Department

## **Priority II**

A. Facility Survey - evaluate facilities for occupancy

Residence Units have priority

Identify and seal off contaminated areas

1. Public Safety Officer
2. Plant Services
3. Residence Halls

B. Shelter - Identify usable housing structures and organize personnel moves as needed.

1. Residence Halls

C. Food & Drinking Water - identify supplies and establish a distribution system.

1. Empire Hall - OCCI
2. Plant Services

D. Sewer System - evaluate sewer system and identify resources that can be used. Develop latrines if needed.

1. Plant Services

E. Communications - establish a communication system with the campus community and advise everyone regarding availability of basic services.

1. Emergency Notification System
2. PA System on Campus Safety Vehicle
3. Bullhorns
4. Voice Mail
5. E-mail

F. Criminal Activity Control - establish a security patrol system to control crime.

1. Public Safety - Student Patrol
2. Volunteers

H. Psychological Assistance - establish a system to deal with cases of mental / physical fatigue.

1. Student Services – Counselors

### Priority III

- A. Implement Disaster Recovery plan, if needed.
- B. Valuables Material Survey - identify, survey and secure valuable materials on campus.
- C. Records Survey - identify, survey and secure all Southwestern Oregon Community College records.
  - 1. Business Office
  - 2. Human Resources
  - 3. Financial Aid Office
  - 4. First Stop Office
  - 5. President's Office
  - 6. ITS
- D. Academic Survey - survey academic departments and determine requirements to begin academic operations.
  - 1. Section Leaders and Faculty
- E. Supplies and Equipment - develop system to renew flow of supplies and equipment from outside resources.
  - 1. Plant Services
  - 2. ITS

It is expected that as operations progress from Priority I through Priority II and III, the administrative control of the College will move from the Crisis Management Team back to the normal Southwestern Oregon Community College organizational structure. The President or Acting President will determine when to deactivate the Crisis Management Plan.

### Crisis Management Team

<b>Title</b>	<b>Representative</b>	<b>Alternate</b>
Crisis Management Director / Vice President of Administrative Services	Bill Becker	Patty Scott
Vice President of Instruction	Ross Tomlin	Diana Schab – Rod Keller
Director of Plant Services	Emerald Brunett	Bill Becker
Executive Director of Integrated Technology Services	Rocky Lavoie	Carl Gerisch – Cari Friesen
Director of Communications	Anne Matthews	Ross Tomlin

## Crisis Management Groups

<b>Group</b>	<b>Representative</b>	<b>Responsibilities</b>
Crisis Management	Administrative Services	Activate Crisis Plan Designate Command Centers Direct Emergency Services Direct Law Enforcement and Fire Control Coordinate Search and Rescue
Student Assistance	Student Services Student Housing	Coordinate Student Assistance Programs Coordinate Housing and Food Programs Establish Student Information Programs Organize Student Volunteer Services
Physical Plant	Plant Services	Utilities Survey Coordinator Housing/Food Services Rescue/Cleanup Procurement of equipment Facilities Survey
Health/Safety	Public Safety	Control of Hazardous Materials Health & Safety Survey Assist with Facilities Survey
Support/Clerical Staff	Administrative Services Secretarial Staff	Log the activity of the Operations Groups
Integrated Technology Services	Integrated Technology Services Staff	Restore Servers, Network, Phone and voicemail systems
Information Officer	Director of Communications	Activate Emergency Information Line, Activate Emergency Information Voice Mail, create/distribute emergency information signage
Medical Care	Public safety	Coordinate Medical Services

Southwestern Oregon Community College does not discriminate on the basis of race, color, gender, sexual orientation, marital status, religion, national origin, age, disability status, gender identity, or protected veterans in employment, education, or activities as set forth in compliance with federal and state statutes and regulations.