

Emergency Response Planning

Since the attacks of September 11, 2001, both public and private entities nationwide have devoted increased attention to emergency response procedures. In 2004, the United States Department of Homeland Security established the National Incident Management System (NIMS), which identified a systematic, proactive approach to guide all levels of government, non-governmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, and recover from the effects of emergencies, regardless of cause, size, location or complexity. The State of Illinois enacted the Campus Security Enhancement Act in 2008 which established guidelines for all colleges and universities in the State of Illinois relative to a basic level of preparation and planning for both man-made and natural disasters.

The campus Emergency Operations Plan details how the campus community will respond to emergencies in conjunction with local emergency response agencies, and references the role campus departments will have in supporting the overall emergency response. Should the emergency require external emergency response assistance, the National Incident Management System framework will support an integrated tactical response, highlighting interoperability and compatibility of all response agencies.

The Emergency Operations Plan identifies individual and departmental responsibilities which may be called upon to provide support in the case of an emergency. Specific College personnel representing select campus departments have taken formal training required under NIMS as well as response specific training needed to accomplish the tasks members of the College are expected to perform. College personnel have participated in meetings, strategy sessions, table-top exercises and drills in order to prepare themselves for undertaking their respective responsibilities to support the emergency response efforts.

The plan also provides specific Immediate Action Guides that describe the specific procedures to follow in response to and support of various types of emergency situations. Immediate Action Guides are provided in each classroom, meeting room and administrative office on all three of the Heartland Community College campuses.

The campus Emergency Operations Plan is a dynamic document that applies to a broad range of emergency situations. The plan has been prepared in conjunction with multiple College departments, outside agencies and independent consultants. The plan will be reviewed on an annual basis by campus officials as well as local emergency response agencies, and be modified as needed to ensure the EOP continues to be an accurate and reliable document.

LETTER OF PROMULGATION

Heartland Community College is committed to protecting the welfare of all College constituents as well as the property and facilities of the College. For this reason, the Emergency Operations Plan has been developed and will continually be refined. With the implementation of this plan, the College is positioned to effectively respond to emergencies, minimizing the impact while maximizing the effectiveness of College resources. The Emergency Operations Plan is developed with reliance on resources of the College as well as local emergency response agencies. The plan will also set in motion recovery actions and return to normal operations.

In order for the College to properly respond to emergencies, the campus population needs to be vigilant and willing to meet the enormous challenges emergencies present. As such, the College and its community partners all have specific responsibilities. The Facilities Division has been charged with developing and maintaining the College Emergency Operations Plan. Safety and Security Services is responsible for immediate response to emergencies while working with local law enforcement agencies and other emergency responders to maintain a constant state of readiness.

The Emergency Operations Plan, specifically the Immediate Action Guide, was designed to help employees and students respond appropriately when emergency conditions arise. With that in mind, I expect those in leadership positions from all departments across campus to commit time and resources to emergency preparedness and fulfill their roles as defined in the Emergency Operations Plan. Every member of the Heartland Community College community should understand his or her role in emergency situations.

I ask you to review this plan and become personally committed to the Plan's ultimate goal of protecting our students, employees and visitors should an emergency take place on our campuses.

Thank you,

Robert D. Widmer, President

Introduction

Purpose

The Heartland Community College Emergency Operations Plan (EOP) is to provide a framework for emergency response and preparedness on the campus. The EOP is intended to support a comprehensive, all-hazards approach to emergency management. The plan describes how the College will respond to a wide spectrum of emergencies on all three campuses and as necessary, interact with external emergency response agencies. This plan is designed to protect life, minimize damage, and support continuity of operations to support the return of the essential services to Heartland Community College.

The overall ability of College personnel to effectively respond to an emergency will rely primarily upon the comprehensive quality of the EOP, combined with general Immediate Action Guides and the preparedness of personnel to respond accordingly. Campus representatives will be provided with an explanation and training for their assigned duties as they relate to this plan. The plan will be reviewed and updated annually.

In addition, the ability of the campus to recover from an emergency will depend primarily upon the efforts of individual departments toward the development of an effective business continuity plan. These plans are designed to outline how departments will continue to provide their specialized services which may be disrupted by an emergency situation or disaster.

The following materials are intended to provide basic information to the public regarding the College EOP. Additional information may be obtained from the Division Director for Facilities.

Scope

The EOP applies to emergencies that could impact the Heartland Community College campuses (Normal, Lincoln and Pontiac) including any incident occurring exclusively within College facilities and/or property as well as a local or regional crisis which may include parts of the College campus or community.

In order to prepare for emergencies that could potentially affect the campuses, the College has conducted a hazard assessment identifying and rating the different types of hazards. The initial hazard analysis was conducted by an external consulting service with specific expertise in emergency planning in higher education. Subsequent reviews of hazard assessment are conducted on all new structures and annually as identified.

Facilities staff, Information Technology staff, Safety and Security Services personnel, and select departments on campus, along with other external emergency response agencies will have specific emergency response protocols to be followed which will be consistent with the National Incident Management System. All other campus departments will serve to support the emergency response agencies, undertaking ancillary duties as necessary to ensure the safety of the campus community. Tactical response will generally be conducted by College personnel as

assigned, in conjunction with local emergency response agencies which are directly involved in mitigating the emergency.

College Emergency Response Components

Emergency Objectives and Response Initiatives

In any emergency situation, Heartland Community College's overriding goals are to:

- Protect life
- Establish incident stabilization
- Ensure property conservation
- Secure critical infrastructure and facilities
- Resume teaching and program operations

General emergency response priorities follow from these goals. Note: The relative characteristics of a particular emergency event (such as the time of day when an incident occurs) may alter the following priorities:

- Buildings in Use: (i.e. occupied classrooms, offices, childcare center, occupied auditoriums, etc.)
- Buildings Critical to Health and Safety (i.e. emergency shelters, food supplies, sites containing potential hazards, etc.)
- Buildings That Sustain Emergency Response Efforts (i.e. Energy systems and utilities, communications services, computer installations, transportation systems, etc.)
- Unoccupied Buildings

Authorities and References

Heartland Community College operates as Community College District #540, based in Normal, Illinois with satellite centers located in Lincoln and Pontiac, Illinois. The College is granted authority to operate under the Public Community College Act (110 ILCS 805/). Members of the Board of Trustees are elected by the voters within the geographical boundaries of District #540. The Board of Trustees has the power to enter into contracts, establish basic policies and procedures for the College which are then included in the Board Policy Manual; available online at www.heartland.edu. One such policy is the Board's policy to ensure compliance with the Clery Act (20 USC 1092(f) as well as to be compliant with the National Incident Management System. In addition, the College establishes policies to ensure proper operation of the College

by its students and employees including the establishment of various committees which work cooperatively to provide services as outlined by law and in the College Policy.

The College has an Intergovernmental Agreement with the Town of Normal which, in addition to other provisions, provides the College with police and fire service from the Town of Normal. Both satellite campuses occupy rental space for its remote campuses where local law enforcement and fire service are provided by local agencies and are included under the property owner's (not the College's) taxes paid.

The College is also governed by various legislative acts of the United States which provide that so long as the institution of higher education complies with the rules set forth, their federal funding will not be interrupted. The Higher Education Opportunity Act is one such legislation codified at 20 USC 1001.

The College, as an employer, is mandated to comply with the Occupational Safety and Health Act, and their standards under Part 1910.38 which governs in addition to other activities emergency planning and training for emergencies.

The State of Illinois has several statutes which govern or influence how the College responds to disasters. The Illinois Emergency Management Agency is empowered by the Illinois Emergency Management Act (20 ILCS 3305) to oversee and develop emergency planning and response statewide. Additional guidance is given to institutions of higher education in the Illinois Administrative Code Title 29, Section 305, which outlines and describes documents and procedures.

In 2008, the Illinois General Assembly enacted the Campus Security Enhancement Act (110 ILCS 121) which requires all institutions in the state to develop an Emergency Operations Plan, a Campus Violence Prevention Committee, a College Violence Prevention Plan, and a behavioral threat assessment team.

Heartland Community College has its main campus in the Town of Normal, located in McLean County. The Lincoln Center is located in Logan County while the Pontiac Center is located in Livingston County. All three counties have local emergency management agencies, and the College participates in drills, exercises, training, and planning activities in all three counties. Plans for the College are designed to work seamlessly with the county emergency operations plans and their procedures.

Situation

Heartland Community College has its main campus located in Normal, Illinois. The main campus is in McLean County, and the area outside the Bloomington-Normal community is predominantly agricultural with some business and manufacturing. The Town of Normal has approximately 55,000 residents, and its sister city the City of Bloomington has approximately 72,000 residents. Also in the twin-cities are Illinois State University (20,000 students) and Illinois Wesleyan University (3,500 students). Lincoln College (600 students) is located immediately down the road from the Heartland main campus.

The twin-cities are served by Central Illinois Regional Airport, Amtrak and rail freight lines. Interstates 39, 55, and 74 merge immediately north of the College and encircle the community.

The College, occupying 257 acres on the northwest corner of the Town of Normal, is a commuter institution and has no residence halls or living spaces on the College campus. The College has approximately 3,500 full-time students and several times that number of participants in the Community Education and Customized Training (business component) the latter of which may be on the campus for one day, or several days throughout the year.

The College has two satellite centers, one in Lincoln, Illinois and one in Pontiac, Illinois. Both campuses are approximately 40 miles away from the main campus via Interstate 55, and are in Logan and Livingston County, respectively. Both satellite centers have two full-time employees, and faculty are from the main campus. Students can, and often do, take classes at both the satellite center and the main campus.

The College does not have full-time sworn police, but rather a contract security service for the main campus, only. Security officers are present on the campus 24-hours a day and on weekends. Police, fire, and emergency medical services are provided by local first response agencies as provided in the Annexation Agreement the College has with the Town of Normal. In most minor emergencies, the main campus would rely on the contract security as the primary first responders until such time as local resources arrive.

The most likely threat facing the College would be severe weather which would include tornados and snow/ice events. With the large amount of highway, rail, and air service in our communities, hazardous materials incidents could easily affect the campuses. In all of these events, once the College is impacted the College resources would become quickly overwhelmed and additional assets from local agencies would be imperative. While the College has staff to assist with clean-up or restoration of services, we would not have sufficient resources to mitigate an event when it occurs.

Assumptions

The Heartland Community College Emergency Operations Plan and functional appendixes may adequately address initial response and short-term recovery for many incidents. Therefore outside assistance may not be required. However, many incidents may quickly deplete the resources of the College and local assistance will be necessary. The following assumptions are, therefore, relevant for events which exceed the capability of the College.

- An emergency situation or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The College can be severely impacted, and normal channels of communication and infrastructure may be interrupted.
- Aside from the Safety and Security Services, the campus as a whole is not a first response organization, and therefore relies on first responder organizations (i.e. police, fire, and emergency medical services) from within the community to help mitigate any emergency. The College, whenever possible, will utilize existing partnerships and mutual aid agreements from the local response agencies which serve our campuses.
- Local law enforcement or fire service will assume the role of Incident Commander for many of the incidents which exceed the capabilities of the

College. The College has the obligation to assist and support the response efforts, and will rely on the Incident Command System or the College Emergency Operations Center, to assist the Incident Command Post, as needed.

- The College does not have residential spaces, and the College will not be obligated to provide housing to students or employees. The College may provide space as a shelter facility if requested by the county Emergency Management Agency coordinating the response efforts.
- Many incidents that have the potential to affect the campus may also affect the surrounding communities. This will require the College to plan on managing emergency response and recovery activities with limited external resources for at least the first 72 hours.
- The succession of events in an emergency or disaster is unpredictable; therefore, this plan will be utilized as a guidance document and adapted accordingly for the specific needs of the emergency incident or event.

Department/Unit Emergency Planning

All departments within the College should be familiar with the Emergency Operations Plan (EOP), and their specific responsibilities within the plan. It is critical that department personnel understand the basic premise of the EOP as well as any departmental plans. This is important so emergency response and support operations may be conducted in both a timely and effective manner. In support of the EOP, departments shall review their operations and provide the Facilities Division any suggested additions or modifications of the EOP or the Immediate Action Guides. Any department specific plans should be provided to the Facilities Division for review and approval to ensure all plans on campus are compatible.

Emergency Response Levels

Emergency response levels are used as a point of reference to the severity of an emergency. While levels are used as a guide, the response actions taken in an emergency would be determined by the nature/requirements of the emergency.

Level 1 Emergency

Level 1 emergency is defined as emergencies involving a small portion of the College which are managed using existing campus resources with limited outside assistance, and are typically on College property. Depending on circumstances, conditions initially meriting a Level 1 response may quickly escalate to a Level 2 or 3.

Level 2 Emergency

Level 2 emergencies are defined as major emergencies that impact many if not all portions of the campus community, and significantly affect life safety concerns and/or impacts mission-critical functions of the campus. External emergency and support resources will most likely be required, as well as a major effort from available College resources.

Level 3 Emergency

Level 3 emergencies are defined as a disaster which by nature and impact extends beyond the College, not only disrupting and/or halting campus operations and functions but also those of the surrounding community. Typically external emergency response agencies will be in charge of the emergency response effort. The College will provide support as requested and when possible, and work toward re-establishing the operations of the College as quickly and efficiently as possible.

Activation of Emergency Operations

The College maintains a strong relationship with local, county and state agencies located in close proximity to the College campuses. The College maintains a strong role in the McLean County Disaster County, the McLean County, the Livingston County, and the Logan County Local Emergency Planning Committees. In addition the College participates in planning and execution of a variety of drills in all three counties to maintain a strong emergency response relationship between all organizations. Planning for the College is done in conjunction with the county emergency management agencies and local emergency response agencies. The College maintains strong working relationship with local emergency response agencies for a 24 hour a day, 365 days a year response. Because of this the College is positioned to be able to respond in conjunction with local agencies using the Incident Command System and a common response and operating system.

In most situations, Safety and Security Services will serve as the initial point of contact for reporting emergency situations on the main campus (Normal). Emergencies such as disease outbreaks and utility outages could potentially be reported through other avenues. For those emergency situations routed through Safety and Security Services, the following considerations will be made to develop appropriate courses of action:

For the Pontiac and Lincoln Centers, the initial point of contact will be the Site Supervisor or staff member on duty. In some cases where only faculty are present with a class at the Pontiac and Lincoln campuses, the faculty member will serve as the initial point of contact.

Initial Response Actions (Normal campus)

- Safety and Security Services will dispatch officer(s) to the site of the emergency for confirmation and determination of the required level of response and support.
- The senior security officer on duty will assume the role of the Incident Commander until such time as they are relieved by an authorized College official.
- Safety and Security Services will establish protective perimeters and set up an Incident Command Post at a suitable location.
- The Incident Commander will determine the need for issuing an emergency alert to the campus community; and if so the Executive Director of Facilities, or designee, will be contacted.

- All College employees directly involved in the incident will respond to the emergency as outlined in the Immediate Action Guide or as instructed by College officials. Once local police or fire arrive on campus, they will assume control of the response efforts and the College Incident Commander will transfer command while remaining as the College representative to the Incident Command Post.
- The College Incident Commander will determine what additional resources are necessary to support the emergency response, and issue requests for assistance. Based on the needs of the operational response, the College Incident Commander will establish the College Emergency Operations Center and the College Incident Response Teams as appropriate.
- The Vice President of Business Services, or designee, will determine the need for issuing additional emergency alerts to the campus community and the dissemination of information to the College community. This will be completed in conjunction with the Marketing and Public Information Department and Information Technology who will be responsible for physically disseminating information once approved.
- When a countywide Emergency Operations Center is established, or other Emergency Operations Center supporting the response to the incident, the College will assign a College representative to act as the liaison with the College.

Initial Response Actions (Pontiac and Lincoln campuses)

- Site Supervisors, full-time staff, or in some cases a faculty member will make the determination of the status of an emergency, and make appropriate notifications to local emergency response agencies for assistance.
- The site supervisor or other senior College official will assume the role of the Incident Commander.
- Upon the arrival of local emergency response agencies, College staff and students will comply with directions given by the local agencies. Additionally the College staff will provide any reasonable and legally appropriate assistance.
- The Site Supervisor for the extension campus affected, or designee, will notify Safety and Security Services as soon as possible of the incidents occurring in either the Pontiac or Lincoln Centers. Safety and Security Services will notify the Executive Director of Facilities of any incidents. The staff from the Pontiac and Lincoln Centers will continue to keep the College administration updated on any incidents.
- When appropriate the main campus will dispatch additional resources as needed by the nature of the incident. The College Emergency Operations Center and

College Incident Response Teams will be activated as appropriate. When necessary a representative from the College will be assigned to the local emergency operations center.

Security

Incident site and campus security will be a function of the response effort and supported by the College resources, as necessary and appropriate. Specifically, site safety and security will be controlled by Safety and Security Services (Normal campus) and local law enforcement agencies responding to all campuses. In support of law enforcement's security efforts, campus resources can be utilized to control traffic or block specific areas of campus. During an emergency, only emergency response personnel or those authorized by the Incident Commander will be allowed to enter the site of the emergency.

Mutual Aid Agreements/Intergovernmental Relations

Heartland Community College has an Annexation Agreement with the Town of Normal to provide police, fire, and emergency medical response to the Normal campus; copies of which are kept in the Executive Offices of the College. Properties in Lincoln and Pontiac are leased from private persons or public bodies and police, fire, and emergency medical services are provided as part of the routine services to the community. All three communities (Normal, Lincoln, and Pontiac) have round the clock full-time police, fire, and emergency medical services available.

Media Relations

During an emergency, the Executive Director of Marketing, or designee, will be the recognized Public Information Officer (PIO) for the College, and will be responsible for all press releases after approval from the Incident Commander. If the incident involves entities from other jurisdictions, the communications function of the PIO shall be coordinated through an established Joint Information Center. For information which only affects the operations of the campus and not the response, all press releases and public statements will be approved by the President of the campus or Campus Incident Commander.

Communications

Emergency Alert

Heartland Community College can issue emergency alerts to the Normal campus via a campus-wide system of speakers (Emergency Notification System) located inside and outside of all buildings. In addition, the College has an emergency text alert system which will notify subscribers of emergencies. Emergency alerts, and more likely follow-up messages, will be sent through blast emails and activating the Emergency Page for the College website. This notification system allows the campus community to receive emergency notifications through several modes of communication in both a timely and efficient manner. Based on the nature of the emergency, one or several methods will be utilized.

In the event of an emergency, the College will initially notify the campus community via the Emergency Notification System (ENS) and the text messaging system advising them of the emergency and any instructions or actions to be taken. Subsequent information and notifications may be made via the ENS, text messages, and/or campus website, mass-emails, or other available means of communication.

Activation of campus alert

When in the opinion of the President or designee an incident warrants the issuance of an emergency notification, the President or one of the authorized persons will activate the College ENS or text message systems utilizing prescribed messages. Often times the first priority will be the notification of the on-campus community and the ENS system has the widest scope of notification. Text messages will also be sent to notify those who have signed up for the message alerts which serve as a backup system to the ENS, and also to notify those who may not be on campus during the emergency. This allows for members of the campus community to avoid the campus and protect themselves. The need for subsequent emergency alert messages will be the decision of the President, or designee. The College will issue a “Timely Warning” as outlined in the Clery Act when in the opinion of College administration a situation exists where a warning is required or prudent. Alerts can be done twenty-four hours a day by a number of predetermined and trained College officials.

Emergency Updates

Updates to emergencies will be provided to the College community via the campus ENS, text messages, website, emails, and/or other appropriate official forms of mass notification. Updates will be approved by the President or College Incident Commander, if assigned. Updates may also be facilitated by the College Emergency Operations Center, if opened and will be coordinated by the Public Information Officer within the Marketing and Public Information Division, and the Information Technology Division.

Web Page Switch Over

In the event of a Level 2 or Level 3 emergency, the College website home page will be utilized as the main repository for emergency information or updates to the College community. In addition, mass emails and other forms of communication will be utilized as appropriate. The page will be managed and updated by representatives of Marketing and Public Information, and Information Technology. All information flowing from the College will be coordinated with the College Emergency Operations Center and approved by the College Incident Commander (if assigned) and the President or designee.

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