



ONONDAGA
COMMUNITY COLLEGE

EMERGENCY MANAGEMENT PLAN & OPERATIONAL PROTOCOLS



PREPARE. RESPOND. RECOVER.

Working together for a safe and resilient campus.

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I. LETTER OF PROMULGATION

Onondaga Community College is committed to protecting the welfare of its community members and its property by minimizing the impact of natural and human emergencies and maximizing the effectiveness of the campus community's response to and recovery from their inevitable occurrence. The plan includes a management structure for responding to emergent events that embraces National Incident Management System (NIMS) concepts, requirements, and policies as well as those enumerated in the *Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education*, published by the US Department of Education, 2013. The College's plan fully adopts the Incident Command System so that any response fully integrates with responding community agencies. Further, the plan includes operational protocols for addressing all known hazards that present a reasonable risk to the campus as well as a communication strategy for the College that will foster an efficient response to any event. The Emergency Management Plan is a tool designed to help college personnel respond appropriately when emergency conditions exist. Although, by definition, emergency situations are unpredictable, this plan allows for a coordinated, thoughtful, and trained response to known hazards facing college campuses in general and Onondaga specifically, thereby minimizing danger to our campus.

Thank you,



Chief Jeff Peckins

Director, Campus Safety and Security

I. AUTHORIZATION

The Onondaga Community College Emergency Management Plan and Operational Protocols has been reviewed and approved for implementation. This document supersedes and rescinds all previous versions.

Approved: Warren Hilton Date: 8/19/20



*Dr. Warren Hilton, President
Onondaga Community College*

Approved: Agatha B. Awuah Date: 8-25-2026



*Dr. Agatha Awuah
Vice President- Institutional Planning, Assessment and Research*

I. PLANNING FUNDAMENTALS

A. MISSION

The mission of the College's emergency planning and operations system is to advance the institution's preparation for and response to critical incidents by promoting preparation, fostering collaboration among internal and external stakeholders, maintaining effective communication with college constituencies, and ensuring an efficient and effective response to any and all crises.

B. PURPOSE

The Emergency Management Plan for Onondaga Community College (EMPOCC) provides basic operational guidance; emergency organizational structure; and insight into preparation, response, and communication for addressing emergent crises. The plan serves as a guide for responding to major and minor emergencies and seeks to protect lives and property through the effective use of personnel and resources. This plan is intended to be activated by authorized personnel whenever a natural or human-caused event results in a substantial disruption to campus operations such that any effort to mitigate the event through routine measures would be inadequate. Planning ahead for campus emergencies is part of normal business operations and campus life. All members of the OCC community share responsibility for emergency preparedness. Faculty, Staff, and Students should familiarize themselves with plan elements posted on the College website and in each class and floor on Campus, and they should be aware of their environment and report anything concerning to Campus Safety. By nature, emergencies are unpredictable and unexpected, and preparation and awareness are the keys to mitigating the impact of an emergency. Therefore, this plan's objectives are:

1. To maximize the protection of life and property at OCC.
2. To minimize the deleterious consequences of any emergent event.
3. To restore facilities and services to functionality in a swift and effective manner.
4. To maintain effective communications with the college community during a crisis.
5. To provide simple and flexible procedures that readily adapt to a variety of crisis situations and contingencies.
6. To coordinate the College's emergency operations with outside agencies.
7. To expedite recovery from any crisis event.

C. SCOPE

The EMPOCC is an "All Hazards" plan specifically designed to address crises at all college locations. Potential disastrous situations addressed in this plan, together with supporting information and contingency plans include:

1. Civil disorder or demonstrations resulting in significant campus disruption
2. Significant disruption to campus utility services
3. ITS Emergency Response and Business Continuity Plan
4. Campus death

5. Major fire/explosion
6. Bomb threat
7. Hazardous materials incident
8. Severe weather
9. Hostile intruder
10. Pandemic illness
11. Severe mental health – suicidal/homicidal/psychotic behavior

There may be a circumstance where the EMPOCC might be deployed to address a major incident occurring in the surrounding community that threatens the well-being of the OCC community. Under such circumstances, authorized OCC resources may be deployed to assist responding agencies.

D. APPLICABLE LAWS AND REGULATIONS

1. FEDERAL
 - a. Homeland Law Enforcement Presidential Directive/HSPD-5, Management of Domestic Incidents
 - b. Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 USC§ 5121
 - c. Emergency Planning and Community Right-to-Know Act, 42 USC Chapter 116
 - d. Emergency Management and Assistance, 44 Code of Federal Regulations (CFR)
 - e. Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
 - f. Federal Radiological Emergency Response Plan
 - g. National Oil and Hazardous Substances Pollution Contingency Plan
2. STATE
 - a. Executive Order 26, 1996, established the Incident Command System – or ICS – as the State standard command and control system during emergencies and disasters. All State agencies had to be trained in ICS and that includes mandatory training for the State agency commissioners.

E. PLANNING SITUATION AND ASSUMPTIONS

1. PLANNING PARAMETERS
 - a. 2 Sites - Main campus and the OCC@Liverpool location
 - b. Main campus - 280 Acres
 - c. OCC@Liverpool - 2,200 sq. feet
 - d. Buildings - 18
 - e. Athletic Complexes - 2

- f. Buildings with local generator capacity - 10
- g. Residential buildings - 4
- h. Enrollment that attends on campus- @5,107
- i. Residential students - 736
- j. Children attending childcare facility - @102
- k. Total # of international students – @28 students with F-1 visas
- l. Employees – @973
- m. SRC Arena and Event Center

2. ASSUMPTIONS

- a. The EMPOCC is intended to be a realistic approach to emergencies/disasters that are likely to be encountered on campus. Therefore, the following general guidelines should be considered:
 - i. An emergency or a disaster may occur at any time of the day or night, weekend, or holiday with or without warning.
 - ii. While the attached plan specifically addresses the emergencies most likely to occur at Onondaga Community College, the basic principles of the plan will be used to respond to unforeseen emergencies.
 - iii. The series of events in an emergency are not predictable and, therefore, published operational plans will necessarily require field modifications to address the specifics of the emergency.
 - iv. Disasters may affect residents within geographical proximity to Onondaga Community College (e.g. the Town of Onondaga and the City of Syracuse). local and county emergency services, as well as state and federal emergency support may not be immediately available. Be prepared for a delay in off-campus emergency support.
 - v. A major emergency may be declared by the College President or designated authority if information indicates that an emergency condition is present, developing, or probable.
 - vi. local, state, or federal emergency-response agencies may assume incident command from the college at their discretion. In such cases, OCC resources will support any government-led primary response.
 - vii. Basic services including electricity, water, gas, telecommunications, and information systems may be unavailable.
 - viii. Campus facilities may be damaged and uninhabitable.
 - ix. Normal campus suppliers may not be able to deliver goods and services.
 - x. Members of the campus community may be either unable to leave or unable to come to campus.

- xi. Employees and departments tasked with responsibilities under the plan have been adequately trained to perform their expected role.

F. ORGANIZATIONAL STRUCTURE

1. PRESIDENT AND EXECUTIVE COUNCIL

All crisis events that result in the activation of the EMPOCC will be managed at the executive level by the President and the College's Executive Council (EC) who will function as an ad hoc crisis working group. Should the President be unavailable, the following is the designated succession of leadership for management of the crisis in order:

- a. Provost and Senior Vice President
- b. Senior Vice President for Administration, Enrollment, & Finance
- c. Vice President for Institutional Planning, Innovation, Research and Strategy

The Executive Council, which may be expanded at the discretion of the President to include other staff or external expertise, is responsible for all strategic decision-making on behalf of the College during the response to and recovery from a crisis event. Responsibilities include, but are not limited to, determining resource allocations; communications with campus constituencies; media management; decisions to close campus; and business continuity issues.

2. EXECUTIVE COUNCIL LIAISON

The Dean of Students or another designee of the President will serve as the liaison between the EC and the Incident Commander. The liaison attends all meetings of the Executive Council when the group is functioning in response to a significant crisis. It is the role of the liaison to serve as the single point of contact between the Incident Commander and EC and to provide accurate information from the Incident Commander to the EC so that effective and efficient decisions can be made. Further, the liaison is responsible for communicating decisions made by the EC to the Incident Commander.

3. INCIDENT COMMANDER

The Director of Campus Safety and Security shall serve as the Incident Commander. In the absence of the Director, an Associate Director of Campus Safety and Security or other designee of the President shall act in this capacity until relieved.

The Incident Commander manages the tactical response to any crisis that requires the activation of the EMPOCC and coordinates the implementation of the Plan and serves as a liaison between the College and any involved external emergency agencies. The Incident Commander is responsible for keeping the EC informed of all facts related to the crisis and for implementing the strategic decisions of the EC during the crisis.

4. PLAN ACTIVATION

Activation of the EC's crisis working group and deployment of the EMPOCC is made by the President or the available campus leader next in order of succession as indicated above after consultation with the Incident Commander or, if circumstances warrant, the Executive Council Liaison.

II. ONONDAGA COMMUNITY COLLEGE EMERGENCY MANAGEMENT PROGRAMS

A. CRISIS COMMUNICATION PLAN

The College maintains a crisis communication plan that provides guidance for communicating with internal campus constituencies as well as designating personnel and processes for addressing communication with external audiences. See Appendix 1.

B. ONONDAGA COMMUNITY COLLEGE ALERT

Onondaga Community College provides an emergency alert system. All registered students and employees are automatically included in the system, and all are encouraged to keep the official contact information that they provide to the College updated.

C. CAMPUS VOICE NOTIFICATION SYSTEM

The College maintains a voice emergency notification system. This system allows emergency personnel to provide specific spoken information to the public areas of any building(s) on campus. The intent of the system is to supplement notification made through the Onondaga Community College Alert system by providing an audible alert to public areas that are frequently trafficked by the general community.

D. CAMPUS EVACUATION PLAN

Onondaga Community College maintains a comprehensive evacuation plan for all buildings on campus as well as plans to facilitate the evacuation of the entire campus through designated routes depending on the initial location of the evacuee (*see Section 9: Campus Evacuation Plan*). Further, the College has specific plans for the evacuation of all residential facilities and the Children's Learning Center.

E. EMERGENCY OPERATIONS CENTER (EOC)

The College maintains physical space and resources as well as plans for the deployment and use of an emergency operations center (See Section 5). If the scope of the emergency requires a campus-wide evacuation, the site for the Emergency Operations Center (EOC) will be located in the Onondaga County EOC at the Civic Center on Montgomery Street in Syracuse, New York.

III. ONONDAGA COMMUNITY COLLEGE EMERGENCY OPERATIONS PLAN

A. CONCEPT OF OPERATIONS

The Director of Campus Safety and Security is responsible for the development and maintenance of the EMPOCC and its plan elements. The operational concept is designed to incorporate all areas of emergency management – mitigation/prevention, preparedness, response, and recovery. The EMPOCC is based on an “all hazards” approach and provides a uniform organizational structure that can be deployed to respond effectively to any emergency. The plan is flexible and is intended to be activated in whole or in part based on the circumstances presented by a particular crisis.

B. OBJECTIVES

The operational objectives of the EMPOCC are to provide a flexible framework for managing emergencies that incorporates strong leadership, effective management principles, and tools that foster a quick response to all incidents. These include:

1. Responding to any crisis quickly and effectively to minimize injury and damage.
2. Managing the response to promote a quick recovery and resumption of normal operations following an emergency.
3. Per national standards, implementation of the National Incident Management System (NIMS) and the Incident Command System (ICS) for managing tactical responses to crises.
4. Development and maintenance of strong relationships with external agencies likely to respond to on-campus crises.
5. Deployment and maintenance of effective early-warning systems.
6. Routine maintenance of the plan to ensure organization and protocols are current with accepted emergency management principles.
7. Provision of regular testing and training for constituent elements of the plan to ensure effectiveness.

C. PHASES OF EMERGENCY MANAGEMENT

Onondaga Community College follows the standardized Comprehensive Emergency Management Model offered by the Federal Emergency Management Agency (FEMA). The model identifies four phases to successfully managing emergent events.

1. MITIGATION / PREPARATION

Mitigation/prevention activities are ongoing and seek to either prevent an emergency or to minimize the impact of an emergency if it occurs. Onondaga Community College personnel actively work to eliminate hazards and vulnerabilities or work to minimize the chance that accepted hazards or vulnerabilities lead to emergencies. Campus Safety and Security personnel along with Facilities and other campus partners routinely review campus locations for potential vulnerabilities. Routine activities including fire suppression systems inspections as well as evacuation procedures and drills are a part of this phase.

2. PREPAREDNESS

This phase encompasses developing the capacity to respond to an emergency should one occur. The College engages in a robust program to prepare for emergencies. This includes:

- a. Acquiring and maintaining emergency equipment
- b. Maintaining the EMPOCC
- c. Regular training and response simulations for emergency staff
- d. Conducting after-action reviews subsequent to drills or actual emergencies to continuously improve the College's response to a crisis.

3. RESPONSE

This phase constitutes the response to an actual emergency and is the subject of the systems and protocols established within this document.

4. RECOVERY

Disasters can have profound negative impacts on college operations and can result in serious injuries, loss of life, negative financial consequences, legal concerns, and negative press. The EMPOCC considers the need for deploying the College's insurance protection and business continuity plans. Plans include addressing documentation needs for all resources expended in any recovery effort. Contacts with state and Federal agencies will continue into any event recovery period and appropriate College personnel will seek any available recovery support.

D. EMERGENCY LEVELS

All incidents are classified according to their severity and potential impact on the campus community so that the emergency response can be calibrated for real conditions in the field. In each case the President will be notified regardless of severity.

1. MINOR EMERGENCY

A minor emergency is defined as any incident that, actually or potentially, negatively affects a sub-set of the campus but allows for the continuance of regular college operations for the majority of the campus community. The Incident Commander will operationally manage the response to a minor emergency. It is unlikely that the President and the EC will be called together to manage strategic concerns.

2. MAJOR EMERGENCY

A major emergency is defined as any incident, potential or actual, that affects multiple parts of the College, and which will disrupt the normal operations of the College. Outside emergency services will be required, as well as a major response from available campus services. A major emergency on campus requires the activation of the ICS and the Incident Commander will deploy designated staff members to ICS roles, as necessary. Activation of the EOC is likely and the President and EC will likely convene to assess the situation and make strategic decisions on behalf of the College.

3. DISASTER

A disaster is any event that seriously impairs or halts the operations of the College as a whole. Disasters likely include casualties and severe property damage. A coordinated and sustained effort of all campus resources is required to effectively respond to and recover from a disaster. Outside emergency services will be essential and will assume incident command from college personnel. College responders can expect to support the external lead responders. In the event of a disaster, all elements of the EMPOCC's organization will activate and assume their functional role. An EOC will be established.

E. PLAN ACTIVATION

The EMPOCC will be activated, and the emergency level will be determined by the President or designee at his or her discretion except where civil authorities declare a state of emergency, either locally, regionally, statewide, or Federal in a geographical area encompassing the College.

Any incident that does not require the activation of this Plan is subject to routine College safety procedures.

F. RESPONSE PRIORITIES

Onondaga Community College must be prepared to respond to any and all emergencies in an effective and efficient manner so as to meet plan objectives. In support of plan objectives, the priorities for College responders are, in order:

1. Life Safety
2. Preservation of College property and structures
3. Maintenance and functioning of College operations.

In instances where an emergency threatens multiple locations and consistent with the response priorities listed above, College emergency responders will prioritize, in order:

1. Buildings used by dependent populations including residence halls, the Children's Learning Center, buildings containing active classrooms, the YMCA, and the SRC Arena.
2. Buildings containing potential shelters, critical resources including food supplies, hazardous materials.
3. Facilities housing critical infrastructure, e.g.: utilities, computer systems, communications, library, and transportation.
4. Administrative facilities.

G. EMERGENCY PROCEDURES & PROTOCOLS

The EMPOCC contains basic operational protocols for all likely emergency scenarios. See Section 8 for specific procedures. All attendant protocols that require a general warning to the community utilize either:

1. FIRE ALARMS- An audible and loud sound in a campus building signals a need to immediately evacuate the structure and to move at least 50 yards from the building.
2. ONONDAGA COMMUNITY COLLEGE ALERT OR THE COLLEGE VOICE NOTIFICATION SYSTEM (CVNS). NOTIFICATION VIA EMAIL, TEXT, OR PHONE MESSAGE AND/OR VIA CVNS AUDIBLE VOICE COMMANDS WILL PROVIDE SPECIFIC INSTRUCTIONS FOR RESPONDING TO THE PARTICULAR EMERGENCY.

H. EMERGENCY AUTHORITY

The Director of Campus Safety and Security is expected to serve as the Incident Commander for any designated emergency response unless and until relieved by an appropriate external agency. The Director is authorized to activate personnel from other college departments in order to expedite the activation of the EOC and to request expedited procurement necessary for the support of the EOC.

IV. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

Onondaga Community College has adopted the National Incident Management System (NIMS) which includes the Incident Command System (ICS) which offers a standardized organizational model for emergency response that guarantees effective inter-agency functionality in the event of an emergency. NIMS is the accepted national standard for institutional emergency response and is deployed across all jurisdictions and levels of emergency response and functional disciplines (e.g. police and fire). NIMS is designed to address institutional emergencies

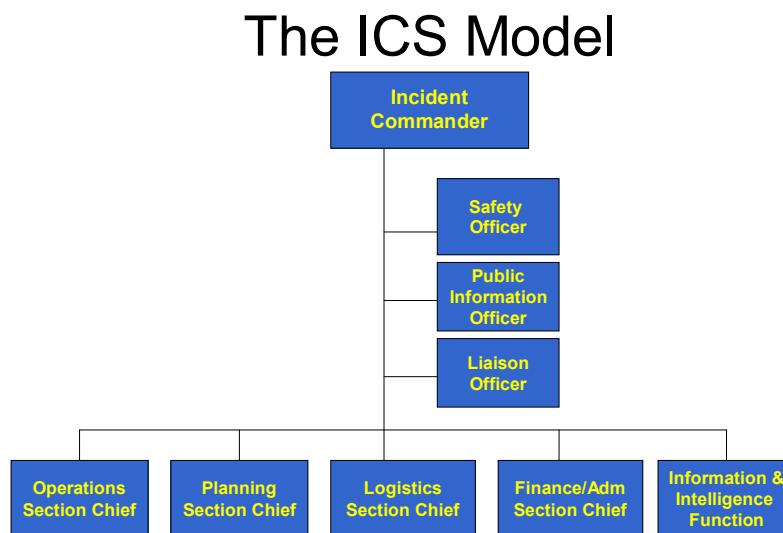
regardless of size or complexity. All College response personnel will be trained in and actively compliant with NIMS and ICS standards.

A. INCIDENT COMMAND SYSTEM (ICS)

The organizational model for directly managing a crisis is based upon the Incident Command System (ICS) and provides for clear lines of authority and channels of communication, a simplified functional structure, the incorporation of all available personnel and resources in a coordinated fashion, and continuous leadership at the administrative level. ICS will allow Onondaga personnel to communicate and coordinate with external response agencies through a standardized organizational structure. The system is characterized by:

1. Use of common terminology to define roles, resources, and responsibilities.
2. A modular organizational structure that can be scaled up or down based on size and complexity of an event.
3. An established chain and unity of command that immediately clarifies reporting relationships and eliminates confusion caused by multiple involved agencies with their own leadership structure.
4. Established principles for unifying command when multiple agencies are involved.
5. A system that builds a manageable span of control for responders preventing overload.
6. Information and intelligence management

The following chart illustrates the ICS emergency organizational structure that will be deployed when the EMPOCC is activated:



a. Command

- i. Sets objectives and priorities.

- ii. Has overall responsibility at the incident or event
- b. Operations
 - i. Conducts tactical operations to carry out the plan.
 - ii. Develops the tactical objectives and organization and directs all resources.
- c. Planning
 - i. Develops the action plan to accomplish the objectives.
 - ii. Collects and evaluates information.
 - iii. Maintains resource status.
- d. Logistics
 - i. Provides support to meet incident needs.
 - ii. Provides resources and all other services needed to support the incident.
- e. Finance/Administration
 - i. Monitors costs related to the incident.
 - ii. Provides accounting, procurement, time recording, and cost analysis.
- f. Information/Intelligence Function
 - i. Monitors all pertinent information sources (weather, police, fire, employee)
 - ii. Informs Command of any significant informational impacts

7. FUNCTIONAL RESPONSIBILITIES

a. Safety Officer

The Safety Officer is responsible for ensuring that all emergency response activities are conducted in a manner that is safe for responding personnel. The officer advises the Incident Commander on risk issues for responding personnel.

b. Public Information Officer (PIO)

The PIO is responsible for distributing official public statements and for coordinating relations with the press per the guidelines of the Crisis Communication Plan. The PIO is also responsible for managing communications with all campus community members including students, their family members, and faculty and staff.

c. Liaison Officer

The Liaison officer is responsible for serving as the link between the Incident Commander and responding external agencies as they operate on and around campus. This position is also responsible for managing interactions between external agencies and College offices.

d. Operations Section Chief

This position is responsible for directing all tactical operations in response to the emergency that are directed toward restoring normal operations on campus. Typical responsibilities include directing the actions of law enforcement as well as physical plant personnel and equipment involved in mitigating the emergency.

e. Planning Section Chief

The planning section chief assesses and appropriates available on-campus personnel and resources for use in the response. This position also prepares an Incident Action Plan (IAP) for each operational period, documents resources, and distributes the IAP to all responding personnel.

f. Logistics Section Chief

The logistics section is responsible for all support and services required by the Incident Action Plan including provision of food, medical, and transportation services for responders as required. Responsible for all aspects of locating, maintaining, and providing available shelter for members of the College community and with any outside agency that may respond to the situation.

g. Finance/Administration Section Chief

This section maintains lists of available resources and is responsible for procuring supplies and equipment needed from off-campus sources, and for maintaining records of all locations, uses and purchases of resources in regard to the situation. The position is also responsible for tracking employee hours when assigned to emergency response tasks.

h. Information/Intelligence Function Leader

Monitors information and intelligence sources relevant to the emergency. Maintains contact with law enforcement, National Weather Service, and other agencies whose information will inform college personnel involved in emergency response.

8. ICS AT ONONDAGA

The application of ICS at Onondaga assigns the following roles and responsibilities for section chiefs when warranted by the emergency and at the request of the IC.

VII. EMERGENCY OPERATIONS CENTER (EOC) GUIDELINES

A designated Emergency Operations Center (EOC) will serve as the principal location of operations for managing any emergency designated as a disaster or for lesser emergencies at the discretion of the President. The primary EOC is designated S130 in the Service and Maintenance Building. In the event that the nature of the emergency makes the use of the Service and Maintenance building impractical or hazardous, the Financial Services Suite in Coyne Hall will serve as a secondary location. The Incident Commander will determine the location of the EOC and establish operations there as soon as it is determined that the activation of the EOC is warranted by circumstances.

A. FUNCTIONS OF THE EMERGENCY OPERATIONS CENTER

1. Serve as a location to centrally gather, analyze, and chart conditions throughout the College.
2. Provide a central location to track availability of resources located throughout the campus.
3. Allocate and direct distribution of available resources.
4. Request needed resources from internal and external sources.
5. Keep the College community and affected areas informed of the status of the crisis.

VIII. POST INCIDENT REVIEW

The Incident Commander and any appointed support staff are required to maintain a record of all activities that they perform from the time the EMPOCC is activated until the time that the crisis is considered resolved. Each appointed section chief or support staff for the Incident Commander will be required to prepare and deliver a report outlining all activities of their respective area with an emphasis on the successes and failures of the operation. The Dean of Students is responsible for conducting an After-Action Review as soon as possible after the end of the crisis. The report from this review should include any documentation submitted by crisis staff as well as an accounting of lessons learned and a specific action plan for improving any relevant phase of the emergency management cycle. Any supporting documentation and logs should be attached to this report.

After the Review, a debrief meeting will be held with the President and members of the Executive Council to review the effectiveness of the response and to consider recommendations made in the After-Action Review.

IX. PLAN MAINTENANCE, DISTRIBUTION AND TRAINING

A. PLAN MAINTENANCE- The Emergency Management Plan and Operational Protocols will be reviewed annually and updated and revised as appropriate. Interim revisions at the discretion of the Director, Campus Safety and Security are authorized when one of the following occurs:

1. A change in college site or facility configuration materially alters the information contained in the plan or materially affects implementation of the plan.
2. A material change in response resources.
3. Internal assessments, third-party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan before the next periodic review.
4. New laws, regulations, or internal policies are implemented that affect the staffing, resources, or implementation of the plan.

Any proposed revisions must be reviewed and approved by the EMPOCC's authorizing authorities.

B. PLAN FOR DISTRIBUTION

The EMPOCC will be reviewed and revised by August 1st each year. After revision, the Plan will be distributed as follows before August 31st each year:

1. Copies of the plan will be distributed to each member of the College's Executive Council.
2. Operational protocols for specific emergencies addressed in this plan will be conspicuously posted in high traffic areas of each campus facility. Those areas include elevators, near exits and at fire alarm pull stations.
3. Updated operational protocols for specific emergencies addressed in the plan will be posted on the College website.
4. A copy of the OCC@Liverpool plan will be provided to that site's administration. Included with the plan are emergency numbers including those relevant to OCC@Liverpool's jurisdiction, and evacuation routes specific to that building and adjacent roadways. This information will be posted conspicuously at the OCC@Liverpool site and provided to each faculty member teaching at this facility.
5. An announcement of the release and posting of the reviewed/revised plan will be sent to all employees and students.

C. PLAN FOR TRAINING

Campus Safety and Security personnel will annually train on all aspects of the EMPOCC. In addition, the College will:

1. Provide annual training on the Plan before August each year for senior managers whose roles make them likely to participate in an emergency response.
2. Provide Executive Council members with annual Plan training each January that highlights the role that body will play in a significant emergency.
3. Conduct Plan training for residential students each semester at initial floor meetings.
4. Conduct selected in-person training throughout the year for the general population that is coordinated by the Department of Human Resources and the Department of Campus Safety and Security.

X. OPERATIONAL PROTOCOLS

A. SIGNIFICANT DISRUPTION IN CAMPUS UTILITY SERVICE(S)

In the event of the loss of any utility service, the Director of Facilities or his/her designee will determine if the problem is local to the College or the result of conditions initiating off-campus. Should the precipitating condition suggest a protracted disruption is likely or that the disruption will affect the essential business of the college, the Director of Facilities will notify the Vice President, who, in consultation with the President, will determine if further emergency procedures are warranted, up to and including activation of the EMPOCC. Senior

1. ELECTRICITY
 - a. The Assistant Director of Facilities shall be immediately notified, and National Grid shall be immediately contacted to determine the nature of the outage.
 - b. If the outage is going to last a protracted time Campus Safety will begin notification procedures as outlined in the Campus Safety Procedure Manual.
 - c. If deemed necessary Campus Safety will assist with the evacuation of all affected buildings, with special consideration being given to the persons with disabilities.

- d. The Assistant Director of Facilities will utilize all existing emergency power equipment to support necessary functions of the campus.
- e. If determined necessary by the President, or designee, the designated campus spokesperson will contact the local media as to the status of activities on campus.
- f. If necessary, the President, or designee, may activate the EMPOCC to address collateral effects of the situation.

2. GAS

- a. The Assistant Director of Facilities shall be immediately notified, and National Grid contacted and advised of the situation.
- b. The affected area is to be immediately evacuated and secured by Campus Safety. No radio transmissions are to occur, or alarms activated during the evacuation process.
- c. Emergency Response personnel are to be contacted and advised of the situation (i.e., Local Fire and EMS).
- d. If determined necessary by the President, or designee, the designated campus spokesperson will contact the local media as to the status of activities on campus.
- e. If necessary, the President, or designee, may determine the need for the activation of the EMPOCC to address collateral effects of the situation.

3. WATER

- a. The Assistant Director of Facilities shall be immediately notified, and the Onondaga County Water Authority contacted and advised of the situation.
- b. Campus Safety shall immediately secure the location and if evacuation is necessary assist in the evacuation, with special consideration being given to persons with disabilities.
- c. The Assistant Director of Facilities in conjunction with Management Services and relevant Affiliated Corporations will make necessary emergency arrangements for an alternate water supply and restroom facilities if the situation is to continue for a protracted period.
- d. If determined by the President, or designee, the designated campus spokesperson will contact the local media as to the status of activities on campus.
- e. If necessary, the President, or designee, may determine the need for the activation of the EMPOCC to address the collateral effects of the situation.

B. SEVERE WEATHER DISRUPTION

1. GENERAL GUIDELINES

- a. The following procedure applies to all OCC owned, operated, or controlled property.
- b. The College will make every effort to make decisions regarding weather-related delays, class cancellations and campus closures by 6:00 am for daytime and 4:00 pm for evening classes and events.

- c. Weather-related delays, cancellations or closures will be announced via the Onondaga Community College Alert system, Allusers email, the three College websites, campus television monitors, the entrance sign LED boards, and social media. Notification will also be provided to commercial radio and television outlets and Syracuse.com.
- d. Decisions relative to the cancellation of classes offered at school district extension sites (e.g., Cicero North Syracuse) are made by the individual school districts.
- e. It is the intent of the College to keep the campus open as long as essential campus infrastructure is functional (i.e., power, climate controls), the accessibility of the campus parking lots and roadways can be maintained, and travel to and from campus can be conducted with reasonable safety based upon reports from local law enforcement.
- f. Identified designees are only authorized to function in their assigned role in the absence or unavailability of the authorized principal.

2. AUTHORIZED STAFF

- a. Director, Campus Safety and Security (D-CSS) – Pursuant to this protocol, authorized to gather official weather and safety information from County emergency management, law enforcement, and other sources. Responsible for preparing responsive staffing plan for Safety and Security personnel. Serves as a principal member of the Weather Emergency Team and offers advice relative to safety issues.
- b. Grounds, Maintenance and Automotive / Fleet Services Coordinator – Pursuant to this protocol, authorized to gather information relative to the effect of inclement weather on all campus properties including, but not limited to, weather-related damage, power outages, and road conditions. Responsible for developing a responsive staffing plan for facilities personnel to address compromised infrastructure, road conditions, etc. Serves as a principal member of the Weather Emergency Team and offers advice relative to infrastructure conditions.
- c. Executive Director, Communications – Authorized to communicate weather-related information to the campus and community on behalf of the President. Serves as a principal member of the Weather Emergency Team and manages communications, media, and employee issues. The Onondaga Community College Chief of Staff shall serve as back-up in the event of the Communications Director's absence.
- d. SVP Serves as a designee of the President in coordinating the College's operational response to weather-related emergencies. Serves as Chair of the Weather Emergency Team and coordinates the development of a unified recommendation for the President relative to weather delays, closures, or other needed emergency actions. Offers advice relative to the impact of conditions on Affiliate operations.
- e. Provost and Senior Vice President (P-SVP) – Consults with the Weather Emergency Team with regard to the impact upon the College's academic enterprise. Provides faculty-specific instructions relative to campus emergency, i.e. management of class cancellations, rescheduling of exams, etc.

3. PROCEDURE

In the event the weather deteriorates, and hazardous conditions appear imminent such that essential campus infrastructure is compromised, reasonable campus traffic flow and parking conditions cannot be maintained and/or travel to and from campus is judged to be unsafe then the following steps will be taken:

- a. The D-CSS or designee will monitor predicted severe weather reports and will liaise with County emergency management and other law enforcement. In conjunction with the grounds Coordinator, Facilities, or designee, they will develop an initial weather prediction and response recommendations.
- b. The SVP or designee will convene the Weather Emergency Team and other staff as necessary to review predictions, to develop a response plan, and to formulate a recommendation for action to the President. The Executive Director of Communications will develop a communication plan consistent with the team's recommended action plan.
- c. The Director of Campus Safety and Security or designee will then communicate that recommendation to the President or his/her designee.
- d. The Executive Director of Communications or designee will implement the approved communication plan consistent with the President's directive.
- e. The Weather Emergency Team will continue to monitor developments as the weather event progresses and will meet and revise recommendations as warranted. Further college-wide actions will be reviewed and authorized through this process.

C. MAJOR FIRE

In the event of a major fire on campus, the responding fire department will assume primary command of firefighting operations and will only release that command to OCC officials when deemed appropriate. Under such conditions, the College's assigned incident commander serves as the liaison between the college and the external responders and will act to provide available information to the President and EC.

1. In all cases of fire emergencies, Campus Safety must be notified. Campus Safety will be responsible for contacting the local Fire Department and directing them to the location of the incident.
2. If the alarm is sounded for the evacuation of the affected building Campus Safety and members of emergency response agencies will ensure that the affected building is completely evacuated.
3. Should the incident occur in one of the residence halls this will be accomplished under the direction of Campus Safety.
4. During the evacuation of buildings, special attention should be given to persons with special needs.
5. Once a building has been evacuated it is important that those evacuated are a safe distance away from the evacuated building.
6. No one should return to the building until advised to do so by Campus Safety.

7. The designated campus spokesperson is responsible for managing the media and no other employee is authorized to comment to the press unless authorized to do so.
8. If necessary, the President, or designee, may determine the need for the activation of the EMPOCC to address the situation. Relevant sections of the plan shall be applied when addressing evacuation, power outages, etc.

D. EXPLOSION

In the event of an explosion on campus, the responding fire department will assume primary incident command and will only release that command to OCC officials when deemed appropriate. Under such conditions, the College's assigned incident commander serves as the liaison between the college and the external responders and will act to provide available information to the President and EC.

1. In the event of an explosion, Campus Safety must be notified. Campus Safety will be responsible for contacting the local Fire Department, outside law enforcement agencies as necessary and directing them to the location of the incident. Give your name and the exact location and nature of the emergency and advise if you are aware of any immediate medical response that is required.
2. Campus Safety will respond and assist with any necessary evacuation. A perimeter will be established a safe distance from the site of the incident and occupants will be evacuated to a location safe from further danger. Persons with special needs may need additional assistance.
3. A Field Emergency Command Post may be established near the disaster. Keep clear of the Command Post and site unless you have been requested to be present or have official business. If required, Campus Safety will establish and maintain a perimeter around the Field Emergency Command Post.
4. No one is to return to the affected building unless they have been approved to do so by Campus Safety.
5. The designated campus spokesperson is responsible for managing the media and no other employee is authorized to comment to the press unless authorized to do so.
6. The President, or designee, may determine the need for the activation of the EMPOCC to address the incident and all collateral effects.

E. BOMB THREAT

In the event of a bomb threat, Campus Safety shall contact the Onondaga County Sheriff's Office, who will assume primary incident command and will only release that command to OCC officials when deemed appropriate. Under such conditions, the College's assigned incident commander serves as the liaison between the college and the external responders and will act to provide available information to the President and EC.

1. BASIC PROCEDURE
 - a. In the event of a credible bomb threat, OCC will evacuate occupants from all buildings and areas deemed to be at risk.
 - b. All suspicious packages or unattended bags, backpacks, or luggage should be reported to Campus Safety and should not be moved or otherwise tampered with.

- c. The credibility of any particular threat is determined by the Director of Campus Safety and Security or designee with, if necessary, consultation with local law enforcement. However, all threats, whether deemed credible or not, are to be reported by the Director of Campus Safety and Security to the Dean of Students who serves as liaison to the President and EC.
 - d. The Dean of Students will notify the President of any active bomb threat, whether deemed credible or not. The President will determine whether to activate the EMPOCC.
 - e. The order to evacuate shall be given by the Director of Campus Safety and Security with the concurrence, if practical, of the President. If, in the judgment of the Director, circumstances indicate an imminent risk to life then the Director is fully authorized to begin an immediate evacuation and to notify College officials as soon as is practical.
 - f. Any bomb threat, regardless of credibility, will result in a search of any area determined to be at risk. A search should only be performed by members of the Department of Campus Safety and Security and/or responding emergency agencies. The Facilities Department may be consulted during the search when questions arise about a particular building. Additionally, those building occupants that are familiar with a facility's normal appearance may also be consulted as to whether any particular object is out of the norm.
 - g. Any item determined to be out of the norm will, at the discretion of the Director of Campus Safety and Security, result in evacuation of the affected facility/area and a response from local authorities.
2. PROCEDURE FOR RESPONDING TO THREATS ON TELEPHONE, MAIL OR ELECTRONIC COMMUNICATION.
- a. Should an employee receive a bomb threat through any medium (telephone, electronic, in person, or via mail), he or she should immediately call Campus Safety.
 - b. Campus Safety personnel will assist the reporting member of the community to complete the Bomb Threat Contact Sheet. This document gathers information necessary to help authorities assess the credibility of the threat.
3. GUIDELINES FOR SEARCH DECISIONS
- a. If a credible threat specifically identifies the building, the building will be evacuated, and a search conducted. The search will be conducted by Campus Safety with assistance of the police and/or the fire department (if available). After the search has been completed, and the building is determined to be safe the occupants will be allowed to return.
 - b. If a credible threat identifies the time a bomb will go off but not the building, The Director of Campus Safety and Security will seek authorization to evacuate the campus. If, in the judgment of the Director, there is insufficient time to affect a safe evacuation of campus, all buildings will be evacuated and occupants will be directed to adjacent parking areas as far from any building as possible. Campus Safety will establish teams of officers and responding external agencies to systematically search all buildings.

- c. If the threat does not identify a building or time, Campus Safety and responding local fire and police agencies will conduct a search of each building. The Director may or may not evacuate as circumstances warrant.
- d. At no time during a search for an explosive device should a mobile phone or radio be used in a building during a search. Any necessary communication should be conducted using a land line.

4. EVACUATION

- a. The fire alarm system may be activated, and the evacuation will be made in accordance with established fire evacuation procedures.
- b. Campus Safety will ensure that evacuation procedures are followed and that all occupants have evacuated.
- c. If it is determined that the evacuation and search procedure is going to continue for an extended time period, support for those evacuated will be coordinated in a separate location. The SRC Arena and Events Center serves as the principal evacuation site for the campus unless it is in the area considered at risk.

F. HAZARDOUS MATERIAL SPILLS OR OTHER SIGNIFICANT CONTAMINATION

In the event of a hazardous materials spill, a responding external agency will assume primary incident command and will only release that command to OCC officials when deemed appropriate. Under such conditions, the College's assigned incident commander serves as the liaison between the college and the external responders and will act to provide available information to the President and EC.

1. MATERIALS SAFETY AND DATA SHEET (MSDS)

Each potentially hazardous chemical on campus is accompanied by a Materials Safety and Data Sheet (MSDS). The MSDS provides specific information concerning the chemical including precautions, fire and explosive information, disposal and spill procedures, storage and handling procedures and an emergency number for the distributor or manufacturer. A copy of the MSDS sheet for chemicals on campus is maintained in the Campus Safety Office or with the Office of Sustainability and Environmental Safety and should be available at the location where each chemical is in use or stored.

2. PROCEDURE

- a. Notification of a hazardous material incident should be made to Campus Safety and Security. The officer receiving the call will ask for the following information:
 - i. Location of the incident.
 - ii. Type of incident – spill, leak, explosion, contamination etc.
 - iii. Identification of chemical or hazard, if possible.
 - iv. Source of hazard – truck, contractor, college department.
 - v. Best direction of approach for emergency response units, if available.
 - vi. Immediate needs – ambulance, fire equipment, etc.

- b. The dispatcher receiving the call will immediately notify the Director of Campus Safety and Security who will make other notifications to campus officials as circumstances warrant.
- c. Except in cases of imminent risk to safety and property, the Director of Campus Safety and Security or designee will determine whether external resources should be notified.
- d. In cases of a minor spill, the Director of Campus Safety and Security will coordinate clean up with the Director of Sustainability & Environmental Health and Safety.
- e. In the event of a serious incident, the responding Campus Safety Officer will do the following:
 - i. Establish a safe perimeter around the hazard.
 - ii. Remain in control until relieved by the responding Fire Department.
 - iii. Gather as much information as possible concerning the hazard: type, exact location, extent of spill and affected areas, etc.
 - iv. Keep contaminated individuals segregated from other responders and individuals.
 - v. Upon arrival of medical personnel immediately refer the contaminated individuals for treatment.
 - vi. Maintain a liaison with responding outside Agencies.
- f. The Director of Campus Safety and Security will, in consultation with the President and EC, determine whether there is an imminent threat to the campus community or surrounding area and the need for the activation of the EMPOCC.

G. GAS LEAKS, FUMES AND VAPORS

1. The following procedure shall be implemented if fumes, vapors, odors suggesting a gas leak, or other unusual odors are detected on campus.
2. Call Campus Safety at 315-498-2311 or 911
3. If possible, advise Campus Safety about the exact location(s) of the odor
4. Do not pull the fire alarm
5. Do not touch light switches or electrical equipment
6. Follow directions given by emergency personnel.

H. CAMPUS DEATH OF A STUDENT, EMPLOYEE OR VISITOR

If a student, employee, or visitor of Onondaga Community dies the following general guidelines should be followed.

1. Campus Safety and Security should be immediately notified. The Officer receiving the notification will alert the Director of Campus Safety and Security (or designee) who is responsible for managing the scene of the death, if on campus, and for making notification to the Dean of Students

2. Information relating to the death will be relayed to the President including, to the extent available, the location and circumstance of the death and if local law enforcement consider that death potentially criminal in nature.
3. If the incident occurs off campus, the Director of Campus Safety and Security will act as a liaison between the College and any local investigating agency.
4. In the event of the death of a student, responsibility for coordinating the College's response rests with the Division of Academic and Student Affairs and any applicable protocol. In the event of the death of faculty or staff, the response is coordinated by the Office of Human Resources and any applicable protocol. In the event of the death of a visitor to campus who is otherwise not affiliated with the College responsibility for coordinating the College's response rests with the Dean of Students.
5. All public statements and questions concerning the situation shall be issued by and directed to the Executive Director of Communications or designee.

I. HOSTILE INTRUDER

1. ACTIVE SHOOTER

When a person(s) is intent on causing death or serious physical injury to others and is in a populated area.

Your primary goal during an active shooter is to move / get away from the incident. The further you are away from the violence the safer you are. The Onondaga Community College utilizes the RUN, HIDE, FIGHT model in response to active shooters. The RUN, HIDE, FIGHT model is a dynamic spectrum, it is in other words not a step by step process. Depending on where you find yourself when the incident begins will determine which action best suites your specific situation. You may not have the ability to run and hiding is your only option, likewise you may be hiding, and the shooter moves away allowing you to now run.

a. RUN:

- i. If at all possible, faculty, staff, or students should flee away from the location or direction of the active shooter.
- ii. Make a plan now, beforehand. Come up with several "escape routes" to use if this were to ever happen.
- iii. Make a plan on what to do when you get where you are going (what's next).
- iv. Leave your personal belongings behind.
- v. When you get out, stop others from entering the area.
- vi. As you flee try to find things to hide behind as you go.
- vii. If running through an open space don't run in a straight line, zigzag in a random fashion.

b. HIDE:

- i. If you cannot evacuate, faculty, staff, and/or students should immediately lock themselves and others in a classroom, office or other room that can be secured. If possible, cover any windows or openings that have a direct line of sight into the

hallway.

- ii. Use any furniture or obstacles available to barricade the doors.
 - iii. Hiding should be a temporary solution.
 - iv. If you are on the first floor or can get away from the building through a window revert back to "RUN"
 - v. SILENCE YOUR PHONE
 - vi. If communication is available, call 911 or x2311 (315-498-2311).
 - vii. Do not sound or respond to a fire alarm. A fire alarm would signal the occupants to evacuate the building and potentially place them at risk of harm as they attempt to exit.
 - viii. Lock the interior windows and close blinds or curtains.
 - ix. Stay away from and out of view of any windows and doors.
 - x. Turn off lights.
 - xi. Try to remain as calm as possible and keep everyone together.
 - xii. Keep rooms secure until police arrive and give you directions.
- c. FIGHT:

While many consider "run" or "hide" the two primary options, you must base your decision on your situation at the time of the incident. You may not be able to run or hide so consideration must be given to the "fight".

- i. It is possible that while you are running or if you are barricaded in a room you may still encounter the active shooter. In any of these cases the other options (running or hiding) may be unavailable, and if your life is in danger then you will have to decide to fight to survive.
- ii. There are no "rules" when it comes to fighting an active shooter. You have the right to live.
- iii. Use anything available as a weapon (improvised weapons).
- iv. Commit to your actions.
- v. If you are with others, attack as a group all at once. TEAMWORK
- vi. Throw things at the intruder.
- vii. Do not stop fighting until the shooter is subdued.

Once you encounter the police raise your hands above your head, obey all commands. This may involve being handcuffed or keeping your hands in the air. Responding officers may not know the identity of the intruder and will need to treat everyone as a risk until circumstances can be investigated. Further directions will be given once the situation has been investigated.

2. HOSTILE INTRUDER(S) ON THE GROUNDS OF THE COLLEGE

- a. If you are outside the same principals apply as to if you were inside. Your primary options remain unchanged, RUN, HIDE, FIGHT (see above):
- b. Run away from the threat, if you can, as fast as you can.
- c. Do not run in a straight line.
- d. Keep vehicles, bushes, trees, or anything that could possibly block you from the view of the hostile person(s) while you are running.
- e. If you can get away from the immediate area of danger, summon help and warn others.
- f. If you decide to hide, it should be a temporary solution. The further away from the violence you are the safer you will be. Hide when you need to otherwise revert back to run. If you chose to hide, take into consideration the area in which you are hiding. Will you be found there? Is this really a good spot to remain hidden?
- g. If you find yourself in a position where you are unable to run or hide, your only option may be to fight. Do not "go after" an active shooter, run or hide if you are able.
- h. If however you are unable to run or hide and have to fight, commit to your actions. Use any means necessary to subdue the shooter.
- i. Once you encounter the police raise your hands above your head, obey all commands. This may involve being handcuffed or keeping your hands in the air. Responding officers may not know the identity of the intruder and will need to treat everyone as a risk until circumstances can be investigated. Further directions will be given once the situation has been investigated.

3. NOTIFICATION OF A HOSTILE INTRUDER(S)

- a. You may be the first to encounter the hostile intruder by sight or sound (e.g., gunshots). If so, call 911 or (315) 498 - 2311 as soon as you are safe to report the situation.
- b. The principal means of alerting the campus community to the crisis will be the Onondaga Community College Alert System. Text, email, and voice calls will be made to all numbers entered into employee and student records in Colleague, the College's principal enterprise data system. Secondly, the Director of Campus Safety and Security may choose to activate the Campus Voice Notification System to alert visitors to the campus who may not have access to the primary alert system of the emergency. Tertiary systems (e.g. College website and video monitors) may be used if time and circumstance allow.

J. CIVIL DISORDER OR DEMONSTRATIONS RESULTING IN SIGNIFICANT CAMPUS DISRUPTION

Most campus demonstrations including marches, meetings, picketing and rallies will be peaceful and should be supported as an appropriate expression of free speech principles and as consistent with the educational mission of the College. Campus authorities should not intervene with a demonstration unless one or more of the following conditions exist:

1. The demonstration interferes with the normal operations of the College.

2. Demonstrators prevent access to offices, buildings, or other College facilities.
3. The demonstration is deemed to create a reasonable threat of physical harm to persons or damage to College facilities.

Should any of these conditions be perceived to exist, Campus Safety and Security should be immediately notified. Campus officials will coordinate with the College's F.A.S.T (First Amendment Support Team) to deploy the following operational protocol:

K. DEMONSTRATIONS OR PROTEST BY STUDENTS

1. PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS BY STUDENTS

- a. Normally, demonstrations of this type should not be disrupted unless the criteria noted above is met. Demonstrations should not be obstructed, or participants provoked, and the College should conduct business as usual to the extent it is practical to do so.
- b. FAST members will respond and monitor the situation as necessary with Campus Safety maintaining oversight via CCTV.

L. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS BY STUDENTS

In the event that a demonstration blocks access to College facilities or interferes with the normal business operation of the College in violation of the Student Code and Disciplinary Procedures:

1. Members of F.A.S.T or F.A.S.T Coordinators, with support from Campus Safety and Security, will go to the area and will ask the group to disperse, or to discontinue the disruptive activities.
2. If the demonstrators fail to disperse or continue with their disruptive behavior, the Dean of Students shall respond to apprise the demonstrators of the consequences of failing to comply with the directive in a specified time frame. Continued non-compliance may result in College disciplinary action or arrest.
3. If practical, the Dean of Students Support shall consult with the President and Legal Counsel prior to direct intervention.
4. If it is determined that intervention in this type of demonstration is necessary, a general statement containing the following language should be issued by the Dean of Students or designee, with the support of Campus Safety and Security:

"This assembly is disrupting the operations of the College and is considered to be a violation of the College's Student Code and Disciplinary Procedures, and a violation of college policy D10. You are directed to terminate this activity immediately. If you do not do so within XX minutes we will take whatever measures are necessary to restore order including calling for additional police assistance. Any student who continues to participate in this activity will be in violation of the College's Student Code of Conduct and will be subject to disciplinary action including immediate interim suspension."

M. DEMONSTRATIONS THAT PRESENT AN IMMINENT RISK, OR THOSE THAT FAIL TO COMPLY WITH AN ORDER TO DISPERSE

In the event that the demonstrators do not comply with the notice to terminate their activity or it appears that the demonstration presents an imminent risk to the safety of the public or campus property:

1. The Director of Campus Safety and Security may seek additional support from local law enforcement for assistance.
2. With the concurrence of the President and/or the Dean of Students, the Director of Campus Safety and Security, or designee, will issue a statement that includes the following general language:
 This assembly and the conduct of each participant constitutes a threat to the safety of the public or presents a risk to campus property. Your behavior is seriously disrupting the operations of the College and is in clear violation of the rules for public order at Onondaga Community College and a direct violation of college Policy D10. You have been previously directed to terminate this demonstration and have been put on notice of the consequences of your actions if you fail to do so. Since you have chosen to fail to abide by this notice and continue with this activity and are in direct violation of the College's Code of Student Conduct and college Policy D10, the College hereby immediately suspends each of you on an interim basis subject to further review and due process. Be advised that you may also be subject to arrest if you do not disperse immediately or if you resist the efforts of law enforcement to clear this area.
3. When the demonstration has been terminated, the College's conduct process will assume responsibility for reviewing all student conduct within existing systems including institutional review of all imposed interim suspensions. All students who were suspended on an interim basis during the course of the demonstration must be formally reinstated through existing processes prior to participation in any college activities including but not limited to classes, sporting activities, housing privileges, registration, receiving grades, etc.
4. In the event the demonstration results in property damage or injury, the Director of Safety and Security will notify Management Services for insurance purposes and will alert the Facilities department of any needed repairs.

N. DEMONSTRATIONS BY EMPLOYEES

1. Demonstrations by Employees shall be handled in the same manner as described in "Demonstrations by Students" except that the primary spokesperson shall be the Vice President of Human Resources, or his/her designee.
2. If it is determined that intervention is necessary, a general statement which includes the following language should be issued.

This assembly and the conduct of each participant is seriously disrupting the operations of the college and is a clear violation of the rules of public order at Onondaga Community College and a direct violation of college policy D10. You have been previously directed to terminate this demonstration and have been put on notice of the consequences of your actions if you fail to do so.

Since you have chosen to fail to abide by this notice and continue this activity and are in direct violation of the rules of public order at Onondaga Community College and college policy D10, the Vice President of Human Resources immediately suspends each of you

subject to further review and appropriate due process. Be advised that you may also be subject to arrest if you do not disperse immediately or if you resist the efforts of law enforcement to clear this area.

3. When the demonstration has been terminated the Vice President of Human Resources will examine the records of the activity to determine which employees, if any, shall be subject to disciplinary action on the part of the College. All employees who were summarily suspended during the course of the demonstration shall be required to obtain reinstatement prior to being allowed to return to the College.

O. EPIDEMIC OR PANDEMIC ILLNESS

1. The objective of Onondaga Community College's pandemic illness plan is to provide the framework for a coordinated and comprehensive response to any broad outbreak of an infectious disease in order to protect human welfare and to promote the continuation of educational and other college services.
2. While the impact of any particular outbreak cannot be predicted, for the purposes of this plan it is assumed that:
 - a. Up to 50% of the workforce could be absent from work due to illness during a pandemic emergency. People may decide to stay home to care for family members or because they are concerned about exposure.
 - b. Vaccines and antiviral medications may be in short supply during the onset of an epi- or pandemic illness.
 - c. The assistance from outside organizations or levels of government may be severely limited if the outbreak is widespread.
 - d. Availability of supplies may be limited due to hoarding or limited production.
 - e. Public Transportation and other services may be limited as a strategy to minimize community exposure.
 - f. The plan assumes a highly infectious illness and easily spread disease.
 - g. The college may close or modify its operations depending on the level of outbreak on campus.

3. RESPONSIBILITIES AND PROCEDURES

This plan applies to all Onondaga Community College staff, faculty, and students.

a. Responsibilities:

- i. The Dean of Students has the overall responsibility for implementing this plan. Those responsibilities include:
- ii. Coordinating and monitoring campus preparation and response activities.
- iii. Planning for and securing supplies that aide in preventing the spread of the illness.
- iv. Chairing an ad hoc working group empaneled by the President to coordinate an ongoing campus preparation and response. Representation from all major divisions of the College should be included.

- v. Reviewing applicable Health Department, Centers for Disease Control and World Health Organization releases regarding the identified illness including specific programs and recommendations for higher education.
 - vi. Determining the risk level present on campus based on the potential for exposure to the identified illness.
 - vii. In conjunction with College communication professionals, communicating important pandemic flu information to the campus community.
 - viii. Developing and maintaining data on the illness and its impact on the college community.
- 4. Overall coordination of any response to an epi- or pandemic illness is the responsibility of the ad hoc working group appointed by the President and EC. The working group's responsibilities include:
 - a. Planning the institutions efforts to mitigate the outbreak.
 - b. Planning the institutions efforts to care for members of the College community affected by the illness as appropriate.
 - c. Proposing content for campus and external communications to the Executive Director of Communications or designee.
 - d. Discussing updated information provided by the Dean of Students about the pandemic and formulating any response to developments in the outbreak or responses to the illness.
 - e. Should the epi- or pandemic become severe, recommend restrictions or cancellation of college services to the President and Executive Council.
 - f. Make recommendations to the President and Executive Council with regards to college operations affected by the emergency.
 - g. Once normal operations resume and any infectious disease outbreak is controlled, the working group will evaluate the College's response and make recommendations to the President and EC for changes in the plan.
- 5. The designated College spokesperson is responsible for disseminating public information regarding the emergency and for responding to media inquiries. Methods of communicating to the college community may include:
 - a. College Websites
 - b. College Email
 - c. Postings/Posters
 - d. College Monitors
 - e. News releases/press conferences/etc. (as necessary)
- 6. Department Heads and Supervisors shall have the following responsibilities:
 - a. Should they be deemed necessary and are provided, make personal protective equipment available to employees at risk of exposure.

- b. Implement any communication, illness mitigation, or other training strategy developed by the working group and approved by the President and EC.
 - c. Monitor departmental resources and alert the relevant vice president and the working group if the staff resources needed for operation of the unit are threatened by staff absence due to illness.
- 7. If the plan is activated, Onondaga Community College staff, faculty and students shall have the following responsibilities:
 - a. Follow recommended prevention guidelines.
 - b. Wear personal protective equipment when advised.
 - c. Participate in any related training.
 - d. Notify a supervisor if they become ill.
- 8. GENERAL GUIDELINES:
 - a. Prevention: All members of the College community are responsible for taking appropriate prophylactic steps to minimize the spread of an infectious disease. Preventive action should include those recommended by the Health Department, The Centers for Disease Control, and the World Health Organization. Recommended action will likely include:
 - i. Proper hand washing methods.
 - ii. Cough etiquette.
 - iii. Proper disposal of soiled objects.
 - iv. Social distancing practices.
 - v. Cleaning of commonly used surfaces.
 - vi. Stay home if they become ill.
 - vii. Inoculation, if available and deemed effective.
 - viii. Exercise increased frequency rates of cleaning areas that are known or likely to be infected with flu virus with approved cleaning agent.
 - b. Onondaga Community College may take actions that will affect the daily operations of the college in the event of a severe outbreak of an infectious disease. The actions taken by the college will correlate to the number of known or suspected cases of the illness and the severity of the illness's impact on the College.

XI. CAMPUS EVACUATION PLAN

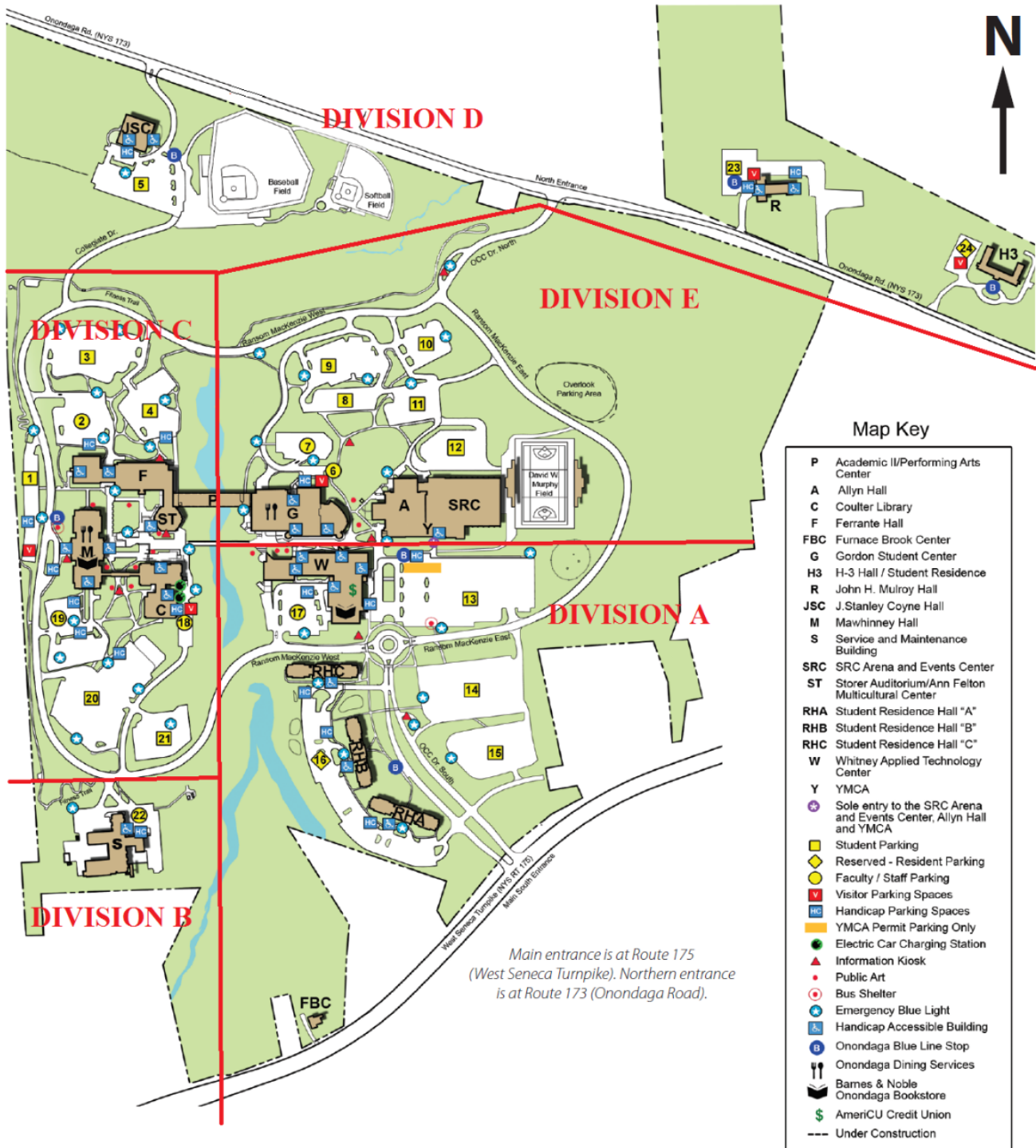
- A. Evacuation of all or parts of the campus is only authorized by Campus Safety & Security after consultation with the President unless circumstances demand immediate action.
 - 1. Upon receiving this notification all persons are to immediately vacate the affected area and relocate to a designated safe location which may be another part of the campus grounds or off campus.

2. No one should return to the evacuated area until they have been advised that it is safe to return to that area by authorized personnel.
3. Members of the Department of Campus Safety and Security along with members of responding emergency response agencies will ensure that all occupants have been evacuated from the affected building.

B. CAMPUS-WIDE EVACUATION LOGISTICS

1. In the event that a campus-wide evacuation is ordered, the Incident Commander will assume responsibility for management of the evacuation to include departures from all campus buildings as well as traffic management during the period of egress. Assistance will be requested from outside law enforcement at the discretion of the Incident Commander to ensure effective traffic flow onto main roadways. Evacuation routes must always consider the need to allow emergency equipment to access the hazard zone, and are, therefore, adjusted or restricted at the discretion of the Incident Commander.
2. The campus-wide plan divides the campus into 5 Divisions (Division A, B, C, D, and E) and establishes an initial evacuation route for each zone. The zones are assigned as detailed in the map below:

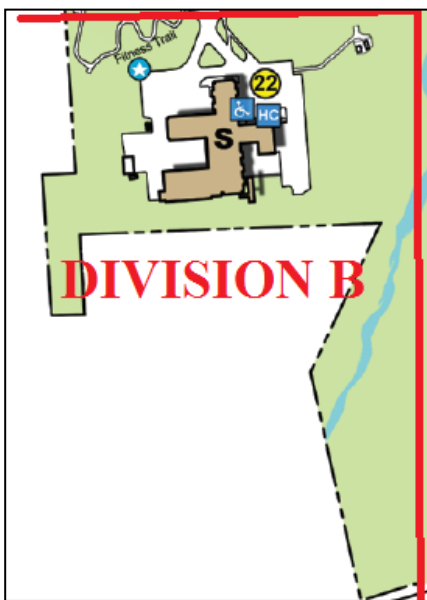
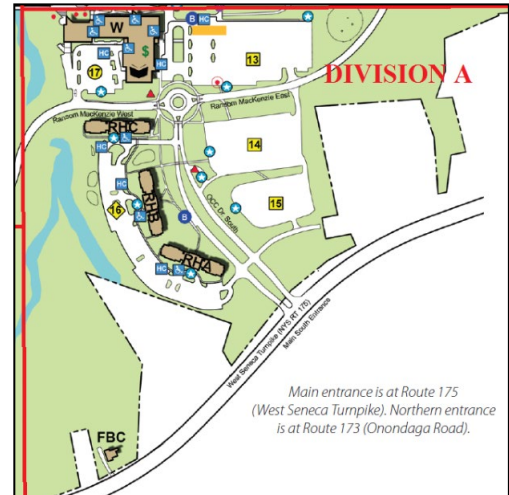
Campus Map



Detailed instructions for each Division are as follows:

DIVISION A

Vehicles - Use exit onto westbound Rt. 175 W. Seneca Turnpike. (right turn at exit) If law enforcement is present, follow directions.
Pedestrians - Gather at SE corner of Whitney lot 17 to await Centro Bus pickup.
Special Needs - Exit building and gather at NE corner of Whitney 17 for Centro pickup.



DIVISION B

Division B is to evacuate using the Division A exit onto Rt. 175 W. Seneca Turnpike westbound (right turn at exit). If law enforcement is present, follow directions.

DIVISION C

Vehicles
 Ferrante Lots (Lots 2) - Use Division E exit (right turn from exit) onto eastbound Onondaga Road (Rt. 173). If law enforcement is present at the exit, follow directions.
 Mawhinney Lots (Lots 1, 19) - Use Division D exit (right turn from roadway) onto eastbound Onondaga Road (Rt. 173). If law enforcement is present at the exit, follow directions.

Pedestrians

Ferrante - Gather at NW corner of Ferrante lot #2 to await Centro Bus pickup.
Mawhinney - Gather at SW corner of Mawhinney lot #1 to await Centro Bus pickup.
Special Needs - Exit building and gather on West side of structures to wait for Centro pickup.



DIVISION D

Vehicles

Coyne Hall - use exit onto eastbound Onondaga Road (Rt. 173).

Mulroy Hall and H-3 use exits onto westbound Rt. 173.

All parking lots evacuate using right turns from exit onto Rt.173.

If law enforcement is present at the exit, follow directions.

Pedestrians - Gather at upper parking lot 5 near Emergency Call Box to await Centro Bus pickup.

Special Needs - Exit building and gather at southern most location of lower parking lot and wait for Centro pickup.



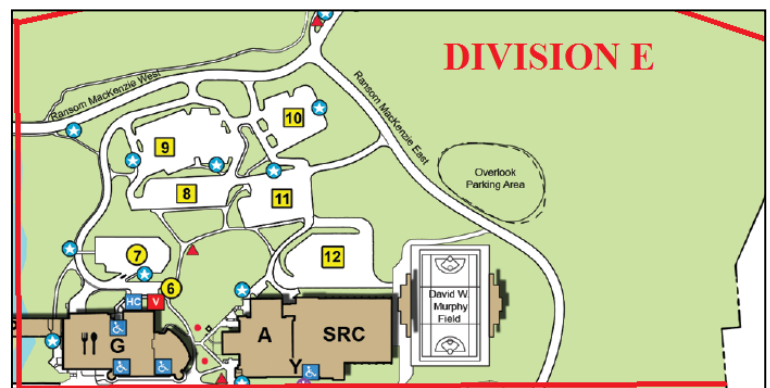
DIVISION E

Vehicles - Use Division E exit (OCC Drive North) to Rt.173 eastbound. (Right turn onto Rt. 173)

Pedestrians – Gordon Student Center
Gather at NE corner of Lot #7 to await Centro Bus pickup.

Allyn Hall and SRC gather at NE corner of Lot 12

Special Needs - Exit buildings and gather at NW corner of Gordon Lot #6 for Centro pickup.



C. BUILDING EVACUATIONS

1. All building evacuations will occur when an alarm has sounded and /or by notification from Campus Safety.
2. When the building evacuation alarm has been activated all occupants of the building are to immediately leave the building by way of the nearest exit and they are to alert others to do the same.
3. To the extent practical, the disabled should be assisted in exiting the building. In case of fire the elevators should not be used. Should a member of the disabled community not be able to exit a campus building, he or she should proceed to the designated evacuation point or alert a colleague to their exact location so that rescue personnel can affect their evacuation.
4. Members of the Department of Campus Safety and Security will search each building to ensure that all occupants have vacated the building until directed to leave the building by members of outside emergency agencies who assume incident command.
5. Once outside, occupants should proceed to a clear area that is at least 50 feet from the affected building, or farther if advised to do so. Building exits and entrances, walkways, fire lane and hydrants should be kept clear for emergency response personnel.
6. Members of the Department of Campus Safety and Security and other emergency responders are to assist in this process and may be called upon to direct the evacuated occupants to a pre-designated area, and the route to follow to get to the pre-designated area, and to assist with a head count to ensure that everyone has been evacuated from the building.
7. DO NOT return to an evacuated building unless told to do so by Campus Safety and Security.
8. If the incident is such that evacuation of the building would place occupants in harm's way, a Campus Safety Officer will respond to each individual classroom, office or work station and advise each individual of the appropriate action to be taken. Action may include remaining in the room until advised to leave, locking doors and/or windows and closing blinds. In all cases those told to remain in the area should not evacuate the area until given the order by a Campus Safety Officer.
9. If a campus building or buildings need to be evacuated, the preferred designated alternate site shall be the SRC Arena and Events Center.

D. RESIDENCE HALL EVACUATION

In the event that it becomes necessary to evacuate the Residence Halls the following procedure will be followed:

1. If the evacuation is part of a campus wide evacuation the occupants of the A, B, and C Residence Halls shall follow the same procedure as those to be evacuated from Division A. Residents of Shapero Hall should follow the guidance for Division D.
2. If the evacuation is a short-term evacuation the residents of Buildings A and B and C will be directed to the SRC Arena. Residents will remain at their assigned locations until a determination has been made concerning their return to their respective residence hall or determination made concerning further evacuation. Residents of Shapero Hall should

proceed to the adjacent basketball court and await shuttle transportation to the SRC Arena.

3. Residential students will remain in the SRC Arena until a determination has been made concerning their return to the residence hall or determination made concerning further evacuation. If further evacuation is necessary, students will gather at the front of the SRC Arena and follow instructions for transportation to an alternative site. Those students who have their own transportation will be transported back to Shapero Residence Hall by Campus Shuttle and then directed off campus.

E. CHILDREN'S LEARNING CENTER EVACUATION

In the event that the Children's Learning Center needs to be evacuated the following procedure shall be followed:

1. If the evacuation is a part of a campus wide evacuation the occupants of the Children's Learning Center shall follow the procedure for Division C.
 - a. Occupants of the Children's Learning Center shall gather at the South/West corner of the Mawhinney Lot #1 to wait for Centro Bus pick up.
 - b. Evacuation transport will enter Rt. 175 via OCC Drive and transport the occupants of the Children's Learning Center to the Onondaga Town Hall recreation room, located at 5020 Ball Road, Syracuse NY 13215. Access to the Onondaga Town Hall recreation room will be controlled by Children's Learning Center staff.
 - c. The members of the Children's Learning Center shall remain at their assigned locations until their care and custody has been transferred to a parent or guardian in accordance with the Children's Learning Center policy and procedures or until a determination has been made concerning their return to their respective building.
2. If the evacuation is a short term, local evacuation then the following procedure shall be followed:
 - a. The occupants shall be directed to the Mawhinney Building and shall be housed in classrooms located on the North side of the first floor. Access to the Mawhinney classrooms shall be controlled by a member of the Children's Learning Center Staff.
 - b. In the event that the Mawhinney building is not available the occupants of the Children's learning Center shall be directed to the Multi-purpose room which is located on the first floor of the SRC Arena. Access to the recreation room shall be controlled by a member of the Children's Learning Center Staff.
 - c. In the event that the Mawhinney Building or the Multi-purpose room is not available, the occupants of the Children's Learning Center shall be directed to the Gordon Center and will be housed in the Bistro. Access to the Bistro will be controlled by the Children's Learning Center Staff.
 - d. If needed, College's shuttle service shall be used to assist in the evacuation of the Children's learning Center.
 - e. The members of the Children's Learning Center who have been evacuated shall remain at their assigned locations until a determination has been made concerning their return to their respective building or determination made concerning further evacuation.

XII. SRC ARENA AND EVENT CENTER

- F.** The SRC Arena and Event Center is a 6,500 seat, multipurpose facility located on the Onondaga Community College campus in Syracuse, New York. The SRC Arena and Event Center is utilized for a variety of activities including educational classes and clubs, recreation, concerts, banquets, trade shows, college events, and is the home venue for intercollegiate athletic teams. This plan serves as a guide for handling emergencies that may occur in the SRC Arena in order to protect lives and property through the effective use of available personnel and resources during an emergency.
1. When an emergency occurs, this plan will be implemented in order to handle the situation smoothly, safely, professionally and without hesitation.
 2. Personal safety of the SRC Arena and college employees is the number one priority. While guest and patron safety is paramount, in no way are SRC employees expected to jeopardize their own safety when implementing this plan. All efforts should be made to protect the health and safety of our patrons, but these efforts will always be secondary to the safety of our employees.
 3. Nothing in this plan is intended to supersede the Onondaga Community College Emergency Management Plan; rather it is intended to support existing emergency plans and is listed as an appendix to the primary document. The objectives of this plan are consistent with those outlined in the Emergency Management Plan for Onondaga Community College.
 4. This plan will be activated whenever a natural, technological or human caused situation causes substantial disruption, distress and/or fear to the extent that it dominates the SRC Arena or campus community and cannot be adequately controlled by routine measures.
 - a. To ensure the protection of life, property and the environment.
 - b. To assist the alleviation of human suffering and hardship.
 - c. To restore essential facilities and services to the SRC Arena in a safe swift and effective manner.
 - d. To maintain effective communications with the college community, the public, and any needed assistance or resource providers during a crisis.
 - e. To provide simple and flexible procedures which are readily adaptable to a variety of crisis situations and contingencies.
 - f. To identify the SRC Arena management's role in coordinating emergency operations with outside agencies.
 - g. To expedite recovery and assistance operations.
- G. AUTHORITY**
1. FEDERAL
 - a. Homeland Security Presidential Directive/HSPD-5, Management of Domestic Incidents
 - b. Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 USC§ 5121

- c. Emergency Planning and Community Right-to-Know Act, 42 Chapter 116USC
- d. Emergency Management and Assistance, 44 Code of Federal Regulations (CFR)
- e. Hazardous Waste Operations & Emergency Response, 29 1910.120CFR
- f. Federal Response Framework (NRF)
- g. Federal Radiological Emergency Response Plan
- h. National Oil and Hazardous Substances Pollution Contingency Plan

2. STATE

- a. Executive Order 26, 1996 A, established the Incident Command System –, ICS as the State standard command and control system during emergencies and disasters. All State agencies personnel at all levels of the organization and who have emergency responsibilities must be trained in ICS.

H. SRC ARENA EMERGENCY PLAN REVIEW

This emergency plan will be reviewed annually and will be updated and revised when appropriate. Revisions in this plan will be made when one or more of the following occurs:

- 1. A change in the facility which materially alters the information contained in the plan or affects the implementation of the plan.
- 2. A material change in response resources.
- 3. An incident occurs which brings to light a necessary change in the plan.
- 4. Internal assessments or reviews which identify necessary changes in the plan.
- 5. New Laws, regulations or policies are created, or existing laws are revised which affect the contents or implementation of the plan.
- 6. Other significant changes.

I. EMERGENCY PLAN TRAINING

- 1. Training on all aspects of this plan will be conducted on an annual basis or when an incident occurs, or the results of an exercise identify a need for additional training. The additional training may be for all the staff members or a segmented group of staff members and will be determined by the Director of Campus Safety and Security.
- 2. Individual emergency procedures will be evaluated on an annual basis or when an incident occurs or the result of an exercise identifies a need.

J. BUILDING COMPONENTS

The SRC Arena has many fire/emergency protection devices and systems to protect the facility and its occupants in the event of an emergency. These devices and systems include:

- 1. Communication Systems (outlined in Sec. 11.0)
- 2. Backup Power Generator
- 3. Emergency Lighting

4. Fire Alarm/Sprinkler Systems
5. Fire Extinguisher
6. Automatic External Defibrillator AED and basic first aid supplies

The SRC Arena has procedures in place for routinely testing and maintaining these systems to keep them in proper working order.

XII. TYPES OF EMERGENCIES

A. The types of emergencies addressed in this plan along with the procedures to be followed by staff and emergency personnel include:

1. Fire
2. Bomb Threat
3. Civil Disturbance issues with patrons
4. Medical Emergencies
5. Terrorism
6. Inclement Weather/Natural Disasters
7. Chemical Spills/Hazardous Material Release
8. Utility Failure
9. Lost Child
10. Evacuations
11. Crimes in Progress

XIII. DEFINITIONS OF AN EMERGENCY

A. NO EMERGENCY: Normal Conditions

B. MINOR EMERGENCY

A minor emergency is any incident, potential or actual, which will seriously affect the overall functional capacity of the arena. During a minor emergency an Incident Command Post* may be established if deemed necessary by the Incident Commander (Director of Campus Safety and Security or his designee). Operational management of a minor emergency rests with the OCC Director of Campus Safety and Security.

C. MAJOR EMERGENCY

A major emergency is any incident, potential or actual which affects an entire building or buildings, and which will disrupt the operations of the arena and the college community. Outside emergency services will probably be required, as well as a major response from available campus services. A major emergency on campus requires the establishment of an Incident Command Post*, staffed by the Incident Management Team. Major policy considerations and decisions will be made by the Incident Management Team and College Administration during a major emergency.

D. DISASTER

An incident has occurred which has seriously impaired or halted the operations of the arena and the college community. In some cases, when mass personnel casualties and severe property damage have been sustained, a coordinated effort of all campus-wide resources is required to effectively control the situation. The immediate use of outside emergency response services and possibly other resources will be essential. In all cases of disaster, an Incident Command Post*(ICP) and Incident Management Team (IMT) will be activated, and the appropriate support and operational plans will be executed.

** The Incident Command Post will be located either in S-130 of the Service and Maintenance Building or on the Third Floor of the Mulroy Building. The location selected will depend on the location and the area directly impacted by the incident and assuming that the selected site is habitable and accessible.*

E. LEVELS OF RESPONSE

The college classifies responses using a three level system, according to increasing severity. The severity of an incident will be identified by the Incident Commander (IC) or the first qualified individual to arrive at the scene of the incident. The severity level of the incident may increase or decrease during response activities, requiring the level of response to be adjusted. The severity of an incident is determined by the threat to the safety of the arena occupants and other college property, as well as the ability of the college to handle incident.

1. LEVEL 1: LEVEL 1 INCIDENTS ARE THE LEAST SEVERE OF THE THREE LEVELS. NORMAL COLLEGE RESPONSE SERVICES WILL BE ABLE TO DEAL WITHOUT ACTIVATION OF AN. THE INCIDENT MAY RESULT IN MINOR INJURY TO MEMBERS OF THE CAMPUS COMMUNITY AND MINOR DAMAGE TO THE ARENA OR COLLEGE FACILITIES, AND WILL AFFECT A SINGLE LOCALIZED AREA OF THE CAMPUS.EOC
2. LEVEL 2: LEVEL 2 INCIDENTS MAY REQUIRE ACTIVATION OF THE. COORDINATION BETWEEN SEVERAL CAMPUS AGENCIES MAY BE REQUIRED FOR AN EFFECTIVE RESPONSE TO THE INCIDENT. THE INCIDENT MAY RESULT IN MAJOR DAMAGE TO THE ARENA OR COLLEGE FACILITIES OR SEVERE INJURY TO MEMBERS OF THE CAMPUS COMMUNITY. A LEVEL 2 INCIDENT MAY AFFECT ONE OR MORE AREAS OF THE COLLEGE CAMPUS. THIS LEVEL OF RESPONSE MAY REQUIRE ASSISTANCE FROM OUTSIDE EMERGENCY RESPONSE AGENCIES AND MAY UTILIZE THE UNIFIED COMMAND SYSTEM.EOC
3. LEVEL 3: LEVEL 3 INCIDENTS ARE THOSE IN WHICH DISASTER CONDITIONS ARE PRESENT. RESPONSE WILL REQUIRE ACTIVATION OF THE. A LEVEL 3 INCIDENT MAY RESULT IN MAJOR DAMAGE TO SEVERAL COLLEGE FACILITIES, MASS CASUALTIES AND SEVERE INJURY TO MEMBERS OF THE CAMPUS COMMUNITY. THE INCIDENT WILL NOT BE LOCALIZED TO A SINGLE AREA AND WILL AFFECT THE ENTIRE COLLEGE CAMPUS. THE COLLEGE MAY NEED TO REQUEST ASSISTANCE FROM SEVERAL EXTERNAL SUPPORT TEAMS AT THE LOCAL, STATE, OR FEDERAL LEVEL IN ORDER TO PROPERLY RESPOND TO THE INCIDENT. THIS LEVEL OF RESPONSE WILL REQUIRE A UNIFIED COMMAND SYSTEM.EOC

XIV. INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System helps to mitigate the risks by providing accurate information, strict accountability, planning, cost-effective operations and logistical support for any incident. NIMS ICS will be the standard incident management system for events and incidents covered by this plan. By supporting planning, preparedness, and training activities, the potential implications may be minimized.

In the event of an emergency involving the SRC Arena the Incident Command System will be utilized to effectively mitigate the situation.

A. UNIFIED COMMAND

In Incident Command System, a Unified Command is one way to carry out command in which responding agencies and/or jurisdictions with responsibility for the incident share incident management roles and responsibilities.

A Unified Command may be needed for incidents involving:

1. Multiple jurisdictions.
2. A single jurisdiction with multiple agencies sharing responsibility.
3. Multiple jurisdictions with multi-agency involvement.

If a Unified Command is needed, Incident Commanders representing agencies or jurisdictions that share responsibility for the incident manage the response from a single Incident Command Post. A Unified Command allows agencies with different legal, geographic, and functional authorities and responsibilities work together effectively without affecting individual agency authority, responsibility, or accountability. Under a Unified Command, a single, coordinated Incident Action Plan (IAP) will direct activities.

B. ORGANIZATION OF THE INCIDENT MANAGEMENT TEAM

The organizational structure and responsibilities of the emergency management team for the SRC Arena will be consistent with that of the College's Emergency Management Plan as outlined in Section 5.0-5.9.5 of that document. For emergencies involving the SRC Arena, the following will be part of that team.

1. The Sr. Vice President for Onondaga Community College
2. The Associate Vice President for Advancement and Communications
3. SRC Assistant manager for Events

XV. ASSUMPTIONS REGARDING OCC'S EMERGENCY MANAGEMENT PLAN

- A. The SRC Arena Emergency Management Plan provides a realistic approach to handling the problems that are likely to be encountered in the arena during an incident of any level, minor emergency, major emergency or disaster. Therefore, the following general guidelines should be considered:
1. An emergency or a disaster may occur at any time an event is taking place and any time of the day or night, on a weekend or holiday with or without warning.
 2. The sequence of events in an emergency are not predictable. Therefore, published support and operational plans will serve only as a guide and checklist, and may require field modifications to meet the requirements of the emergency.
 3. Disasters may affect other areas of Onondaga Community College, such as the Town of Onondaga and the City of Syracuse at the same time as the college and other local and county emergency services, and state and federal emergency support may not be immediately available. The availability of support from non-governmental organizations such as the American Red Cross may also be impacted. In this situation a delay in

accessing and/or the arrival of any or all off campus emergency response and support services should be expected.

4. A major emergency may be declared by the College President or designee if information indicates that such a condition is developing, is probable, is imminent or currently exists which would require the declaration to activate the required emergency response.
5. The response of an outside local, state, or federal or private emergency response agency may cause incident command to an emergency to be transferred from the college's incident command to that of an outside agency or multiple agencies acting as a Unified Command which will have primary responsibility and authority for incident command. Members of the Onondaga Community College Incident Management Team may also participate in a Unified Command capacity.

XVI. OPERATIONS

A. PLAN ACTIVATION

This Emergency Management Plan shall be activated under the following circumstances:

B. CIVIL AUTHORITY DECLARATION OF EMERGENCY

When civil authorities declare a State of Emergency either locally, regionally, statewide or Federal in a geographical area encompassing the College or in a geographical area adjacent to the college.

C. COLLEGE PRESIDENT DECLARATION OF EMERGENCY

When the President of the College or designee deems it necessary to declare a "College State of Emergency" for the purpose of safeguarding the lives and property of the College community or maintaining the orderly conduct of College business, the declaration may be made.

D. NORMAL SAFETY PROCEDURES

Any incident or occurrence that does not cause the activation of this Plan is subject to College Safety procedures.

XVII. ORGANIZATION

A. PRESIDENT OF THE COLLEGE

All emergency policies shall be directed by the President or alternate as listed below:

1. Provost & Senior Vice President
2. Associate VP Advancement and Communications

In the absence of the President or his/her alternates, the in-charge or ranking on-duty Campus Safety and Security Officer shall direct policies as required, until relieved by one of the aforementioned individuals.

B. EXECUTIVE COUNCIL

The Executive Council is the advisory body to the President and is composed of members of the campus community and serves at the request of the President.

C. INCIDENT COMMANDER (IC)

The Incident Commander (IC) is responsible for the overall activation and coordination of the Emergency Management Plan and serves as a liaison between outside emergency agencies, the Incident Management Team and the College Administration.

The Director of Campus Safety and Security shall when available serve as the Incident Commander. In the absence of the Director of Campus Safety and Security, the Associate Director(s) of Campus Safety and Security will assume the IC position. In the absence of an Associate Director, the senior officer on duty will assume the role until relieved by command.

D. INCIDENT MANAGEMENT TEAM

The Incident Management Team (IMT) follows the reporting relationships included in the NIMS Incident Command System roles and responsibilities. The IMT reports to the Incident Commander and works alongside the Incident Commander throughout the emergency. The Incident Management Team shall be composed of the following positions:

1. Director of Campus Safety and Security (Incident Commander)
2. Sr. Vice President (Liaison to the President & Executive Council)
3. Executive Director of Communications (Public Information Officer)
4. Associate Vice President of Advancement Communications (Liaison)
5. Associate Director of Campus Safety and Security (Operations Section Chief)
6. Associate Director Campus Safety and Security (Safety Officer)
7. Dean of Students (Planning Section Chief)
8. Director of Facilities (Logistics Section Chief)
9. Assistant Vice President of Management Services (Finance/Administration Section Chief)
10. Assistant Vice President of Information Technology (Info/Intel Section Chief)

Each position will have a qualified deputy or back-up.

Depending upon the scope, seriousness and anticipated length of the Emergency, roles may be expanded or contracted.

E. EXECUTIVE COUNCIL

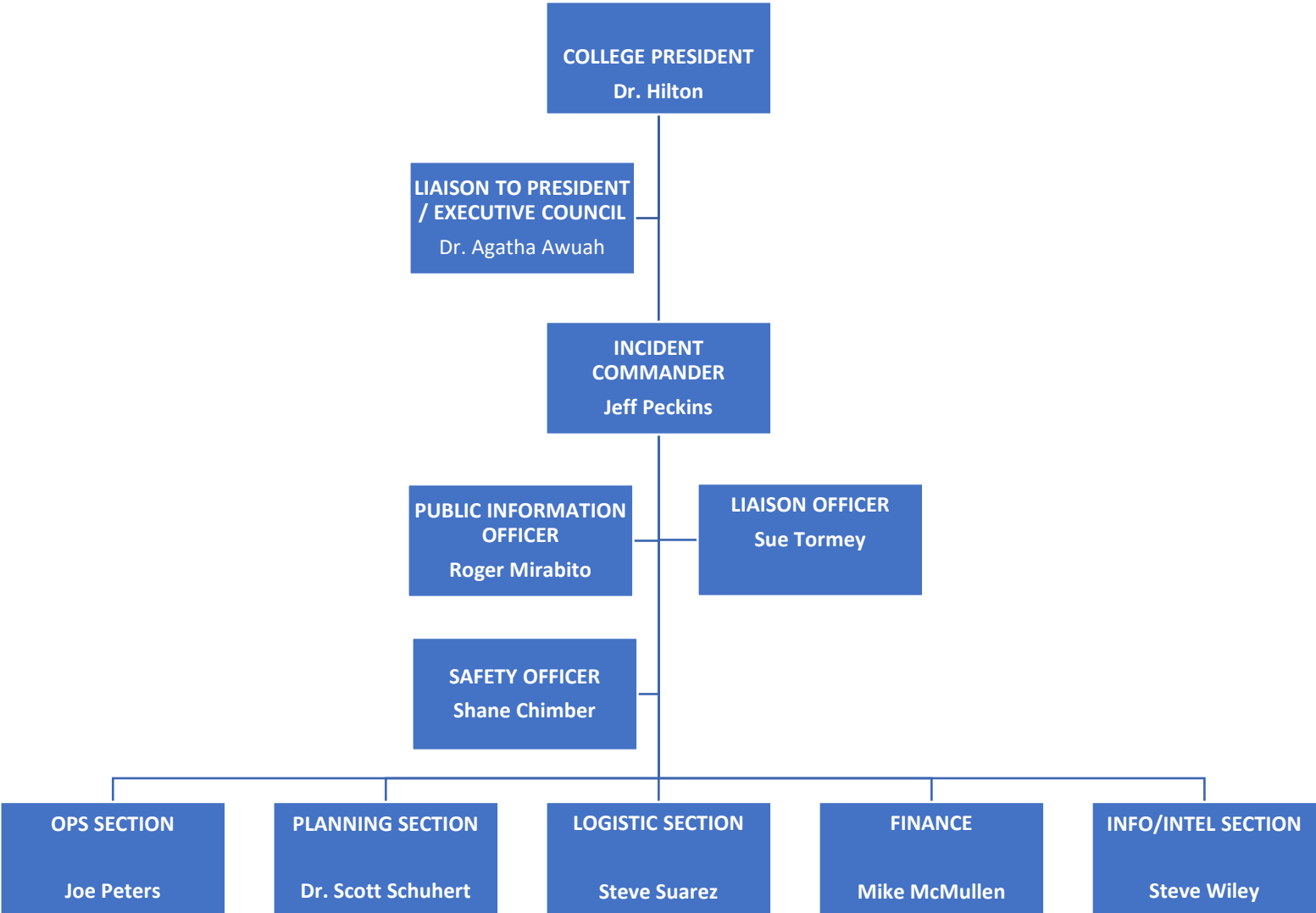
The College President and the Executive Council shall have a separate meeting place in the Whitney 210 conference room unless to do so would place the Executive Council within the realm of danger, as it relates to the crisis. An alternate location for the Executive Council to meet will be determined by the situation.

F. EMERGENCY ORGANIZATIONAL CONCEPT

The structure of the emergency teams is based on the Incident Command System and provides the following:

1. Clear lines of authority and channels of communication
2. A simplified functional structure
3. The incorporation of all available personnel and resources
4. Continuous leadership at the administrative level

G. ORGANIZATIONAL CHART



H. ULTIMATE COMMAND

Changes in the emergency organizational structure may be necessary to meet different requirements and situations. The Incident Commander, Director of Campus Safety and Security, may approve such changes. The Incident Commander reports directly to the College President.

I. TASK ASSIGNMENTS

The following are general task assignments and responsibilities of the Emergency Management Plan positions.

1. COLLEGE PRESIDENT

- a. Acts as the highest level of authority during a disaster.
- b. Declares a campus emergency.
- c. Establishes the policies which govern the emergency operations.
- d. Calls upon the Executive Council when needed.

2. EXECUTIVE COUNCIL

- a. The Executive Council serves as the committee assembled to make recommendations, give advice to and assist the College President on matters related to decisions and policy concerning the disaster, emergency preparedness and response to the situation.
- b. Members of the Council may be required to accept positions of authority or responsibility when needed and be assigned by the Incident Commander.
- c. Advisory body to the College President on Emergency Management.
- d. Each member of the Executive Council shall notify all essential employees in their respective departments who shall be appointed to the Incident Management Team.

3. INCIDENT COMMANDER

- a. Shall be responsible for the overall operation of the Emergency Management Plan. The Incident Commander will remain in that capacity until relieved by the College President, the emergency/disaster has been declared over or until there is no longer a need for Emergency Management Plan activation.
- b. Shall ensure the notification of appropriate persons when the Emergency Plan is activated to ensure that all the necessary aspects of the Plan are adequately covered.
- c. Shall be responsible for directing the set-up of the Emergency Operations Center.
- d. Makes recommendations to the President on appointments to the Incident Management Team.
- e. Decides the level of emergency response.
- f. Will notify the community when the situation is over and the campus is deemed safe.

4. INCIDENT MANAGEMENT TEAM

- a. The Incident Management Team reports to the Incident Commander in directing emergency field operations and coordinating efforts to effectively and efficiently deal with the crisis.

J. ICS ORGANIZATION

The organization of the ICS is built around the following major management activities.

1. COMMAND

- a. Sets objectives and priorities
- b. Has overall responsibility at the incident or event

2. OPERATIONS

- a. Conducts tactical operations to carry out the plan
- b. Develops the tactical objectives and organization, and directs all resources

3. PLANNING

- a. Develops the incident action plan to accomplish the response and recovery objectives
- b. Collects and evaluates analyses and disseminates incident information
- c. Maintains resource status

4. LOGISTICS

- a. Provides support to meet incident needs
- b. Provides facility staffing materiel resources and all other requested services falling within the logistics area of responsibility needed to support the incident

5. FINANCE/ADMINISTRATION

- a. Monitors costs related to the incident
- b. Provides accounting, procurement, time recording, and cost analysis

XVIII. EMERGENCY OPERATIONS

A. FUNCTIONAL RESPONSIBILITIES

The following is a list of the emergency functions that may need to be addressed by the Emergency Response Plan and staffed by members of the Incident Management Team at the Emergency Operations Center.

1. SAFETY OFFICER

Is responsible for the safety of responders and EOC staff

2. PUBLIC INFORMATION OFFICER (PIO)

Is responsible for distributing official public statements concerning the situation and coordinating relations with the press concerning the incident, as per the guidelines of the Crisis Communication Plan.

3. LIAISON OFFICER

Is responsible for coordinating the operations of all outside agencies as they operate on and around campus and integrate with functions on campus.

4. OPERATIONS SECTION CHIEF

Is responsible for directing all tactical operations to respond to the emergency, to resolve the issues, and restore normal operations on campus. Responsible for coordinating and supervising all physical plant and equipment operations, including but not limited to, debris removal, construction operations, repairs, demolition and damage assessment.

5. PLANNING SECTION CHIEF

Is responsible for assessing and appropriating available on-campus personnel and maintaining records for same. Prepares the Incident Action Plan (IAP) for each operational period using information provided by other ICS sections and officers and outside information sources, documents resources being used, and distributes the IAP to all responding personnel.

6. LOGISTICS SECTION CHIEF

Is responsible for all support and services required by the Incident Action Plan including provision of food, medical, and transportation services as required.

a. Medical Unit Leader

Is responsible for the supervision and coordination of all medical related assistance and operations including, both campus resources and outside organizations such as hospitals and emergency medical system (EMS).

b. Communications Unit Leader

Is responsible for coordinating the use of all communications including telephone, radio and computer operations and providing the ability to deliver messages if all standard communication systems have failed. In executing this effort priority shall be given to the Policy Director, Disaster Coordinator, Crisis Team members and Campus Safety and Facilities.

c. Transportation Unit Leader

Is responsible for transporting required emergency equipment and supplies; provides vehicles as required; provides maintenance and fuel as needed for transportation.

7. FINANCE/ADMINISTRATION SECTION CHIEF

Is responsible for maintaining lists of available resources and for tracking the availability and use of such resources. Responsible for procuring supplies and equipment needed from off-campus sources, and for maintaining records of all locations, uses and purchases of resources regarding the situation. Responsible for the Time Unit to track employee hours when assigned to emergency response tasks.

8. INFORMATION/INTELLIGENCE FUNCTION LEADER

Is responsible for monitoring information and intelligence sources relevant to the emergency. Maintains contact with law enforcement, National Weather Service, and other agencies whose information will inform college personnel involved in emergency response.

XIX. EMERGENCY OPERATION CENTERS SUGGESTED LOCATIONS

(Site to be determined by Incident Commander and College President)

BUILDING	CRISIS TEAM	EXECUTIVE COUNCIL
	(Location)	(Location)
Service & Maintenance	S-130	Whitney Applied Tech Center
Coyne Hall	2 nd Floor Conf Room	WATC
Mulroy Hall	3 rd Floor Classroom	WATC

If the situation requires that an off-campus location be used as the Emergency Operations Center the following locations shall be used:

GROUP	LOCATION
Executive Council	TBD
Crisis Team	Onondaga Hill FD

Note: Dependent upon the emergency: EOC site may be amended

XX. RECOVERY

Disasters can be deadly and costly. Preparation must also be given to how the college will recover both functionally, financially and possibly reputationally following a major disaster. Detailed documentation of all resources expended is essential and it is imperative that the tracking documents are completed promptly and properly according to established incident documentation and tracking requirements. Contacts with state and federal emergency management response agencies should be made and maintained as appropriate for the incident type, severity and duration during the incident response and recovery. Detailed filing procedures and activity documentation for potential reimbursement from insurance and governmental sources and to support liability claims are most useful when these guidelines are understood prior to the onset of the emergency situation. The Finance/Administration Section Chief, or designee, shall be responsible for maintaining the appropriate information and procedures to ensure that full advantage is taken of all resources and funding available to deal with the emergency.

XXI. REPORTING AND FOLLOW UP**A. REPORTING**

The Incident Commander and Incident Management Team members shall be required to maintain a record of all activities that they perform from the time the Emergency Management Plan is activated until the time that the Emergency Operations Center is "closed." Each Incident Management Team member will be required to prepare and deliver a report outlining all activities of their respective area, commenting on the successes and failures of the operation during the Debrief Session and in the After-Action Report (AAR), and making recommendations for the future. Any supporting documentation and logs should be attached to this report.

B. FOLLOW UP

After the emergency situation has been declared "Ended" an after-action review debrief meeting will be held with the President, Incident Commander and members of the Executive Council and

the Incident Management Team members to critique the effectiveness of the handling of the emergency situation. Recommendations may be made for any improvements or changes to be made in the Plan to ensure its most effective and efficient operation.

XXII. MODES OF OPERATION

Any emergency response will be contingent on the mode of operation of the SRC Arena and Events Center is in at the time of the emergency.

A. EVENT MODE

For the purpose of this plan, an event is any function that is hosted at the SRC Arena and Events Center in which guests attend, paying or non-paying, that utilizes assigned staffing. This includes athletic events, concerts, trade shows, banquets and speaking engagements.

B. NON-EVENT MODE

The building is in non-event mode when it is not actively hosting an event but is open for activities such as athletic practices, club activities or is open to the public for viewing. If an incident occurs during non-event mode the response will be overseen by Onondaga Community College Campus Safety Officials in conjunction with SRC officials when appropriate.

C. BUILDING CLOSED

The building is closed to the public and formal activities. Although the facility may be closed, the SRC Arena may still be occupied by staff or building

NOTE: Due to the size and configuration of the SRC Arena and Event Center, there is a probability that from time to time, there may be events in which there may be 5,000 or more individuals within the center and / or on the campus at any given time. If this occurs, the Incident Action Plan will be devised as a part of the permitting process from the NYS Department of Health in accordance with the following NYS Department of Health Regulation

10 CRR-NY 7-4.2NY-CRR

OFFICIAL COMPILATION OF CODES, RULES AND REGULATIONS OF THE STATE OF NEW YORK

TITLE 10. DEPARTMENT OF HEALTH

CHAPTER I. STATE SANITARY CODE

PART 7. TEMPORARY RESIDENCES, MASS GATHERINGS AND CHILDREN'S CAMPS

SUBPART 7-4. MASS GATHERINGS

10 CRR-NY 7-4.2

7-4.2 Permit required to hold or promote a mass gathering; application, issuance, revocation, posting.

(a) No person shall hold or promote, by advertising or otherwise, a mass gathering unless a permit has been issued for the gathering by the permit-issuing official.

(b) Application for a permit to promote or hold a mass gathering shall be made to the permit-issuing official, on a form and in a manner prescribed by the State Commissioner of Health, by the person who will promote or hold the mass gathering. Application for a permit to promote or hold a mass gathering shall be made at least 15 days before the first day of advertising and at least 45 days before the first day of the gathering. Water and sewage facilities shall be constructed and operational not later than 48 hours before the first day of the mass gathering. The application shall be accompanied by such plans, reports and specifications as the permit-issuing official shall deem necessary. The plans, reports and specifications shall provide for adequate and satisfactory water

supply and sewerage facilities, adequate drainage, adequate toilet and lavatory facilities, adequate refuse storage and disposal facilities, adequate sleeping areas and facilities, wholesome food and sanitary food service, adequate medical facilities, insect and noxious weed control, adequate fire protection, and such other matters as may be appropriate for security of life or health.

(c) A separate permit shall be required for each mass gathering.

(d) A permit may be revoked by the permit-issuing official or the State Commissioner of Health if he finds that the mass gathering for which the permit was issued is maintained, operated or occupied in violation of law, this Title, or the sanitary code of the health district in which the mass gathering is located. A permit may be revoked upon request of the operator or upon abandonment of operation.

(e) A permit issued for the operation of a mass gathering shall be posted or kept on file and made available by the operator on request.

APPENDIX 1: CRISIS COMMUNICATIONS PLAN



CRISIS COMMUNICATIONS PLAN

Last Update: May 2025

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FOR INTERNAL USE

I. PURPOSE AND OBJECTIVES

- A.** The purpose of the Onondaga Community College Crisis Communications Plan is to support the College's Comprehensive Emergency Plan, which can be activated if deemed necessary by the President or his/her designee under two circumstances (1) civil authorities declare a State of Emergency in a geographical area encompassing the College; or (2) whenever a natural or human event causes substantial disruption and/or distress to the extent that it dominates the campus community and cannot be adequately handled by routine measures. The objectives are:
- 1.** Provide proactive strategies and tactics necessary for effective communications with key constituencies.
 - 2.** Upon activation of the Comprehensive Emergency Plan, guide decision-making and execution relative to communications within the context of the Incident Management Team, as identified in the College's Emergency Management Plan.
- B.** In addition, this plan can also be used to support potential matters of crisis such as employee impropriety, student injuries and/or deaths, improper conduct, mismanagement and related issues.
- C.** This plan provides a framework for implementation of comprehensive communications in a crisis situation. It is designed to proactively prepare, as much as is possible, for potential crisis situations; to provide opportunity to consider in advance the strategies and tactics necessary during crisis situations when preparation time is short; and to sustain the campus community during and through the aftermath of a crisis.
- D.** The development, implementation and maintenance of this plan are the primary responsibilities of the Executive Director of Communications with the approval of the President as the designee to carry out its duties and functions. With direction from the President, the Executive Director of Communications coordinates through and with members of the Incident Management Team and Senior Administration as identified in the Comprehensive Emergency Plan.

II. RISK SCENARIOS AND EMERGING ISSUES MANAGEMENT

A crisis situation is an event or set of circumstances that has the potential to expose the College and its employees, students, and others (surrounding community, etc.) to injury or loss. Risk and issues management planning should include the following. Listed in parentheses is whom would be responsible for providing necessary related information:

- A.** Assessing the probability of various scenarios (Director of Campus Safety);
- B.** Grading the potential severity (Director of Campus Safety);
- C.** Measuring the scope of the impact (Director of Campus Safety);
- D.** Developing a planned response for solving the situation (Executive Director of Communications);
- E.** Anticipating internal and external communications needs (Executive Director of Communications).

Emerging issues should be continually monitored and reviewed to determine status and actions needed, if any.

III. PROCEDURES

A. ASSESSMENT

Activation of the Crisis Communications Plan will be guided by the implementation of the College's Comprehensive Emergency Plan. As noted above, this decision is made by the President or his/her designee under the circumstances noted above. The College utilizes a three-level response system under the guidelines of the Incident Command System (ICS).

B. ASSEMBLING THE CRISIS COMMUNICATIONS TEAM

The Crisis Communications Team shall consist of the following personnel:

1. Executive Director of Communications
2. Director, Marketing and New Media
3. Representative of Campus Safety & Security
4. Others deemed necessary to the situation (such as Digital Media Specialist)

Should the Emergency Management Plan be activated, the Executive Director of Communications will be notified by the President; Provost and Senior Vice President; Chief Financial Officer; or the Director of Campus Safety and Security. The Executive Director of Communications will assemble the Crisis Communications Team.

IV. RESPONSE

A. DESIGNATE A SPOKESPERSON

The Executive Director of Communications or Director of Campus Safety and Security will serve as the College Spokesperson as designated by the President and identified in institutional policy. The spokesperson will serve as the College's main access and exchange point with all media. The Director of Campus Safety and Security may be unavailable due to his/her roles as Incident Commander. If the matter is criminal in nature, the scope of remarks may be limited.

B. ASSEMBLE THE FACTS AND TALKING POINTS

The Executive Director of Communications will work directly with the Incident Management Team to assemble the facts and talking points. If time allows, the facts will be quickly drafted into a brief fact sheet and talking points (less than 1 page) for review by the Incident Commander and the President.

C. NOTIFY AND UPDATE KEY CONSTITUENCIES

Depending upon the nature of the crisis, immediate key constituencies can include the following audiences:

1. The campus community via emails, text messages and phone calls using Blackboard Connect.
2. The public and campus community via traditional media, social media and the College website.
3. Board members – College Board of Trustees, OCC Association, OCC Foundation.
4. Parents of residential students.

5. Campus neighbors
6. Community leaders/elected officials, particularly the Town of Onondaga, Onondaga County, New York State, and elected officials representing the area covered by the main campus.
7. SUNY Administration
8. Emergency response agencies
9. Secondary audiences may include:
 - a. Retirees
 - b. Alumni
 - c. Business/community organizations
 - d. Other community leaders and elected officials
 - e. Unions
 - f. Accrediting organizations
 - g. Other nearby colleges

D. PREPARE FOR THE MEDIA

Assume that with any crisis the media will already be aware. Because of this, it is imperative that the Executive Director of Communications be notified as soon as possible after emergency responders are called.

Media may come immediately to campus with reporters, cameras, live trucks, drones, etc. College faculty and staff should refer all media calls to the Executive Director of Communications.

Some situations may also involve the following strategies:

1. Released statement placed on the institutional websites and distributed through social media.
2. Media interviews.
3. Development and release of a fact sheet.

C. COORDINATION WITH EXTERNAL PIO'S

Communications to the media with regard to large-scale situations involving emergency responders must be closely coordinated with the Public Information Officer (PIO) for the responding emergency agencies such as the Sheriff's Department PIO who, particularly regarding to situations involving threats to safety or criminal activities, will likely take the lead with the College PIO having a supporting role.

D. PUBLIC RESPONSE

Identify volunteers who can assist with answering telephones on a large scale, respond to emails, social media posts and web inquiries. When a crisis occurs, the College will be inundated with media and other calls.

E. MEDIA UPDATES AND GUIDELINES

In an emergency, develop and communicate a plan on frequency and timing of updated information and stick to it. Disseminate information in person and through the College's own media channels. If information must be provided more frequently, do it, but if there is simply no new information to provide at the designated time, say so.

Communicate internally and externally in plain, easy to understand language.

"No comment" is not an acceptable answer. If the facts are not yet known, say so. If the question cannot be answered, state what can be answered. Be transparent and forthcoming. Be mindful of what is said at all times, including online, personal and social interactions. There is no such thing as "off the record."

Remember the person asking you questions has a job to do which includes helping you share critical information. Be understanding of their deadline challenges, and grateful for their partnership with us in communicating information.

F. ESTABLISH CRISIS COMMUNICATION CENTER

To accommodate the needs of the press in a high-level emergency, which may involve national media, a crisis communications center should be established. Ideally, the crisis communications center should be located close to the situation but enough out of the way that the media's regular presence does not hinder the management of the emergency and the investigation. Three potential locations for a Crisis Communications Center are:

1. ROOM 101 IN THE WHITNEY APPLIED TECHNOLOGY CENTER: THIS ROOM HAS ADEQUATE SPACE FOR MEDIA TO WORK. BECAUSE ROOM IS RIGHT INSIDE ENTRANCE MEDIA COULD ENTER AND EXIT WITH MINIMAL DISRUPTION AND LIVE TRUCKS PARKED OUTSIDE WOULD REQUIRE A SHORT CABLE RUN. PRESS CONFERENCES COULD BE HELD IN THIS ROOM OR IN WHITNEY 210.
2. ROOM 116 OF COULTER HALL: This room has ample space for media to conduct interviews. Room is right inside entrance on the ground floor giving media easy access and a good visual backdrop of the West Quad to work with. There are no fixed tables or chairs in the room. Press conferences could be held in this room.
3. ROOM 120 IN MULROY HALL: GOOD OPTION IF WE NEED TO BE AWAY FROM THE MAIN CAMPUS. PLENTY OF POWER OUTLETS IN THE ROOM AND RESTROOMS ARE CONVENIENTLY LOCATED RIGHT ACROSS THE HALL. PLENTY OF PARKING AND EASY ACCESS TO FIRST FLOOR CLASSROOM. PRESS CONFERENCES COULD BE HELD IN THIS ROOM OR A SIMILAR ROOM IN THE BUILDING.
4. Depending upon the scope of the incident we may need to consider a location further from campus, such as the fire departments at Onondaga Hill or Taunton. The bay in which a fire truck parks would be sufficient in size.
5. Media in need of Wi-Fi can access our wireless network as a guest. Instructions can be found in this pdf:



OCC Wireless
Networking Instruct

E. WEBSITES AND SOCIAL MEDIA

Onondaga Community College maintains three primary websites (public, student, employee) and an institutional presence on You Tube, Facebook, LinkedIn, Instagram, Twitter and Snapchat.

The College's public website is open-access. It is designed for public consumption and houses a section titled "For the Media" which contains institutional facts and 24-hour media contact information. The website also provides users with a virtual tour of campus which includes drone and camera images.

In the event of a crisis the Department of Marketing and New Media will post updated information as needed and monitor various mediums. In the event of a large-scale emergency the Department of Campus Safety and Security will disseminate emails, voice and text messages via Blackboard Connect. The Marketing & New Media Team has a master list of all websites, passwords and communication system information (including the LED boards at campus entrances) needed to remotely access campus communication mediums should events make it impossible to access Mulroy Hall. Included in that list is the capability to activate the Emergency Message System, a red bar across the top of OCC's website which would display the latest information in the event of an emergency. The information can be updated remotely and as needed.

1. GENERAL EMAIL BOXES:

The College maintains general access email boxes for the institution (occinfo@sunyocc.edu) and the President (president@sunyocc.edu). These email boxes are regularly monitored.

2. TELEPHONE:

The campus telephone system may be inundated during a major crisis. This system should be proactively evaluated on an annual basis to ensure capacity, update capabilities and limitations, and to plan and prioritize accordingly, including alternatives and back-up plans.

The main number (315-498-2000) should be answered with back-up personnel to assist. Some particulars related to our phone system and its capacity:

- a. Overall capacity: maximum of 92 outside calls at one time on all campus extensions (we have four trunk lines, each of which is capable of handling 23 calls)
- b. Call center and backup Call Center: maximum of 14 staff members logged into the ACD system in Gordon to answer calls to (315) 498-2000 in the event of a crisis. Backup call center in the Service & Maintenance building with a six-line capacity. A second "hunt group" for Service & Maintenance will need to be created, Management Services to facilitate.
- c. Messaging: Management Services can update the automated outgoing messaging on (315) 498-2000 remotely. To deactivate the "on hold" messages advertising college programs and services, the system "thumb drive" containing the messages must be removed (located in the basement of Mawhinney Hall).

F. INTERNAL COMMUNICATIONS

Employees and students are among the most important audiences during a crisis. Alerting employees to situations with as much advance notice as possible is critically important because it provides facts and details while decreasing speculation. The primary way to communicate with both audiences is through the Alert Aware system which sends voice and text messages to cell phones and email accounts. The Department of Marketing and New Media will also communicate with students and employees via social media.

1. ALERT AWARE BY ALERTUS

The Director of Campus Safety and Security (along with select members of his team) has the ability to send voice and text messages to cell phones and email accounts via the Alertaware system. Reminders to update this information occur every January and September by the Department of Campus Safety and Security.

2. MANAGERS/SUPERVISORS

Direct supervisors and managers must be briefed and provided with key talking points. A list of management personnel and contact information should be updated on a biannual basis and distributed.

V. MONITORING

A. The following channels should be monitored for accurate information:

1. Social media – the College’s own presence on YouTube, Facebook, Linked In, Instagram, Snapchat and Twitter
2. College’s websites and incoming general email boxes
3. Internal mass distribution lists for e-communications
4. Telephone calls and messages
5. Media stories along with viewer/reader comments on media websites.
6. As much as possible and practical, records should be maintained.

VI. AFTERMATH

A. Communications remain important after the emergency. Communications decisions in the aftermath should review the key audiences, and consider these tactics:

1. Public briefing or forum: An open invitation to the campus community to communicate information about the emergency or crisis
2. Personal assistance: There may be a need to refer victims, employees and students for personal counseling and other resources to assist with dealing with a crisis or emergency.
3. Observances: Observances for significant anniversaries of emergencies: one-month anniversary, one-year anniversary, etc.
4. Institutional statements and responses: may be necessary for the press, employees, students, etc. should significant milestones occur following an emergency, i.e. criminal proceedings.
5. Crisis Communications Briefing: The Crisis Communications team should meet within 10 days following a crisis to review all actions taken and the results of the monitoring activities to assess effectiveness and efficiency, and to make any necessary adjustments to the plan and its implementation.

VI. UPDATES

The Crisis Communications Plan will be reviewed and evaluated annually by the Executive Director of Communications and any necessary updates incorporated. The plan will also be updated upon any significant milestone or issue that materially impacts the execution of the plan and shared with Executive Council.

The President and Director of Campus Safety and Security will review and approve the Crisis Communications Plan and any updates. The plan and any updates shall be shared with members of the College's Executive Team on an annual basis.

APPENDIX 2: EMERGENCY RESPONSE AND BUSINESS CONTINUITY PLAN



- I. **SERVICE OUTAGES** Services outages refer to threats or barriers to continuous operation of the college network, local hardware, cloud-based and local software and/or larger service provider outages or their respective cyber-risks or attacks.

The Senior Vice President who currently oversees Information Technology Services (ITS) updates the Executive Council, of which she is a member reporting to the president.

This section provides protocols for all incidents which can interrupt ITS services. Through this plan, the College imposes specialized measures to ensure a safe and secure learning, teaching, administrative, and public outreach environment. Typical examples of situations in which Information Technology Services recovery measures are employed include:

- A. Severe weather events and/or campus power failures
- B. Off-site provider (cloud services) interruption of services
- C. Repair and/or updates to infrastructure The Director of Information Services is responsible for compiling all formal protocols related to Information Services
- D. Cyber-security breaches such as ransomware, network intrusions, phishing, etc.

Type of Event	Emergency Measures	Designated Leads
Long-term or catastrophic loss of network and/or access to enterprise information systems and data. (4 or more days without information systems or network)	• Activate the Emergency Response and Business Continuity Plan • Create emergency response team to engage vendors, brief Exec Team and seek alternatives. • Review alternative measures • Engage SUNY system for emergency resources and support • If necessary, engage SUNY for rapid deployment of a Banner solution • Seek support from FLCC as they are also a Colleague school and could, in an emergency, add an instance to host for OCC	Sr. VP-CFO AVP – ITS Director - ITS Executive Council Admin. Systems Oversight Team (ASOT)
Short-Term Information System Outages (Less than 3 days)	• Activate the Emergency Response and Business Continuity Plan • Activate emergency measures and recovery, including rapid service deployment, with enterprise system vendors of the college. • Create emergency response communication to the college • Activate alternative teaching modes • Activate secondary communications strategy (Web, news, text alerts, etc.	Sr. VP-CFO AVP – ITS Director - ITS VP Communications & Marketing Executive Council Admin. Systems Oversight Team (ASOT)