



# **Comprehensive Emergency Management Program**

**Rev. 2**

**August 1, 2021**

## PROMULGATION

The Springfield Technical Community College (STCC) Comprehensive Emergency Management Plan (CEMP) provides a framework for prescribing policies, responsibilities, and procedures for the regulation and use of resources and facilities for the preparation, prevention, response, and recovery to natural, technological and man-made emergencies that may affect STCC's population, facilities, or infrastructure.

STCC's CEMP has been developed and updated in accordance with existing Federal and state statutes and executive orders. The CEMP is based on guidance established by the Federal Emergency Management Agency, pursuant to Comprehensive Preparedness Guide 101, Developing and Maintaining Emergency Operations Plans. This plan signifies the STCC's commitment to the National Incident Management System (NIMS) as STCC's all-hazard incident management system. This Plan also discusses the planning process that will be used to communicate, monitor, and implement NIMS policies and activities that will guide the continued development and refinement of STCC's Emergency Management Program. In order to assist us in these important efforts, STCC's Campus Police Department is formally authorized and designated as STCC's principle coordinator for all NIMS implementation prior to, during, and after the occurrence of any and all adverse emergency events that may affect STCC employees, students, or facilities. STCC will review and update this plan on an annual basis with the objective of assuring for the safety and continued operability of STCC facilities involved in the delivery of educational, student-service, or administrative capacities.

This STCC Comprehensive Emergency Management Plan has been constructed with the best information available and from a planning perspective. It is recognized that as an emergency unfolds and new information becomes available, decisions and actions may be different than what was envisioned at the time that this Plan was written.

By virtue of the authority vested in me as the President of Springfield Technical Community College, I hereby reaffirm the National Incident Management System as the standard for incident management. I further promulgate and issue this Comprehensive Emergency Management Plan as the official guidance of all concerned, pursuant to referenced guidance from the Federal Emergency Management Agency.

Approval: \_\_\_\_\_

Dr. John B. Cook  
President  
Springfield Technical Community College

Signed this \_\_\_\_\_ day of \_\_\_\_\_ 2021

## APPROVAL AND IMPLEMENTATION

STCC’s Comprehensive Emergency Management Plan (CEMP) supersedes all current and previous Campus-Wide and/or facility-specific Emergency Management Plans. As such, STCC’s CEMP will direct and guide the implementation of a Campus-Wide Emergency Management Program, in addition to facility protective action (evacuation, shelter-in-place) standard operating procedures within a standardized format that remains consistent and compliant with Emergency Management and Homeland Security guidance.

STCC’s CEMP is to be administered by STCC’s Campus Police Department, and specifically STCC’s Chief of Campus Police. The Chief of Campus Police is formally authorized to direct STCC’s CEMP and Emergency Management program on behalf of STCC’s President on a Campus-Wide basis. The CEMP and Emergency Management Program will be developed, implemented, assessed, and revised on an ongoing basis by the Campus Police Department under the leadership and guidance of the Chief of Campus Police.

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Chief of Police, Springfield Technical Community College

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

AVP/Chief Information Officer, Springfield Technical Community College

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

President, Springfield Technical Community College

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

Chairman, Board of Trustees, Springfield Technical Community College

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## Record of Changes

Revision Number	Date	Page/Section Changed	Changed By
Rev. 0	9/14/15	Initial Development/Version of CEMP	Shawn DeJong, Chief of Police
Rev. 1	12/9/19	Revision and update of all CEMP sections	Jose Rivera, Chief of Police
Rev. 2	8/1/21	Annual Revision and review of all CEMP sections	Mary Kaselouskas, AVP/CIO and Jose Rivers, Chief of Police

## RECORD OF DISTRIBUTION

STCC's CEMP is distributed to a number of internal and external stakeholders. Internal stakeholders utilize the CEMP to further brief and educate their functional staff. External stakeholders utilize STCC's CEMP as a means to inform their plans and protocols as they relate to the implementation of an emergency response to STCC facilities.

Internal Distribution - Electronic copies of this plan have been provided to the following Executive and Department-head point of contacts within STCC.

- President
- Vice President for Academic Affairs
- Vice President of Administration and Chief Financial Officer
- AVP/Chief Information Officer
- Chief of Campus Police
- Senior Director of Facilities
- VP of Student Affairs
- AVP of Human Resources

External Distribution – At the discretion of the STCC Emergency Management Team, copies of this plan may be provided, in part or in whole to the following external local and state Public Safety Agencies.

- City of Springfield Office of Emergency Preparedness (SOEP)
- City of Springfield Police Department (SPD)
- City of Springfield Fire Department (SFD)
- Massachusetts Emergency Management Agency Region III/IV (MEMA)
- Massachusetts State Police Troop B (MSP Troop B)
- Western Massachusetts Electric Company (WMECO)
- Columbia Gas Co.
- American Medical Response (AMR)
- Springfield Office Federal Bureau of Investigation (SFBI)

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## 1.0 PURPOSE AND OVERVIEW

The following section outlines the purpose of STCC's CEMP and presents an overview and introduction of STCC and its campus. Additionally, the scope of the CEMP, hazards affecting STCC, existing capabilities that STCC has developed in response to these hazards, as well as the planning assumptions surrounding the development of the CEMP are discussed.

### 1.1 INTRODUCTION

STCC's Comprehensive Emergency Management Plan (CEMP) will serve as a centralized guide to STCC for the development and implementation of a Campus-Wide Emergency Management Program. The CEMP describes the overall framework required for the integration and coordination of emergency management activities across all STCC operations in accordance with industry best practices and standards.

The following section provides an overview of STCC's Mission and campus specific information that have driven the need for STCC to conduct in-depth hazard analyses and to develop internal response and recovery capabilities as a means to protect STCC's educational responsibilities, student/staff populations, facilities and infrastructure.

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#### 1.1.1 SPRINGFIELD TECHNICAL COMMUNITY COLLEGE MISSION

Springfield Technical Community College, a leader in technology and instruction innovation, transforms lives through educational opportunities that promote personal and professional success.

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#### 1.1.2 STCC ORGANIZATION AND CAMPUS OVERVIEW

Springfield Technical Community College was founded in 1967 and is located on 35 acres of the Springfield Armory National Historic Site. STCC is a major resource for the economic vitality of Western Massachusetts. As the only technical community college in Massachusetts, STCC offers a variety of career programs unequalled in the state. Biotechnology, IT Security, Laser Electro-Optics, Nursing, Robotics, Sonography, Telecommunications and dozens of other career programs produce potential employees each year. STCC's highly-regarded transfer programs in Business, Engineering, Liberal Arts, Science and Technology continue to provide the most economical option for students pursuing a four-year degree. With an annual enrollment of over 7,000 day, evening, weekend and online students, STCC is a vibrant campus rich in diversity.

#### **Massachusetts Department of Higher Education and the Mission of the Community Colleges**

STCC is a member of fifteen Massachusetts community colleges which offer open access to high quality, affordable academic programs, including associate degree and certificate programs. They are committed to excellence in teaching and learning and provide academic preparation for transfer to four-



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year institutions, career preparation for entry into high demand occupational fields, developmental coursework, and lifelong learning opportunities.

Community colleges have a special responsibility for workforce development and through partnerships with business and industry, provide job training, retraining, certification, and skills improvement. In addition, they assume primary responsibility, in the public system, for offering developmental courses, programs, and other educational services for individuals who seek to develop the skills needed to pursue college-level study or enter the workforce.

Rooted in their communities, the colleges serve as community leaders, identifying opportunities and solutions to community problems and contributing to the region's intellectual, cultural, and economic development. They collaborate with elementary and secondary education and work to ensure a smooth transition from secondary to post-secondary education. Through partnerships with baccalaureate institutions, they help to promote an efficient system of public higher education.

The community colleges offer an environment where the ideas and contributions of all students are respected. Academic and personal support services are provided to ensure that all students have an opportunity to achieve academic and career success. No eligible student shall be deprived of the opportunity for a community college education in Massachusetts because of an inability to pay tuition and fees.

### **STCC's Vision and Core Values**

STCC will be a dynamic, multi-cultural learning community here students grow in character, intellect and self-confidence. The organization promotes a number of various values in the delivery and care of its student population:

- *Dedication*: STCC believes that with pride and determination among faculty, staff and students can create a community of truly inspired individuals.
- *Integrity*: STCC is committed to fostering an environment that promotes truth and the development of individual character.
- *Respect*: STCC nurtures mutual respect among faculty, staff and students. With respect, STCC embraces differences to create an inclusive environment for all.
- *Community*: As a community with the community at large, STCC improves lives and strengthens the region through accessible and affordable higher education.
- *Student-Center*: STCC encourages all students to be the best that they can be. STCC provides a diverse educational experience that promotes personal and professional growth.
- *Caring and Commitment*: As a community of dedicated faculty and staff who care about student success, STCC produces graduates who will contribute to the well-being of the region and to the Commonwealth.

### **Number of Programs**

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STCC offers over 90 Degree options and Certificate Programs. Areas of study include: Arts, Humanities and Social Sciences, Business and Information Technologies, Engineering Technologies, Health, Liberal Arts Transfer/General Studies, Math, Science and Engineering Transfer programs.

**Staff**

STCC employs 804 faculty and staff

**Alumni**

STCC alumni amount to just over 38,853.

**Student Enrollment**

The following statistics represent the current demographics of the student population:

- Annual Enrollment (Fiscal Year 2019): 6,800
- Class of 2019 Credentials Awarded: 841 Associate Degrees, 132 Certificates
- Fall 2019 Enrollment: 5,066
- Age Range: 15-83
- Ethnicity: White 41%, Hispanic 30%, Black 14%, Other, including unknown 14%
- Gender: Female: 59%, Male 41%
- Enrollment Status: Part-Time 57%, Full-time 43%
- Average Age: 25

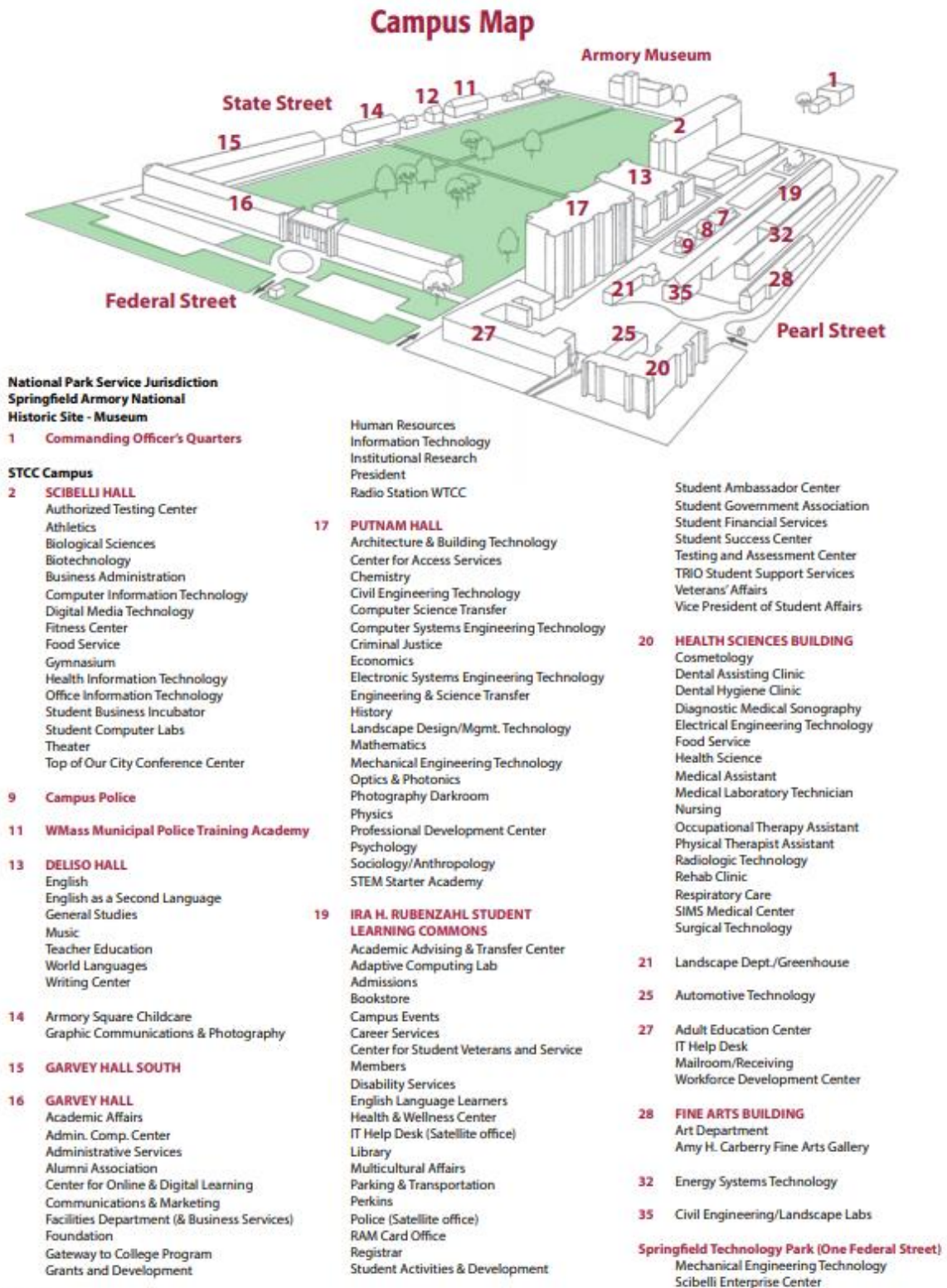
**Location**

STCC is located on 35 acres of the Springfield Armory National Historic Site and overlooks the center of Springfield and the Connecticut River.

**Campus Map**

STCC's campus is comprised of 25 buildings, which serve a wide variety of student, faculty, staff, and community needs. A map of the property can be found on the following page.

Figure A: STCC Campus Map



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## 1.2 Scope

*The STCC CEMP is an all-hazards plan.* The structures and concepts described within the STCC CEMP are applicable to all emergencies occurring on STCC property and/or affecting STCC employees or students, regardless of cause, location, or severity. This CEMP will be enacted and utilized for all emergencies affecting the STCC, ranging from routine day-to-day to large-scale emergencies.

- STCC's CEMP conforms to the National Incident Management System (NIMS) requirements and integrates with local (Springfield) and state (Massachusetts) emergency management plans, the Federal Emergency Management Agency (FEMA) Region 1 Operations Plan, and the National Response Framework (NRF). This document was developed upon identifying the prevailing and appropriate national emergency preparedness and emergency management standards and guidelines that remain applicable to the STCC's Emergency Management Program. These standards include: City of Springfield Massachusetts, 2016 Hazard Mitigation Plan
- Massachusetts Emergency Management Agency (MEMA) 2013 CEMP, January 2019
- Chapter 313 of the Acts of 2002- Massachusetts- An Act Providing Protections Against Terrorism
- United States Department of Homeland Security- National Terrorism Advisory System (NTAS)
- United States Department of Homeland Security- 2016 National Response Framework, Fourth Edition, October 2019
- United States Department of Homeland Security - 2013 National Infrastructure Protection Plan
- United States Department of Homeland Security - 2011 NIPP Education Facilities Subsector Specific Annex to the NIPP
- United States Department of Homeland Security- 2013 Exercise and Evaluation Program (HSEEP), January 2020
- President Homeland Security Directive Five (HSPD-5) – National Incident Management System
- Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101: Guide for All-Hazard Emergency Operations Planning, Version 2.0, November 2010
- Federal Emergency Management Agency (FEMA) – Comprehensive Preparedness Guide (CPG 201) – Threat and Hazard Identification and Risk Assessment, 3<sup>rd</sup> Edition, May 2018
- Federal Emergency Management Agency (FEMA443) – 2003 Building a Disaster-Resistant University
- Federal Emergency Management Agency (FEMA) – 2015 Government Facilities Sector-Specific Plan

The CEMP establishes the hazards and emergencies that are most likely to affect STCC's property, employees, students, facilities, and infrastructure. The Plan determines how STCC will organize, communicate, coordinate, respond to, and recover from emergency events as they occur or affect the general STCC campus location in Springfield, MA. Finally, the CEMP guides the development of Campus Threat Assessments, Mitigation Strategies, Protective Action Strategies, standard operating procedures, training requirements, and drills and exercise strategies required to validate knowledge, skills, and operational proficiency.

### 1.2.1 HAZARDS OVERVIEW

A number of hazards that exist within the Springfield area that may affect STCC's employee/student population and facilities located on its campus and threats and hazards are reviewed and updated to ensure an accurate representation of the current climate. This document reflects research from the creation and subsequent updates of STCC's Threat and Hazard Identification and Risk Assessment (THIRA) and Hazard Mitigation Plan (HMP). STCC has approached the risk analysis process by classifying hazards within natural, technological, and human-caused contexts, consistent with the national approach toward identifying and managing risks. This process ensures that the STCC utilizes an all-hazards approach toward managing incidents and emergency events as they occur or affect STCC.

The following is a list of threats and hazards that have been identified by STCC and of which were utilized as a means for further investigation and analysis in the development of the STCC THIRA:

**Table 1: STCC Threats and Hazards (updated 2019)**

STCC Threats and Hazards		
Natural	Technological	Human-Caused
<ul style="list-style-type: none"> <li>• Earthquake</li> <li>• Epidemic</li> <li>• Flood</li> <li>• Hurricane</li> <li>• Pandemic</li> <li>• Tornado</li> <li>• Winter Storm</li> </ul>	<ul style="list-style-type: none"> <li>• Airplane Crash</li> <li>• HAZMAT (facility)</li> <li>• HAZMAT (off-site)</li> <li>• Power Failure (Facility)</li> <li>• Power Failure (off-site)</li> <li>• Urban Conflagration</li> <li>• Network Failure</li> </ul>	<ul style="list-style-type: none"> <li>• Biological Attack</li> <li>• Chemical Attack</li> <li>• Cyber Incident</li> <li>• Explosive Attack</li> <li>• Sabotage</li> <li>• School/Workplace Violence</li> <li>• Perimeter Threat</li> </ul>

Upon the conclusion of collecting and analyzing hazard and threat information, STCC created a risk matrix that would demonstrate how the combination of hazard severity and hazard probability would result in the categorization of either high, serious, medium, or low risk.

**Table 2: Risk Assessment Matrix**

		Catastrophic (1)	Critical (2)	Significant (3)	Minor (4)
Probability	Frequent (A)	High	High	Serious	Medium
	Probable (B)	High	High	Serious	Medium
	Occasional (C)	High	Serious	Medium	Low
	Remote (D)	Serious	Medium	Medium	Low
	Improbable (E)	Medium	Medium	Medium	Low

- **High Risks:**
  - Catastrophic hazards which occur on a frequent, probable, or occasional basis
  - Critical hazards occurring on a frequent or probable basis
- **Serious Risks:**

- Significant hazards occurring on a frequent or probable basis
- Critical hazards occurring on an occasional basis
- Catastrophic hazards occurring on a remote basis
- **Medium Risk:**
  - Minor hazards occurring on a frequent and probable basis
  - Significant hazards occurring on an occasional, remote, or improbable basis
  - Critical hazards occurring on a remote or improbable basis
  - Catastrophic hazards occurring on an improbable basis.
- **Low Risk:** Minor hazards occurring on an occasional, remote, or improbable basis.

STCC risks and hazards were then placed into the same risk matrix according to their perceived probability and severity, and based upon insight obtained during the development of the contextual statements. The results demonstrated the following:

**Table 3: Risk Assessment Matrix – All Hazards**

		Catastrophic (1)	Critical (2)	Significant (3)	Minor (4)
Probability	Frequent (A)	-----	-----	Thunderstorm	Winter Storm
	Probable (B)	-----	Perimeter Threat School/Work Violence	Cyber Attack Hurricane	Power Failure (Off-Site)
	Occasional (C)	Tornado	Off-site Hazmat Urban Conflagration	Blizzard On-site Hazmat Network Failure Fire (Old Facility)	Fire (New Facility)
	Remote (D)	-----	Epidemic/Pandemic	-----	Sabotage Power Failure (On-Site)
	Improbable (E)	CBRNE Airplane Crash	-----	Earthquake	Flood

- STCC’s highest risks include tornadoes, perimeter threats, and school/workplace violence events.
- STCC’s serious risks include thunderstorms, cyber-attacks, hurricanes, off-site hazardous materials incidents, and urban conflagrations.
- STCC’s medium risks include winter storms, off-site power failures, blizzards, on-site hazardous materials incidents, network failures, fires (within older facilities), epidemic/pandemics, CBRNE related incidents, and airplane crashes.
- STCC’s lowest risks include fire (within newer facilities), sabotage incidents, on-site power failures, and floods.



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\*Note – (1) For purposes of further differentiating the impact that fire incidents have on STCC’s diverse facility infrastructure (new vs. old), two separate hazards types were categorized: fire within an older STCC facility, and fire within a newer STCC facility. (2) In order to further categorize the impact that winter storms may have on STCC within the framework of this matrix, this hazard has been further expanded to include blizzard (medium risk) vs. a regular snow storm (low risk).

Further detail pertaining to the hazard and risk analysis can be found under separate cover and within STCC’s THIRA. Additional information provided within the STCC’s THIRA includes the process and methodology by which the STCC developed the risk/hazard analysis, contextual and scenario-specific hazard statements which will drive current and future emergency preparedness planning efforts, STCC facility-specific risk profiles, and STCC target capability statements and goals.

STCC has developed a number of public safety response and recovery capabilities. The following section details the number of functions and capabilities that STCC has established within its organization.

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### 1.2.2 STCC INTERNAL EMERGENCY RESPONSE AND RECOVERY CAPABILITIES

In order to provide the highest level of prevention and protection against threats and hazard affecting STCC, the College has established a number of response and recovery capabilities. Most of all STCC response and recovery capabilities are maintained by three of the core operational Departments existing within the organization’s collection functions: The STCC Campus Police Department, the Facilities Department, and the Information Technology Department. Each of these three core Departments regularly serve within a lead primary or supporting role on both a day-to-day and/or emergency-basis, depending upon the need or threat/hazard affecting the institution.

#### **STCC Campus Police Department**

STCC maintains a firm commitment to public safety through the protection by the STCC Campus Police Department of all student and employee members regularly frequenting educational or administrative STCC facilities. Given the variety of threats and hazard that may affect the College and the complexity of providing safety for a large population within an ‘open’ environment, STCC has created, staffed, equipped, and trained a robust Campus Police Department as a means to protect against the various levels of risks presented by the existence of these hazards. The STCC Campus Police Department is a 24/7 fully sworn, armed Law Enforcement Campus Police Department that derive their police powers from Massachusetts State Police under MGL Ch22, sec.63 and are police academy trained as required by MSP. The STCC Campus Police Department is directed by a Chief of Police, who reports directly the STCC Administration. The mission of the Campus Police Department is carried out and supported by a number of capabilities, including:

- All staff has been trained to the appropriate level of service within a variety of disciplines including CPR/First Aid, Legal Updates, Defensive Tactics, Firearms, Use of Force, Clery Crime reporting and other modules as determined by mandatory annual in-service training. The STCC Campus Police is comprised of:
  - 1 Chief
  - 1 Deputy Chief

- 1 Lieutenants
- 2 Corporals/Detectives
- 13 sworn patrol officers (4 on each 3 shifts with 1 per diem)
- 3 Full Time Civilian Dispatchers
- Law enforcement and/or public safety support equipment including police cruisers, medical response kits/bags, defibrillators, fire extinguishers, breaching tools, etc.
- Communication/Dispatch Center capable of receiving emergency distress calls, surveillance, criminal records check, and/or providing external communication to local and state response partners

The STCC Campus Police Department also provides oversight of a comprehensive campus-wide surveillance system, fire alarm protection and suppression system (in conjunction with the Facilities Department), campus-wide public address systems, and the STCC radio communication network. During all emergency situations, STCC Campus Police maintains the ability to communicate directly with incoming and on-sight first responders on a real-time basis.

### **STCC Facilities Department**

The Facilities Department provides staffing and operation of standard facility, utility, and infrastructure monitoring and maintenance across the STCC Campus. The STCC Facilities Department will often play a supporting role to the STCC Police Department during emergency situations. When emergencies involve infrastructure related hazards, the STCC Facilities Department will take a lead role during response or recovery, once general public safety has been provided by the STCC Campus Police Department. The STCC Facilities Department consists of the following major capabilities:

- 6 Maintainers( plus 2 PT) responsible for operating a variety of equipment including janitorial, snow, grounds, and trucks with plowing capabilities in response to snowstorms
- 7 Tradesmen (6 full time, 4 part time) responsible for various functions including carpentry, plumbing, electrical and general tool operation
- 4 FT HVAC technicians
- 3 Project Managers
- 1 Buyer, 1 Clerk
- 5 Manager, Director and Sr. Director
- 2 Event Coordinators

### **STCC IT Department**

The Information Technology (IT) department provides technology leadership and innovative solution driven IT services to support Springfield Technical Community College's goals and objectives. The IT department's knowledgeable and committed staff maintain a secure, flexible IT infrastructure as well as a suite of enterprise applications. The STCC IT Department is led by the AVP/Chief Information Officer and comprised of 3 main areas, including:

#### **Applications**

- Sr. Director of Enterprise Applications
- Sr. Enterprise Applications Architect
- Database Administrator
- Programmer/Analyst



- (2) Business Systems Analysts
- Portal Administrator
- LMS Administrator
- Webmaster

#### Infrastructure

- (4) Technical Specialists

#### User Support/Academic Computing

- Director of User Support Services
- (2) Help Desk Technicians
- (2) Academic Computing Specialists
- AV/Media Services Technician
- (4) Part-time help desk support associates
- (10) Part-time online support representatives

Our advanced framework delivers access to many resources which support students, faculty, administrators and staff. A high-speed fiber optic backbone interconnects all the STCC buildings and connects with the data center at the college. Hard wired and wireless Local Area Network (LAN) and Wide Area Network (WAN) connections are provided to all users to enable access to the internet and its many resources. The following services and support are provided by IT to students, faculty and staff:

- The deployment and support of a secure campus-wide infrastructure that includes servers, telecommunications, security, emergency notification systems, enterprise applications, reporting, intranet portal, website, learning management system, AV/classrooms technology, and other premise and cloud-based tools. User support services function to guide and assist all constituencies.
- Monitoring services are in place which provide 24x7 feedback on the health and performance of all critical systems.
- Backup and recovery process for all STCC systems and data.
- Patch management system and process to update systems on a regular basis.
- Annually, security assessments are done by a 3rd party. The assessments produce findings, best practice recommendations, and action plans to address the findings.
- More than 100+ (1200 computers) academic computer labs are available for students, and another 800+ computers are for STCC employees to support academic, students and operational activities.
- All the computers are installed with virus protection software and updated as required in a real time mode.
- Campus network is setup with state-of-the-art security (firewall, subnets, DNS, etc) to protect unauthorized access and harmful activities. All authorized users must use STCC VPN (virtual private network) to connect to the campus network and resources from remote locations.
- All the IT Policies and procedures are published and communicated via STCCNet portal.
- Only authorized users can access STCC IT systems and services. IT protocols and controls are setup to manage access for each service.

The IT user support services/help desk is the central point of contact for the provision of all services offered by the office of Information Technology. To maintain a consistent and standard response process to help desk calls, IT uses a help desk software coupled with tiered response procedures. Our IT help desk provides email, telephone and walk-in support for students, faculty and staff for a wide variety of technology areas. Issues such as account problems, password resets, network/wireless access, application questions, software assistance, and hardware or mobile device support can all be accommodated by the IT help desk.

IT Master Plan and IT Security Plan documents exist which provide the strategy and direction of IT activities at the college. Further, these documents assure that STCC's IT initiatives are in alignment with and support the college mission.

### 1.3 PLANNING ASSUMPTIONS

The following planning assumptions were formulated as a means to guide the design and development of the STCC CEMP:

- An Incident or Emergency Event may occur with little or no warning, at any time, within any area of STCC's campus located in Springfield, MA. STCC's campus may also be affected by larger scale incidents or events that occur outside of its property lines.
- Incidents may occur that exceed STCC's and the STCC Campus Police Department's capabilities to respond. The STCC Campus Police Department regularly plans collaboratively with external Public Safety entities during the preparedness phase, and coordinates directly with these organizations during response and recovery phases.
  - More complex emergencies will require the assistance of external public safety entities such as the Springfield Police Department, Springfield Fire Department, and Springfield Office of Emergency Management.
  - Additional support may also be provided by the Massachusetts State Police, Massachusetts Emergency Management Agency, Massachusetts Department of Public Health, or the Massachusetts Department of Mental Health.
- During all Incidents and Emergency events, STCC utilizes an organizational chain of command based on practices outlined within the National Incident Management System (NIMS) and the Incident Command System (ICS). The leader of this operational framework is the STCC EOC Manager. In coordination with the Emergency Management Team (EMT), the STCC EOC Manager will utilize the Incident Command System to direct and coordinate response and recovery efforts and needs across all STCC Departments and Operations.
- Upon the arrival of First Responder Agency units, the STCC EOC Manager will transfer Incident Command to assisting external Public Safety First Responders. When this occurs, the STCC EOC Manager maintains command of the STCC Emergency Management Team (EMT) and all STCC Departments, while also serving as a Coordinative Liaison to the assisting external Public Safety Agencies during the response.
- Incident Command is returned to the STCC EOC Manager upon the departure of First Responder Agencies. The STCC EOC Manager will direct all recovery and demobilization tasks as the incident and/or emergency event is stabilized.

- STCC Departments tasked with incident response or recovery responsibilities in the STCC CEMP are familiar with the plan and have developed internal plans, policies, and procedures to carry out those responsibilities. These Departments also assist cooperatively when called upon to provide support during the response and recovery to Incident and Emergency events as they occur and affect the STCC campus.

## 2.0 BASE PLAN

### 2.1 COMMON CONCEPT OF OPERATIONS

The STCC CEMP Concept of Operations provides an overall picture pertaining to how STCC will address incidents and emergency events as they occur and affect STCC employees, students, campus facilities or infrastructure. This Concept of Operations will guide STCC on a Campus-Wide basis by defining the key public safety policies, principles, and protective actions that will contribute to systematic preparedness planning and the continued enhancement of emergency management operational proficiency. This Concept of Operations also addresses STCC's direction, control and coordination strategies, as well as the collection, analysis and dissemination of information that drive structured alert and warning requirements, and the implementation of STCC's integrated response and recovery sequence of actions.

In order to further certify that the elements of this Concept of Operations are implemented across the STCC, this document will serve as a guide toward the development of Standard Operating Procedures (SOPs) in order to support Protective Action Strategies (evacuation and/or shelter-in-place). All STCC academic or administrative facilities located on the STCC campus will improve their ability to implement protective actions required to prevent the potential loss of life or damage to infrastructure through the utilization and implementation of the principles defined within this Concept of Operations and further represented within facility-specific Standard Operating Procedures. In turn, the foundational direction provided within the following pages will enhance STCC's coordination and partnership amongst existing Departments, as well with external and assisting First Responder Agencies.

The implementation of the STCC CEMP Concept of Operations will successfully ensure that when emergency events occur, STCC will implement a consistent and synchronized response and recovery framework that is capable of mitigating and stabilizing incidents, whether or not they are simple or complex in nature. The following sections outline the foundational components that guide the overall STCC Emergency Management Program.

#### 2.1.1 EMERGENCY PREPAREDNESS PLANNING EFFORTS GUIDED NIMS

STCC will utilize the appropriate elements of the National Incident Management System (NIMS) as a means to inform the continual development and advancement of its emergency management program. NIMS identifies concepts and principles that guide users on how to manage emergencies regardless of their cause, size, location or complexity. NIMS provides a consistent, nationwide approach and vocabulary for organizations to work internally and cooperatively in order to build and sustain core capabilities required to achieve organizational preparedness, security, and resiliency. Continual implementation of NIMS provides the STCC with a solid foundation and an orderly systematic planning process across all internal administrative functions and disciplines in order to ensure effective and integrated preparedness and planning.

### 2.1.2 OPERATIONAL RESPONSE AND RECOVERY EFFORTS GUIDED BY THE INCIDENT COMMAND SYSTEM (ICS)

STCC will utilize the Incident Command System (ICS) as a mechanism and tool that will guide STCC on how to organize when conducting operational response and recovery efforts as incidents or emergency events occur on the STCC Campus. ICS is a subcomponent of NIMS. It is a systematic management-by-objective (MBO) tool used for the command, control, and coordination of various aspects involved with emergency response and recovery. There are a number of common issues that generally characterize emergency situations, including a lack of accountability, poor communication or coordination, freelancing, and a lack of knowledge associated with common terminology when managing an emergency incident. ICS is a command and control paradigm that has been collaboratively developed as a national best practice in order to provide a consistent, integrated framework for the management of all incidents (small to large) requiring multi-agency assistance.

#### INCIDENT COMMAND SYSTEM PRIMARY FUNCTIONS

STCC Incident Command follows the five major components and branches of ICS. It is important to note that for smaller scale and/or more routine incidents, the activation of a fully organized ICS framework is not required as most Incidents will be handled with existing STCC operational capabilities. Incidents and Emergencies which are larger in scope, characterized as complex, or last beyond several operational periods will require a more robust ICS structure in order to address a variety of operational, logistical, planning, or financial challenges that surround the occurrences of these types of events.

- *Command*: Responsible for overall emergency policy and coordination including directing, ordering, and controlling resources.
- *Operations*: Responsible for coordinating the tactical response in accordance with an established incident action plan and as approved by Command.
- *Planning*: Responsible for supporting Operations in the collection, evaluation, documentation and use of information related to the incident or emergency event.
- *Logistics*: Provides support to Operations with regard to the provision of facilities, services, personnel, equipment, materials, and/or communication requirements.
- *Finance*: Responsible for all incident or emergency financial tracking, procurement and cost analysis of all response or recovery related expenditures and administrative functions.

Further definition and depiction of a fully-operational STCC command structure is located within section 2.2.3 STCC EMT Organizational Chart and Team Positions.

## 2.2 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

STCC has defined how its organization will be structured for optimum response or recovery to an incident or emergency that may require scalable support from STCC Departments. Strong direction and control, combined with coordinative support and the utilization of an established command system (ICS) ensures that STCC's response system will remain organized, synchronized, and ready to address

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incidents or emergencies in an effective manner. This section provides a brief introduction to the STCC Emergency Management Team (EMT) and its role as STCC's lead authority in direction incident and emergency response, how other STCC Departments will provide functional support (in addition to their specific responsibilities to the EMT), and the external local and state entities that will assist the STCC during larger scale emergency situations.

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### 2.2.1 ROLE OF THE STCC EMERGENCY MANAGEMENT TEAM (EMT)

The STCC Emergency Management Team (EMT) will serve as the lead entity within STCC for directing all emergency management actions. The EMT will be managed by STCC's President and administration. Delegated authority from the STCC President is given to the STCC Emergency Operations Manager, who will lead and direct the actions of the EMT from STCC's Emergency Operations Center (EOC). As an incident or emergency occurs, STCC's normal day-to-day organizational structure will support response and recovery that is vertically and horizontally organized to effectively perform or ensure the rapid accomplishment of response activities required during an incident or emergency.

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### 2.2.2 STCC DEPARTMENT FUNCTIONS AND EMERGENCY RESPONSIBILITIES

STCC Departments will provide functional support to the STCC EMT during incidents and emergency situations as required. The manner in which functional departments will assist the EMT will remain congruent with their day-to-day and normal operational activities while also extending into the most appropriate preparedness, response, or recovery functions that align with core educational, operational, or administrative functions. While not all incidents may require regularly emergency support from various STCC Departments, the complexity of larger emergency scenarios will necessitate the requirement for increased support. As such, individual STCC Departments will be notified of the need to assist the EMT as determined by the specifics or individual nature of emergencies affecting STCC.

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### STCC CENTRAL ADMINISTRATION

STCC Central Administration is responsible for all Incident/Emergency Event Leadership and specifically in providing policy level guidance for all STCC response and recovery efforts and protective action. STCC Central Administration is also primarily responsible for the determination of implementing a school delay or closing during the preparation of or response to an emergency situation.

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### BUSINESS OFFICE

The Business Office is responsible for maintaining all employee time and compensation records during emergency situations. The Business Office and/or its designee Department is also responsible for procuring emergency resources and assets, maintaining all financial documentation, and implementing continuity of operations if and/or when administrative functions are affected by emergency situations.

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### HUMAN RESOURCES

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The Human Resources Department will work in conjunction with the Business Office as a means to maintain payroll, track employee benefits, and other related components of implementing the continuity of operations plan during emergency situations. The Human Resources Department will also be responsible for hiring or replacing staff under emergency conditions (if required) and developing/executing personnel accountability processes during larger scale emergency situations. Additionally, the STCC HR Department will work with Academic Affairs, the Business Office and the Campus Police Department to communicate any changes in working conditions or schedules to affected employees during an emergency. HR will coordinate mental health resources through a vendor for response to provide critical incident stress debriefing as determined necessary for employees during the recovery stage of an incident or emergency.

#### PUBLIC INFORMATION OFFICE

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The Public Information Office is responsible for developing and implementing emergency public messaging for media distribution during emergencies. These duties entail providing factual messages to students, staff, faculty, families, and media members via multiple communication modalities and technologies at the directive and approval of the EOC Manager. During actual emergency situations, the Public Information Officer (PIO) will coordinate with media outlets (if required) and act as the STCC Campus spokesperson.

#### STUDENT AFFAIRS

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The Student Affairs Department is responsible for student/family reunification, communication, collaboration, and related initiatives during emergency situations. This task involves developing procedures for maintaining the management and oversight of on-campus recreation, student organizations, on-campus employment, community service, and/or volunteerism during emergency and non-emergency periods. Student Affairs will actively participate in the development of threat assessments (THIRAs), develop parent/family reunification procedures, and ensure for the accessibility (language or special requirements) during the entire emergency planning process undertaken by the STCC. During an emergency situation and more particularly during the recovery phase of a larger emergency situation, the Student Affairs Department will assist the HR Department in coordinating mental health and counseling services of any students or staff that have been deeply affected by any violent or adverse events which may have affected the campus.

#### CAMPUS POLICE DEPARTMENT

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The Campus Police Department is responsible for a variety of emergency actions, including alert and emergency communication, law enforcement, public safety response, security, environmental health and safety, transportation, basic emergency medical services, EOC activation and operation, and coordination with external Public Safety agencies. The Campus Police Department will very often serve within primary roles during emergency response and within Incident Command.

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## FACILITIES DEPARTMENT

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The STCC Facilities Department supports all utility operations and is responsible for pre-positioning of resources and equipment in advance of a disaster, infrastructure assessment and restoration post-disaster, and debris cleanup and/or maintenance during the recovery phase. The Facilities Department will also be responsible for managing any facility/utility contractors working on the STCC Campus, while also regularly maintaining all facility floor plans and utility resource support as required.

Facilities will operate according to the Department of Capital Asset Management and Maintenance (DCAMM) requirements and will coordinate any emergency DCAMM processes to facilitate recovery.

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## INFORMATION TECHNOLOGY

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The STCC Information Technology Department is responsible for managing all information and computer-related systems across the STCC campus. This task involves developing procedures and systems for checking critical information and alert systems to disseminate emergency information in an accessible format via a website, cell phone, email, and/or other mechanisms, including emergency communication devices (portable phones). The STCC IT Department will also identify information technology resources and banks of telephonic devices needed to facilitate emergency operations for all critical operational, administrative, and educational STCC Departments. Lastly, the IT Department plays a large role in the ability to deliver academic programs through the use of technology for teaching purposes and/or in the event of standing up temporary operations.

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## ACADEMIC AFFAIRS

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The Academic Affairs Department is responsible for the management and accounting of faculty members during emergency situation, as well the identification of alternate academic facilities and service delivery requirements. If an academic facility has been impacted by a major emergency, Academic Affairs is also responsible for identifying and recovering critical academic assets and information.

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### 2.2.3 EXTERNAL AGENCY SUPPORT

During emergency situations that require capabilities beyond those immediately available and provided by STCC, support will be requested from the City of Springfield or Commonwealth of Massachusetts 1<sup>st</sup> Responder and/or supporting public safety/health agencies.

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#### 2.2.3.1 CITY OF SPRINGFIELD SUPPORT

The City of Springfield has defined how its public safety agencies will be structured for optimum direction, control and coordination in response to an incident or emergency utilizing the Incident Command System (ICS). City of Springfield Public Safety agencies may be required to assist the STCC in response to incidents or emergencies. The following City of Springfield Public Safety agencies are



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identified as being the most likely entities to interface with and support STCC during incidents and lead response actions during emergencies:

#### SPRINGFIELD POLICE DEPARTMENT

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*STCC Incident Assistance* - The Springfield Police Department (SPD) will respond to STCC when requested in order to maintain law and order, assist with external traffic management and control, and assist STCC as needed or required.

*Emergency Role* – SPD will serve as the lead agency if emergency response assistance is needed on campus beyond the scope (due to size or resources) of the STCC PD.

#### SPRINGFIELD FIRE DEPARTMENT

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*STCC Incident Assistance* - The Springfield Fire Department will respond to the STCC when requested or as required by code in order to provide fire prevention inspections, occupancy permitting, fire and/or hazardous materials incident response, and related activities, emergency medical services support (in combination with AMR – American Medical Response), and emergency management through its Office of Emergency Preparedness.

*Emergency Role* - SFD would serve as the lead agency for any emergency response requiring specialized capabilities for responding to situations involving general emergency management (city-wide coordination), fire control and suppression, emergency medical services, hazardous materials response and search and rescue missions as needed or required. The Springfield Fire Department will coordinate with AMR and serve as the lead agency for any patient requiring emergency transport to the hospital, significant medical event, or mass casualty incident. SFD will respond to STCC to provide emergency medical services that may include Basic Life Support (BLS) services, Advanced Life Support (ALS) services, and patient transport to Springfield area hospital facilities. For more complex events involving multiple injured parties, SFD will work with AMR to provide command, triage, and treatment services on-site.

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#### 2.2.3.2 COMMONWEALTH OF MASSACHUSETTS SUPPORT

Several Commonwealth of Massachusetts Public Safety agencies may be required to assist the STCC in response to incidents or emergencies. If required to assist, STCC will coordinate and communicate directly with assisting Public Safety agencies. The State of Massachusetts agencies most likely to assist STCC during these particular cases have been outlined below.

#### MASSACHUSETTS STATE POLICE

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*STCC Incident Assistance* - The Massachusetts State Police (MSP) will respond to STCC at the request of either the STCC Police Department or Springfield Police Department in order to assist with regard to maintaining law and order, assist with external traffic management and control, and assist STCC as needed or required.

*Emergency Role* - MSP would provide support within the area of emergency response requiring specialized law enforcement capabilities for responding to situations involving disorderly conduct, public

intoxication, assault/battery, property, and crime, civil disruption such as a riot, active shooter /ongoing threat, or explosive devices.

#### MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY

*STCC Incident Assistance* – The Massachusetts Emergency Management Agency is unlikely to assist the STCC for smaller incidents occurring or affecting STCC’s Campus.

*Emergency Role* – The Massachusetts Emergency Management Agency will provide emergency support for larger scale and catastrophic emergencies affecting STCC’s campus. Support from the Massachusetts Emergency Management Agency will occur through coordination with the Springfield Office of Emergency Management.

#### MASSACHUSETTS DEPARTMENT OF PUBLIC HEALTH

*STCC Incident Assistance* - The Massachusetts Department of Public Health is unlikely to assist the STCC for smaller epidemics affecting STCC’s Campus as primary assistance will be provided by the Springfield Public Health Department if required.

*Emergency Role* – The Massachusetts Department of Public Health will provide emergency public health support for larger scale epidemics and pandemics affecting STCC’s student or faculty/staff population.

#### MASSACHUSETTS DEPARTMENT OF MENTAL HEALTH

*STCC Incident Assistance* – The Massachusetts Department of Mental Health is unlikely to assist the STCC for smaller incidents requiring mental health services or assistance as primary support will be provided by the Springfield Public Health Department if required.

*Emergency Role* – The Massachusetts Department of Mental Health will provide comprehensive mental health services to STCC if/when required during larger scale recovery missions and in conjunction with support provided by the Springfield Public Health Department, local American Red Cross, and/or related agencies providing mental health services. DPH Mental Health Services can and must be requested through MEMA during all major emergency situations.

## 2.3 DIRECTION, CONTROL, AND COORDINATION

The STCC Emergency Management Team (EMT) is responsible for directing, controlling, and coordinating the organizational response for all events affecting STCC. The ability to direct, control, and coordinate a comprehensive organizational response will be accomplished through the activation of EMT member/staff positions within an ICS-based organizational structure and coupled by the operation of two key facilities inherent to ensuring for the proper sharing of information required to establish and implement protective action decisions. These two key locations are the STCC Emergency Operations Center and the STCC Communications Center. This section explores the two key coordinative and communicative centers central to STCC’s ability to direct, control, and coordinate response and recovery actions, in addition to the ICS structure and team positions of STCC’s EMT.

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### 2.3.1 STCC EMERGENCY OPERATIONS CENTER (EOC)

The STCC Emergency Operations Center (EOC) is the location that STCC will utilize in order to coordinate campus wide response and recovery needs upon the occurrence of threats and hazards which affect the STCC campus, student/employee population, facilities, or infrastructure. The Emergency Operations Center provides senior leadership and STCC's Emergency Management Team with a central location and forum by which to develop strategic plans, as well as to coordinate, communicate, and implement incident action plans and operational tactics.

- Primary Location – Building 2, Room 216/217(Faculty Lounge)
- Back-up Location – Building 19, Conference Room, Level 3

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### 2.3.2 STCC CAMPUS POLICE COMMUNICATIONS CENTER

The STCC Campus Police Communications Center is located and operated by the STCC Campus Police Department. The Communications Center serves as the primary point in which STCC Campus Police officers and units are dispatched for incident or emergency response, as well as for any other request that may be received. The Communications Center is staffed by civilian dispatchers who have been certified to provide emergency dispatch for police, fire, and/or emergency medical services.

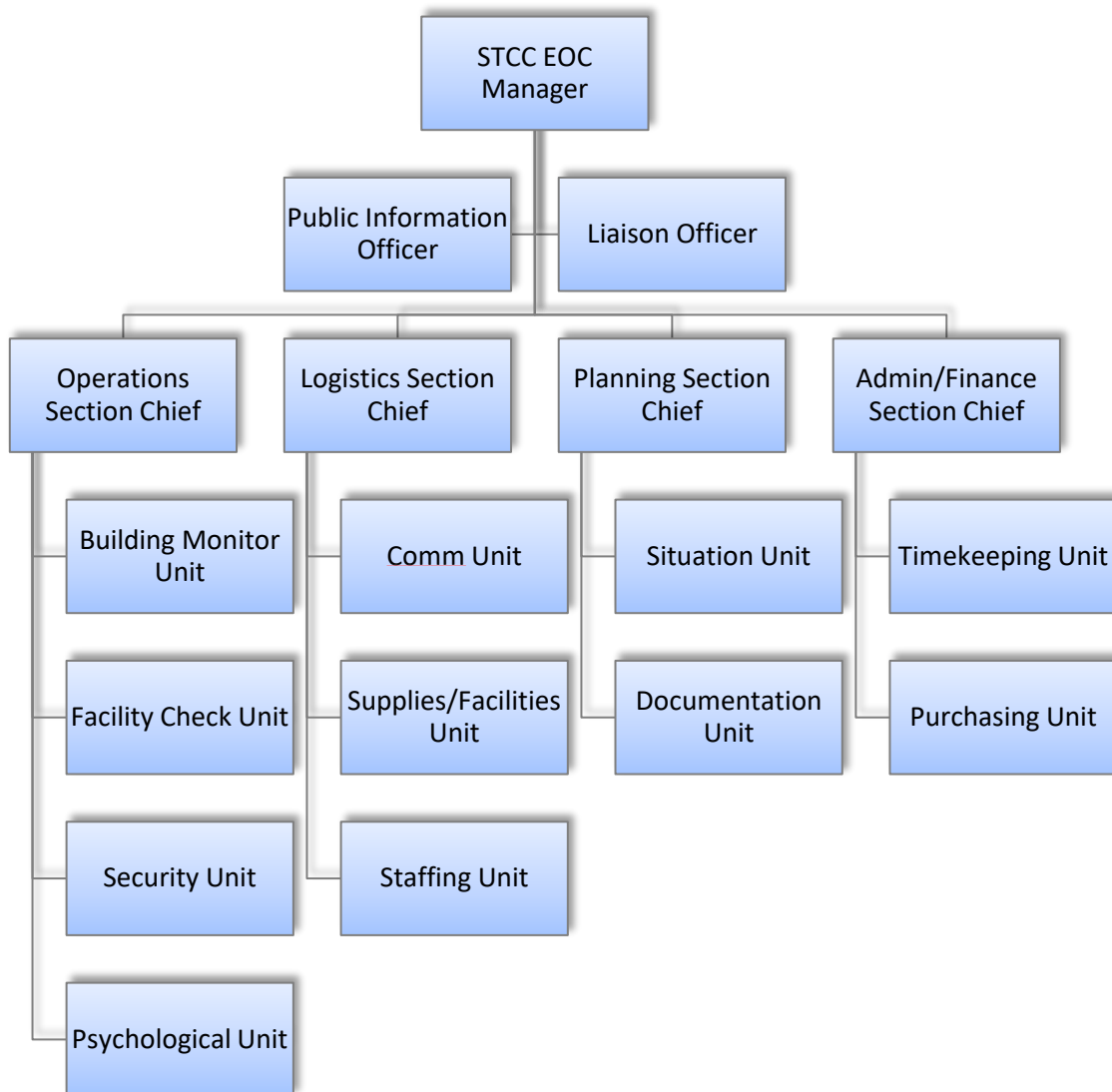
The STCC Campus Police Communications Center includes 3911 and a business line Dispatch Console, a secure CJIS terminal, the STCC Alert Emergency Notification System with Big Voice Campus Address System and interface with Code Blue outdoor emergency call boxes, access control/alarm systems control and burglary notification, LiveSafe crime tip reporting (app), master fire alarm panel management on a campus-wide basis, banks of wall monitors for observing all deployed campus surveillance cameras, a front lobby window for personal interface with the public, CAD dispatch computers and dispatch radio with access to all radio frequencies. All requests for assistance are typically received via (dispatch) phone and then communicated directly to STCC Police Officers. The Center also maintains the ability to communicate (via WMLEC) directly with all regional municipal and state law enforcement agencies including Springfield Police and the MSP as required.

During emergency situations, the STCC PD Communications Center will work closely with the STCC Emergency Operations Center in order to provide any updated information received via phone/radio and/or observed via its numerous safety and surveillance control systems.

### 2.3.3 STCC EMT ORGANIZATIONAL STRUCTURE AND POSITIONS

The STCC EMT is organized within a framework consistent with the National Incident Management System and specifically the Incident Command System. This section presents the actual STCC ICS organization (i.e. organizational chart), as well as specific descriptions for each of the EMT positions.

*Figure B: STCC ICS/EMT Organizational Structure*



### STCC EMERGENCY MANAGEMENT TEAM POSITION DESCRIPTIONS

The following are the STCC Emergency Management Team Positions as defined within a fully operational Incident Command structure and organization. Note that not all positions represented below may require operational staffing and that this organizational structure reflects the activation of all possible positions that would be required of STCC in order to most appropriately address the types of challenges

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presented by complex and/or long-lasting emergency situations. Lower level emergencies will involve a modification of this organizational structure to reflect the activation of only required staff positions as dictated by the scope of an event. This practice maintains consistency with a modular and scalable Incident Command structure and aligned with best practices as specified within the National Incident Management System.

### **STCC EOC Manager (EOC Manager)**

The STCC EOC Manager is responsible for establishing clear authority, incident/event safety, establishing priorities, determining incident objectives, and managing the STCC ICS organization (EMT). The EOC Manager manages both Command staff (Public Information Officer and Liaison Officer) and General Staff (Operations Section Chief, Logistics Section Chief, Planning Section Chief, and the Administration/Finance Section Chief).

### **Public Information Officer (PIO)**

The Public Information Officer is a member of the Command Staff and reports directly to the EOC Manager. The PIO is responsible for coordinating all public information, press, and social media needs throughout the duration of all emergency response and recovery efforts.

### **Liaison Officer (LO)**

The Liaison Officer is a member of the Command Staff, reports directly to the EOC Manager and serves as the point of contact at STCC and will utilize the Incident Command System (ICS) as a mechanism and tool that will guide STCC on how to organize when conducting operational response and recovery efforts as incidents or emergency events occur on the STCC Campus. Act for representatives of external agencies aiding the STCC (i.e. SFD, SPD, AMR, MSP, Red Cross, etc.). The LO provides all external agency representatives with orientation to the STCC and/or appropriate EMT contacts as determined by the incident or emergency.

### **Operations Section Chief (OSC)**

The Operations Section Chief is a member of the General Staff and reports to the EOC Manager. The Operations Section Chief is responsible for assisting the EOC Manager in activating the STCC EOC, performing notifications, managing incident/event personnel and resource requirements, and managing all general operations during the duration of emergency response and recovery operations while also supporting situational awareness. As needed, the OSC will direct and manage the Building Monitor Team Leader, the Facility Check/Security Team Leader, the Search and Rescue Team Leader, and the Psychological Unit Team Leader.

### **Building Monitor Team Leader (Ops)**

The Building Monitor Team Leader reports to the Operations Section Chief. Building Monitors are represented by Deans and Managers and are responsible for communicating emergency response direction from the EOC Manager/Operations Section Chief to the faculty, staff, and students in assigned campus buildings and related Building Evacuation Assembly areas. The Building Monitor Team Leader

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will manage information flow to and from all Building Monitors in order to determine the number and status of individuals located within each campus facility.

**Facility Check Team Leader (Ops)**

The Facility Check Team Leader reports to the Operations Section Chief. The Facility Check Team Leader is responsible for the orderly and safe search of campus facilities for the purpose of identifying damage and unstable situations in facilities. The Facility Check Team Leader manages all gas and power shut-off procedures, facility evaluation, emergency construction and repair, and hazardous material clean-up.

**Search and Rescue Team Leader (Ops)**

The Search and Rescue Team Leader reports to the Operations Section Chief and is responsible for conducting an orderly and safe search of campus building and grounds for the purpose of located trapped and/or injure persons while also assisting the OPC in arranging for the most appropriate response and/or extrication.

\*Note STCC will not deploy STCC Staff into a structurally unsafe area. STCC Police would primarily be utilized for this task (depending upon safety and/or structural integrity), otherwise the SFD will assume this task.

**Security Unit Team Leader (Ops)**

The Security Unit Team Leader reports directly to the Operations Section Chief. The Security Officer is responsible for enforcing laws, rules, and regulations. This position is also responsible for securing all facilities and resources, controlling vehicle and pedestrian traffic, assisting in search and rescue, hazardous materials containment and other assigned activities related to security.

**Psychological Team Leader (Ops)**

The Psychological Team Leader is responsible for coordinating counseling to victims and responders as needed or required. Typically, a representative from the HR Department will assist in providing coordination for employees requiring mental health support and the STCC VP of Student Affairs will assume a similar role on behalf of the student population. The delivery of psychological aid and services will be provided by a vendor that is to be identified and contracted by the STCC.

**Logistics Section Chief (LSC)**

The Logistics Section Chief is a member of the General Staff and reports directly to the EOC Manager. The LSC position will be staffed to support the OSC as soon as possible during an emergency situation. The LSC is responsible for immediately establishing communication to the EMT, in addition to acquiring all internal/external resources directed by the EOC Manager or requested of the OSC or PSC. As needed, the LSC will direct and manage the Communications Team Leader, the Supplies/Facilities Team Leader, and the Staffing Team Leader.

**Communications Team Leader (Logs)**

The Communications Team Leader reports to the Logistics Section Chief and is responsible for establishing necessary communications in support of the incident. The Communications Team Leader

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restores and maintains campus communications, conducts assessment of damage to communication infrastructure, and provides technical assistance throughout an emergency event.

**Supplies/Facilities Team Leader (Logs)**

The Supplies/Facilities Team Leader reports to the Logistics Section Chief and is responsible for locating and providing facilities, equipment, supplies and materials in support of the incident.

**Staffing Team Leader (Logs)**

The Staffing Team Leader reports to the Logistics Section Chief and is responsible for coordinating the assignment of personnel (staff, volunteers) in support of an incident.

**Planning Section Chief (PSC)**

The Planning Section Chief is a member of the General Staff and reports directly to the EOC Manager. The PSC is the third position to be activated within the STCC ICS organization. The PSC is responsible for assisting the EOC Manager with incident action planning and strategy, and specifically the development of the Incident Action Plan (IAP). During EOC activations, the PSC is responsible for creating and maintaining situational status boards and map displays of an ongoing situation, in addition to the status of personnel and resources. As needed, the PSC will direct and manage the Situation Unit Team Leader, and the Documentation Unit Team Leader.

**Situation Analysis Team Leader (Plans)**

The Situation Analysis Team Leader reports to the Planning Section Chief and is responsible for the collection, evaluation, documentation and use of information about the development of the incident and the status of resources. The Situation Analysis Team Leader also provides an ongoing analysis of a situation and assists in the development of the Incident Action Plan (IAP).

**Documentation Team Leader (Plans)**

The Documentation Team Leader reports to the Planning Section Chief and is responsible for managing all incident related documentation including situational updates, situational reports, incident action plans, legal documents, etc.

**Finance Section Chief (FSC)**

The Finance Section Chief is a member of the General Staff and reports directly to the EOC Manager. The FSC is responsible for managing the tracking of all financial, procurement, and cost analysis aspects of an ongoing incident or emergency, including the fiscal and administrative support during the recovery phase. The FSC also manages all administrative functions of an incident or emergency not typically handled by the other ICS branches, including the tasks that are to be completed by the Timekeeping Unit Team Leader and the Purchasing Unit Team Leader.

**Timekeeping Unit Team Leader (Admin/Finance)**

The Timekeeping Unit Team Leader reports to the Finance Section Chief and is responsible for maintaining accurate and complete records of staff hours during emergency response and recovery activities.

### **Purchasing Unit Team Leader (Admin/Finance)**

The Purchasing Unit Team Leader reports to the Finance Section Chief and is responsible for maintaining accurate and complete records of purchases related to supporting response and recovery operations.

## **2.4 STCC EVENT CLASSIFICATION SYSTEM**

STCC utilizes an Event Classification System (ECS) in order to best classify emergency situations as they affect the community college. The ECS provides STCC as a means to quickly determine the type and scope of an incident or emergency event. In turn, the ECS allows STCC to organize and perform notifications that are aligned with the severity of an emergency. This process also enables STCC to streamline its response and the mobilization of personnel and/or physical assets according to the appropriate categorization of an emergency. This section provides a further overview of the STCC's ECS and specifically the definition of Incidents versus Emergencies, the STCC ECS Matrix, and the ECS's relationship to communication protocols and asset mobilization.

### **2.4.1 DEFINITION OF INCIDENTS AND EMERGENCIES**

The occurrence of an incident or emergency on the STCC campus or on an abutting street can happen very abruptly or as an unfolding set of conditions. In order to implement internal communications and notifications in a consistent manner, incidents and emergencies will be referred to in the following manner:

<b>Level</b>	<b>Classification</b>	<b>Anticipated Resource Requirements</b>
<b>Level 1</b>	Incident	STCC
<b>Level 2</b>	Major Incident	STCC, External Utilities
<b>Level 3</b>	Emergency	STCC, City of Springfield, MA Public Safety Agencies
<b>Level 4</b>	Major Emergency	STCC, City of Springfield, MA Public Safety Agencies

STCC's Four-Level Incident and Emergency Classification System will in turn provide the foundation for the internal notification requirements to internal STCC staff, based on the type and level of severity of the incident or emergency. This system also ensures that STCC staff educated on the criteria of the Four-Level Event Classification will understand how incidents and emergencies are classified and the type of response or recovery efforts associated with each type of incident or emergency. Below is a description of each Incident/Emergency Level, in addition to a short description of a scenario that serves as an example representation for each type of Incident/Emergency.

#### **LEVEL 1 AND 2 INCIDENTS**

A Level 1 or Level 2 Incident includes all situations or sets of conditions occurring on the STCC campus that have the potential to significantly impact normal operations. These incidents may be low level in nature such as typical New England Snowstorm requiring a temporary school delay or closure, or can involve a greater impact to operations such as a loss of power to multiple academic facilities. These types of incidents all have two things in common:



- Situations that will require “in-house” STCC departmental staff to take immediate and coordinated actions in order to mitigate the significant impact to operations.
- Conditions or situations that do not constitute an emergency because they do not require public safety agency actions for life saving, firefighting, arrest/apprehension, etc.

### **Example of a Level 1 Incident**

#### *Scenario – Severe Thunderstorm*

*Recent weather reports warn of a number of severe thunderstorm cells heading in the direction of Springfield. These thunderstorms are expected to drop torrential rain, hail, and wind gusts up to 45mph. The STCC Campus Police issue a Level 1 Incident notification, warning the STCC Emergency Management Team, faculty, operational staff, and students of the incoming storm and the need to seek temporary shelter until the storm has passed through the area.*

### **Example of a Level 2 Major Incident**

#### *Scenario – Perimeter Threat*

*The Springfield Police Department notified the STCC Campus Police Communications Center of an ongoing pursuit of an armed suspect occurring on Federal Street and along the property line of the STCC Campus. While no violent events have occurred on campus, the STCC Campus Police issue a Level 2 Major Incident notification, warning the STCC EMT, faculty, operational staff, and students. Additional STCC Police Patrol Officers are monitoring the ingress points of the college campus and the campus population is warned to shelter-in-place within existing academic or administrative facilities while also avoiding Federal Street until further notification is received from the Springfield Police Department concerning the conclusion of the incident.*

## **LEVEL 3 - EMERGENCIES**

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A Level 3 Emergency Event is an incident that involves a higher level public safety response or recovery effort due to the failure or impact made to facility infrastructure and/or the existence of threats that have or can potentially cause increased harm to individuals. Level 3 Emergency Events may exceed the complexity and/or operational period of Level 1 or 2 Incidents, but do not meet the level of severity characterized within a Level 4 Major Emergency Event. Level 3 Emergency Events will often involve two or more STCC Departments for the duration of response and recovery efforts while external and assisting support from Local or State First Responder Agencies is likely required for stabilization.

### **Example of a Level 3 Emergency**

#### *Scenario – Onsite Hazmat*

*A hazardous materials spill occurs within the Science Facility within one of the storage rooms. One faculty member has suffered severe burns. The STCC Campus Police is immediately notified and a Level 3 Emergency is declared while notifications are dispatched to the Emergency Management Team and the*

*Springfield Fire Department. The STCC Campus Police arrive on-scene and provide basic medical assistance to the injured faculty member while also securing the area. An additional Police Officer is standing by STCC's rear entrance for the arrival of SFD first responders. Upon arrival, SFD provides treatment and transport of the injured party, while also containing the existing spill at the incident site.*

#### LEVEL 4 – MAJOR EMERGENCIES

A Level 4 Major Emergency Event is an incident that involves a significant impact to STCC's campus, student or employee populations, infrastructure or facilities. Due to the level of severity, Level 4 Major Emergency Events will extend beyond several operational periods and will require comprehensive Campus-Wide support from all STCC Departments. Significant assistance and coordination with external and assisting First Responder Agencies will be required to reduce the loss of life or property and operations may extend beyond days to weeks or months.

#### **Example of a Level 4 Major Emergency**

##### *Scenario – Active Shooter*

*The STCC Campus Police Communications Center receives a report of a student who pulled out a gun and shot a fellow student outside of Scibelli Hall. Other students witnessing the event are reporting that the shooter is walking slowly toward the new Student Center. The STCC Campus Police issue a Level 4 Major Emergency notification/alert across campus while communicating with Springfield Police Department.*

#### 2.4.2 EVENT CLASSIFICATION MATRIX

The following table and matrix were utilized in the development of the larger STCC ECS and was based off of comprehensive research and analysis that was previously utilized when conducting STCC's Threat and Hazard Identification and Risk Assessment (STCC THIRA). The ECS Event Characterization Matrix provides a more detailed breakdown of the four (4) different Incident and Emergency Levels, in addition to their individual characteristics with regard to their differences in severity or impact to administrative or educational operations at the STCC. The full STCC ECS is broken down into nine (9) different Incident/Emergency categories. These categories include:

- Fire
- Law Enforcement/Criminal Activity
- Hazardous Materials
- Acts of Nature
- External Utilities
- Internal Utilities
- STCC Information Technology
- STCC Property/Structure
- Student/Employee Medical Condition

Each Incident/Emergency category can be further broken down by Incident/Emergency Level (1-4). The ECS demonstrates how the occurrence, impact, and escalation/de-escalation of Incidents/Emergencies will dictate the required level of notification and action at the STCC. The full STCC ECS can be found within Appendix A of this CEMP.

Table 4: STCC Event Classification System Level Characteristics - example

Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<ul style="list-style-type: none"> <li>• <b>Threat:</b> No actual or perceived threat to students, employees, campus property or operations.</li> <li>• <b>Threat Duration:</b> None</li> <li>• <b>Response:</b> Daily issues are handled by STCC Police, Facilities, IT, or other operational personnel and/or contracted services.</li> <li>• <b>Impact:</b> Limited to affected students, employees, and/or affected campus property.</li> <li>• <b>Media:</b> Nature and magnitude of events results in no media attention.</li> <li>• <b>Internal Notifications:</b> Only internal field notifications required.</li> <li>• <b>External Notifications:</b> None required.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual or perceived threat to students, employees, campus property or operations</li> <li>• <b>Threat Duration:</b> limited/brief</li> <li>• <b>Response:</b> Incident is handled by STCC Police, Facilities, IT or other operational personnel and/or contracted services.</li> <li>• <b>Impact:</b> Limited to affected students, employees, and/or affected campus property.</li> <li>• <b>Media:</b> Nature or magnitude of the event can result in minimal media attention.</li> <li>• <b>Internal Notifications:</b> Only internal field notifications and limited administrative notifications required.</li> <li>• <b>External Notifications:</b> None required.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual or potential threat to students, employees, campus property or operations</li> <li>• <b>Threat Duration:</b> Definable or estimated duration, with the potential to cause class delay or cancellation.</li> <li>• <b>Response:</b> limited to STCC Police, Facilities, IT or other operational personnel and/or contracted services. Incident Command established.</li> <li>• <b>Impact:</b> Limited and measurable campus population and/or abutter facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event can result in media attention and may generate public attention; Public Information personnel may be interviewed by media; JIC not normally activated.</li> <li>• <b>Internal Notifications:</b> Internal notifications to designated senior staff and ERT member POCs.</li> <li>• <b>External Notifications:</b> Minimal external notifications</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Continued actual or potential threat to students, employees, campus property or operations that may require sustained &amp; coordinated protective actions, life-or property-saving emergency response.</li> <li>• <b>Threat Duration:</b> Beyond an estimated duration</li> <li>• <b>Response:</b> <ul style="list-style-type: none"> <li>○ Requires activation of a formal Incident Command or Unified Command on-scene by SFD or SPD (depending on type of event).</li> <li>○ Activation of EOC considered.</li> </ul> </li> <li>• <b>Impact:</b> Significant campus population and/or abutter facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event results in sustained media attention; Activation of JIC considered.</li> <li>• <b>Internal Notifications:</b> Senior staff and all ERT member POCs.</li> <li>• <b>External notifications:</b> Activated</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual threat to students, employees, campus property or operations that requires sustained, coordinated, and integrated protective actions, life-saving or property-saving emergency response.</li> <li>• <b>Threat Duration:</b> Long Term</li> <li>• <b>Response:</b> <ul style="list-style-type: none"> <li>○ Requires activation of a formal Incident Command or Unified Command on-scene SFD or SPD (Depending on type of event).</li> <li>○ EOC Activated. Full ERT organization mobilized.</li> </ul> </li> <li>• <b>Impact:</b> Sustained campus population and/or facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event results in sustained media attention; JIC activated.</li> <li>• <b>Internal Notifications:</b> Senior Staff and all ERT member POCs.</li> <li>• <b>External Notifications:</b> Activated.</li> </ul>

### 2.4.3 ECS RELATIONSHIP TO COMMUNICATION REQUIREMENTS AND EMT/ASSET MOBILIZATION

The utilization of the STCC ECS allows the STCC to frame the manner in which its operational personnel are organized and dispatched as a means to respond, stabilize, and recover from Incidents/Emergencies. Notification groups and notification protocols are based upon the STCC's ECS. As Incidents/Emergencies occur, escalate, or de-escalate, STCC personnel (EMT) and assets are notified, dispatched, and/or updated throughout the duration of an ongoing incident or emergency. STCC regularly utilizes a variety of communication methods in order to alert the STCC Emergency Management Team, as well as the STCC faculty/student population. A higher Incident/Emergency classification will require additional and redundant communication methods in order to appropriately communicate an Incident/Emergency threat and ongoing situation.

Level	Classification	Communication Methods & Recipients
<b>Level 1</b>	Incident	Radio, Telephone, Email – Partial ERT Group
<b>Level 2</b>	Major Incident	Radio, Emergency Alert Notification System Telephone, Code Blue boxes, Email, Website, Social Media – Full ERT Group & Campus
<b>Level 3</b>	Emergency	Radio, Emergency Alert Notification System Telephone, Code Blue boxes, Email, Website, Social Media – Full ERT Group & Campus
<b>Level 4</b>	Major Emergency	Radio, Emergency Alert Notification System Telephone, Code Blue boxes, Email, Website, Social Media – Full ERT Group & Campus

### 2.5 STCC INTEGRATED SEQUENCE OF ACTIONS

STCC will utilize a series of distinct action steps and activities in order to manage incidents and emergencies that may occur or affect the STCC student/employee population or general campus facilities and/or infrastructure). These action steps and activities occur for all incidents and emergencies, from simple to complex, and across all STCC academic, administrative, or operational facilities. During incidents or emergencies, it is very important that all STCC Departments implement synchronized actions when conducting response and recovery activities. For this reason, STCC has developed this Integrated Sequence of Actions that will facilitate consistent response and recovery activities during small and large incidents and emergencies. The Integrated Sequence of Actions is as follows:

- Recognition of the Incident or Emergency
- Initial Response Actions
- Immediate Response Actions

- Ongoing Response Action
- Event Termination and Recovery Actions

In the following pages, a further breakdown and description of the variety of actions that will occur within each phase of the Integrated Sequence of Actions is provided.

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### 2.5.1 RECOGNITION OF THE INCIDENT OR EMERGENCY

STCC will confirm receipt of the notification, confirm the actual occurrence and designate it as:

- Incident (on-site response)
- Event (off-site support)

Depending upon the scope and severity of the Incident/Event, the occurrence is classified as Level 1, Level 2, Level 3, or Level 4. Recognition of an Incident/Event and Initial Actions (next slide) often occur in a rapid or simultaneous manner, as alert, notification, and resources needs are prompted into effect.

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### 2.5.2 INITIAL RESPONSE ACTIONS

Initial response actions are associated with:

- Personnel notification
- Personnel/asset mobilization
- Incident/event size-up (situational awareness)
- Protective actions

Public warning Actions taken within this phase of a response are implemented by STCC personnel normally operating and responding to Incidents/Emergencies on a real-time basis as they occur (i.e. STCC Police Officers responding to human-caused and/or law enforcement events, or STCC Facilities personnel responding to a pipe burst).

Examples of Initial response actions may include the following types of activities:

- Notify 911
- Activate field response/resources
- Initiate the movement of STCC populations away from the hazard area (i.e. evacuation)
- Commence sheltering of STCC populations due to threat (i.e. shelter-in-place/lock-down)
- Response of law enforcement personnel
- Provision of protection for infrastructure or STCC facilities.

A response during the Initial phase may involve the activation of a field “Incident Commander” (IC) and/or the utilization of a “Command Post” (CP). The Incident Commander will manage and direct all immediate actions occurring at the location of the Incident/Emergency. These initial response actions are usually performed very quickly, with many of the actions associated with assessment of the incident and mobilization of resources being performed in parallel.

It is unlikely that STCC's EOC will be activated during this phase of a response. Most Incidents/Emergencies that occur or affect STCC will require a response, and will quickly de-escalate, stabilize and proceed to a demobilization and recovery phase. However, longer-term Incidents/Emergencies, particularly those involving larger impact or response/recovery variables, will require additional response actions until stabilization and the recovery to normal operations can occur.

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### 2.5.3 IMMEDIATE RESPONSE ACTIONS

As an Incident Commander and Command Post are managing response operations at the location of an Incident/Emergency, additional activation, notification, and operational support will be provided by STCC EMT members if and/or when assistance is required. Initial Response actions support activities surrounding additional notifications (internal and external), as well as the activation of STCC's EOC. The STCC EOC Manager will coordinate and communicate directly with the Incident Commander in order to obtain stronger situational awareness and common operating picture. This will in-turn support the decision-making process surrounding whether or not the EOC must be activated, additional notifications that must be made, and which members of the EMT to activate in order to support EOC activation and operation.

The STCC EOC Manager will direct the responding STCC staff to undertake the following actions in accordance with section 2.2.1 Role of the STCC Emergency Management Team and 2.2.2 STCC Department Functions and Emergency Responsibilities. The STCC Communications Center will perform the necessary internal and/or external notifications on behalf of the STCC EOC Manager. The following are examples of some of the Initial Response Actions that the STCC EOC Manager would request assistance in implementing during the Initial Response phase of a response:

- Dispatch/mobilize additional Campus Police Officer to the incident scene, if required.
- Establish clear and reliable communications with the most senior STCC person at the scene (Incident Commander).
- Perform a more complete assessment of the incident situation or set of conditions.
- Determine the exact location and root cause of the incident or emergency.
- Determine the impact of the Incident/Emergency on STCC's Academic schedule and/or normal operational and administrative activities.
- Determine the additional and/or specific STCC and other resources (Police, Facilities, IT, external resources) that may be required to stabilize and resolve the Incident/Emergency situation or set of conditions.
- Activate the EOC.

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### 2.5.4 ONGOING RESPONSE ACTIONS

The implementation of further response requirements needed to stabilize an ongoing Incident/Emergency situation constitutes STCC's Ongoing Response Actions. These actions are associated with (internal) inter-departmental coordination and/or (external) first responder support

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required to provide further response or support as a means to reach incident/emergency de-escalation or stabilization. The STCC under the leadership of the STCC EOC Manager and through its EMT will continue to implement the appropriate response or recovery actions required to further stabilize and resolve the Incident/Emergency. During this phase of the Incident/Emergency, STCC will mobilize or request assistance from additional STCC Departments or EMT members while continuing to maintain safety and/or assessing the need to implement broader protective actions (evacuation or shelter-in-place) or school delay or cancellation. These actions may also include the need for support from external partners (Emergencies only). Ongoing Response Actions may include but are not limited to performing the following:

- Control and restrict access to Incident/Emergency scene or affected academic/administrative facility locations.
- Monitor the progress of response activities associated with the resolution of the Incident/Emergency. Amend protective actions as required.
- Perform ongoing communication and coordination within Senior Leadership and Emergency Management Team in the resolution of the incident.
- Identify and segregate witnesses into a secured area for intelligence gathering.
- Manage crowd and student/employee pedestrian flow into or around Incident/Emergency locations.
- Contact service providers or specialty contractors for mechanical or structural failures.
- Provide continual monitoring for the unaffected portions of the STCC Academic Schedule. Adjust and modify affected portions of STCC Academic Schedule as needed until incident is resolved (consideration of school delay or closing if needed).
- Overseeing evacuation or shelter-in-place operations if applicable.
- Update student and faculty/administrative populations as required.
- Institute STCC's Continuity of Operations Plan and/or applicable contingency actions required to ensure continuity and/or the transition to recovery.
- Notify the campus community of the end of an emergency stage with an "all clear" message via emergency notification system.

Additionally, the following Ongoing Actions will be implemented for Emergencies and Major Emergencies:

- Partial or Full Activation of an Emergency Operations Center required to provide extended command, control and/or coordination.
- Establishment of First Responder unit staging and facilitation of emergency route ingress or egress.
- Assisting arriving First Responder units as needed or required.
- Contacting service providers for mechanical or utility unit failures.

#### 2.5.4.1 EVACUATION

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Evacuation represents one of the two primary protective actions that the STCC EMT will implement in order to protect the STCC student and employee population during the occurrence of larger scale emergency situations which may threaten the safety or health of the STCC community. Evacuation will



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be implemented in circumstances necessitating the movement of students or employees to provide distance and safety from an anticipated or realized threat or hazard affecting STCC's campus.

Evacuation routes will be determined by the EOC Manager based on the standing Evacuation Plan and in consultation with EMT member present at the STCC EOC. This information will in turn be shared with local and state police so that they remain informed and can assist if available or required. Persons with vehicles will be advised to leave the campus via the established route, while those requiring assistance will be asked to report to specific locations where transportation will be made available. Evacuation actions will be facilitated by the STCC EOC Manager and the EMT, and specifically the Operations Section Chief, Building Monitors and Campus Police personnel. Upon the determination of the need to perform or execute an evacuation directive, a formal announcement will be conducted by the STCC Campus Police Department via the emergency notification system. A further breakdown of standardized evacuation procedures is provided as an annex to this STCC Comprehensive Emergency Management Plan.

#### 2.5.4.2 SHELTER-IN-PLACE

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Shelter-in-place represents the second of the two primary protective actions that STCC's EMT will implement in order to protect STCC's student and employee population. Shelter-in-place protective actions may be required during the occurrence of violent events in which evacuation is not safely possible, weather-related emergencies, and/or hazardous materials incidents. Shelter-in-place directives will be implemented in a similar manner as evacuation orders and will involve locking down campus administrative and educational facilities in order to prevent the entrance of an attacker and/or to shelter from other various adverse effects of larger emergency situations. Upon the determination of the need to perform or execute a shelter-in-place directive, a formal announcement will be conducted by the STCC Campus Police Department via the emergency notification system. A further breakdown of standardized shelter-in-place procedures is provided as an annex to this STCC CEMP.

#### 2.5.5 EVENT TERMINATION AND RECOVERY ACTIONS

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Event Termination, Recovery and Demobilization Actions include all actions STCC will implement in order to return campus facilities and operations back to normal day-to-day operations after an Incident/Event has been successfully mitigated or stabilized. This phase includes the return of staff or assets to their original functions and/or posts, clean-up of areas that suffered damage, or the recovery of campus and/or facility areas that require cleanup, restructuring, renovation, or general maintenance.

Incident termination, recovery, and demobilization may include but are not limited to the following types of activities and actions:

- In coordination with the Campus Police Department, restore student or faculty/employee pedestrian flow into or around the formerly affected Incident/Emergency locations.



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- Adjust the STCC Academic schedule to allow for the re-integration, resumption, or reopening of the campus in addition to any academic or administrative facilities that were temporarily closed or experienced class delays.
  - Demobilizing all operational and support personnel and staff from the Incident/Emergency scene, various locations, and/or the STCC EOC. Notify STCC staff or assets to return to their original functions and/or posts and to resume normal operational activity.
  - Ensure that the service (utility) providers or specialty contractors have adequately retested systems and functions in the case of mechanical or structural failures that may have occurred on the STCC campus.
  - Determine if specific STCC (Campus Police, Facilities, IT, etc.) and other resources are required to "sign off" on the repair or corrective actions associated with mechanical or structural failures.
  - Conduct of After-Action Review and Improvement Planning for all larger scale incidents and/or special events where the STCC has activated the EMT (i.e. Graduation).

Integral to this phase is the need to formally document response and recovery efforts, determine strengths and weaknesses experienced during a response or recovery effort, and conduct further initiatives required to identify and correct areas where general operations can be improved during the occurrence of future instances. This cyclical process is referred to the After Action and Corrective Improvement Planning (AAR-IP) process. This AAR-IP process concludes the STCC's Integrated Sequence of Response and Recovery Actions until they are required to be enacted for additional Incident/Emergency Events as they occur.

The implementation of these response and recovery activities across all STCC Departments will ensure that actions are consistent from the point in which an incident begins, through the life cycle of an emergency, and until stabilization is achieved.

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#### 2.5.6 SCENARIO BASED PLANNING AND OPERATIONS

Scenario-based planning is utilized in order to demonstrate how the Integrated Sequence of Actions is implemented within the context of the STCC's Concept of Operations. Scenario-based planning allows for the ability to walk-through every phase of the Integrated Sequence of Actions to distinguish between the different types of actions that must be implemented within a routine and standardized manner during different intervals throughout the lifespan of an Incident/Emergency. Scenario-based planning also demonstrates how actions must be escalated dependent upon the severity and scope of an existing Incident/Emergency affecting STCC student/faculty population and/or facilities, infrastructure, or other components existing within the general campus environment. This section explores two types of scenarios: Scenario 1 involves a Level 2 Major Incident and Scenario 2 involves a Level 4 Major Emergency.

##### 2.5.6.1 SCENARIO 1 – EXAMPLE OF A MAN-CAUSED INCIDENT OCCURRING ON STCC CAMPUS PROPERTY (LEVEL 2 MAJOR INCIDENT)

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A faculty member phones the STCC Campus Police Dispatch to notify them of an ongoing altercation between two male students occurring within her classroom located within the Sciences facility. The faculty member reports that both men are using offensive verbal language and have already threatened one another physically. Several other students have begun to take sides and the faculty member reports that the situation is likely to escalate into a larger form of disorder within the classroom. In order to avoid possible physical harm, a number of students are leaving the room. As the faculty member delivers the report to the STCC Campus Police Dispatcher, the Dispatcher hears loud and aggressive language in the background.

#### Scenario 1 Recognition of the Incident/Emergency

Given situation and report given by the STCC faculty member, STCC Campus Police Dispatcher classifies the event as a Level 2 Major Incident (Physical Altercation/Assault). Because this event can be handled with internal STCC resources, the event is classified as an Incident and not an Emergency.

#### Scenario 1 Immediate Actions

- The Dispatcher quickly notifies and dispatches the closest Campus Police Officer to respond to the specified room within the Sciences Facility. The Officer is briefed over the radio concerning all known facts surrounding the call for assistance from the faculty member and the ongoing altercation occurring between students located within the classroom.
- The notified Officer responds to Sciences facility.
- A second officer is dispatched to the incident location to provide back-up.
- The Chief of Police and/or on-duty Commanding Officer is notified of the ongoing incident and actions taken.

#### Scenario 1 Initial Response Actions

- The arriving STCC Police Officer(s) announces their/his/her arrival to the scene and student altercation location within the Sciences facility. Immediately, the Officer(s) attempts to take control of several students involved in a fist fight. Requiring further assistance, one of the Officers communicates a brief update over the radio and requests for additional assistance.
- The STCC Dispatcher dispatches Commanding Officer to the Sciences facility in order to assist the initial responding Officers.

#### Scenario 1 Ongoing Response Actions

- The Commanding Officer arrives at the scene of the Incident within the Sciences facility and quickly assists the Police Officers on-scene in separating students involved in the physical altercation.
- Students present at the scene are questioned by the Officers in order to investigate and determine how and why the event occurred and which parties were specifically responsible for escalating the altercation and if a crime has been committed.
- If not arrested, students involved in the altercation are escorted by the Police Officers back to the Police Department for further questioning and documentation purposes.

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- If/when students are not arrested, the VP of Student Affairs is notified to respond to the Police Station in order to take administrative action against any students, or the students are escorted by the police to the VP of Student Affairs Office for Administration action (escort depending on volatility of student behavior).
  - If/when students are arrested, they are transported and processed at the STCC Police Station and then transported to Springfield PD for holding pending bail.

#### Scenario 1 Event Termination and Recovery Actions

- The responding STCC Police Officers announce the conclusion of the Incident to the STCC Dispatcher.
- All staff will then update their appropriate incident, police reports and event logs as required.

#### 2.5.6.2 SCENARIO 2 – EXAMPLE OF A MAN-CAUSED EMERGENCY EVENT OCCURRING ON STCC CAMPUS PROPERTY (LEVEL 4 MAJOR EMERGENCY)

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An STCC student located on-campus calls into the STCC Campus Police Department to notify the Dispatcher of a student who is observed to have pulled a sidearm and has shot a fellow student in front of Scibelli Hall. The reporting student tells the Dispatcher that many other students located in the area are running away for safety and that the armed student is witnessed to be heading toward the Student Center. Additional students are calling into the Dispatch Center with similar reports and as several minutes past, additional shootings are being reported.

#### Scenario 2 Recognition of the Incident/Emergency

This event is immediately classified as a Level 4 Major Emergency by the STCC Campus Police Dispatcher due to the existence of a weapon, physical harm (severe injury and death), and complexity surrounding the event.

#### Scenario 2 Immediate Actions

- STCC Campus Police Dispatcher notifies and dispatches on-duty STCC Police Officers
- The STCC Campus Police Dispatcher places a call for assistance to the Springfield Police Department and the Massachusetts State Police to assist in response to an active shooter located on campus. A general description and location of the suspect (if available) is communicated to SPD and MSP (also accomplished via WMLEC radio channel).
- STCC Dispatch also delivers a campus-wide broadcast across all radio channels and the RAVE Alert System to announce the presence and location of an active shooter on campus.
- STCC Dispatcher also utilizes available surveillance cameras to identify and track the whereabouts and location of the active shooter suspect so that this information can be further communicated to Police Officers, EMT members, and the arriving first responders.
- If it is before 4:00 PM, a Staff Member from the Facilities Building 8 will respond to Dispatch in order to assist with answering phone calls and/or performing notifications.

- The STCC Commanding Officer orders a mass emergency notification to be sent out. The Dispatcher implements this action via the Big Voice address system.
- All EMT members are notified of this type of emergency via the RAVE Alert system.

#### Scenario 2 Initial Response Actions

- STCC Police Officers respond and form a contact team to neutralize the threat.
- STCC Police Officers will relay the shooter's location so hot and warm zones can be established.
- Staging for incoming first responders and media will also be cordoned off and away from hot or warm zones.
- SPD/MSP arriving – will STCC Dispatch help direct them or someone else? Who will advise STCC PD that other law enforcement assistance has arrived?
- The Facilities Staff member reporting to STCC Police HQ will assist in performing notifications. EMT members are instructed to mobilize and convene at the STCC EOC, but only if safe to do so. Otherwise, they are instructed to seek safety and to shelter-in-place until further notice.

#### Scenario 2 Ongoing Response Actions

##### *Prior to threat neutralization:*

- Campus Police Officers coordinate with arriving SPD resources to campus.
- Where it is safe to do so, SFD and/or ARM support will provide medical assistance, triage, and transport for wounded STCC students or employees.
- Continuous status updates concerning ongoing activity are provided to the STCC Leadership and EMT members concerning neutralization of the active shooter as well as any knowledge pertaining to wounded or killed students or employees.
- If applicable, STCC will provide a Public Information Officer to coordinate with 1<sup>st</sup> Responder Agency PIOs and the media. The PIO will be responsible for public messaging to students, parents, and STCC employees regarding ongoing incident response, casualties, resulting investigation, etc. In order to facilitate the process of communicating with students and/or their families, the PIO will work with the Logistics Section Chief to identify a phone bank phone number for distribution to the media as a means to share ongoing and consistent information.

##### *After threat has been neutralized:*

- STCC Police Officers will assist with victim evacuation while also identifying and sequestering available witnesses.
- The STCC Logistics Section Chief will notify Bay State Medical Center and Mercy Medical Center of the situation involve a volume of medial casualties that will be transported to their facilities.
- The STCC Campus Police Department will provide an update to STCC Leadership, EMT member Departments, and the greater STCC student and employee population.
- EMT members will assist with any resulting traffic coordination and cold zone activities to support logistics.

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### Scenario 2 Event Termination and Recovery Actions

- Counseling assistance is requested and offered in order to support the greater STCC community and particularly those who have been directly affected by the active shooter incident.
- A method to handle donations and support will be established and managed by the STCC administration. Other arrangements and resources may be required to support campus memorial services.
- The STCC Campus Police Department will provide support to MSP in the investigation of suspects responsible for the active shooter incident on campus.
- STCC Campus Police will remain active to secure the crime scene(s) until all forensic processing is complete and when MSP returns incident command back over to the STCC.
- The EMT will convene to decide on possible closing of the affected site where loss of life has occurred (i.e. closing the building for unknown length of time for psychological purposes, hiring contractor for biohazard cleanup, repairs, etc.).

### 2.5.6.3 SCENARIO 3 – EXAMPLE OF A POSITIVE COVID-19 CASE(S) ON STCC CAMPUS (LEVEL 2 INCIDENT)

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The COVID-19 Pandemic introduced a new level of risk to the STCC community and, from March 2020 through July 2021 responses and protocols were developed in accordance with State and CDC Guidelines as well as our local department of health. These steps are incorporated into this outline to document what occurred to keep our campus safe, and what measures will be taken should we experience a resurgence of the COVID-19 Coronavirus or a variant thereof.

#### Scenario 3 Recognition of the Incident/Emergency

A positive COVID 19 case(s) has been identified within the campus community. This event is classified as a Level 2 Incident by the ERT due to the health and safety impact to the campus community and college operations.

#### Scenario 3 Immediate Actions

- The COVID Case Manager receives notification of student/employee as a positive case
- The COVID Case Manager contacts the positive case, notifying them of COVID-19 safety protocols.
- The COVID Case Manager obtains information from the individual(s) on close contacts and brief encounters while on campus.
- The COVID Case Manager completes the Tracer Guide
- The COVID Case Manager informs the AVP of Human Resources and other campus administrators about the positive case.

### Scenario 3 Initial Response Actions

- If this is more than an individual isolated case, the COVID-19 Response Subcommittee meets to discuss extent of exposure such as number of close contacts, other positive cases and whether this is a containable incident or if it represents a spike or surge in positive cases.
- If it is a surge or spike that needs to be contained, the President of STCC is informed and decisions are made whether to restrict campus access and informing campus and community stakeholders.

### Scenario 3 Ongoing Response Actions

- COVID Case Manager instructs positive case to upload information if not tested on campus
- COVID Case Manager notifies STCC community who are close contacts/brief encounters with positive case, instructs them with safety protocols
- Tracer Guide completed and sent to Springfield Dept. of Public Health
- COVID Case Manager follows positive case, monitoring symptoms and return to campus date

### Scenario 3 Event Termination and Recovery Actions

- COVID Case Manager contacts positive case prior to return date, assesses symptoms and clears them for return to campus if symptom free.

## 3.0 EMERGENCY MANAGEMENT PROGRAM POLICIES AND GUIDELINES

The effectiveness of the STCC Emergency Management Program requires an ongoing review of the manner and scope in which various components of the Program are managed on a regular basis. This section details an overall approach to continued planning and responsibilities related to the STCC Emergency Management Program.

In order to manage of a holistic approach sought to continually refine the STCC's Emergency Management Program, the AVP/Chief Information Officer will lead and direct the Campus-Wide Emergency Management Committee. The Campus-Wide Emergency Management Committee will be comprised of senior level leadership from across STCC. The Campus-Wide Emergency Management Committee will include participation from the following individuals:

- STCC President
- Vice President/CFO
- AVP/Chief Information Officer
- Campus Police Chief
- Senior Director of Facilities
- VP of Academic Affairs
- AVP of Human Resources
- VP of Student Affairs

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The STCC Emergency Management Committee will meet on a monthly basis in order to discuss Emergency Management priorities and program or planning needs, such as a new Threat and Vulnerability Assessment, procedural developments, or various drills and exercises. Monthly meetings will be determined by the AVP/Chief Information Officer and will remain dependent on STCC's Academic Calendar, so not to interfere with key business dates or special academic events. STCC's Emergency Management Committee will perform periodic review of STCC plans, policies, and procedures in order to ensure that documentation remains consistent with industry standards, in addition to applicable to STCC facilities, staff, and/or assets as they continue to change and/or expand. These activities will in turn drive further planning activities on a campus-wide basis, such as specialized Emergency Operations Procedures (EOPS), Standard Operating Procedures (SOPs), and Training and Exercise Programs.

To that end, program development and maintenance milestones have been established and organized by the major elements of STCC's Emergency Management Program. Each of the components of STCC's Emergency Management Program is to be completed by designated personnel. Most often, program management and maintenance will fall under the supervision of the AVP/Chief Information Officer, and with the support of assisting STCC Departments. As always, all STCC Emergency Management Program components must be integrated and applied consistently across the STCC on a Campus-Wide basis in order to ensure the highest degree of program comprehensiveness.

### **3.1 PLAN DEVELOPMENT AND MAINTENANCE**

The AVP/Chief Information Officer will ensure the initial development and continual review and maintenance of STCC's CEMP. The Chief of Police is designated as the official CEMP Coordinator responsible for all changes and modifications made to each and every section defined within STCC's CEMP. The CEMP will be reviewed on an annual basis. Any and all changes to the CEMP will be communicated and shared with STCC senior leadership and through the STCC Campus-Wide Emergency Management Committee. As the CEMP Coordinator, the STCC Chief of Police will also coordinate with designated personnel across the STCC in order to ensure that changes made to the STCC CEMP are reflective of the current emergency operational environment and/or existing STCC response/recovery capabilities across the institutions various types of functions. Annual Plan Development and Maintenance will ensure that STCC's CEMP remains up-to-date and applicable to the day-to-day and emergency operational environment. It will also ensure for the consistency of supporting EOPs through a standardized approach as outlined within the core STCC CEMP.

### **3.2 THREAT AND VULNERABILITY ASSESSMENTS**

The AVP/Chief Information Officer will ensure the conduct and maintenance of all STCC Threat and Vulnerability Assessments. This component of the STCC Emergency Management Program will be a shared responsibility across all key STCC Departments. The continual assessment and evaluation of Campus-Wide protective measures will provide for a College that remains resilient and safe. The Chief of Police will continue to ensure that the organization coordinates with law enforcement and/or other external agencies and entities in order to continue the process of identifying hazards, analyzing risks, and assessing threats that may affect the STCC. This program is applicable to STCC on a Campus-Wide level, as well as individualized by STCC administrative or educational facility.

The AVP/Chief Information Officer will ensure proper leading and maintenance Threat Assessments for the STCC as a whole, by administrative/educational facility, and in accordance with other specific modifications occurring on the campus (i.e. construction or renovation of new or existing facilities). The Campus-Wide Threat Assessment will be completed every three (3) years, and/or in conjunction with significant facility changes (i.e. expansion) or large events (commencement or other special events). Threat Assessments will be completed in collaboration with local and state partners, including local first responders, local utility contractors and the Massachusetts State Police. Findings produced by the STCC's TVA Program will drive all Campus-Wide and facility-specific Emergency Management Program activities. An IT Threat Assessment will be completed annually in compliance with state and federal requirements.

### **3.3 MITIGATION PLAN AND STRATEGY**

The STCC Chief of Campus Police is responsible for the conduct and maintenance of a Campus-Wide Mitigation Plan Strategy. Mitigation strategies will identify the measures taken or that can be taken to help deter, detect, and defend against technological, man-caused, or natural threats that affect STCC.



The Campus-Wide Mitigation Strategy will be closely linked to the STCC Threat and Vulnerability Assessment Program and will also serve as a guide to facility-specific and/or functional-specific (i.e. Mitigation Strategies to be implemented by each STCC Department) Mitigation Strategies. STCC's Mitigation Plan and Strategy will also establish how short-term versus longer term mitigation actions are required to reduce risk, in addition to the manner in which these activities are to be implemented.

The Campus-Wide Mitigation Strategy will be updated every three years, in conjunction with STCC's Campus-Wide Threat Assessment. The STCC Chief of Campus Police will conduct an annual review of the facility-specific (administrative and/or educational) and functional-specific Mitigation Strategies, in order to continually update mitigation project priorities, activities, and/or project movement.

### 3.4 STANDARD OPERATING PROCEDURES

The Chief of Campus Police will oversee the continued development and refinement of standard operating procedures (SOPs) in order to ensure that they reflect all comprehensive actions to be taken by STCC EMT personnel and/or supporting STCC Department prior to, during, and after emergency situations.

#### EMERGENCY RESPONSE/RECOVERY STANDARD OPERATING PROCEDURES

The following is a list of STCC EMT SOPs and Hazard-Specific SOPs that will guide the implementation of response and recovery operations and which must be reviewed and updated on an annual basis. EMT SOPs will assist the EMT in outlining specific activities and duties for each position whereas Hazard-Specific SOPs present additional response and recovery guidance related to the type of threat or hazard impacting STCC.

##### **STCC EMT SOPs:**

- STCC EOC Activation and Operation
- EMT Position-Specific SOPs
  - EOC Manager
  - Liaison Officer
  - Public Information Officer
  - Operations Section Chief
    - Building Monitor Unit Team Leader
    - Facility Check Unit Team Leader
    - Search and Rescue Unit Team Leader
    - Security Unit Team Leader
    - Psychological Unit Team Leader
  - Logistics Section Chief
    - Communications Unit Team Leader
    - Supplies/Facilities Unit Team Leader
    - Staffing Unit Team Leader

- Planning Section Chief
  - Situation Unit Team Leader
  - Documentation Unit Team Leader
- Administration and Finance Section Chief
  - Timekeeping Unit Team Leader
  - Purchasing Unit Team Leader

***Hazard-Specific SOPs:***

- Hurricane
- Tornado
- Winter Storm
- Hazardous Materials (On-site)
- Hazardous Materials (Off-site)
- Power Failure (On-site)
- Power Failure (Off-site)
- Urban Conflagration
- Network Failure
- Active Shooter Incident
- Sabotage
- Perimeter Threat
- Workplace Violence

**3.5 TRAINING PROGRAM**

The STCC Chief of Campus Police will ensure that all members of the STCC EMT who required to operate under emergency conditions will receive and continue to be trained upon the elements of emergency preparedness, emergency response, and recovery requirements. Training will be offered on an ongoing basis for new EMT members as they are hired to perform various operational roles on behalf of STCC. Refresher training will also be conducted on an annual basis in order to ensure that trained employees maintain knowledge and understanding of STCC's Emergency Management Program, as well as their role within it. This program will also be extended to members of STCC supporting Departments in order to ensure that they are aware of public safety policies and response/recovery actions that will ensure student or employee safety upon the occurrence of threats and hazard affecting the STCC campus.

STCC's Training Program will consist of two components:

- (1) STCC Emergency Management Team Training Program
- (2) STCC Student and Employee Public Information Program

The following three sections will provide a broad level overview of the topics and curriculum to be provided within each program. Further description of the EMT Training Program can be found within STCC's Multi-Year Training and Exercise Plan, located within Appendix B.

### 3.5.1 STCC EMT TRAINING PROGRAM

Increasing operational proficiency of EMT members will be accomplished through the delivery of training courses designed to educate participants on STCC's CEMP, incident and EOC management, specific functions (i.e. SOP training), and complexities surrounding scenarios which could significantly impact STCC. Trained STCC EMT members will clearly understand their roles during emergencies and will greatly enhance STCC's ability to manage adverse events as they occur.

The following courses will be offered to all members of the STCC Emergency Management Team. The delivery of these courses will provide the proper forum for orienting STCC EMT personnel to their specific emergency roles and responsibilities in a non-duress environment.

- Overview of STCC's Comprehensive Emergency Management Plan (CEMP)
  - Emergency Management Program Development and Maintenance
  - Design & Development of Homeland Security Exercise & Evaluation (HSEEP) Compliant Exercises
  
- STCC EMT (Primaries and Alternates) Emergency Operations Center Training
  - EOC Management and Operations Overview
  - EOC Position Specific Training
  - EOC Position Cross Training
  - EOC Management and Operations Overview
  - EOC Response and Recovery Overview
  - Incident Command System Training
    - IS-700 – Introduction to the National Incident Management System (NIMS)
    - IS-800 – Introduction to the National Response Framework (NRF)
    - ICS-100 – Introduction to the Incident Command System
    - ICS-200 – Basic Incident Command System (Single Resource)
    - ICS-300 – Intermediate Incident Command System (Expanding Incidents)
    - ICS-400 – Advanced Incident Command System (Command and General Staff)
  
- STCC Department Personnel (Annual and Recurrent)
  - Evacuation (End-of-Day Operations) Training
  - Active Shooter (ALICE) Training
  - EOC Management and Operations Overview
  - EOC Response and Recovery Overview
  
- Fire Prevention Program (Annual and Recurrent)
  - Fire Prevention Plan Overview
  - Facilities Personnel Emergency Procedures
  - Department Personnel

### 3.5.2 STCC STUDENT AND EMPLOYEE EMERGENCY PREPAREDNESS PUBLIC INFORMATION PROGRAM

STCC's Student and Employee Emergency Preparedness Public Information Program will encompass a collection of information designed to help communicate emergency preparedness information directly to STCC Students and Employees. This Public Information Program will provide an overview of STCC's Emergency Management capabilities and how Students and Employees can access these services. Included in this effort will be information pertaining to existing capabilities (response/recovery services and assets), how to report emergencies, and what to do in the event of emergencies. This program will also serve as a forum to deliver facility specific rules and regulations required of students and employees who regularly utilize STCC administrative and educational facilities throughout the year. The topic areas that are to be presented within STCC's Student and Employee Public Information Program:

- Types of Emergencies
- Reporting Emergencies
- Observing and Reporting Suspicious Behavior
- Campus/Facility Evacuation and Shelter-in-Place Plans
- Communication and utilization of Social Media

The Emergency Preparedness Public Information Program will increase student and faculty ability to make decisions during emergencies in order to prevent potential losses while also engaging STCC's Campus Police Department as a means to initiate an emergency response. Because evacuation and shelter-in-place serve as the two primary protective actions that are to be implemented during more complex emergency scenarios, an informed student/faculty body will understand what to do upon receiving notification of the need to either evacuate or seek shelter. This will effectively reduce the amount of time and effort required to appropriately provide protection to the campus population.

Student and Employee Public Information sessions will be delivered at the beginning of each semester during the calendar year, and most importantly to all incoming freshmen and/or new students of STCC. Information provided within these sessions is also to be posted on STCC's website, as well as posted within key areas across STCC's campus. For additional information pertaining to STCC's Student and Employee Emergency Preparedness Public Information Program can be found within STCC's Training and Exercise Plan.

### 3.6 DRILLS & EXERCISE PROGRAM

The Chief of Campus Police in conjunction with the STCC EMT will continue to ensure for the participation in the planning and conduct of drills and exercises that test and validate STCC's CEMP, training, and standard operating procedures through the application of DHS' Homeland Security Exercise and Evaluation Program (HSEEP). STCC's Exercise Program will incorporate the involvement of the Campus Police Department, other internal STCC Departments, as well as external and assisting Public Safety entities such as the Springfield Police Department, Springfield Fire Department, and Massachusetts State Police. STCC also realizes that the response to incidents combined with review and

critiques can be an effective tool to identify lessons learned and can perform the instruction function of a drill and/or exercise. As such, it is recognized that an actual emergency, with a subsequent after-action review and improvement plan process can serve as a substitute for a simulated drill.

The following (Figure C.) outlines the manner in which STCC will gradually design, develop, and conduct exercises that increasingly test and build upon STCC's capability to respond and recover from various types of Emergency Incidents or Events. Coupled with HSEEP's corrective action planning requirements and activities, this process ensures that STCC will increasingly improve its preparedness posture.

*Figure C: HSEEP Building Block Approach to Exercise Development*



### 3.6.1 STCC EXERCISE MULTI-YEAR EXERCISE PLAN

STCC's Multi-Year Exercise Plan serves as the roadmap for conducting drills and exercise of increasing complexity (discussion based, functional exercise, full-scale exercise) while addressing a variety of hazards and/or required response/recovery capabilities. STCC's Multi-Year Training and Exercise Plan located within Appendix B reflects the Exercise Schedule for the ensuing 5 years and lists the proposed exercises to be conducted over that period. For example, schedules created in 2019 represent exercise activities expected to occur from January 1, 2020, to December 31, 2025 and allow adequate time for a building block progression of exercises. For exercises held in the first year, approximate dates should be established. For second- and third-year schedules, tentative exercise dates may be used in order to facilitate the process for the required planning and successful execution. The exercise schedule will continue to be developed, monitored, and revised by the STCC Emergency Management Committee and the EMT as part of the annual planning for training, drills and exercises.

**Three-year period (2019-2021), Training Workshop and Technological Hazard Exercises**

Year	Hazard	HSEEP Exercise Type	Topic or Scenario
2019	General	Workshop	CEMP Updates & Training
	Technological	Tabletop	Power Outage
2020	Technological	Functional	Power Outage
2021	Technological	Full Scale	Power Outage

**Three-year period (2022-2024), Training Workshop and Natural Hazard Exercises**

Year	Hazard	HSEEP Exercise Type	Topic or Scenario
2022	General	Workshop	CEMP Updates & Training
	Natural	Tabletop	TBD
2023	Natural	Functional	TBD
2024	Natural	Full Scale	TBD

**Three-year period (2025-2027), Training Workshop and Man-caused Hazard Exercises**

Year	Hazard	HSEEP Exercise Type	Topic or Scenario
2025	General	Workshop	CEMP Updates & Training
	Human	Tabletop	TBD
2026	Human	Functional	TBD
2027	Human	Full Scale	TBD

**3.6.2 DRILL AND EXERCISE PROGRAM MANAGEMENT**

The Chief of Campus Police will utilize the Department of Homeland Security Exercise and Evaluation Program (HSEEP) as a tool to plan, develop, conduct, and identify areas of improvement/corrective action and best practices. A Drill and Exercise calendar will be maintained and utilized by the Campus Police Chief to both track and demonstrate the rotation of occurrence of exercises and drills that are to be conducted at STCC. Additional Campus Police and/or STCC EMT personnel deemed appropriate to assist in these tasks will be trained to the HSEEP certification standard in order to ensure that all exercise and drills remain compliant and comprehensive in scope.

**3.7 AUTHORITIES AND REFERENCES****FEDERAL LAWS, EXECUTIVE ORDERS, AND HOMELAND SECURITY PRESIDENTIAL DIRECTIVES**

- National Terrorism Advisory System, 2011
- Homeland Security Presidential Directive (HSPD) 5, "Management of Domestic Incidents", February 28, 2003.
- Homeland Security Presidential Directive (HSPD) 8, "National Preparedness", December 17, 2003.
- Public Law 81-920, the Federal Civil Defense Act of 1950, as amended, provides a system for joint building of capability at the Federal, State, and Local levels to deal with all hazards.

- Public Law 93-288, Disaster Relief Act of 1974, as amended, which provides authority for response assistance under the National Response Framework and which empowers the President to direct any Federal agency to use its authority and resources in support of state and local assistance efforts.
- Public Law 95-510, Comprehensive Environmental Response, Compensation & Liability Act of 1980 (CERCLA) as amended, which requires facilities to notify authorities of accidental releases of hazmat.
- Public Law 99-499, Superfund Amendments and Reauthorization Act of 1986, which governs hazardous materials planning and right-to-know.
- Public Law 100-707, Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (“Stafford Act”), which amends the Disaster Relief Act of 1974 and constitutes the statutory authority for most Federal disaster response activities especially as they pertain to FEMA and FEMA programs.
- Public Law 101-615, Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents.
- Public Law 106-290, Disaster Mitigation Act of 2000, which amends the Stafford Act and provides the legal basis for FEMA’s mitigation plan requirements for local, state, and tribal mitigation plans as a condition of mitigation grant assistance.
- 44 CFR Part 14, Audits of State and Local Governments.
- 20 U.S.C. 1092(f), The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act or Clery Act, which requires all colleges and universities to participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses.

#### STCC ASSOCIATED PLANS AND POLICIES

- STCC Fire Prevention Plan
- Campus Evacuation Plan
- Clery Act (The Handbook for Campus Safety and Security Reporting)

#### STATE LAWS AND EXECUTIVE ORDERS

- Massachusetts Civil Defense Act, Chapter 639 of the Acts of 1950 Codified, Appendix 33.

#### FEDERAL

- National Incident Management System (NIMS), Third Edition, October 2017
- National Response Framework (NRF), Fourth Edition, October 2019
- FEMA Region 1 Operations Plan
- National Infrastructure Protection Plan, 2013
- FEMA Comprehensive Preparedness Guide 101, Version 2.0, November 2010
- FEMA Comprehensive Preparedness Guide 201, 3<sup>rd</sup> Edition, May 2018
- DOE Guide: Developing High-Quality Emergency Operations Plans for Institutions of Higher Education, 2013

#### STATE/CITY

- Massachusetts Comprehensive Emergency Management Plan, January 2019
- Massachusetts Emergency Managers Handbook
- City of Springfield Massachusetts, 2016 Hazard Mitigation Plan

## 4.0 CEMP ANNEXES

### 4.1 STCC EVENT CLASSIFICATION SYSTEM

The following section presents STCC's full Event Classification System. The STCC ECS has four levels (Level 1 thru Level 4). Level 1 and Level 2 represent Incidents that can be handled with internal STCC resources. Level 3 and Level 4 represent larger Emergencies requiring assistance from external first responder agencies.

There are 9 different types of incidents/emergencies that may affect the STCC. They include:

- Fire
- Law Enforcement/Criminal Activity
- Hazardous Materials
- Acts of Nature
- External Utilities
- STCC Internal Utilities
- STCC Information Technology
- STCC Property/Structure
- STCC Student or Employee Medical Condition



Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<ul style="list-style-type: none"> <li>• <b>Threat:</b> No actual or perceived threat to students, employees, campus property or operations.</li> <li>• <b>Threat Duration:</b> None</li> <li>• <b>Response:</b> Daily issues are handled by STCC Police, Facilities, IT, or other operational personnel and/or contracted services.</li> <li>• <b>Impact:</b> Limited to affected students, employees, and/or affected campus property.</li> <li>• <b>Media:</b> Nature and magnitude of events results in no media attention.</li> <li>• <b>Internal Notifications:</b> Only internal field notifications required.</li> <li>• <b>External Notifications:</b> None required.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual or perceived threat to students, employees, campus property or operations</li> <li>• <b>Threat Duration:</b> limited/brief</li> <li>• <b>Response:</b> Incident is handled by STCC Police, Facilities, IT or other operational personnel and/or contracted services.</li> <li>• <b>Impact:</b> Limited to affected students, employees, and/or affected campus property.</li> <li>• <b>Media:</b> Nature or magnitude of the event can result in minimal media attention.</li> <li>• <b>Internal Notifications:</b> Only internal field notifications and limited administrative notifications required.</li> <li>• <b>External Notifications:</b> None required.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual or potential threat to students, employees, campus property or operations</li> <li>• <b>Threat Duration:</b> Definable or estimated duration, with the potential to cause class delay or cancellation.</li> <li>• <b>Response:</b> limited to STCC Police, Facilities, IT or other operational personnel and/or contracted services. Incident Command established.</li> <li>• <b>Impact:</b> Limited and measurable campus population and/or abutter facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event can result in media attention and may generate public attention; Public Information personnel may be interviewed by media; JIC not normally activated.</li> <li>• <b>Internal Notifications:</b> Internal notifications to designated senior staff and ERT member POCs.</li> <li>• <b>External Notifications:</b> Minimal external notifications</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Continued actual or potential threat to students, employees, campus property or operations that may require sustained &amp; coordinated protective actions, life-or property-saving emergency response.</li> <li>• <b>Threat Duration:</b> Beyond an estimated duration</li> <li>• <b>Response:</b> <ul style="list-style-type: none"> <li>○ Requires activation of a formal Incident Command or Unified Command on-scene by SFD or SPD (depending on type of event).</li> <li>○ Activation of EOC considered.</li> </ul> </li> <li>• <b>Impact:</b> Significant campus population and/or abutter facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event results in sustained media attention; Activation of JIC considered.</li> <li>• <b>Internal Notifications:</b> Senior staff and all ERT member POCs.</li> <li>• <b>External notifications:</b> Activated</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Threat:</b> Actual threat to students, employees, campus property or operations that requires sustained, coordinated, and integrated protective actions, life-saving or property-saving emergency response.</li> <li>• <b>Threat Duration:</b> Long Term</li> <li>• <b>Response:</b> <ul style="list-style-type: none"> <li>○ Requires activation of a formal Incident Command or Unified Command on-scene SFD or SPD (Depending on type of event).</li> <li>○ EOC Activated. Full ERT organization mobilized.</li> </ul> </li> <li>• <b>Impact:</b> Sustained campus population and/or facility impact.</li> <li>• <b>Media:</b> Nature or magnitude of event results in sustained media attention; JIC activated.</li> <li>• <b>Internal Notifications:</b> Senior Staff and all ERT member POCs.</li> <li>• <b>External Notifications:</b> Activated.</li> </ul>

<b>EVENT TYPE: FIRE</b>				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>Not Applicable</p> <p>No Fire conditions present.</p>	<p><u>Campus Grounds/Facility:</u></p> <p>Any Fire occurring on campus grounds or within a campus facility that can be easily contained with onsite personnel and/or fire safety equipment. SFD is not required for response.</p> <p><u>Off-site:</u></p> <p>Fire or Urban conflagration affecting an abutting facility located off-site but within the general vicinity of the STCC campus. Event monitoring required, but no implementation of protective actions.</p>	<p><u>Campus Grounds/Facility:</u></p> <p>Any Fire beyond a Level 1 Classification will require a call to 911 and the SFD for assistance. All Fire events beyond a Level 1 categorization should be classified as a Level 3 Emergency.</p> <p><u>Off-site:</u></p> <p>Urban conflagration affecting several abutting facilities located off-site but within the general vicinity of the STCC campus. Event monitoring and coordination with SFD required, but no implementation of protective actions.</p>	<p><u>Campus Grounds/Facility:</u></p> <p>Any Fire occurring on campus grounds or within a campus facility resulting in damage to the facility and a disruption of operations. SFD response is required.</p> <p><u>Off-site</u></p> <p>Significant nearby Fire and/or Urban Conflagration affecting several abutting facilities located within the vicinity of the STCC campus. Smoke heading downwind and toward the STCC campus. It is unlikely that the fire will spread, however protective actions are required to prevent exposure to smoke and/or the inhalation of toxic conditions.</p>	<p><u>Campus Grounds/Facility:</u></p> <p>At the direction of designated Senior staff upon the need to escalate a Level 3 Emergency, and/or any Fire occurring on campus grounds or within a campus facility resulting in damage and loss for a considerable period of time.</p> <p><u>Off-site</u></p> <p>At the direction of designated Senior staff, any Fire and/or Urban Conflagration affecting several abutting facilities located within the vicinity of the STCC campus. Close coordination with SFD required and partial and/or full campus facility evacuation may be required depending on the spread of the conflagration.</p>

EVENT TYPE: LAW ENFORCEMENT / CRIMINAL ACTIVITY				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>Day-to day normal law enforcement conduct and monitoring across STCC campus.</p> <p>A law enforcement event will normally result in conditions warranting a Level 1 classification or higher.</p>	<p><u>Criminal Activity</u></p> <p>Any of the following criminal activities occurring on STCC campus grounds and/or within STCC facilities. A slight disruption to campus operations within the immediate area, however handled by the STCC Police Department. No assistance from SPD required.</p> <ul style="list-style-type: none"> <li>• Verbal Altercation</li> <li>• Suspicious Activity</li> <li>• Minor Larceny</li> <li>• Civil Disturbance</li> <li>• Disruptive Person</li> <li>• Harassment/Threat</li> </ul>	<p><u>Criminal Activity</u></p> <p>Any of the following criminal activities occurring on the STCC campus grounds and/or within STCC facilities. These events include threats toward the safety of others and/or a higher level of criminal violation. Events are handled directly by the STCC Police Department and no assistance from SPD, MSP or SFD is required.</p> <ul style="list-style-type: none"> <li>• Physical Assault (no weapon)</li> <li>• Illegal weapon/Weapon violation</li> <li>• Suspicious Person</li> <li>• Breaking and Entering/Trespass or Unauthorized Use</li> <li>• Stalking</li> <li>• Drug Violation</li> <li>• Disorderly Conduct</li> <li>• Workplace violence</li> </ul>	<p><u>Criminal Activity</u></p> <p>Any of the following criminal activities occurring on the STCC campus grounds and/or within STCC facilities. Initial response will be conducted by the STCC Police Department, but due to their nature, complexity or possibility of escalation, assistance and coordination with SPD, MSP or SFD may be required.</p> <ul style="list-style-type: none"> <li>• Assault with Weapon</li> <li>• Sex Offense</li> <li>• Suspicious Package</li> <li>• Bomb Threat</li> </ul>	<p><u>Criminal Activity</u></p> <p>At the direction of any Senior staff upon the need to escalate a Level 3 Emergency, and/or any of the following complex law enforcement situations which require sustained, coordinated, and/or integrated protective actions or further investigative support. Support from SPD, MSP, and SFD is required.</p> <ul style="list-style-type: none"> <li>• Active Shooter</li> <li>• Homicide</li> <li>• Kidnapping</li> <li>• Bomb/Explosive Incident</li> <li>• Workplace Violence (if assistance needed)</li> </ul>

EVENT TYPE:				
HAZARDOUS MATERIALS				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
No Level 0 Hazardous Materials Incidents.	<p><u>On-site Hazmat</u></p> <p>A hazardous materials spill located within several areas of the STCC whereupon hazardous materials are regularly stored. Spill and exposure will result in the need for a partial and/or full facility evacuation depending upon the quantity and type of agent. Initial response from the STCC Police Department and support/assistance from SFD is required.</p> <p><u>Off-site Hazmat</u></p> <p>The occurrence of a hazardous materials spill on a transportation route located within the general vicinity of the STCC campus. Event monitoring required.</p>	<p><u>On-site Hazmat</u></p> <p>A hazardous materials spill located within several areas of the STCC whereupon hazardous materials are regularly stored. Spill and exposure will result in the need for a partial and/or full facility evacuation depending upon the quantity and type of agent. Initial response from the STCC Police Department and support/assistance from SFD is required.</p> <p><u>Off-site Hazmat</u></p> <p>The occurrence of a hazardous materials spill on a transportation route abutting the STCC campus grounds. Minimal impact to STCC population, campus and operations, however monitoring and coordination with SFD required upon the possibility of event escalation.</p>	<p><u>On-Site Hazmat</u></p> <p>A hazardous materials spill located within several areas of the STCC whereupon hazardous materials are regularly stored. Spill and exposure will result in the need for a partial and/or full facility evacuation depending upon the quantity and type of agent. Initial response from the STCC Police Department and support/assistance from SFD is required.</p> <p><u>Off-site Hazmat</u></p> <p>The occurrence of a hazardous materials spill on a transportation route abutting the STCC campus grounds and requiring protective action implementation as directed by SFD.</p> <p><u>Protective Actions</u></p> <p>Any protective action taken to limit environmental exposure. This may involve the evacuation of an immediate area if the event occurs on-site, and/or possible evacuation and/or shelter-in-place requires as instructed by SFD during an off-site event impacting the STCC campus.</p>	<p>A hazardous materials and/or environmental event does not usually result in conditions warranting a Level 4 classification without additional event conditions, including the need for an area evacuation, extreme mitigation and containment efforts, post event investigation and reconstruction.</p> <p>Depending on the nature of the hazardous materials event, designated senior staff may escalate to a Level 4 classification.</p>

EVENT TYPE:		ACTS OF NATURE		
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>No Level 0 Acts of Nature Events. Day to day and normal activities pertaining to these types of hazard may include:</p> <ul style="list-style-type: none"> <li>Monitoring the weather will occur on a normal and regular basis by the STCC Police Department and STCC Facilities Department.</li> <li>Normal day-to-day maintenance activities as performed by the STCC Facilities Department.</li> </ul>	<p>Any weather condition that requires altering of the normal campus administrative or educational operation (temporary school delay) for the following:</p> <ul style="list-style-type: none"> <li>Snowstorm (1-12 hours)</li> <li>Severe Thunderstorm</li> <li>Heavy Rain/Urban Street Flooding</li> <li>Full mobilization of Facilities/Maintenance staff as a means to perform assessment, conduct maintenance or debris clearance due to minor damage.</li> </ul>	<p>Any weather condition that requires altering of the normal campus administrative or educational operation for an extended period of time for the following (temporary school delay and/or full school closure).</p> <ul style="list-style-type: none"> <li>Snowstorm (12+ hours)</li> <li>Category 1 or 2 Hurricane</li> <li>Tornado Watch/Warning</li> <li>Full mobilization of Facilities/Maintenance staff as a means to perform assessment, debris clearance and/or repair to facilities or infrastructure that have sustained damage.</li> </ul>	<p>Any weather condition that requires extended closure of the STCC beyond a measurable period of time and/or upon causing significant damage, debris, and/or need for facility/infrastructure repair. Depending on the severity of the event, assistance from Springfield 1<sup>st</sup> Responder Agencies may be required.</p> <ul style="list-style-type: none"> <li>Blizzard</li> <li>Category 3, 4 or 5 Hurricane</li> <li>Tornado</li> <li>Full mobilization of Facilities/Maintenance staff as a means to perform assessment, debris clearance and/or repair to facilities or infrastructure that have sustained damage.</li> </ul>	<p>An act of nature event does not usually result in conditions warranting a Level 4 classification without additional event conditions such as damage to an educational or administrative facility or impact to multiple facilities, including the need for an evacuation effort.</p> <p>Depending on the severity of the act of nature, designated Senior staff may escalate to a Level 4 classification.</p>

EVENT TYPE: EXTERNAL UTILITIES				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>No Level 0 External Utility Failure events. A utility failure event cannot normally result in conditions warranting Level 0 classification.</p>	<p>Loss of a utility (electric, gas, water) source for a limited or brief duration that requires the deployment of specialized personnel to reset functions.</p>	<p>Loss of a utility source (electric, gas, water) for a definable or estimated duration where back-up systems can support minimum operations.</p>	<p>Loss of a utility source beyond an estimated duration that has the potential to significantly impact educational or administrative operations.</p> <p>At the direction of designated Senior staff, an event may be classified at Level 3 if a sustained loss of electrical power in the Springfield area causes the need for extended school closure for an indefinite period of time. Generators may not be able to support minimum operations. Threats of fire or environmental conditions in facilities pose potential public safety or public health concerns.</p>	<p>An external utility disruption does not usually result in conditions warranting a Level 4 classification without additional event conditions such as a fire or hazmat, including the need for an evacuation effort. Depending on the severity of the utility failure and its impact to educational or administrative operations recovery, designated Senior staff may escalate to a Level 4 classification.</p>

EVENT TYPE: STCC INTERNAL UTILITIES – INTEGRATED OR STAND-ALONE UTILITY SYSTEM				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>Defective or failed device, component or equipment having little to no impact to an educational or administrative facility and can be quickly repaired by on duty personnel or next day service as appropriate.</p> <ul style="list-style-type: none"> <li>• Individual cameras</li> <li>• Individual phones or radios</li> <li>• Troubles such as heat detector or pull station troubles</li> <li>• Breaker trip or other electrical alarms</li> <li>• Minor water or gas utility leaks</li> </ul>	<p><i>Partial</i> loss of a utility or equipment having limited or minimal impact to an educational or administrative facility.</p> <p>Event results in on duty personnel and/ or primary or secondary contacts are notified.</p> <p><u>Electric Power Distribution</u></p> <ul style="list-style-type: none"> <li>• Loss of an Elevator</li> </ul> <p><u>HVAC</u></p> <ul style="list-style-type: none"> <li>• Steam leak within non-occupied facility (winter only)</li> <li>• Water/Gas leak or disturbance requiring clean up</li> </ul> <p><u>Cyber/Network</u></p> <ul style="list-style-type: none"> <li>• Breaker/UPS switch gear failure</li> <li>• Loss of multiple cameras</li> </ul>	<p><i>Complete</i> loss of a utility/equipment that severely impact or could result in the temporary closure an educational or administrative facility.</p> <p>Event results in the full mobilization of personnel to implement changes in operations.</p> <p><u>Electric Power Distribution</u></p> <ul style="list-style-type: none"> <li>• Loss of Electric power in specific building</li> <li>• Loss of generator in academic building</li> </ul> <p><u>HVAC</u></p> <ul style="list-style-type: none"> <li>• Localized flood caused by pipe burst</li> <li>• Loss of Gas to single building requiring shut-down</li> <li>• Loss of Water to single building requiring shut-down</li> <li>• *Loss of gas/water to Building 20 – elevate to Level 3 Event</li> </ul> <p><u>Cyber/Network</u></p> <ul style="list-style-type: none"> <li>• Network Failure</li> <li>• Loss of surveillance system</li> <li>• Loss of comm to entire radio or phone systems</li> </ul>	<p><i>Multiple</i> utility losses that require the activation of multiple backup systems, including the need for activation of a backup operations center. School closure is required in order to ensure for the safety and public health of STCC campus.</p> <p><u>Electric Power Distribution</u></p> <ul style="list-style-type: none"> <li>• Transfer switch inoperable and back-up power unavailable</li> </ul> <p><u>HVAC</u></p> <ul style="list-style-type: none"> <li>• Water Main coming into campus inoperable</li> <li>• Gas lines coming into campus in operable, all academic facilities shut-down</li> <li>• Loss of chillers/AC, all academic buildings shut down</li> <li>• Loss of steam boilers (winter only), loss of all older buildings</li> </ul> <p><u>Cyber/Network</u></p> <p>N/A</p>	<p>Loss of an Integrated or Stand-Alone Utility System event does not usually result in conditions warranting a Level 4 classification without additional event conditions such a catastrophic failure of a boiler or explosion of a steam line, resulting in the need for suspension of all operations.</p> <p>Depending on the severity of the failure and its impact to operations recovery, designated senior staff may escalate to a Level 4 classification.</p>



EVENT TYPE: STCC INFORMATION TECHNOLOGY				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>Defective or failed STCC device, component or equipment having little to no impact to educational or administrative operations or facilities, which can be quickly repaired by on duty personnel or service can wait until next day.</p> <ul style="list-style-type: none"> <li>• System is slow</li> <li>• Hardware-mouse, keyboard,</li> <li>• Loss of individual workstation,</li> <li>• Individual cameras and/or access control points not impacting operations,</li> <li>• Police Dispatch console issues not impacting operations.</li> </ul>	<p>Partial loss of STCC computer system(s), application(s), software or equipment having limited or minimal impact to educational or administrative operations or facilities.</p> <p>Identified personnel are deployed to perform routine back-up, redundant, or alternate operating systems and procedures for system recovery</p> <ul style="list-style-type: none"> <li>• Internet browser failure: Incident Tracker status,</li> <li>• Multiple workstation failures,</li> <li>• Police Dispatch console effecting operations,</li> <li>• Police radio communication failure effecting operations.</li> </ul>	<p>Complete loss of STCC computer system(s), application(s), software or equipment that prohibits personnel to perform their job functions or results in the temporary closure of the facility.</p> <p>Event results in the full mobilization of personnel to activate back-up, redundant, or alternate operating systems and procedures for system recovery.</p> <ul style="list-style-type: none"> <li>• STCC Full Network failure</li> <li>• Server</li> <li>• Fiber failure</li> <li>• Loss of communications (phone)</li> <li>• Loss of emergency police communication (radio/repeater) impacting operations</li> <li>• Loss of all cameras and/or access control points impacting security function and operations</li> </ul>	<p>Loss of an Information System event does not usually result in conditions warranting a Level 3 classification. If routine back-up, redundant, or alternate operating systems and procedures deployed for recovery are unsuccessful, activation of disaster recovery services with outside contractors may be called, which may warrant a Level 3 classification upon the direction of designated Senior staff .</p>	<p>Loss of an Information System event does not usually result in conditions warranting a Level 4 classification without additional event conditions such as complete loss of back up systems, and the lack of disaster recovery services, resulting in the need for suspension of all operations. Depending on the severity of the IS failure and its impact to operations recovery, designated Senior staff may escalate to a Level 4 classification.</p>



EVENT TYPE:		STCC PROPERTY/STRUCTURE		
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p><u>Other Facility Systems</u></p> <p>Minor equipment problems that support a facility operation which has no impact to educational or administrative building operations or personnel and can be repaired by on duty personnel or wait until next business day.</p> <ul style="list-style-type: none"> <li>• Broken door, glass</li> <li>• Lighting</li> <li>• Phone</li> <li>• Minor property damage having no impact to operations</li> </ul>	<p><u>Other Facility Systems</u></p> <p>Partial equipment or system failures that support a facility operation which has limited impact to educational or administrative building operations which can be repaired by on duty personnel. Requires Primary or Secondary Contacts be notified as well as on duty personnel.</p> <ul style="list-style-type: none"> <li>• Power loss but on generator</li> <li>• Electrical/Lighting problems that effect operations</li> <li>• HVAC problems – any rooms</li> <li>• Fire system troubles or faults</li> <li>• Minor plumbing problems that have no impact to operations</li> <li>• Property damage effecting operations</li> <li>• Broken glass or doors during cold weather months or as a result of storm</li> </ul>	<p><u>Other Facility Systems</u></p> <p>Complete loss of facility equipment or system which prohibits personnel to do the job or results in the closure of an educational or administrative facility.</p> <p>Event results in the full mobilization of personnel to activate back-up, redundant, or alternate operating systems and procedures for system recovery.</p> <ul style="list-style-type: none"> <li>• Power loss</li> <li>• Fire</li> <li>• Environmental-HAZ MAT</li> <li>• Plumbing/flood</li> <li>• Property damage or collapse making facility uninhabitable</li> <li>• HVAC- IT or other key critical infrastructure areas</li> </ul>	<p><u>Other Facility Systems</u></p> <p>Loss of a facility’s operation does not usually result in conditions warranting a Level 3 classification. If routine back-up, redundant, or alternate operating systems and procedures deployed for recovery are unsuccessful, activation of disaster recovery operations may be called, which may warrant a Level 3 classification upon the direction of designated Senior staff.</p>	<p><u>Other Facility Systems</u></p> <p>Loss of a facility’s operation does not usually result in conditions warranting a Level 4 classification without additional event conditions such as complete loss of back up systems, and the lack of disaster recovery services. Depending on the critical nature of the facility to operations, designated Senior staff may escalate to a Level 4 classification.</p>

EVENT TYPE: STUDENT OR EMPLOYEE MEDICAL CONDITION				
Level 0 (Daily Operations)	Level 1 (Incident)	Level 2 (Major Incident)	Level 3 (Emergency)	Level 4 (Major Emergency)
<p>No Level 0 Medical Condition events. Monitoring the health and well-being of students and employees will occur on a normal and regular basis.</p>	<p>Any minor medical condition that can be treated with basic medical support by either the STCC Police Department or STCC Student Services Department. Minor conditions or injuries will not require first responder support from the City of Springfield.</p> <ul style="list-style-type: none"> <li>• Minor cuts/abrasions</li> <li>• Minor mental conditions and/or anxiety attacks</li> </ul>	<p>No Level 2 Medical Condition events. All related events beyond Level 1 categorization must be escalated to a Level 3 Emergency Event as the STCC does not maintain on-site emergency medical support or treatment.</p>	<p>A medical condition involving illness (chronic/acute), injury or fatality to a student or employee that may have occurred as a result of a separate but related event, such as such as a physical altercation or accident and/or a larger event such as an explosion, fire, hazmat, etc.</p> <p>Level 3 medical conditions, injuries and fatality events require immediate and prompt emergency support from the Springfield Fire Department and/or private ambulance services providing support to the City of Springfield for the triage, treatment, and transport of patients.</p>	<p>A medical condition involving an injury or fatality to a student or employee does not usually result in conditions warranting Level 4 classification without additional event conditions such as a physical altercation or accident and/or a larger event such as an explosion, fire, hazmat, and/or related event.</p> <p>A Level 4 classification may be made if the medical condition, injury or fatality event requires extensive local first responder resources, including extensive life-saving, treatment, transport of affected populations, and/or mortuary services.</p>

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE  
EVENT CLASSIFICATION SYSTEM  
APRIL 2014

Senior Staff - Event Escalation Criteria

Purpose:

To ensure designated senior staff within STCC have sufficient flexibility to escalate an event's classification once notifications have been received and additional information regarding the event has been obtained.

Application:

Designated Senior staff includes division heads or their designees that are directly responsible for managing an event's response and mitigation. The designation also includes persons acting on behalf of the STCC President. Designated senior staff includes the following positions or their respective direct reports; the Executive Vice President/COO, Chief of Police (TBD).

Criteria:

Designated Senior staff may escalate an event's classification in order to mobilize and/or deploy greater STCC resources for response, mitigation and recovery efforts. Escalation of an event occurs when more personnel within STCC need to know of an event's development and need to prepare for potential emergency operations. In most cases, event escalations will occur at the Level 3 Emergency to the Level 4 Major Emergency Classification. Designated Senior staff however, can escalate an event at any level. This flexibility is provided within the Event Classification System to ensure an initial classification issued by the STCC Police Department Dispatch considers other factors and additional information that are the unique attention of designated Senior staff.

Designated Senior staff should consider numerous factors when electing to escalate an event beyond its initial classification.

- If the event is developing and has yet to be controlled, and has the potential to impact operations in a greater manner, requiring additional resources, the event may be escalated to mobilize personnel for potential response.
- If the event poses unique threats to public safety that may require resources beyond the current mobilization, the event may be escalated.
- If there are concerns of a political nature regarding the event, including the involvement of STCC infrastructure, threats to the STCC population, or the escalation of an event beyond the STCC campus perimeter, then the event may also be escalated.
- If the event has the potential to significantly impact financial concerns of STCC, including its budget allocations or other financial matters, then the event may be escalated.
- If there are concerns that the event has the potential to significantly threaten the health and well-being of significant numbers of students, employees, or abutting housing located off-campus, the event may be escalated.
- If the event has the potential to completely suspend STCC educational or administrative operations for a significant period of time, then Senior staff may also choose to escalate the event from its initial classification.

These criteria are not meant to be mutually exclusive or restrictive, but are meant to provide guidance to Senior staff to assist them in the performance of general emergency management and/or direction/control/coordination during emergency events and situations.

## 4.2 STCC CEMP – CLERY ACT - FIRE PREVENTION PLAN CROSSWALK

The following section presents the sections of the Comprehensive Emergency Management Plan and the requirements found in the Clery Act (The Handbook for Campus Safety and Security Reporting), and the Fire Prevention Plan. Those overlapping requirements are as follows:

<b>STCC Comprehensive Emergency Management Plan (CEMP)</b>	<b>The Jeanne Clery Disclosure Security Policy and Campus Crime Statistics Act (Clery Act) &amp; The Handbook for Campus Safety and Security Reporting, U.S. Department of Education</b>
<b>CEMP Sections:</b> Section 2.4.1 Definition of Incidents and Emergencies (Types of events and notifications) Section 2.5.4.1 Evacuation Section 2.5.4.2 Shelter-In-Place Section 3.6 - Drills and Exercise Program  <b>Campus Evacuation Plan</b>	<b>Handbook Chapter 6 - Emergency Notification and Timely Warnings requirements:</b>  1. Emergency Notification Procedures 2. Confirmation of Emergency Situation 3. Determine content of notification and initiate notification system 4. Title of person(s) responsible for notification 5. Procedures for disseminating emergency information 6. Procedures to test the emergency response and evacuation procedures annually
<b>STCC Comprehensive Emergency Management Plan (CEMP)</b>	<b>STCC Fire Prevention Plan</b>
Section 3.5 – Training Program	Section VI - Training