



# Emergency Management Response Plan

**Scope:** The purpose of the Emergency Management Response Plan (EMRP) is to provide a standard operational guideline to define the functions, responses and actions to be implemented for specific emergency and disaster events impacting the operation of the College, Student Housing Facilities, the King Center, and the UCF regional campus on the EFSC Cocoa campus. The sole intent of the guideline is to create a response minimizing any potential negative impact of an event on the operations of College activities and ensuring the safety and welfare of students, faculty, staff and visitors on EFSC campuses and properties.

**Contents:** The Emergency Management Response Plan (EMRP) includes the following components:

- Standard Administrative Guidelines (SAG),
- Standard Operating Guidelines (SOG),
- Specific Threat Response Action Plans, and the
- Personnel Listing

## Standard Administrative Guidelines

**Organization:** The organization of EMRP promotes efficient, effective and immediate decision making and rapid and competent response to an emergency or disaster event that could negatively impact any person, EFSC operation and/or EFSC property. The EMRP organizational structure is divided into three (3) groups:

- Executive Leadership Group (ELG),
- Emergency Management Team (EMT), and the
- Emergency Response Team (ERT)

**The Executive Leadership Group (ELG):** The ELG is led by the President of the College and consists of College executives who are responsible for determining the appropriate emergency response to any significant emergency situation requiring the group's activation. The ELG evaluates the threat level and decides the extent (if any) of the modification to the College's operational status and will direct the Emergency Management Team (EMT) accordingly. The ELG receives recommendations for change from the Emergency Management Team and reviews and approves the Emergency Management Response Plan (EMRP) prior to implementation to

include any future changes of the plan. Each member of the ELG is responsible for designating an alternate to serve in their absence.

The Executive Leadership Group (ELG) is composed of the following personnel:

- College President (Chair)
- Vice President, Academic & Student Affairs/Chief Learning Officer
- Vice President, Operations
- Vice President, External Affairs
- Associate Vice President, Communications
- Chief of Security/Emergency Management Director
- General Counsel

**The Emergency Management Team (EMT):** The EMT is responsible for the creation and revision of Specific Threat Response Action Plans for anticipated specific emergencies to be implemented at the time of a specific emergency. Such plans are reviewed and approved by the ELG prior to implementation. Once approved, they are incorporated into a newly revised EMRP. The EMT thoroughly reviews the overall Emergency Management Response Plan annually and recommends any changes to the ELG. In the event of an unforeseen emergency, the EMT is responsible for the creation of a real-time Specific Threat Response Action Plan for any emergency not addressed by an existing standing plan. The Team Leader of the EMT communicates that plan to all ELG members upon completion. Each member of the Emergency Management Team is responsible for designating an alternate member to serve in their absence.

The EMT will meet annually to review the Emergency Management Response Plan and make any recommendations for change to the Executive Leadership Group.

The Emergency Management Team (EMT) is composed of the following personnel:

- Chief of Security/Emergency Management Director (Team Leader)
- Emergency Management Deputy Director
- Maintenance Manager, District Facilities Services
- Associate Vice President, Information Technologies
- Associate Vice President, Human Resources
- Associate Vice President, Communications
- Associate Vice President, Academic Affairs
- Associate Vice President, Student Affairs
- Chief Financial Officer

**The Emergency Response Team (ERT):** The ERT is responsible for implementing the decisions of the Emergency Management Team and for initiating actions required on the scene during actual emergencies to ensure the safety and welfare of all persons on EFSC properties and to protect the property and assets of the College.

The Emergency Response Team is led by the College's designated Emergency Management Deputy Director and is composed of the following personnel:

Emergency Management Deputy Director (Team Leader)  
Maintenance Manager, District Facilities Services  
Manager, Web & Social Media (as appointed by the AVP, Communications)  
College Controller  
Risk Manager  
Manager, Technology and Network Operation (as appointed by the AVP, IT)  
Campus Provost of Impacted Campus  
Campus Security Sergeant (or designee) of Impacted Campus

**College Emergency Management Director (CEMD):** is designated by the College President and is responsible for the coordination and implementation of the College's Emergency Management Plans. The CEMD's duties include:

- Coordinating, managing and implementing the College's Emergency Management Plan
- Serving as a member on the Executive Leadership Group
- Serving as Team Leader on the Executive Management Team
- Serving as the College liaison to Brevard County Emergency Management Department

**College Emergency Management Deputy Director:** is designated by the College President. The duties of the CEMDD include:

- Serve as the College's Emergency Management Director in their absence
- Assist in the coordination and implementation of the College's Emergency Management Plans
- Serve as a member on the Executive Leadership Group in the absence of the CEMD
- Serve as Team Leader on the Executive Response Team
- Serve as College liaison to Brevard County Emergency Management Department in the absence of the CEM

## **Critical Operational Units:**

Academic Services  
Communications  
Facilities  
Financial Services – Purchasing  
Human Resources  
Information Technology  
Risk Management  
Security

**Communications:** Accurate and immediate communications using a variety of methods, including social media are an essential component of effectively managing emergency events. Oftentimes, a lack of information disseminated during emergencies leads to unnecessary stress and panic of those impacted by emergency situations. At the onset and throughout an emergency event, the Associate Vice President for Communications will work with the Associate Vice President of Information Technology and the Director, Web and Social Media to ensure timely, accurate and appropriate information is electronically disseminated to persons directly impacted by the emergency and members of the media. The Associate Vice President for Communications will also ensure a communications representative is immediately available to the College's Emergency Management Director on scene to manage news media representatives and respond to their inquiries as necessary.

**Sheltering Plan:** No facility on any of Eastern Florida State College's campuses is currently approved for use as a public sheltering location and will not be used for sheltering citizens during storms or other disasters. The college welcomes the opportunity to provide sheltering for citizens during storm events providing it is done safely and orderly and Brevard County Emergency Management provides the following:

- The proper assessments of building integrity ensuring they are rated to safely withstand category 4 and above storm events, and
- The appropriate ability to provide generation power to operate lights and air conditioning including an independent power source, and
- The established shelters are managed, staffed and operated by Brevard County without expense to the College, and
- Continuous law enforcement services are provided by jurisdictional law enforcement agencies as coordinated by Brevard County Emergency Management at no cost to the College.

The President of the College maintains the authority to allow College facilities to be used as emergency shelters for essential college staff and other persons as necessary.

## **Possible Threats to the College:**

- Bomb Threat
- Suspicious Package
- Criminal Behavior
- Active Shooter
- Fire or Explosion
- Hazardous Chemical/Waste Event
- Severe Weather
- Utility Failure
- Pandemic

## **Emergency Response Levels:**

**Level 1 Emergency, Minor:** Denoted by a “yellow global alert” on the website, a Level 1 Emergency is considered a minor event and is typically localized to a specific and confined area within a campus. Existing emergency plans will effectively address the majority of level 1 events which will be managed by the Campus Security Sergeants and staff. Examples include a person who sustained moderate injuries or a small, contained, localized fire. Campus Security Sergeants shall ensure that an incident report is completed following the event as soon as possible and forwarded to the Chief of Security.

**Level 2 Emergency, Major:** Denoted by a “red emergency global alert” on the website, a Level 2 Emergency is considered a major event and will impact an entire building or endanger the life of a person. In cases of a Level 2 Emergency, the Chief of Security will be immediately notified by Campus Security Officers. The Chief will determine who needs to be notified and what degree the EMRP must be initiated. Examples of a Level 2 Emergency would include a larger, uncontained fire limited to a single facility and any other significant incident where 911 services have an active operation on campus.

**Level 3 Emergency, Catastrophic:** Denoted by a “purple emergency global alert” on the website, a Level 3 Emergency is considered a potential catastrophic event and will most likely impact the entire operation of a campus or multiple campuses. In cases of a Level 3 Emergency, the EMRP will be activated in its entirety and modified as necessary by the Executive Leadership Group. Examples of a Level 3 Emergency would include a projected hurricane strike possibly impacting Brevard County, an uncontrolled fire of two or more buildings, or a confirmed active shooter.

## **Emergency Notification System**

Eastern Florida State College operates a number of emergency notification systems to alert faculty, staff and students. The emergency notification system can be activated by the ELG. The College’s Emergency Management Director will notify the Associate Vice President of Communications of the nature of the event and the type of message needing to be broadcasted.

The Associate Vice President will then initiate the appropriate notifications using the College's multi-media emergency notification system.

### **College or Campus Emergency Closures**

The closing of one or more campuses is an extremely serious matter and the Executive Leadership Group must consider many aspects and ramifications that will occur when the College or a campus is closed. When a decision is made to close the College or an entire campus, the steps below will be in effect.

- a. Evacuation of all or part of the campus will be announced by the College through the use of multi-media emergency notification system.
- b. All persons (except essential personnel) are to vacate the campus immediately and relocate to an off-campus location as directed by either the notification system and/or campus officials.
- c. In rare cases such as radiation exposure or large chemical exposures, it may be necessary to evacuate even essential personnel (security, facilities, and emergency personnel). In these cases, separate notifications will be announced directing where essential personnel are to assemble so they may return to campus as quickly as possible.
- d. Faculty and staff are encouraged to monitor the EFSC website, which will have the most up to date and accurate information concerning the closure and re-opening of the campus or College. If internet is unavailable, local radio or television stations for news are alternate options.
- e. The Director of the UCF Cocoa campus will be notified by the AVP/Communication or designee of a campus closure in Cocoa. The UCF campus will close when the corresponding EFSC campus closes and UCF staff, faculty and students will follow the directives/procedures issued by EFSC authorized personnel.

### **Campus Emergency Closings – Power Outages**

The Vice President of Operations will assess the extent of the power outage including buildings affected and estimated repair times and will confer with the Vice President, Academic & Student Affairs/Chief Learning Officer and Vice President/External Affairs to determine extent of necessary closure. The recommendation will be presented to the College President who will authorize the closure of certain buildings or an entire campus if necessary.

### **Campus Emergency Closings – Potential Hurricane/Tropical Storm Events**

The Executive Leadership Group will be assembled to review the predicted path of storm events to determine if the closure of one or more campuses is necessary. Considerations will be given to close campuses early enough to allow students, staff and faculty the opportunity to prepare their own homes for the storm event and evacuate as necessary. The College President will make the final decisions as to when campuses will be closed and when they will reopen.

## **Campus Emergency Closings – Immediate threats to Life Safety**

In addition to the College President, any Vice President or the College's designated Emergency Management Director also have the authority to close all or part of a campus if danger is immediately imminent and no available time exists to seek presidential approval.

### **Building Evacuations**

A building evacuation is initiated when a dangerous condition impacts the safety of a specified building or group of buildings on campus. Some examples requiring building evacuations include suspicious packages, bomb threats, fires, explosions, or hazardous materials exposure.

Building Evacuations may only be authorized by the:

- College President
- Any Vice President
- Chief of Security/Emergency Management Director (or designee)
- Emergency Management Deputy Director
- Campus Provost or Associate Provost

In cases of an immediate threat to life and property (such as an active fire), any person acting in good faith may activate a fire alarm to initiate a building evacuation. It is important in cases of external threats (such as an active shooter) that buildings are placed in lockdown status versus evacuated as evacuating persons could expose them to the threat.

Evacuating personnel will be directed to a pre-determined evacuation area by Security, law enforcement or fire rescue personnel. These pre-determined areas shall not be disclosed to anyone external to the ELG, EMT or ERT in advance to ensure protection of evacuees from secondary threats. The list of evacuation locations shall be maintained by the Chief of Security and shall not be released to the public. The Chief of Security will ensure multiple evacuation areas are available for each facility.

Efforts should be made to evacuate personnel into air-conditioned building space with access to restroom facilities. Every effort needs to be taken to avoid staging evacuees in direct sunlight. During longer duration evacuations exceeding 60 minutes in length, efforts need to be taken by Security personnel to furnish bottled water to evacuees. Evacuees should not be restricted from leaving the property unless legally detained for law enforcement purposes. However, evacuees leaving a designated evacuation point could pose a threat to personal safety (i.e. as a result of exposure to chemicals, smoke, and/or terrorism).

The order to return individuals to a previously evacuated building will generally require coordination with law enforcement or fire officials and may only be authorized by the:

- College President
- Any Vice President
- Chief of Security/Emergency Management Director (or designee)
- Emergency Management Deputy Director
- Operations Lead, Security

Building evacuations and the rescinding of evacuation orders will be announced by the use of the multi-media emergency notification system utilizing a variety of communication methods to include classroom phones, college computers, text messaging, cell phone notification and the use of local radio and television stations.

### **Building or Campus Lockdown**

A Lockdown is initiated when an imminent or possible threat of violence exists on or close to campus and the affected campus community will be safer by locking personnel and/or students in rooms within campus buildings instead of issuing an evacuation order. In addition to protecting life, Lockdowns allow law enforcement officers the ability to more easily identify and engage the threat. Persons will be released from lockdown status when First Responders determine the threat has been cleared.

Lockdowns may only be authorized by the:

- College President
- Any Vice President
- Chief of Security/Emergency Management Director (or designee)
- Emergency Management Deputy Director

In extreme emergencies and if any of the above personnel cannot be immediately reached, the Campus Provost or Associate Provost may give the lockdown order for their campus if absolutely necessary.

The order to release individuals from Lockdown status requires coordination with law enforcement officials and may only be authorized by the:

- College President
- Any Vice President
- Chief of Security/Emergency Management Director (or designee)
- Emergency Management Deputy Director

Lockdowns and releases from Lockdown will be announced by the use of the multi-media emergency notification system utilizing a variety of communication methods to include classroom phones, college computers, text messaging, cell phone notification and the use of local radio and television stations.

## Standard Operational Guidelines

The Standard Operating Guidelines provide general guidelines regarding communications, lockdowns and building evacuations. In any situation requiring an emergency response from police, ambulance or fire, persons are directed to immediately call 911 first so that resources can be quickly dispatched. Callers should be prepared to give 911 operators the precise location (campus, building, floor and room number) of the incident. Calling 911 from an EFSC campus phone can be done by dialing 911 or 9-911 or 8-911.

EFSC has a system that automatically notifies Campus Security that a 911 call was made from Campus. However, it provides no detail of the incident. As a result, it is essential that persons also contact Campus Security directly immediately following the 911 call and provide the needed details. By ensuring Security Officers are aware of the incident, they can expedite and coordinate the incoming police, fire and rescue resources and respond more quickly to the incident. All faculty and staff should be familiar with their Campus Security contact number, which has also been posted by campus phones and is listed on staff and faculty identification cards.

a. Cocoa	Contact Number:	(321) 403-5907
b. Melbourne	Contact Number:	(321) 403-5909
c. Palm Bay	Contact Number:	(321) 403-5911
d. Titusville	Contact Number:	(321) 403-4200

### I. Emergency Notification System

Eastern Florida State College operates a number of emergency notification systems to alert faculty, staff and students. The emergency notification system is activated by the ELG. The College's Emergency Management Director notifies the Associate Vice President of Communications of the nature of the event and the type of message needing to be broadcasted. That Associate Vice President then initiates the appropriate notifications using the College's multi-media system emergency notification system.

Emergency Notification System Implementers:

- Primary – Associate Vice President, Information Technology
- Secondary – Manager, Technology & Network Operations

Each media is tested once each semester ensuring functionality and operational stability. The Associate Vice President of Information Technology maintains a file of documented tests and provides a written analysis of each test result to the College's Emergency Management Director. The Associate Vice President of Information Technology must advise all members of the Executive Leadership Group of any failures of the testing process which cannot be immediately corrected.

The message to be used for the test is as follows:

***“This is a test of the EFSC emergency notification system. This is only a test. EFSC will conduct a test during each semester of the emergency notification system. If this had been an actual emergency situation alert, appropriate directions would have followed. Thank You.”***

### **Emergency Response Messages**

If an event is deemed to be a “LEVEL 2 or LEVEL 3 Emergency” such as criminal behavior, bomb threat, fire, hazardous materials exposure, severe weather event, or power outage, the following messages will be sent via cell, text, website, classroom phones, faculty desktop computers, Facebook and Twitter (Social Media messages posted by Web/Social team from Communications based on the approved wording in the initial message). If appropriate, the Emergency Management Director or AVP/Communication may authorize the use of the Reverse 911 alert system to notify those impacted by the emergency. In some cases, it may be necessary for the Emergency Management Director or the AVP/Communication to authorize use of some or all of the College’s communication methods in a minor LEVEL 1 Emergency in an effort to reduce the potential of unnecessary panic or concern.

The following Alerts will serve as guidelines of acceptable language to be used regarding various types of emergencies. These examples are guidelines only and language may be altered to better fit the situation as approved by any member of the Executive Leadership Group. During longer duration events (i.e., lockdowns and evacuations exceeding 30 minutes), it is advisable to send interim updates to those affected. A lack of information can create unnecessary fear and stress on those involved.

#### **Criminal Behavior: Alerts**

Alert! Armed suspect reported (in/at/near location), \_\_\_\_\_ campus. Remain indoors, lock doors until further notice.

Alert! Suspect threatening gun violence (in/at/near location), \_\_\_\_\_ campus. Remain indoors, lock doors until further notice.

Alert! Gun shots reported (in/at/near location), \_\_\_\_\_ campus. Remain indoors, lock doors until further notice.

Alert! Shooting reported (in/at/near location), \_\_\_\_\_ campus. Remain indoors, lock doors until further notice.

Alert! Suspicious person reported (in/at/near location), \_\_\_\_\_ campus. Remain indoors, lock doors until further notice.

Alert! Suspicious package reported (in/at/near location), \_\_\_\_\_ campus. Area cordoned off. Avoid area until further notice.

Alert! Criminal behavior on \_\_\_\_\_ campus has been resolved. It is safe to resume normal operations. Check website for more information.

Alert! Suspicious package concern on \_\_\_\_\_ campus has been resolved. It is safe to resume normal operations. Check website for more information.

**Fire: Alerts**

Alert! A fire alarm has been activated in Building \_\_\_\_\_, \_\_\_\_\_ campus. If you are in this building, evacuate. Firefighters are enroute.

Alert! Fire threat in Building \_\_\_\_\_ on \_\_\_\_\_ campus has been resolved. It is safe to resume normal operations. Check website for more information.

**Explosion: Alerts**

Alert! An explosion has occurred in Building \_\_\_\_\_, \_\_\_\_\_ campus. If you are in this building, evacuate. Otherwise, remain sheltered indoors until further notice.

Alert! Explosion threat on \_\_\_\_\_ campus has been resolved. It is safe to resume normal operations. Check website for more information.

**Tornado: Alerts**

Alert! Immediate Tornado threat exists on the \_\_\_\_\_ campus. Remain sheltered indoors until further notice.

Alert! Immediate Tornado threat on \_\_\_\_\_ campus is over. It is safe to resume normal operations. Check website for more information.

**Hazardous Material: Alerts**

Alert! A hazardous substance has spilled in Building \_\_\_\_\_, \_\_\_\_\_ campus. Please exit the building calmly.

Alert! Hazardous substance spill resolved in Building \_\_\_\_\_, \_\_\_\_\_ campus. It is safe to resume normal operations. Check website for more information.

**Hurricane/Tropical Storm: Alerts**

Alert! All EFSC campuses will close today at \_\_\_\_\_ due to Hurricane \_\_\_\_\_. Check college website for further bulletins.

Alert! All EFSC campuses will re-open on \_\_\_\_\_ at \_\_\_\_\_ as the threat from Hurricane \_\_\_\_\_ has passed. Check college website for further bulletins.

**Telecommunications Failure: Attention**

Attention: There is a telecommunications failure in Building \_\_\_\_\_, \_\_\_\_\_ campus. Repairs are underway.

Attention: Telecommunications failure in Building \_\_\_\_\_, \_\_\_\_\_ campus resolved. Normal operations have resumed. Check website for more information.

### **Computer Network Failure: Attention**

Attention: There is a computer network problem in Building \_\_\_\_\_, \_\_\_\_\_ campus. Repairs are underway.

Attention: Computer network problem in Building \_\_\_\_\_, \_\_\_\_\_ campus resolved. Normal operations have resumed. Check website for more information.

### **Utility Outage: Attention**

Attention: A utility outage has occurred in Building \_\_\_\_\_, \_\_\_\_\_ campus. Please exit the building calmly. Repairs are underway.

Attention: Utility outage on \_\_\_\_\_ campus resolved. Normal operations have resumed. Check website for more information.

### **Communication of Situation Updates**

Emergency Management Deputy Director – For all incidents requiring the attention of the Emergency Response Team, the Emergency Management Deputy Director will create a text message group consisting of all members of the Emergency Response Team and the Emergency Management Director to promote rapid communications on scene.

Chief of Security/Emergency Management Director – For all incidents requiring the response of the Emergency Response Team, the Emergency Management Director will create a text message group consisting of all members of the Executive Leadership Group and the Emergency Management Team and the Campus Provost and Associate Provost to update them regarding the emergency situation.

Vice President of Operations – When College activities are interrupted as a result of an incident involving an electrical failure, loss of utilities or air conditioning systems, telecommunications failures, or computer network failures, the Vice President of Operations shall create a text message group including all members of the Executive Leadership Group and advise of the situation and provide periodic updates when available.

Associate Vice President of Communications and Director, Web/Social Media – Based on text messages sent to the Emergency Response Team, ensure timely updates of all public college communications channels (website, social media, emails, etc.) and, on an as needed basis, coordinate the writing of text/phone message situation updates to be sent by the IT Department.

***During emergency communications of this nature, please resist responding with common courtesies as time is crucial and the fewer distractions emergency managers have to deal with, the better. Please only respond with pertinent information, questions, or directions.***

## **II. Building Evacuations:**

- a. All persons will be required to evacuate a building when a fire alarm sounds and/or upon notification by the multi-media emergency notification system or when ordered to do so by a College official (Provost, Security Officer, Etc.) or some competent law enforcement or fire authority.
- b. When an evacuation of a building is activated, leave by the nearest available exit.
- c. Do not use elevators to reduce chances of being trapped in an evacuated building and elevators need to be accessed by First Responders.
- d. If an evacuation is a result of fire or a suspicious package, your nearest exit may be blocked resulting in the need to utilize a secondary exit.
- e. While evacuating, please alert others to do the same and retain awareness of surroundings while evacuating.
- f. If physically able, assist people with disabilities in exiting the building. Individuals with disabilities located above the first floor should be taken to a “Safe Refuge Area” (stairwell or a classroom), whichever is available, as a last resort in accordance with the procedure for “Evacuation Procedures for Persons with Disabilities.” Immediately alert emergency responders or security to the location of the individual. If no safe refuge areas are available, elevators may be used as a last resort.
- g. Once outside, move at least 500 feet away from the affected building. In most cases, College officials, Security Officers, or First Responders will be available to direct you to the safe assembly area.
- h. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- i. Return to the previously evacuated building only after being notified of an “All Clear” declaration via the multi-media emergency notification system.

## **III. Evacuation Procedures for Persons with Disabilities:**

The College recognizes the differences in campus buildings, the limitations presented by various types of disabilities, and the range of possible circumstances that could be presented by different types of disasters. The objective of this guideline is to provide a standard operational method to assist the mobility of a person with a disability with evacuation from a campus building.

When circumstances exist where an individual cannot be evacuated by either their own ability, or with the assistance of a stair evacuation chair (if available) and where it would be more dangerous or impossible to utilize an elevator, a person may be relocated to a “Safe Refuge Area” (as defined below).

- a. When circumstances require evacuation from a campus building, people with disabilities are to evacuate the building by the safest and nearest exit and follow the general procedures for emergency evacuation. Faculty, Staff, Students and

Visitors may provide assistance if they are able to do so, as noted under the “Good Samaritan Act.”

- b. When evacuation from the building by a person with a mobility impairment cannot be safely accomplished by either themselves, their caregiver, or another individual, moving the individual to a “Safe Refuge Area” is recommended.
- c. Enclosed building stairwells and classrooms are designated as “Safe Refuge Areas,” and have a fire resistive rating of 20 minutes or more. Please seek a “Safe Refuge Area” as far away from the threat (fire, explosion, etc.) as possible.
- d. Prior to entering a “Safe Refuge Area” alone, the person with a mobility impairment should first notify an individual, his/her co-worker, supervisor, or instructor of his/her specific location and ask them to alert authorities to their location. If possible, the person should also call 911 and report their specific location to emergency dispatchers so First Responders can retrieve them as quickly as possible.
- e. Once in a “Safe Refuge Area,” ensure all access doors are closed. Open doors violate the integrity of the room and allow smoke, and possibly fire, to enter the room more quickly.
- f. Once outside, the individual who has knowledge of the person in the “Safe Refuge Area” will immediately inform the nearest uniformed First Responder (Fire, Law Enforcement or Security Officer) that there is a person with a mobility impairment in a “Safe Refuge Area” and the specific location of that area including floor and room number.
- g. If safe to do so, the person reporting the person’s location should continue to observe the situation until the person is evacuated from the building. Emergency events can be chaotic and fast moving. It may be necessary to report the person’s location to several First Responders to ensure swift action.
- h. The First Responders will remove the person with mobility impairment from the building and will assist in their movement to a safe location.
- i. Any persons with mobility impairments who could have difficulty in evacuating any campus building should request the EFSC Student Access for Improved Learning Office (SAIL) furnish a copy of their current course schedule to the Campus Security Department for their awareness during emergencies. That person should also report any schedule changes to the EFSC Student Access for Improved Learning Office (SAIL) who will initiate a schedule revision with Campus Security.

#### **IV. Building or Campus Lockdown**

A lockdown is ordered when the campus community will be safer by locking them in their classrooms, labs and offices instead of evacuating.

- a. Faculty and staff members are to lock the doors entering the classrooms, laboratories and offices to protect students, faculty, staff, and visitors from external threats.
- b. Persons should move to an area of the room where it is difficult to see them from any doorways or windows.
- c. All educational activities shall cease, and all individuals should locate an area within the secured space where they are the least visible and remain in this location.
- d. Stay away from doors and windows to minimize exposure. Move to a portion of the room that minimizes the ability to see you from outside the room. It is important that you stay quiet and calm.
- e. Silence cell phones
- f. Dim or turn lights off if possible
- g. The objective is to give the appearance that the room is empty.
- h. Once you have locked the area, stay there until the “all clear” is given.
- i. Please wait patiently until the lockdown is released and is communicated via the multi-media emergency notification system before leaving the secure space. College officials will make every effort to give frequent updates to inform those in lockdown of the situation.

## **V. Cancellation of Classes Due to Facility Evacuations or Utility Interruptions**

The decision to cancel classes as a result of a building evacuation or utilities interruption can only be authorized by the President or a member of the ELG. Faculty members should remain with evacuated students until the direction has been given to return to the classroom, to move to an alternative learning environment or cancel classes. Faculty members do not have the authority to cancel classes without authorization. If the order to cancel classes has been authorized, the faculty member should communicate the details of the direction to the students before dismissing them and advise them to pay attention to the College’s website for updates regarding when classes will resume.

## **Specific Threat Response Action Plans**

### **I. Bomb Threat**

- a. If you receive a threat by telephone, remain calm, notate the time and attempt to document as much information as possible from the caller to include location of the device and time of detonation.
- b. Immediately call 911 and Campus Security and report the bomb threat along with the detailed information provided by the caller.
- c. When speaking with 911 operators ensure that you answer all of their questions as completely and accurately as possible.

- d. Contact the Campus Provost's office and advise them of the situation.
- e. If an evacuation order is given, please take your personal effects (briefcases, purses, lunchboxes, keys, etc.) with you and move at least 500 feet from the building.
- f. Keep the street, fire lanes, hydrants, and walkways clear for emergency vehicles and personnel.
- g. Do not return to the building until an "All Clear" is declared and communicated in person by a College official or via the multi-media emergency notification system.
- h. In some cases, it will be necessary for Campus Security, Law Enforcement or Fire personnel to enlist personnel from the affected building to assist in the identification of items which are unusual or suspicious in nature.

**II. Suspicious Package**

- a. Under no circumstances should you touch, smell, open or move a suspicious package.
- b. Do not touch any suspicious package. Immediately cease the use of all wireless transmission equipment in near proximity to the package (cellular phones, laptop computers, 2-way radios).
- c. Move to a safe location and contact 911 and Campus Security
- d. When speaking with the 911 operator, ensure all of their questions are answered as completely and accurately as possible.
- e. Contact the Campus Provost's office and advise them of the situation.

**III. Criminal Behavior**

Members of the EFSC community are asked to help make the campus safe by avoiding risks, being alert to suspicious situations, and promptly reporting them to Campus Security or local law enforcement. Campus Security is provided on each campus seven days per week 24 hours per day on a year-round basis. The location of Campus Security Offices is as follows:

Cocoa	Bldg. 1	Room 100	Contact Number:	(321) 403-5907
Melbourne	Bldg. 1	Room 123	Contact Number:	(321) 403-5909
Palm Bay	Bldg. 1	Room 112	Contact Number:	(321) 403-5911
Titusville	Bldg. 1	Room 101A	Contact Number:	(321) 403-4200

Observe the following procedures if you are exposed to violent or criminal behavior:

- a. If you are a victim or a witness to any on-campus criminal offense, promptly move to a safe area.
- b. When safe to do so, immediately notify 911 and Campus Security and report the incident. Include the following: Nature of the incident, location of the incident,

description of the person(s) involved, description of the property involved, and any other pertinent information.

- c. If observing a criminal act or suspicious behavior in progress, please maintain a safe distance and attempt to conceal your presence from the suspect.
- d. Do not approach or try to apprehend the suspect.
- e. If the suspect leaves in a vehicle, try to remember the make, model, color, and license plate number of the vehicle. Maintain a safe distance and do not get in the path of a fleeing vehicle.
- f. Assist the officers when they arrive by supplying them with all information you have.

#### **IV. Active Shooter**

In the unlikely event an individual or individuals come to a campus with the intent to harm innocent faculty, students and staff, there are steps you can take to greatly reduce your chances of injury and assist law enforcement and armed security officers to quickly engage and eliminate the potential threat. Please follow the following guidelines:

- a. Always be alert to your surroundings. Report any suspicious behavior immediately to 911 and then to the Campus Security Office.
- b. Depending on your location and the situation, persons will have to decide what action is best to protect themselves. The three most likely choices are to “Run, Hide or Fight.”
- c. Run: In many situations, it is sometimes best to simply run from danger. But if that is your choice, try to have a plan of where you are running to and attempt to conceal yourself to the degree possible as you flee from danger. Please alert others as to the danger so that they too can escape the danger. Try to remain calm and think clearly and avoid running into the path of danger.
- d. Hide: Sometimes, running is not an option as it may expose you to more danger than simply staying put. However, if your decision is to hide, please lock yourself in a classroom, lab or office. Dim the lights and silence all cell phones. Move to a location in the room where the suspect cannot see you by looking through a window. Give the appearance the room is empty.
- e. Fight: In some cases, it is neither possible to run nor hide and the only option is to fight. In cases like these, evaluate your surroundings for makeshift weapons and work with others to surprise the suspect and physically subdue him.
- f. The key to surviving an active shooter event is avoiding interaction with the shooter for as long as possible. Most events are over very quickly. Law enforcement officers are trained to immediately respond to an active shooter and engage the threat.
- g. If you are hiding in a secure and safe position, please be patient and wait for officers to deal with the threat and then clear each room.

- h. College representatives will send periodic updates to persons in lockdown status so they will be kept aware of situation.
- i. Once you receive notice that the threat has been eliminated, please remain in position until you are advised by the College's emergency communications system or directly by law enforcement or security officers that it is safe to leave your position.

## **V. Fire**

All building evacuations will occur when a fire alarms or upon notification by the college through the use of the multi-media emergency notification system.

- a. When an evacuation of a building is activated, leave by the nearest unobstructed marked exit and alert others to do the same.
- b. If physically able, assist people with disabilities in exiting the building. Do not use the elevators, except where failing to do so may place an individual in a greater threat of danger. Individuals with disabilities located above the first floor should be taken to a "safe refuge area" (stairwell or classroom, whichever is available), as a last resort in accordance with the procedure for "Evacuation of Persons with Disabilities." Immediately alert the emergency responders or security to the location of the individual.
- c. Once outside, proceed to the predetermined assembly area that is at least 500 feet away from the affected building.
- d. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- e. Return to an evacuated building when notified of an "All Clear" by the multi-media emergency notification system.

## **VI. Hazardous Chemical/Waste Event**

In the course of providing quality education in the fields of Science, Art, Health, etc., as well as operating a college campus, it is necessary to utilize hazardous chemicals. In the event of a hazardous chemical or waste leak/spill, a detailed response will be placed in operation as specific incidents require. However, the following general steps should be followed:

- a. The primary concern is the safety of EFSC Staff, Faculty, and Students. The primary objective is to either isolate persons and/or the hazardous product to ensure that all persons are safe. This may mean evacuating a room, building, or an entire campus. Persons should be evacuated upwind of the product whenever this can be accomplished safely.
- b. Once the safety of the persons noted above has been accomplished, the Product Expert (i.e. Faculty Member) may safely isolate, confine, and/or clean up the product, if possible.

- c. 911, Security, and the Hazardous Materials Compliance Officer should be immediately notified.
- d. As soon as he/she is on-scene, the Hazardous Materials Compliance Officer will be the Incident Commander and coordinate the necessary emergency mitigation and chemical clean-up.
- e. At the earliest possible moment, EFSC College Executives, Chief of Security, and State Warning Point will be notified and briefed of the event.

## **VII. Severe Weather**

The purpose of this Severe Weather Plan is to provide a course of action to be used during a severe weather event to minimize the loss of life, potential for injury and unnecessary damage to equipment or facilities that can result during severe weather.

### **a. General and Severe Thunderstorms**

1. Severe Thunderstorm Watch – is issued by the National Weather Service when conditions are favorable for the development of severe thunderstorms in and close to the watch area.
2. A Severe Thunderstorm Warning – is issued when either a severe thunderstorm is indicated by the WSR-88D radar or a spotter reports a thunderstorm producing hail ¾” or larger in diameter and/or winds equal or exceeding 58 mph; therefore, people in the affected area should seek safe shelter immediately. Severe thunderstorms can produce tornadoes with little or no advance warning.
3. Response
  - a. The safest place to be is inside a solid building. Stay away from windows and large areas of glass.
  - b. Do not use elevators.
  - c. Avoid using hardline (wired) telephones, copy machines, computers, fax machines and other wired electrical equipment.
  - d. Turn on a weather radio or television.
  - e. If caught outdoors:
    - 1.Keep in mind that the most lethal danger in thunderstorms is lightning.
    - 2.Move quickly to the safety of a building interior or enclosed vehicle.
    - 3.Do not hide or shelter under a tree for protection. Try to move to the lowest elevation possible.
    - 4.Be particularly careful when carrying any equipment as it may attract a lightning strike.
    - 5.Stay away from fences, metal structures, and heavy equipment.

6. A low-lying area may be the safest place – however, be alert for flash flooding

**b. Tornado**

1. A Tornado Watch issued by the National Weather Service when conditions are favorable for the development of tornadoes in and close to the watch area. Their length can vary depending on the weather situation. They are usually issued for a period of 4 to 8 hours.
2. A Tornado Warning is issued when a tornado is indicated by the WSR-88D radar or sighted by spotters; therefore, people in the affected area should seek safe shelter immediately.
3. Response
  - a. Tornado alert will be activated through the use of the multi-media emergency notification system.
  - b. Move to an interior corridor or classroom without windows.
  - c. Do not use elevators.
  - d. Stay in the corridor or classroom until the “All Clear” is communicated through the multi-media emergency notification system.
  - e. Instructions will be given over the multi-media emergency notification system.

**c. Tropical Storm**

1. Please do not underestimate the possible damage which can occur from a tropical storm. In many cases, rising water and lightning can be the most lethal threats and a slow-moving tropical storm can drop more water than a fast-moving hurricane and cause hundreds of lightning strikes in addition to providing conditions likely to produce unpredictable tornadoes.
2. **Tropical Storm Watch** requires preparation and is issued when tropical storm conditions, including winds from 39 to 73 mph, pose a possible threat to a specified coastal area within 48 hours. A Tropical Storm Watch should normally not be issued if the system is forecast to attain hurricane strength.
3. **Tropical Storm Warning** requires immediate action and is issued when tropical storm conditions, including winds from 39 to 73 mph, are expected in a specified coastal area within 36 hours or less.
4. **Response:**
  - a. Tropical Storm alerts will be activated through the use of the multi-media emergency notification system.
  - b. Move to an interior corridor or classroom without windows.
  - c. Do not use elevators.
  - d. Stay in the interior corridor or classroom until the “All Clear” is communicated through the multi-media emergency notification system.

- e. Instructions will be given via the multi-media emergency notification system.
- f. Closure and Reopening of the College will be announced through the use of the multi-media emergency notification system.
- g. Faculty and staff are to monitor the EFSC website and local radio or television stations for news concerning the closure and reopening of the College.

**d. Hurricane**

1. **A Hurricane Watch:** means a hurricane or a hurricane-related hazard is a possible threat within 48 hours.
2. **A Hurricane Warning:** means a hurricane with sustained winds of 74 mph or higher is expected in a specified coastal area within 36 hours.
3. **Pre-Strike Response:**

Hurricanes require planning, preparation, and forecasting. College Administration must take steps to ensure the safety and security of students, staff, faculty and employees, as well as college assets. In order to accomplish this, many steps must be taken while the hurricane may be days away from possible landfall and, may, in fact, not make landfall.

When a hurricane is forecast to strike Brevard County within 96 hours, the Emergency Management Director will schedule a meeting of the Executive Leadership Group (ELG) within the next 12 hours.

When a hurricane is forecast to strike Brevard County within 72 hours, the ELG will take direction to, at minimum, but not limited to:

- Activate the Emergency Response Team (ERT)
- Take action to secure applicable campuses
- Take action to implement the IT Disaster Preparedness Plan
- Take action to implement the Facilities Preparedness Plan
- Ensure all fuel tanks are topped off and secured
- Ensure all generators are topped off and secured
- Ensure High Risk Assets are secured
- Set guidelines and timeframes for closing campuses and notifying students, staff, faculty and/or employees
- Determine which employees are essential during storm event
- The President, when appropriate, issue a “College Emergency Proclamation.” Said proclamation will be in line with the Governor’s Executive Order and address the College’s emergency management response to the Hurricane. This proclamation will, at minimum, document the essential functions and staff

When a hurricane is forecast to strike Brevard County within 24-48 hours, the ELG will take direction to, at a minimum

- Ensure that the applicable campuses are secure and closed
- Notify that closures have been appropriately distributed
- Place appropriate security and facilities staff at all applicable campuses
- Announce Closure and Reopening of the College through the use of the multi-media emergency notification system
- Faculty and staff are to monitor the EFSC website and local radio or television stations for news concerning the closure and reopening of the College

**4. Hurricane Post-Strike Response:**

- Assemble the ELG as quickly and safely as possible at the Melbourne Campus, Building 8 or alternative safe location post-strike.
- Make an initial external assessment, walkthrough and comprehensive damage assessment – a minimum of two Security Officers left at each campus (if such action was taken) will make an external initial assessment of their assigned campus and will report any observed issues to the Chief of Security. Following their initial external assessment, officers shall then conduct a thorough walk through of all facilities on campus in search of undetected damage. Officers should use due care not to place themselves in jeopardy by attempting to access a damaged area that could contain undetected hazards. Officers should forward periodic updates of their more comprehensive damage assessment to the Chief of Security whenever possible.
- If security personnel were removed from their campus for their own safety, each campus Sergeant (or their designee) shall attempt to access their respective campuses as soon as can be accomplished safely and conduct the assessments as required above and provide assessment information to the Chief of Security.
- The Emergency Management Director immediately provides assessment updates (and photographs if available) to all members of the Executive Leadership Group and Emergency Management Team.
- The Emergency Management Deputy Director immediately provides assessment updates (and photographs if available) to all members of the Emergency Response Team.
- The Chief of Security/Emergency Management Director and Emergency Management Deputy Director respond to the campuses sustaining damage starting with the campus receiving the most

significant damage first. The Chief of Security/Emergency Management Director provides an updated situation report of the damage to all members of the Executive Leadership Group.

- The Executive Leadership Group determines when Facilities, IT and other applicable departments shall access campuses and attempt to bring the campus(es) and services back to normal operations. The ELG issues a notification via the multi-media emergency notification system indicating that Eastern Florida State College is back to normal operations including when staff is required to report for duty and when classes will resume.
- The Emergency Management Team and Emergency Response Team assist as needed to bring campuses back to normal operations.

### **VIII. Utility Failure**

The following actions are taken for all utility failures, electric, water, or lift station failures.

- a. Utility failure affecting a building or campus when classes are in session.
  1. Faculty or Staff should contact the Campus Security Office and report the issue. Security Officers will contact the District Office of Plant Maintenance and Operations at 433-7200 or 433-7202 in addition to alerting the Chief of Security. If after normal working hours, Security will contact the appropriate on-call facilities personnel who will respond to the campus and assess the situation and contact the required resources to ensure resolution of the event.
  2. On-call facilities personnel alert the Maintenance Manager/District Facilities Services and the Vice President of Operations of the situation.
  3. The Chief of Security creates a text message group consisting of all members of the Executive Leadership Group and the Maintenance Manager/District Facilities Services and the Campus Provost and Associate Provost.
  4. If necessary for safety reasons, the affected area of the building or campus may be temporarily evacuated by Security Officers.
  5. The President or Vice President, Academic & Student Affairs/Chief Learning Officer (or other Vice President in the absence of the Chief Learning Officer) makes the decision regarding the closure of a building or campus and the cancelation of classes.
  6. Directions for the faculty, staff and students concerning the utility event and actions will be communicated by the use of the multi-media emergency notification system as determined by the Executive Leadership Group.

- b. Utility failure affecting a Building or Campus when College is closed on weekends, holidays and spring break.
  1. Faculty or Staff contact the Campus Security Office and report the issue. Security contact the appropriate on-call facilities personnel who will respond to the campus, assess the situation and contact the required resources ensuring resolution of the event.
  2. On-call facilities personnel alert the Maintenance Manager/District Facilities Services and the Vice President of Operations of the situation.
  3. The Chief of Security creates a text message group consisting of all members of the Executive Leadership Group and the Maintenance Manager/District Facilities Services and the Campus Provost and Associate Provost.
  4. The President or Vice President, Academic & Student Affairs/Chief Learning officer (or other Vice President in the absence of the Chief Learning Officer) makes the decision regarding the closure of a building or campus and the cancelation of classes if it is believed the issue cannot be resolved in time for classes to resume.
  5. If classes are impacted, directions for the faculty, staff and students concerning the utility event and actions will be communicated by the use of the multi-media emergency notification system as determined by the Executive Leadership Group.

## **IX. Pandemic**

- a. In case of a Pandemic, the President (or his designee) will take immediate action necessary to ensure the health and safety of the EFSC Faculty, Staff, and Students. This action may include, but not be limited to, closing of campuses, presenting coursework on online and/or hybrid platforms, remote work schedules for personnel, and/or relocating college functions to alternative locations.
- b. The President (or his designee) will create a Pandemic Response Team to evaluate the appropriate action plan for the College to function during the pandemic.
- c. The Pandemic Response Team will create an action plan to address the College's response and recovery to normal operations during the pandemic period.
- d. The Pandemic Response Team will discontinue operation once the College returns to normal operation or at the direction of the President (or his designee).

**Good Samaritan Act:** Good Samaritan Statute (FS 768.13): Also known as the “Good Samaritan Act” provides protections from civil liability:

Any person, including those licensed to practice medicine, who gratuitously and in good faith renders emergency care or treatment either in direct response to emergency situations related to or arising out of a public health emergency declared pursuant to s.381.00315, a state of emergency which has been declared pursuant to s.252.36 or at the scene of an emergency outside

of a hospital, doctor's office, or other place having proper medical equipment, without objection of the injured victim or victims thereof, shall not be held liable for any civil damages as a result of such care or treatment or as a result of any act or failure to act in providing or arranging further medical treatment where the person acts as an ordinary reasonably prudent person would have acted under the same or similar circumstances.

Basically, this act encourages persons to render assistance during emergencies as long as the assistance is not refused by the patient/victim, is provided gratuitously, in good faith and in a manner as an ordinary reasonably prudent person would, and cannot be held liable for any civil damages.

## **EMRP Personnel Listing**

*The EMRP Personnel Listing is subject to change frequently and will be updated no less than once annually by the Emergency Management Director*

President – Dr. Jim Richey  
Vice President/Academic & Student Affairs/Chief Learning Officer – Dr. Randy Fletcher  
Vice President/Operations – Rich Laird  
Vice President/ External Affairs – Jack Parker  
General Counsel – Dr. Mike Richey  
College Emergency Management Director – Joe Ambrose  
College Emergency Management Deputy Director – Bill Farmer  
Associate Vice President/Human Resources – Darla Ferguson  
Associate Vice President/Communication – John Glisch  
Maintenance Manager/District Facilities Services – Mike Jones  
Associate Vice President/Information Technology – Bill White  
Associate Vice President/Academic Affairs – Dr. Sandy Handfield  
Associate Vice President/Student Affairs – Dr. Laura Sidoran  
Chief of Security – Joe Ambrose  
Chief Financial Officer – Mark Cherry  
Controller – Cindy Anderson  
Risk Manager – Dr. Mike Richey  
Titusville Campus/EF Online Provost – Dr. Phil Simpson  
Cocoa Campus Provost – Dr. Dedra Sibley  
Melbourne Campus Provost – Dr. Sandy Handfield  
Palm Bay Campus Provost – Dr. Wayne Stein  
Titusville Campus/EF Online Associate Provost – Dr. Sharon Cronk-Raby  
Cocoa Campus Associate Provost – Mike Cadore, Sr.  
Melbourne Campus Associate Provost – Barbara Kennedy  
Palm Bay Campus Associate Provost – Paola Moneymaker  
Advanced Manufacturing Associate Provost – Frank Margiotta  
Operations Lead, Security – Lieutenant Rob Delaune  
Titusville Campus Security Sergeant – Mickael Holt  
Cocoa Campus Security Sergeant – Ginger Davis  
Melbourne Campus Security Sergeant – Jerome Pate  
Palm Bay Campus Security Sergeant – Mike Loreth  
Emergency Management Scribe – Jackie Pellmann  
Director, Web & Social Media – Catherine Harwood  
Systems Administrator/Programmer Analyst, SR – Neil Lawton  
Manager, Technical Support – Andrew Bentley  
Director – UCF – Dr. Lauren Miller

## **Addendum A**

### Emergency Preparation

Addendum A: Planning for Academic Responsibilities before, during and after an emergency

#### **Preparation for Emergency Closure of Campus**

##### A. Alternative class expectations

1. In preparation for emergency closure of a campus in the discussions with faculty, ensure that faculty have backups of course materials/assignments that they can access off-campus in case of extended closure.
2. Discuss with faculty and appropriate staff what to do with special assets (live animals and specimens, certain chemicals, etc.) in case of extended closure.
3. Discuss with faculty the modification of expectations/timelines for classroom make up materials, whether online assignments, extended deadlines, etc.
4. Encourage faculty to establish Canvas shell even if it is only the current assignments and communicate this to students.
5. Communicate alternative plans to adjuncts.
6. Instruct faculty to communicate the alternative plans through the LMS.
7. Post notice on website directing students to review the LMS for instructor specific directions for alternative assignments.

##### B. Administrative Preparation

1. Each supervising administrator will download and retain a copy of the classroom assignments by instructor, location, and sections to know what classes will be impacted and when.
2. Emergency contact information
  - a. Ensure the VP Academic and Student Affairs has the current cell phone or other contact telephone number for each academic administrator.
  - b. Ensure each provost has contact information for department chairs and faculty.
  - c. Ensure department chairs have contact information for assigned adjuncts.
3. In absence of VP Academic and Student Affairs, assign a supervising administrator to be the primary contact person for academic and student affairs teams.
4. Discuss alternative locations in case of extended closure.

#### **Preparation for Return to Classrooms**

##### A. Assessment of physical plant

1. Determine which, if any, classrooms are not operational.
2. Determine alternative classroom assignments as available.
  - a. Notify faculty of alternative classroom assignment.
  - b. Post notice on buildings to direct students to alternative classroom assignment.
  - c. Post notice on website to direct students to alternative classroom assignment.

- B. Alternative class expectations
  - 1. Discuss with faculty the modification of expectations/timelines for classroom make up materials.
  - 2. Communicate alternative plans to adjuncts.
  - 3. Instruct faculty to communicate the alternative plans through the LMS
  - 4. Post notice on website directing students to review the LMS for instructor specific directions for alternative assignments.
- C. Assess course time requirements
  - 1. Determine which classes no longer meet the minimum required instructional time
    - a. Meet with faculty to discuss methods to make up lost time such as additional meeting dates, online or out-of-class activities.
    - b. Explore the option for specific classes to move tests to the Assessment Centers to allow additional classroom instructional time.
    - c. Develop plan with Assessment Centers to make up any tests that were interrupted by the emergency.
    - d. Contact clinical/practicum sites to determine alternative dates to make up for lost experiences.
- D. Recognition of ongoing student access concerns related to the emergency
  - 1. Encourage faculty to extend deadlines as appropriate to allow students with limited access to complete assignments.
- E. Registration/Drop Periods
  - 1. If the emergency occurred over a registration or drop period, work with Registrar, Advising and Financial Aid to extend those deadlines appropriately.
  - 2. Allow students with access needs to drop the course without penalty if needed. Encourage the students to work with their faculty member first. Drop should be the last resort.
  - 3. Post message to students and text to state the College will work with the students to assist them to complete their current courses. They should contact their advisor prior to withdrawing from a class.
  - 4. Use specific registration/drop/withdrawal codes to track students impacted by the emergency.