



# **COLLIN COLLEGE**

## **COLLIN COUNTY COMMUNITY COLLEGE DISTRICT MULTI-HAZARD EMERGENCY OPERATIONS PLAN**

August 2024

Version 3.0

Office of Emergency Management  
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[emergencymanagement@collin.edu](mailto:emergencymanagement@collin.edu)

**INTERNAL USE ONLY**

## INTERNAL USE ONLY

<b>DISTRICT</b>	
Emergency Management	972-881-5617
Collin College Police Department Communication Center	972-578- <b>5555</b>
Facility Operations	972-548-6500

<b>MUNICIPAL CONTACTS</b>	
Emergency Number	<b>911</b>
Allen Emergency Management Office	214-509-4402
Allen Non-Emergency Police Number	972-509-4200
Allen Non-Emergency Fire Department	972-509-4400
Celina Emergency Management Office	972-547-2653
Celina Non-Emergency Police Number	972-382-2121
Celina Non-Emergency Fire Department Number	972-382-2653
Farmersville Emergency Management Office	972-782-6141
Farmersville Non-Emergency Police Number	972-782-6141
Farmersville Non-Emergency Fire Department Number	972-782-6142
Frisco Emergency Management Office	972-292-6300
Frisco Non-Emergency Police Number	972-547-6010
Frisco Non-Emergency Fire Department Number	972-292-6300
McKinney Emergency Management Office	972-547-2850
McKinney Non-Emergency Police Number	972-547-2700
McKinney Non-Emergency Fire Department Number	972-547-2850
Plano Emergency Management Office	972-769-4824
Plano Non-Emergency Police Number	972-424-5678
Plano Non-Emergency Fire Department Number	972-941-7159
Wylie Emergency Management Office	972-442-8110
Wylie Non-Emergency Police Number	972-442-8170
Wylie Non-Emergency Fire Department Number	972-442-8110
Collin County Emergency Management	972-548-5581
North Texas Fusion Center	972-548-5537



## PROMULGATION STATEMENT

Collin College is committed to the safety and security of students, faculty, staff, and visitors. In support of that commitment, a thorough review has been completed regarding actions facilitated by Collin College in the phases of emergency management: Preparedness, Response, and Recovery. Each phase applies to the manner in which Collin College addresses natural, technological, and security-related hazards.

While Collin College endeavors to provide a safe and secure learning environment, the College cannot predict precisely when and where an incident may occur. This unpredictability means that every campus, each facility, and all staff must be prepared to respond to an emergency efficiently and effectively. The College emergency management program, which facilitates emergency preparedness, utilizes a comprehensive, all-hazard approach that embraces established state and federal standards and proven best practices.

This document is known as the Collin College Emergency Operations Plan (EOP). The plan and its supporting documents provide a framework that outlines the College's intended approach to managing emergency incidents of all types, which should be regarded as emergency procedures and guidelines rather than performance guarantees. This plan is provided in a format consistent with local, regional, and state emergency operations plans.

The Collin College EOP and related support documents are reviewed annually by the College's Executive Leadership Team (ELT), as set forth in Chapter 37.109 of the Texas Education Code. The EOP shall be updated at least every three years as required by Chapter 37 of the Texas Education Code College audit process, or as changes occur to state law or College policy.

Collin College, municipal, state, and federal emergency management, and first responder agencies have planned collaboratively to develop this EOP. The information that follows, when reviewed annually and implemented as directed, is intended to ensure campus and facility administrators have the tools needed to accomplish primary responsibilities during an emergency: Ensuring life safety, providing for the preservation of College property, and quickly transitioning to recovery operations. Collin College supports this plan and has committed to ongoing training and maintenance required to keep the plan current.

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H. Neil Matkin, Ed.D.  
District President

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Date

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Scott Jenkins  
Collin College Chief of Police

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Date

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Michael Messina  
Director of Safety and Emergency Management

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Date

**APPROVAL AND IMPLEMENTATION  
EMERGENCY OPERATIONS PLAN**

This emergency operations plan is hereby approved. This plan is effective immediately and supersedes all previous editions.

\_\_\_\_\_  
H. Neil Matkin, Ed.D.  
District President

\_\_\_\_\_  
Date

This document is designated FOR OFFICIAL USE ONLY (FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (Title 5 USC 552) or under state law. This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with Collin County Community College District, State of Texas and/or Department of Homeland Security policy relating to FOUO information, and is not to be released to the public or personnel who do not have a valid need without prior approval from the President or their duly authorized designee. Copying, dissemination, or distribution of these documents, appendices or graphics to unauthorized users is prohibited.

## RECORD OF CHANGES BASIC PLAN

SUMMARY OF CHANGES	CHANGE ENTERED BY	DATE ENTERED
<ul style="list-style-type: none"> <li>- Universal change from “VP/Campus Provost” to read “Campus Provost.”</li> <li>- Changed name of Figure 1 (pg 1)</li> <li>- Added secondary hazard (pg 2)</li> <li>- Added supporting documents to family of plans (pg 3)</li> <li>- Added training and awareness.</li> <li>- Relocated Readiness Levels</li> <li>- Added pandemic section.</li> <li>- Added hazard specific Readiness levels throughout.</li> <li>- Made administrative and grammar corrections throughout.</li> <li>- Referenced the Notification Procedures</li> <li>- Added elements of the Disaster Recovery (IT) Continuity of Operations executive summary.</li> </ul>	Michael Messina Dir of Emergency Management	September 15, 2021
Added elements of the Disaster Recovery (IT) Continuity of Operations executive summary.	Michael Messina Dir of Emergency Management	November 12, 2021
Annual Review conducted	Michael Messina Dir of Emergency Management	June 2022
Annual Review conducted	Michael Messina Dir of Emergency Management	July 2023
Annual Review conducted. Updated Cyber Security Annex and administrative changes.	Michael Messina Dir of Emergency Management	July 2024



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# EMERGENCY MANAGEMENT

Bringing together  
leaders who drive the  
nation's prevention,  
protection, response  
and recovery  
operations.



# BASIC PLAN

## SECTION I. SITUATION

Collin County Community College District (CCCD), or Collin College, is a student and community-centered institution committed to developing valuable skills, strengthening character, and challenging the intellect.

### A. MULTI-HAZARD EMERGENCY OPERATIONS PLAN (EOP) PRIORITIES

"Collin College is dedicated to ensuring the safety and well-being of its students, faculty, and staff, while also safeguarding the educational investments of our students. In alignment with the College's Master Plan, Priority 4, which focuses on implementing both planned and new components of the comprehensive safety and emergency management plan, we work collaboratively with local and state officials, as well as key stakeholders, to maintain a healthy and secure campus environment, all while fostering a robust learning atmosphere



### B. MULTI-HAZARD EMERGENCY OPERATIONS PLAN (EOP) PURPOSE

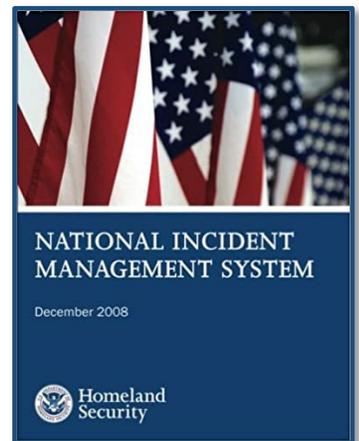
The purpose of the Collin College EOP is to provide a framework of emergency roles, responsibilities, and procedures.

### C. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

The College EOP utilizes the National Incident Management System (NIMS) and Incident Command System (ICS) approach plan for "All-Hazards."

**1. National Incident Management System (NIMS)** - The principles of the National Incident Management System (NIMS) serve as a guide to facilitate emergency management operations and actions with consistency.

**2. Incident Command System (ICS)** - The Incident Command System (ICS) is a flexible management structure adopted throughout the US that enables personnel from various agencies to rapidly link together into a standard management structure while avoiding duplication of efforts.



### D. SITUATION ASSESSMENT

The College operating locations are vulnerable to inherent threats in Collin County.



**1. Hazard Assessment** - The Office of Emergency Management (OEM) conducts an annual hazard assessment and Safety and Security audit by June 30<sup>th</sup> of each year, as required by Texas Education Code 37.108 for planning and guiding mitigation measures. The hazards listed in the table below are evaluated based on probability, impact on health and safety, and property. See Table 1. Hazard Assessment.

**Table 1. Hazard Assessment**

Hazard Type	Probability	Impact of Health & Safety	Impact of Property
<b>Natural</b>			
Severe Weather/ Tornado/ High Winds <a href="#">See Response Annex B. Shelter</a>	Likely	Moderate/Major	Moderate/Major
Winter Weather <a href="#">See Response Annex E. Closed/Delay</a>	Likely	Limited	Limited
Pandemic <a href="#">See Response Annex F. Pandemic</a>	Occasional	Major	Limited
<b>Technological/Accidental</b>			
Structural Fire <a href="#">See Response Annex C. Evacuation</a>	Unlikely	Major	Major
HAZMAT (fixed site or transport) <a href="#">See Response Annex B. Shelter</a>	Occasional	Moderate	Limited
Gas Leak <a href="#">See Response Annex C. Evacuation</a>	Likely	Major	Limited
Secondary hazard from broken glass/debris	Unlikely	Limited	Limited
Cyber Incident <a href="#">See Hazard Annex G. Cyber</a>	Likely	Limited	Limited
<b>Security</b>			
Active Assailant/Shooter <a href="#">See Response Annex A. Lockdown</a>	Likely	Major	Moderate
Explosive Device <a href="#">See Response Annex C. Evacuation</a>	Unlikely	Major	Moderate/Major
Location-specific hazards are identified in the Campus Emergency Management manual.			

**2. Assumptions.** Collin College EOP uses the following assumptions to address the most likely hazards:

- a. An emergency or disaster may occur at any time of the day or night, weekday, or weekend, with little or no warning.
- b. The following may be the result of any hazard:
  - Campus community members are vulnerable to death, injury, or illness.

- Essential items, streets, buildings, utilities, and other property may be damaged or destroyed.
- Resource shortfall in the surrounding area.

## E. COLLABORATION

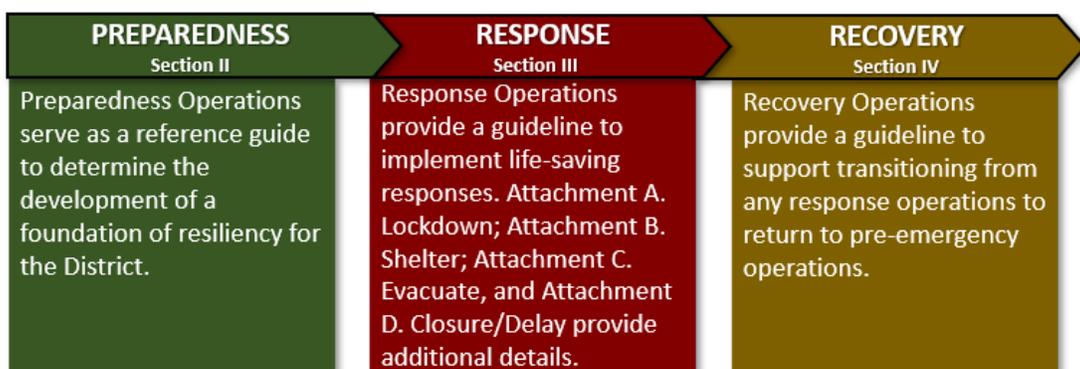
To ensure effective coordination during an emergency, our Emergency Operations Plan (EOP) includes comprehensive measures for collaboration with the Department of State Health Services, local emergency management agencies, law enforcement, health departments, and fire departments. This coordination extends to all stages of emergency management, from joint plan development and regular communication to integrated response efforts. By establishing clear channels of communication and mutual support agreements, we ensure that all involved agencies work together seamlessly to protect the safety and well-being of our community.

The terms "Municipal Police" or "Fire/EMS" used throughout this document refer to collaboration not only with the host city for each campus but also with surrounding municipalities. These agencies are integral partners in our emergency response efforts and are regularly invited to participate in exercises and drills to ensure coordinated and effective operations when applicable.

Mutual aid agreements with these agencies are managed by the Collin College Police Department or the Purchasing Department, ensuring that all collaborations and resource-sharing arrangements are formalized and effectively coordinated to support our emergency response efforts.

## F. CONCEPT OF OPERATIONS

The Emergency Operations Plan incorporates mitigation and identifies roles and responsibilities through the main phases of an emergency.



## **SECTION II. PREVENTION**

### **A. Introduction**

Prevention involves proactive measures to eliminate the risks associated with potential emergencies. The EOC, in collaboration with campus emergency response teams, first responders, and executive leadership, plays a critical role in implementing these strategies. The following sections outline the key tasks and responsibilities to ensure effective prevention across all levels.

### **B. Risk Assessment and Mitigation**

1. Identify and Prioritize Threats: Conduct regular risk assessments to identify potential hazards that could impact the college community. Prioritize threats based on likelihood and potential impact.
2. Develop Mitigation Strategies: Implement strategies to reduce vulnerabilities, such as reinforcing infrastructure, securing hazardous materials, and improving cybersecurity measures.
3. Update Plans and Procedures: Continuously review and update emergency plans, ensuring they reflect current threats and best practices.
  - Natural Disasters
    - Flooding: Preventative infrastructure, such as improved drainage systems and flood barriers, can reduce the risk of flood damage.
    - Severe Weather: Installing weather monitoring systems, reinforcing buildings, and maintaining trees and power lines can reduce damage from storms, high winds, or snow and ice.
  - Technological and Cyber Risks
    - Cybersecurity Threats: Regular updates to software, strong firewall and encryption protocols, and cybersecurity awareness training can help prevent data breaches and cyberattacks.
    - Hazardous Material Incidents: Proper storage, handling, and disposal of hazardous materials, along with regular training for those involved, can prevent chemical spills or other related accidents.
  - Security Threats
    - Active Shooter Incidents: Threat assessments, physical security measures (e.g., controlled access, surveillance), and active shooter drills can help prevent or mitigate the impact of such incidents.

### **C. Training and Education**

1. Campus Emergency Response Teams: Provide ongoing training for campus emergency response teams, focusing on hazard recognition, safety procedures, and coordination with external agencies.
2. First Responders: Engage local first responders in joint training exercises to strengthen partnerships and improve coordinated responses.
3. EOC Personnel: Ensure EOC staff are trained in the latest emergency management

protocols, communication systems, and incident command structures.

4. Executive Leadership: Educate executive leaders on their roles during emergencies, emphasizing the importance of prevention and preparedness.

## **D. Community Engagement and Awareness**

1. Public Awareness Campaigns: Launch campaigns to educate the campus community about potential risks and preventive measures they can take.
2. Workshops and Drills: Organize regular workshops and drills to enhance preparedness among students, faculty, and staff.
3. Feedback and Continuous Improvement: Solicit feedback from the campus community on prevention efforts and incorporate suggestions into future planning.

## **E. Collaboration and Coordination**

1. Interdepartmental Collaboration: Foster collaboration between departments to ensure a unified approach to prevention efforts.
2. Partnerships with External Agencies: Strengthen relationships with local, state, and federal agencies to enhance preventive measures and share resources.
3. Information Sharing: Establish protocols for sharing relevant information between the EOC, campus response teams, first responders, and executive leadership.

## **F. Resource Management**

1. Inventory and Maintenance: Regularly inventory and maintain emergency supplies, equipment, and facilities to ensure readiness.
2. Funding and Grants: Secure funding and grants to support preventive measures, such as infrastructure improvements and training programs.
3. Technology and Innovation: Leverage technology to enhance prevention efforts, such as early warning systems and risk monitoring tools.

## **G. Continuous Monitoring and Improvement**

1. Ongoing Monitoring: Continuously monitor potential threats and vulnerabilities, adjusting prevention strategies as needed.
2. After-Action Reviews: Conduct after-action reviews following exercises and real incidents to identify areas for improvement in prevention efforts.
3. Plan Updates: Regularly update prevention plans to reflect new risks, emerging technologies, and lessons learned.

## **H. Conclusion**

Prevention is an ongoing process that requires the collaboration of all stakeholders within the college community. By implementing these strategies, the EOC can reduce the risk of emergencies, protect lives and property, and ensure a safer environment for all.

## **SECTION III. MITIGATION**

### **A. OBJECTIVE**

The All-Hazards Mitigation Plan aims to identify, assess, and mitigate risks posed by various hazards to Collin College campuses and facilities. By implementing proactive measures, the college seeks to reduce the potential for loss of life, property damage, and disruption to academic activities during emergencies.

### **B. HAZARD IDENTIFICATION AND RISK ASSESSMENT**

1. Conduct a comprehensive Hazard Vulnerability Assessment (HVA) to identify and prioritize potential hazards, including natural disasters (e.g., severe weather, earthquakes), technological hazards (e.g., chemical spills, power outages), and human-caused incidents (e.g., active shooter, terrorist threats).
2. Evaluate each hazard's likelihood and potential impact on campus operations, infrastructure, and community.
3. Prioritize hazards based on their severity, frequency, and the college's susceptibility and vulnerability.

### **C. MITIGATION STRATEGIES**

1. Develop and implement mitigation strategies to address identified hazards and vulnerabilities. Strategies may include:
2. Infrastructure improvements to enhance resilience against natural disasters (e.g., retrofitting buildings and reinforcing roofs).
3. Installation of early warning systems and emergency notification tools to provide timely alerts to campus occupants.
4. Development and implementation of policies, procedures, and protocols for hazard mitigation, response, and recovery.
5. Establishment of partnerships with local emergency management agencies, community organizations, and neighboring institutions to share resources and expertise.
6. Integrating hazard mitigation considerations into campus planning, development, and construction projects.
7. Conduct regular training and education programs to increase awareness and preparedness among faculty, staff, and students.
8. Incorporating sustainability and environmental stewardship principles into campus operations to reduce the risk of environmental hazards.

### **D. IMPLEMENTATION AND MONITORING**

1. Assign responsibilities for implementing mitigation strategies to designated individuals or departments within Collin College.
2. Establish timelines, milestones, and performance metrics to track progress and measure the effectiveness of mitigation efforts.
3. Conduct periodic reviews and evaluations of the All-Hazards Mitigation Plan to ensure its relevance, accuracy, and compliance with regulatory requirements.
4. Update the plan as needed based on changes in hazard profiles, campus

infrastructure, or best practices in emergency management.

#### **D. RESOURCES:**

Funding for infrastructure improvements, technology upgrades, and training initiatives. Personnel with expertise in hazard mitigation, emergency management, and related fields.

Collaboration and coordination with external partners, stakeholders, and community agencies.

Access to relevant data, information, and tools for conducting risk assessments and developing mitigation strategies.

#### **E. CONCLUSION**

The All-Hazards Mitigation Plan is a proactive framework for identifying, assessing, and mitigating risks posed by various hazards to Collin College. By implementing comprehensive mitigation strategies, the college demonstrates its commitment to ensuring the campus community's safety, resilience, and continuity of operations.

# SECTION IV. PREPAREDNESS

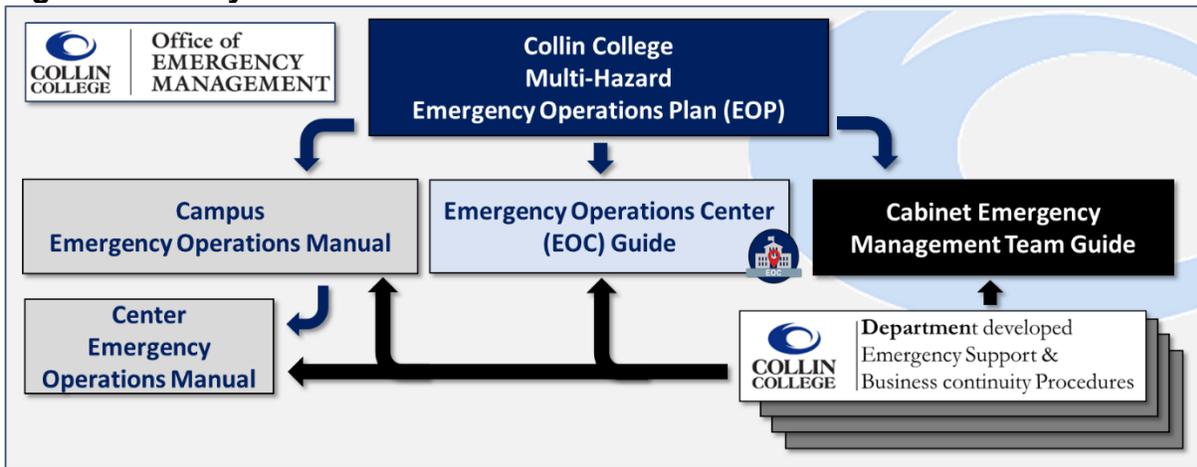
The Preparedness section of an Emergency Operations Plan (EOP) outlines the measures and strategies to enhance readiness and capacity to respond effectively to emergencies. The three main areas of preparedness include Planning, Emergency Management Teams, and Training and Exercises.

## A. PLANNING



The Collin College Emergency Management Program is institutionalized by the guidance codified within the family of plans. These plans include the Emergency Operations Plan, the Campus or Center Emergency Operations Manual, The Emergency Operations Center (EOC) Guide, and department-developed Emergency Support Procedures. See Figure 1. Family of Plans.

**Figure 1. Family of Plans**



**1. Emergency Operations Plan (EOP).** The Collin College Emergency Operations Plan (EOP) mitigates the impact of hazards on the college’s ability to function.

- a. Development - The Office of Emergency Management (OEM) develops the Emergency Operations Plan (EOP) with district-wide collaboration and coordination from various departments responsible for providing support within their area of expertise.
- b. Review - The Cabinet Emergency Management Team (see page 9) reviews the Emergency Operations Plan (EOP) by May 31<sup>st</sup> of each year or when there has been a significant change to a campus designation, outlined procedure, or government guidance.

**2. Cabinet Emergency Management Team Guide** – This guide provides strategic decision points and considerations when providing Incident Objectives, institutional messaging, community involvement, and continuity of operations.

**3. Procedures for Crisis Notifications** - This guide provides instructions for issuing crisis notifications (CougarAlert) and Informacast to inform Collin College personnel and students of an emergency or criminal activity.

**4. Department Operating Procedures** - All departments shall develop internal procedures. These procedures should also provide an order of succession so that all employees know who has the authority to make decisions or recommendations when the person who is typically in a leadership position is unavailable. Each department will review its procedures annually in May of each year. A template for this is available from Emergency Management.

## **B. RECORDS AND AGREEMENTS**

The OEM shall maintain records summarizing the actions taken and resources used during a response to update the plan based on lessons learned.

- a. Records - **Records** are any official documents the College created during an emergency, including activity logs, incident action plans, and incident costs.
  - Activity Logs - These include incident logs and accurate recording of crucial emergency response activities, allocated College resources, and response requests to and from government agencies.
  - ICS Forms/Incident Action Plans (IAPs) - These track and provide accountability of resources to support objectives with multiple operational periods.
  - Incident Costs – The Chief Financial Officer (CFO) shall maintain records summarizing the use of personnel, equipment operating costs, supplies, consumables, rented equipment, contract services, and proof of restoring equipment loaned to the College through a Memorandum of Understanding to their originally borrowed or agreed-upon condition. These records justify recovering costs from the responsible party or insurers or as a basis for requesting financial assistance from the state or federal government.
- b. Agreements – Under Chapter 791 of the Texas Government Code, community college districts may opt to establish interlocal cooperative agreements to facilitate services from local partner agencies or adjacent communities.

## **C. EMERGENCY MANAGEMENT TEAMS**

Collin College establishes and trains the (Figure II-2) Emergency Management Teams to prepare the District to respond to on-campus emergencies or disasters.



Figure 2. Emergency Management Teams

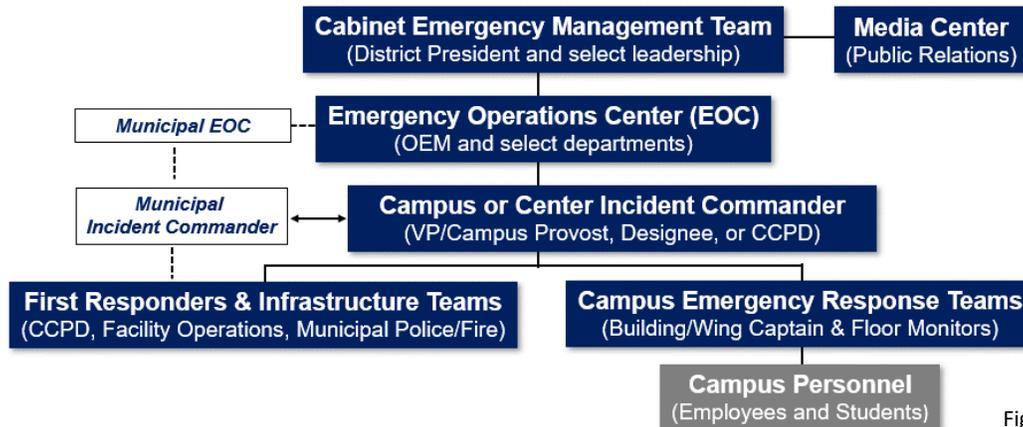


Figure II-3. Collin College Standard Emergency Procedures

**1. Campus Personnel** - While not a team, campus personnel form the largest group of those impacted by an emergency. The Standard Emergency Procedure (SEP) poster (Figure II-3), Cougar Vision, and the Office of Emergency Management community outreach activities prepare campus personnel for an emergency or disaster.

**2. Campus Emergency Response Team (ERT) –**

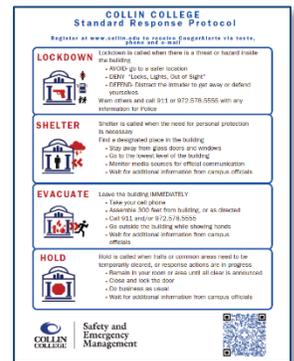
a. Purpose - The purpose of the Campus Emergency Response Team (ERT) is to promote safety and security for campus personnel before, during, and after an emergency.

b. Membership - The Campus Provost or designee (Centers) serves as the campus leadership and directs all actions associated with employees and students. The Campus Provost appoints employees to serve as Building/Wing Captains and Floor Monitors. Campus employees assigned as Building or Wing Captains are responsible for relocating students and employees to a safe place and serving in critical support roles during recovery.

c. Activation - The Campus Emergency Response Team members are notified of the crisis by CougarAlert or the Campus Provost, Executive Deans, or designee.

d. Training - Training and requirements for this position are listed in Section D. Training, Exercises, and Awareness.

**3. First Responders and Infrastructure Teams** – Skilled employees who play a



critical role in all phases of an emergency.

a. Purpose – Provide quick response to prepare, respond, or recover from an incident.

b. Membership

• First Responders

- Collin College Police Department - Collin College Police Officers and command staff assigned to the campus have the primary role of law enforcement and security. These roles may expand during an emergency to assist in shelter or evacuation operations or in conducting tactics required for an active assailant emergency.
- Municipal First Responders - Local municipal Law Enforcement, Fire Department, and Emergency Medical Services provide life safety to College Personnel and serve as the Incident Commander for public safety during a larger incident.
- School Marshals - School Marshals are specially trained personnel, often teachers or staff members, authorized to carry concealed firearms on school grounds as part of a security measure to protect students and staff. They undergo rigorous training in crisis response, firearms proficiency, and de-escalation tactics.



• Infrastructure Teams

- Facility Zone Manager and Employees - Facility Operations personnel are responsible for the campus infrastructure and play a critical role during recovery. The Zone Manager or designee may also serve as the incident commander for recovery from specific emergencies.
- Technology Services - The Technology Services' role is to maintain technology infrastructure and support other teams during an emergency. The Chief Information Security Officer (CISO) or Chief Information Officer (CIO) will serve as the Incident Commander during a Cyber Incident. [See Hazard Annex G. Cyber](#)



c. Activation – Activation is situational dependent, but may include CougarAlert or Informacast notification, call to department call center or dispatch or leadership direction.

d. Training - Training and requirements for this position are listed in Section D. Training, Exercises, and Awareness.

**4. Incident Commander (IC)** – Incident Commander (IC) from a college perspective, the Incident Commander (IC) plays a crucial role in managing the institution's response to emergencies. The college IC is responsible for coordinating all campus-related activities during an incident, ensuring the safety of students, faculty, and staff, and maintaining continuity of operations. This includes activating the college's emergency operations plan, communicating with leadership, and coordinating with external agencies. The IC must also make critical decisions or recommendations regarding campus closures, evacuations, and resource allocation, all while ensuring that the college's interests and priorities are integrated into the overall incident response.



a. Purpose - The Incident Commanders (IC) Priorities are:

1. Life Safety
2. Site Stabilization
3. Property Preservation and Recovery

If the Emergency Management Specialist is available, they will deploy to the scene to assist the college IC to guide the college IC with the checklist, communicating needs and information to the Emergency Operations Center (EOC) and the municipal IC.

b. Appointment – The identified Incident Commanders (IC) are listed below.

- Collin College Police Department (CCPD) - The CCPD serves as the IC for public safety incidents and migrate to supporting the municipal IC when required.
- Campus Leadership. - The Provost, Executive Dean, or appointee serves as the IC for roles outside of public safety, recovery, or cyber events.
- Chief Information Security Officer (CISO) – The CISO or Chief Information Officer (CIO) will serve as the Incident Commander during a Cyber Incident.
- Facility Zone Manager –

c. Activation- The Incident Commander is declared and assigned during any incident requiring additional resources and beyond the scope of daily activities.

d. Training - These individuals receive training in the Incident Command System (ICS) and National Incident Management System (NIMS). [Training and requirements for this position are listed in Section D. Training, Exercises, and Awareness.](#)

e. Operations - [See Attachment B. Incident Commander Checklist](#)

**5. Unified Command (UC)** - In a unified command structure, multiple Incident Commanders work together to manage an incident by integrating their response efforts while maintaining their own command authority. When a unified command is established, the Incident Commander (IC) from municipal police or fire departments

typically leads on public safety and emergency response aspects. Meanwhile, the Incident Commander from the college is responsible for managing internal campus operations, including communication with college Emergency Operations Center or leadership, ensuring the safety of students and staff, and coordinating the college's resources and response efforts. The college IC ensures that the institution's priorities are represented within the broader response, facilitating a cohesive and effective operation in alignment with both external agencies and the college's needs.

**5. Emergency Operations Center (EOC)** - The Emergency Operations Center (EOC) is the physical location where the coordination of information and resources to support on-scene operations occurs.

a. Purpose - The EOC priorities include:

1. Support the IC.
2. Receive the objective for the next phase and establish a plan.
3. Coordinate efforts and resources within the district and municipal partners.

b. Appointment. Department Emergency Operations Center (EOC) representatives, designated by their respective departments, are authorized to allocate resources, assign tasks to personnel, and reassign resources between campuses to support the Incident Commander at affected locations. These representatives also recommend service levels for both affected and unaffected areas, receive strategic direction from their Executive Leadership counterpart, and serve as subject matter experts during the development of the Incident Action Plan. The designated departments are:



- EOC Director – The EOC Director is typically the senior official responsible for the overall management and direction of the EOC. This person oversees the entire operation, ensuring that strategic objectives are met and that the EOC functions effectively. The EOC Director may be the Vice President of Facilities and Construction, a designated Police Lieutenant, Chief Information Officer (CIO) or Provost selected by the Executive Vice President. If serving as the EOC Director, a functional representative from their department will serve as the EOC member.
- Office of Emergency Management - The Director of Emergency Management is the EOC Manager. The EOC Manager receives information on emergencies, maintains situational awareness to distribute resources, advises, and assists in coordinating communications between response agencies. The EOC manager may serve as the EOC Director for smaller scale incidents.
- Facility Operations. - Oversees facility, grounds, and utility activities. The Vice President of Facilities and Construction may serve as the EOC Director based

on wide breath of experience and strong background in managing complex systems and coordinating large-scale projects.

- Collin College Police Department (CCPD) - The CCPD representative provides police matters expertise and serves as a direct link to the Incident Commander via radio or the Collin College Police Communications Center. May serve as the EOC Director based on public safety experience.
- Technology Services - Oversees all technology, requirements, Cyber threats, and media services. The Chief Information Officer may serve as the EOC Director based on wide breath of experience and strong background in managing complex systems and coordinating large-scale projects.
- Dean of Students (DOS) - Provides the EOC with subject matter expertise regarding protecting the student investment in attaining educational goals. Additionally, the DOS is notified when there have been injuries or fatalities.
- Purchasing - Responsible for the procurement of resources and coordinates agreements until it is logical to revert to traditional methods.
- Human Resources - Provides the EOC with subject matter expertise regarding employee messaging, supporting employee claims, and benefits.
- Others as Required - Other departments are likely to fill critical roles or act as subject matter experts in the EOC based on the situation.

c. Activation- The Incident Commander or College Executive Leadership may direct the partial or full activation of the EOC.

d. Training - Training and requirements for this position are listed in Section D. Training, Exercises, and Awareness.

e. Operations - [See Attachment D. Emergency Operations Center Checklist](#)



**6. Cabinet Emergency Management Team** - The team provides guidance and advisement to the District President to assist in the decision-making process regarding the safety of the College and recommendations for campus closure/cancellation of classes. In recovery operations, the team establishes objectives and priorities for emergency management programs for the College.

- a. Purpose. The priorities of the Cabinet Emergency Management Team include:
1. Incident Support
  2. Communication
  3. District Continuity of Operations

b. Membership. The Cabinet Emergency Management Team includes employees assigned to the following leadership positions or his/her designee:

- District President - Provides strategic priorities and approves media messages.
- Executive Vice President - In the absence of the District President, may assume his or her role.
- Chief Financial Officer - Provides a strategic view on finances, reimbursements, emergency purchases, student housing, and auxiliary services.
- Senior Vice President of Campus Operations - Provides a strategic view of academic operations that impact student investment in attaining educational goals.
- Chief of Police - Provides strategic and tactical expertise while articulating the limitations and scope of college and municipal police operations.
- Vice President of Facilities and Construction - Serves as the strategic advisor and manager for infrastructure and utility sustainment, mitigation, or repair.
- Chief Information Officer - Strategic advisor for Technology Services and provides recommendations for technological solutions to mitigate an emergency or hasten response.
- Vice President of External Affairs (Chief Public Information Officer) - Serves as the Public Information Officer (PIO) and oversees creating and transmitting media messages or unscripted CougarAlerts.
- Associate Vice President - Business and Governmental Relations – Liaise with government agencies as required.
- Chief Human Resources Officer – Serves as the key advisor for staffing and workforce management throughout an incident. These tasks include directing the reallocation of resources, advising on compensation or benefits, and casualty notification.
- General Council – Serve a legal expert as required.

c. Activation- The Incident Commander or College Executive Leadership may direct the partial or full activation of the EOC.

d. Training - Training and requirements for this position are listed in Section D. Training, Exercises, and Awareness.

e. Operations – [See Attachment A. Executive Level Checklist](#)

## D. TRAINING, EXERCISES, and AWARENESS



The Director of Emergency Management is responsible for coordinating and scheduling training and assessing the Emergency Operations Plan (EOP) through exercise or actual response.

The Campus Provost, or designee, is responsible for planning and conducting drills in collaboration with the Office of Emergency Management.

### 1. Training -

- a. Incident Command System Training - The US Department of Education (ED) requires National Incident Management System and Incident Command System training for certain key personnel based on their role. See Table 3. ICS/NIMS Training. These courses do not require refresher training.



The Federal Emergency Management Agency (FEMA) or the Office of Emergency Management provides emergency management training.

	<b>ERT Mbrs EOC Mbrs</b>	<b>EOC Leaders Campus IC</b>	<b>CCPD IC</b>	<b>Cabinet EM Team</b>
<b>IS-100.</b> Introduction to Incident Command System*	X	X	X	
<b>IS-200.</b> ICS for Single Resources/Initial Action Incidents*		X	X	
<b>IS-700.</b> National Incident Management System (NIMS)*	X	X	X	
<b>IS-800.</b> National Response Framework*		X	X	
<b>ICS-300.</b> Intermediate ICS for Expanding Incidents (In-Person)**			X	
<b>ICS-400.</b> Advanced ICS for Command (In-Person)**			X	
<b>G-402</b> Overview for Senior Officials (In-Person)**				X 

\* On line Training. Scheduled and tracked by the individual

\*\* In Person Training. Scheduled and Tracked by Emergency Management.

b. Internal Training - The Office of Emergency Management supplements the Incident Command System Training by providing additional training courses. See

**Table 4. ERT Training**

	ERT members	Facility operations	CCPD
<b>Level I. Basic</b> 1.5 hours	X	X	X
<b>Level II. Medical/Safety</b> 4 hours	X	X	X
<b>Level III. Recovery Operations</b> 3 hours	X		

c. ERT Suspicious package and bomb threat training - The Office of Emergency Management will provide training material or briefing on the identification and procedures for dealing with a suspicious package.

**2. Exercises** - Collin College maintains a state of readiness and tests response components with annual exercises and drills. These exercises provide opportunities to ensure that adequate preparations are in place for students, employees, and response teams so they can respond effectively to emergencies on campus. The Collin College Police Department schedules exercises to ensure that police officers and communicators remain ready to respond to emergencies.

The Campus Provost coordinates exercise objectives, priorities, and details with the Office of Emergency Management (OEM). Each exercise must use an approved notification system, and participation is mandatory unless approved by the Campus Provost. See Table 5. Exercise Requirements.

**Table 5. Exercise Requirement**

Exercise/Drill	Frequency	Administration
<b>Emergency Notification Assessment</b>	Once per semester, per shift	Scheduled and tracked by the Communication Department and documented in the annual security report.
<b>Lockdown/Active Assailant</b> <a href="#">See Response Annex A. Lockdown.</a>	Annually per campus or center	Scheduled and tracked by the Emergency Management and documented in the annual security report and an After-Action Report or questionnaire facilitated by Emergency Management.
<b>Shelter/Severe Weather</b> <a href="#">See Response Annex B. Shelter</a>	Annually per campus or center	
<b>Evacuation/Fire</b> <a href="#">See Response Annex C. Evacuation</a>	Annually per campus or center	
<b>Student Housing Fire Drills</b>	Two per semester for all occupants <ul style="list-style-type: none"> <li>One drill within the first ten days</li> <li>One drill during hours of darkness</li> </ul>	Scheduled and tracked by the housing office and documented in the annual security report.

<b>Child Development Laboratory</b>	<ul style="list-style-type: none"> <li>• One fire drill per month</li> <li>• One shelter drill per quarter</li> <li>• One lockdown drill per quarter</li> </ul>	Scheduled and tracked by the Child Care Center
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Fire drills shall be initiated by activating the fire alarm system and shall be held at unexpected times and under varying conditions to simulate the unusual conditions that occur in case of fire. Unscheduled activation of a fire alarm system or by any other emergency shall not be substituted for a required evacuation drill. A lockdown, fire evacuation, or weather drill may only count once and not as multiple types.

The Campus Emergency Response Team shall manage the rally locations and shall try to determine if all occupants were evacuated or have been accounted for. Reentry into the facility is not authorized until approval is received by Campus Emergency Response Team Members or the CCPD.

The Office of Emergency Management will provide fire officials prior notification of emergency evacuation drills and maintain records of required emergency evacuation drills and include the following information:

- Identity of the person conducting the drill along with the date, start and stop times.
- Notification method used.
- Employees on duty and participating.
- Number of occupants evacuated.
- Special conditions simulated, problems encountered, and weather conditions.
- Generate and maintain an After-Action Report (AAR) for large-scale exercises following the Department of Homeland Security Exercise Evaluation Program guidelines.

**3. Awareness** – The Office of Emergency Management will offer tips for college students and employees who want to be ready before a disaster and know what to do in the hours and days after such an event.

- a. Hazard Assessment. Provide an overview of potential hazards.
- b. Notification instructions. Understanding CougarAlert, Safe Zone, and other notification processes better is the process. Sign up for your school's text notification system.
- c. Standard Response Procedures. Exactly what to do during the various hazards and find a safe place.
- d. Create a go-bag. Provide knowledge on building a go-bag for various price ranges and capabilities.

- e. Check yourself for injuries. How to quickly check yourself for injuries. This is not a medical course.
- f. Communication. How to quickly communicate with others after an incident.
- g. Volunteer and advanced information or training. Provide guidance on where to obtain more information based on the level of interest.

## SECTION V. RESPONSE

Response operations are activities taken immediately before or during an emergency to preserve life. The primary areas include warning and notification, life-safety response, and site stabilization.

### A. LEVELS OF READINESS

Levels of Readiness are used to categorize the severity of the event.

**1. Level IV. Daily Operations** – Level IV indicates normal operations dedicated to preparedness and enhancing mitigation measures and plans.

**2. Level III Incident** - A Level III, Incident affects a minimum number of people, individual room(s) of a building, or a localized outside area. A Level 3 incident requires only a few people and no more than a limited building or area evacuation. This plan does not cover tasks or resources associated with a Level III Incident.

- Fire. [See Response Annex C. Evacuation](#)
- Local Cyber Incident. [See Hazard Annex G. Cyber](#)

**3. Level II Emergency** - A Level II Emergency affects an entire building, multiple buildings, campus, or a large outside area that requires a coordinated effort by Collin College police officers, facilities personnel, OEM, or other emergency response agencies. For example:

- Clery Act reportable crimes and emergencies.
- Severe weather or event that causes a delay or cancellation. [See Response Annex B. Shelter](#)
- Large Fire. [See Response Annex C. Evacuation](#)
- Gas Leak. [See Response Annex C. Evacuation](#)
- Campus Specific Cyber Incident. [See Hazard Annex G. Cyber](#)



**4. Level I Disaster (man-made or natural)** – A Level I Disaster affects more than one campus. It includes significant events in the surrounding community. Level 1 Disasters typically interrupt normal operations throughout the district for an unknown period and require implementing the Emergency Operations Plan until the disaster concludes. For example:



- Winter Storm. [See Response Annex E, Closed/Delay](#)
- Pandemic. [See Hazard Annex F. Pandemic](#)
- Active Assailants and Explosive Devices. [See Response Annex A. Lockdown.](#)
- District-wide Cyber Incident. [See Hazard Annex G. Cyber](#)

## B. WARNING AND NOTIFICATION

Warning and notification are the processes that combine monitoring threats through situational awareness with alerting the community to begin life-saving actions. The internal procedures are outlined in the Collin College Procedures for Crisis Notifications.



**1. Situational Awareness.** Employees, students, and visitors who observe an incident shall immediately call **972.578.5555**.

Collin College can monitor the situation and initiate the notification systems. The College’s Police Communications Center is the first campus entity alerted to an emergency. It obtains all the required situational information and notifies the appropriate emergency response agencies.



a. Active Assailants and Explosive Devices - CCPD collaborates with the Collin County Fusion Center, a multi-jurisdictional threat assessment center, to monitor social media and tools to assess the threat to the District. Collin College’s Strategies of Behavioral Intervention (SOBI) Committee is a central network focused on preventive and timely intervention before a crisis arises. [See Response Annex A. Lockdown.](#)

b. Severe Weather - The Office of Emergency Management monitors severe weather information from the National Weather Service and information from the appropriate departments. [See Response Annex B. Shelter](#)





- c. Hazardous Materials (HAZMAT) - The CCPD and Office of Emergency Management can contact and receive warnings from municipal agencies regarding the threat of a HAZMAT release. [See Response Annex B. Shelter](#)
- d. Fire - The CCPD receives a real-time assessment of fire alarms throughout the District and can immediately contact municipal agencies. [See Response Annex C. Evacuation](#)
- e. Gas Leak - The CCPD or Facilities Operations is alerted to gas leaks and makes immediate contact with municipal agencies. [See Response Annex C. Evacuation](#)
- f. Pandemic - The OEM receives assessment information from partner agencies and then provides the District President recommendations for further actions. [See Hazard Annex F. Pandemic](#)
- g. Cyber Incident - A cyber incident would be detected through automated systems or employee reports, with the Technology Service department initiating an initial response, and if deemed significant, contact Emergency Management for additional support and coordination. [See Hazard Annex G. Cyber](#)

**2. Mitigation** - With advanced notice, departments begin mitigation efforts to decrease the impact of a hazard based on the appropriate Standard Emergency Procedure scenario.

### 3. Collin College Emergency Notification



Emergency Notification and Timely Warning - The Clery Act requires Institutions of Higher Learning (IHL) to provide Timely Warning to inform the campus community of serious or continuous threats or to transmit an Emergency Notification immediately.

- a. Collin College Emergency Notification System - Communications and the CCPD Communications Center use CougarAlert to alert all college personnel in affected areas to initiate the appropriate Standard Emergency Procedures (SEP).

- *CougarAlert* - Provides District-wide alerts through e-mail, voice messages, and SMS Text Messaging.
- *InformaCast* - Provides district-wide or campus-specific voice alerts on speakerphones in each classroom and office or directly with key personnel. Employees have access to communication devices, allowing for immediate contact with emergency services.
- *Office website and social media updates* - Provide more detailed emergency information and manage it through Communications.

- *Student housing* – Student housing can alert only residents during a localized emergency.

b. Authorizations to Initiate the Emergency Notification System - The Campus Provost or designee, Office of Emergency Management, and CCPD have the authority to direct the CCPD Communications Center to initiate a CougarAlert for an active assailant, severe weather, HAZMAT release, gas leak, or explosive device. Communications and the Office of Emergency Management may also transmit a CougarAlert, if needed. See the Collin College Procedures for Crisis Notifications for additional information.

## C. LIFE-SAVING RESPONSE



**1. Campus Personnel** – Upon notification, all personnel immediately begin the appropriate Standard Emergency Procedure (SEP) approved by the Texas School Safety for each hazard.

	<p><u>Lockdown.</u> Response Annex A. Lockdown outlines the actions that were used to respond to an active assailant event.  <a href="#">See Response Annex A. Lockdown.</a></p>
	<p><u>Shelter.</u> Response Annex B. Shelter outlines the actions used to respond to a tornado warning, HAZMAT release, or severe weather. The term “shelter” refers to a safer location but does not meet the criteria defined by the International Facility Code (IFC) or Federal Emergency Management Agency (FEMA) to be categorized as a shelter.  <a href="#">See Response Annex B. Shelter</a></p>
	<p><u>Evacuation.</u> Response Annex. C. Evacuation outlines the associated actions used to respond to a fire or gas leak, a suspicious package, a bomb, an explosive device, or an unknown substance.  <a href="#">See Response Annex C. Evacuation</a></p>
	<p><u>Medical Emergency and Emotional.</u> Response Annex D. Medical Emergency - While not a SEP, a medical emergency can occur in conjunction with or independent of the above scenarios. The municipal Incident Commander or Emergency Medical Technician will determine the appropriate care and hospital based on the severity of the situation.  <a href="#">See Response Annex E. Medical</a></p>
	<p><u>Delay/Closure.</u> Response Annex E. Delay/Closure is not a SEP but is a tactic the Incident Commander can implement to mitigate further or future hazards.  <a href="#">See Response Annex E. Closed/Delay</a></p>
	<p><u>Pandemic/Influenza Emergency.</u> Response Annex F. Pandemic/Influenza While not a SEP, a Pandemic/Influenza emergency can occur in conjunction with or independent of the above scenarios and will typically last a much longer.  <a href="#">See Hazard Annex F. Pandemic</a></p>
	<p><u>Cyber Incident.</u> Response Annex G. Cyber Incident details the response to a widespread cyberattack that compromises critical systems and data, such as student records and financial information.  <a href="#">See Hazard Annex G. Cyber</a></p>



**2. Emergency Response Team** - Upon notification, the Emergency Response Team (ERT) assists all personnel to immediately begin the appropriate Standard Emergency Procedure (SEP) for the specific hazard.

**3. First Responders and Infrastructure Teams** - Collin College Police eliminate the threat or assist the campus Emergency Response Team (ERT) in relocating campus personnel away from the hazard.



**4. Campus Incident Commander (IC)** - Campus leadership establishes an Incident Command. Depending on the situation, the Campus Incident Commander may retain command authority, transfer authority to a municipal or another Campus Incident Commander or create a Unified Command. [See Attachment B. Incident Commander Checklist](#)

The individual authorized to fill the Campus Incident Commander role depends on the incident type. See Table 2. **Campus Incident Commander**

**Table 2. Campus Incident Commander**

	SCENARIO	UNIFIED COMMAND	
		Lead IC	Supporting IC
1	<b>Active Shooter</b> <a href="#">See Response Annex A. Lockdown.</a>	Municipal Police	Fire/EMS (Medical) CCPD* Provost/Executive Dean**
2	<b>Tornado Warning</b> <a href="#">See Response Annex B. Shelter</a>	Fire/EMS	CCPD* Provost/Executive Dean**
3	<b>HAZMAT release from vehicle or pipeline</b> <a href="#">See Response Annex B. Shelter</a>	Fire/EMS	CCPD* Provost/Executive Dean**
4	<b>Bomb Threat</b> <a href="#">See Response Annex C. Evacuation</a>	Municipal Police	CCPD* Provost/Executive Dean**
5	<b>Actual Fire</b> <a href="#">See Response Annex C. Evacuation</a>	Fire/EMS	CCPD* Provost/Executive Dean**
6	<b>Gas Leak, Internal HAZMAT Release,</b> <a href="#">See Response Annex C. Evacuation</a>	Fire/EMS	CCPD* Provost/Executive Dean**
7	<b>Structural Damage/Rescue</b> <i>Hold</i>	Fire/EMS	CCPD* Provost/Executive Dean**
8	<b>Utility Outage</b>	Facility Ops	CCPD* Provost/Executive Dean**
9	<b>Cyber Attack</b> <a href="#">See Hazard Annex G. Cyber</a>	CISO	N/A
10	<b>Damage Assessment</b> <i>Hold</i>	Facility Ops	CCPD* Provost/Executive Dean** IT
11	<b>Winter Weather</b> <i>(district wide)</i>	EM	N/A
12	<b>Winter Weather</b> <i>(district wide)</i>	EM	CCPD Facility Ops IT
11	<b>Weather Monitoring</b> <i>(district wide)</i>	EM	CCPD

\* CCPD – Public Safety, Site Security

## **EMERGENCY OPERATIONS CENTER**

**5. Emergency Operations Center (EOC)** – Emergency Management will activate the EOC upon receiving direction from the District President or Incident Commander. This notification is done via a SITREP or EOC activation Scenario prebuilt in the InformaCast System.

The focus is to support the Incident Commander and develop the Incident Action Plan for the next operational period. These tasks free the Cabinet Emergency Management Team to focus on strategic objectives and district continuity of operations. The District President or Incident Commander can activate the Emergency Operations Center if:

- a. Prolonged incident - The duration of the emergency will exceed a few hours.
- b. Multiple locations - The size of the emergency will affect more than one campus.
- c. Unified Command - The complexity of the emergency requires collaboration with municipalities.
- d. Resources and planning - The scope of the emergency requires resources and planning beyond the capability of the Campus Incident Commander. Once active, the Director of Emergency Management informs the EOC members to meet in the specified location.
- e. See [Attachment D. Emergency Operations Center Checklist](#).

**6. Media Center** - The Media Center is critical to providing information. Established by Public Relations, the Media Center delivers messages to the public after the initial warning via additional CougarAlert, social media and webpage updates, and press conferences or releases.

**7. Cabinet Emergency Management Team** - The Cabinet Emergency Management Team provides strategic priorities and messaging to the college community. The District President determines the need to activate the Cabinet Emergency Management Team and Emergency Operations Center based on the incident's severity, type, and time. Communications start the Crisis Communications Plan. [See Attachment A. Executive Level Checklist](#)

## D. INITIAL ASSESSMENT

Once life-saving actions are complete, emergency teams evaluate the situation to assess the damage and make recommendations for the next course of action.

**1. Campus Personnel** - If safe, campus personnel should remain in place until emergency teams evaluate the area's safety.

**2. Campus Emergency Response Team (ERT)** – Communicate status of relocating personnel for evacuation or shelter, as well as emergency needs using the ERT communication scenario prebuild in the InformaCast System.

**3. First Responders and Infrastructure Teams** - Conduct initial actions and provide a Situational Report (SITREP) to the Incident Commander based on the current level of services listed (Checklist, pg. 17).

a. First Responders - Establish perimeter and site security, direct traffic and parking, render aid, and assist other teams.

b. Infrastructure – Conducts safety structural assessment, identifies potential utility issues, and recommends Incident Command Post (ICP) locations.

**4. Campus Incident Commander (IC)** - Provides recommendations to the District President on declaring an emergency and activating the Emergency Operations Center. At this point, the Unified Commanders transfer incident command authority exclusively to the Campus Incident Commander. [See Attachment B. Incident Commander Checklist](#)

**5. Emergency Operations Center (EOC)** – Determine the resources from Table 6. Emergency Resources are available from other campuses and can be immediately acquired. See [Attachment D. Emergency Operations Center Checklist](#).

**Table 6. Emergency Resources**

<b>Transportation</b> - General or select purpose vehicles, CCPD Traffic Signs, Traffic Barriers	<b>Medical and Counseling</b> - Counseling personnel, medical equipment
<b>Facility Operations</b> - Restoration equipment, mobile lights, pop-up shelter, specialists	<b>Technology Services</b> - Computers, projectors, TV, printers, specialists
<b>Food Services</b> - Food and beverage service	<b>Logistics</b> - Buyers, open contracts, memorandums of agreement/understanding
<b>Communications</b> - Radios, telephones, Wi-Fi Hotspots	<b>Generators and Fuel</b> - Mobile generator
<b>Law Enforcement</b> - CCPD and municipal resources	<b>Emergency Response Teams</b> - Campus ERT members from unaffected locations

**6. Media Center** – Continue to update social media and send updates via CougarAlert as needed.

**7. Cabinet Emergency Management Team** - Determines the need to declare a campus or district-wide emergency and recommend modifications to campus operations. [See Attachment A. Executive Level Checklist](#)

## SECTION VI. RECOVERY AND RESTORATION

The recovery Operations area activities are associated with returning the scene to a pre-incident condition and reunification/notification.

Once there is no imminent threat and the scene has been assessed for hazards, the next step is stabilizing the scene and preparing to transition into recovery operations.

During the recovery operations, the EOC will create an Incident Action Plan (IAP) to outline the tasks and resources needed to complete restoration.

### A. STABILIZE THE SCENE



**1. Campus Personnel** - Based on the situation, the Incident Commander, through CougarAlert, instructs campus personnel on what to do based on the situation.

**2. Campus Emergency Response Team (ERT)** – Provides manpower assistance to the affected campus as required. ERT members from other campuses may be relocated to assist when needed,

**3. First Responders and Infrastructure Teams** – Conduct operations following the Campus Emergency Operations Manual and departmental procedures.

**4. Campus Incident Commander (IC)** - Establishes command and control at a safe and fixed Incident Command Post and Staging Area for long-term operations.

#### 1. Command and Control

- Transfer of Command - The Municipal Incident Commander transfers the command to the Campus Provost or Collin College Police Sergeant or Lieutenant.
- Receive Situational Reports from Initial Assessment - Assesses the situation and identifies the required resources for the EOC.
- Establish Key Facilities (as required) - Establishes on-site command and controls long-term operations based on recommendations from Facility

Operations and CCPD (See Campus Emergency Operations Manual for Specific Maps and Diagrams).

2. Determine Course of Action – Determine if the best action is to evacuate the facility or wait for municipal first responders.
  - Await first responders - The situation is unsafe for some or all segments of the campus. All other students and employees must wait for municipal responders.
  - Evacuate - If the situation is safe enough to relocate from the safe locations and evacuate the campus personnel, then communicate with all Campus Emergency Response Team members to escort students and employees to the exits.
  - Delay and Close - Determine the operational status of the building(s) affected once the situation is safe enough to relocate from the safe outdoor location. [See Response Annex F. Closed/Delay](#)
  - All Clear - Communicate with the Office of Emergency Management, which, in turn, contacts Communications to transmit an “All Clear” or CougarAlert update as required by the Clery Act.
  
3. Situation Update - Provide the updated status of the EOC (if activated) or Cabinet Emergency Response Team.
  
4. Assist the Family Reunification Process. The final stage of short-term recovery is the reunification of incident evacuees and survivors with their families and friends. The immediate reunification process should be well-ordered. However, if the evacuees become scattered during the initial evacuation, this reunification process may take on a more extensive management responsibility. Update Family Members and Arrange Reunification.
  - Be prepared to accommodate the various needs of family members and friends who might rush to the incident scene.
  - Ensure that family members are informed of any changes to the location of the assembly areas as well as a time estimate for when they can reunite with the affected employees.
  - Reunification with those injured during the incident may take more time since those injured may have already been transported to medical facilities.
  - Consider providing transportation for family members to area hospitals where the survivors may have been taken. Facilitate the Retrieval of Personal Belongings
  - With personal safety an immediate priority during an incident evacuation, some personal belongings may have been left behind.
  - Personal possessions may not be able to be recovered until the crime scene investigations are complete.
  - Coordinate with law enforcement to set up a central point for collecting personal belongings.

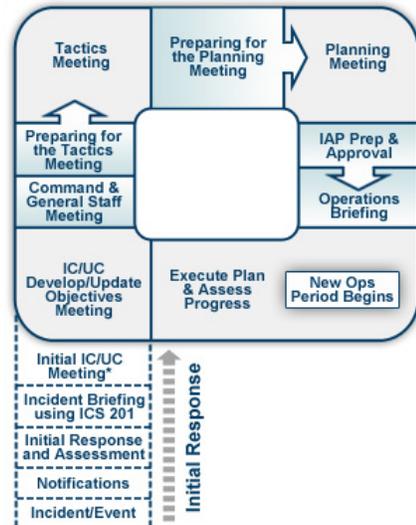
- Some personal possessions may be collected and treated as evidence for criminal proceedings and held for extended periods.

**5. Emergency Operations Center (EOC) -**  
 Supports the requirements of the Incident Commanders by providing resources and developing an Incident Action Plan (IAP) based on priorities and objectives.

**6. Media Center -** Transmits an “All Clear” CougarAlert or detailed messages as required by the Clery Act.

**7. Cabinet Emergency Management Team -**  
 Receives a detailed assessment from the Emergency Operations Center (if activated) or Campus Incident Commander to determine strategic priorities.

**Figure 3. Planning P**



**B. DETAILED ASSESSMENT**



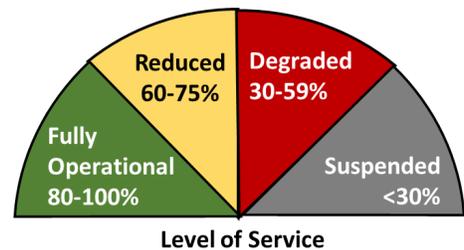
Teams conduct a detailed assessment when the site is safe. The evaluation provides the extent of the damage to physical infrastructure and the ability of departments to perform their operations at a pre-incident level.

**1. First Responders and Infrastructure Teams -** Depending on the event, the teams will conduct various roles in a detailed assessment.

a. Collin College Police Department (CCPD) -

- Lockdown: Investigator, liaison with supporting agencies, traffic management, and site security.
- Shelter: Traffic management and site security.
- Evacuation: Traffic management and site security.

a. Facility Operation & Technology Services -  
 Determines the current level of service and proposes an operational timeline for repairs and restoration. Reviews structure integrity and potential utility issues and provides a Level of Service for each (See Table 7. Levels of Service).



**Table 7. Levels of Service**

Level	Guidelines
Fully operational	No change in capability (80-99% of standard operational status).
Reduced	All essential tasks can be accomplished with additional time. The nonessential tasks are being worked on a case-by-case basis. (60-75% of standard operational capability).
Degraded	Continue only the essential tasks directly supporting response and recovery (30-59% of standard operational capability).
Suspended	Conduct only essential tasks to prevent further damage. (>25% of standard operational capability).

**2. Campus Incident Commander (IC)** - The College Incident Commander (IC) provides an assessment and recommendations to the EOC or Cabinet Emergency Management Team if the EOC is not established. The Incident Commander for Recovery is the VP of Facilities and Construction (Primary) or Director of Facilities (Alternate). [See Attachment B. Incident Commander Checklist](#)

**3. Emergency Operations Center (EOC)** – The EOC supports the Campus Incident Commander during the detailed assessment phase by planning, coordinating, and providing requested resources. See [Attachment D. Emergency Operations Center Checklist](#).

**4. Media Center** - The Media Center continues public messaging and media relations.

**5. Cabinet Emergency Management Team** - The Cabinet Emergency Management Team continues to manage public information and execute the continuity of operations plan. [See Attachment A. Executive Level Checklist](#)

## C. RECOVERY PLAN and EXECUTION

When the site is safe, the assessment teams and contractors conduct a detailed assessment to determine the extent of the damage to physical infrastructure and the ability of departments to perform their operations at a pre-incident level.



### 1. Actions

- **Continuity of Operations.** Based on the severity of the incident or its impact on infrastructure, there may be a need to scale down or close operations at some or all campuses and centers.
- **Reopening the Facility and Resuming Operations.** Unless severe physical

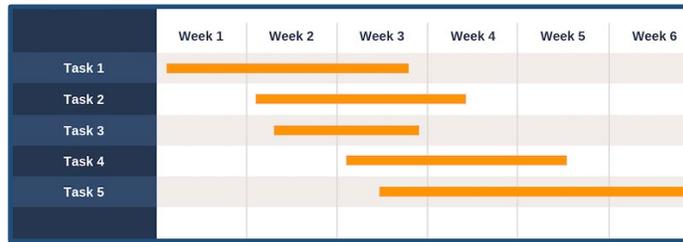
damage from an attack or other exceptional circumstances, most facilities will reopen soon after the post-incident investigation. In some cases, an alternative temporary facility may be used. The College will establish a reconstitution plan to restore full functionality after an incident.

- Individuals recover from traumatic incidents at their rates. Some may be able to reestablish their everyday routines and return within days, while others may need more time. Some individuals may be unable to return at all. The College will address and attempt to accommodate an employee's progress as much as possible.
- Depending on the event's severity, the College shall ensure that employees (and others affected by the incident) know the need to pace themselves. Encourage them to take breaks and rest periods when possible.
- The College shall enact continuity plans to keep operations going, if necessary.
- **Civil and Criminal Judicial Processes.** Some active shooter incidents or other incidents may result in criminal or civil trials. Collin College shall ensure that legal staff are aware of potential liability issues. The College will also have to consider a leave policy to account for employee absence during a required judicial process.
  - Anticipate assisting in criminal or civil litigation.
  - Inform employees that they may be called witnesses in a judicial proceeding.
  - Participation in a legal proceeding may bring back traumatic memories of the incident, so consider providing grief counselors.

## 2. Teams

- **First Responders and Infrastructure Teams** – Depending on the event, the teams will conduct various roles in a detailed assessment.
- **Cabinet Emergency Management Team** - The Cabinet Emergency Management Team determines the following requirements. [See Attachment A. Executive Level Checklist](#)
  - Priorities - The team establishes the priorities for the recovery operations based on the strategic view and status of the incident site.
  - Level of Service - The team reviews the current level of service and then determines the desired future level of service and the operational timeline for all departments.
    - The departments use the level of service (Table 7) to balance resources for recovery versus continuity of operations.
    - Recovery operations use the operational timeline to schedule work, receive updates, send press releases, and track the task status.

- **Campus Incident Commander (IC)** - The Campus Incident Commander (IC) provides input into the Recovery Plan to maximize effort and resource allocation. [See Attachment B. Incident Commander Checklist](#)
- **Emergency Operations Center (EOC)** – The Emergency Operations Center develops a recovery plan with established milestones and priorities. During plan execution, the EOC supports the Campus Incident Commander and modifies the recovery plan based on status changes. See [Attachment D. Emergency Operations Center Checklist](#).



# SECTION VII. AUTHORITIES AND REFERENCES

## A. AUTHORITIES

### 1. Federal –

- a. Agricultural Bioterrorism Protection Act of 2002; Possession, Use and Transfer of Biological Agents and Toxins (7 CFR Part 331 and 9 CFR Part 121)
- b. Clean Air Act, (40 CFR Part 51)
- c. Clean Water Act, (Section 311 of USC 1251) Comprehensive Environment Response Compensation and Liability Act of 1980, PL 96510 (CERCLA or “Superfund”)
- d. Disaster Relief Act of 1974, PL 93-288 as amended.
- e. Emergency Management and Assistance, Code of Federal Regulations, Title 44
- f. Emergency Planning and Community Right-to-Know Act, 42 USC. Chapter 116
- g. Federal Civil Defense Act of 1950, PL 81-920 as amended.
- h. Jeanne Clery Act, 20 U.S.C. § 1092 (f) and regulations at 34 CFR § 668.46
- i. Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
- j. Higher Education Act of 1965 as amended by the Higher Education Opportunity Act (HEOA) of 2008, Public Law 110-31
- k. Homeland Security Act of 2002 (CIKR, Intro-2, CPG 101)
- l. Homeland Security Presidential Directive. HSPD-5, Management of Domestic Incidents
- m. Homeland Security Presidential Directive, HSPD-3, Homeland Security Advisory System
- n. Homeland Security Presidential Directive, HSPD-8. National Preparedness
- o. National Incident Management System
- p. National Response Framework
- q. National Strategy for Homeland Security, July 2002
- r. Nuclear/Radiological Incident Annex of the National Response Plan
- s. Public Health Security and Bioterrorism Preparedness and Response Act (42 CFR Part 73)
- t. Resource Conservation and Recovery Act (RCRA)
- u. Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100707
- v. Superfund Amendments and Reauthorization Act of 1986, PL 99-499 (Title III, Emergency Planning and Community Right-to-Know Act of 1986”)

### 2. State of Texas –

- a. Vernon’s Texas Civil Statutes, Sections 7, 8, and 10, Article 5890e
- b. The Texas Disaster Act of 1975, Texas Government Code, Title 4, Chapter 418
- c. Executive order by the Governor, Executive Order RP-01, or current version
- d. Attorney General Opinion MW-140
- e. Hazard Communication Act, Title 83 Article 51826
- f. Texas Hazardous Substances Spill Prevention and Control Act, Chapter 26, Subchapter G. Texas Water Code
- g. State Solid Waste Disposal Act, Texas Civil Statutes Article 4477-7
- h. State of Texas Emergency Management EOP (Disaster EOP)

- i. The Texas Education Code §37.108
- j. Texas Education Code § 51.217
- k. Education Code, Chapter 37, Sec. 37.108 (Multi-hazard Emergency Operations Plan; Safety and Security Audit)
- l. Government Code, Chapter 418 (Emergency Management)
- m. Government Code, Chapter 421 (Homeland Security)
- n. Government Code, Chapter 433 (State of Emergency)
- o. Government Code, Chapter 791 (Inter-local Cooperation Contracts)
- p. Health & Safety Code, Chapter 778 (Emergency Management Assistance Compact)
- q. Executive Order of the Governor Relating to Emergency Management
- r. Executive Order of the Governor Relating to the National Incident Management System
- s. Administrative Code, Title 37, Part 1, Chapter 7 (Division of Emergency Management)
- t. The Texas Homeland Security Strategic Plan, Parts I and II, December 15, 2003
- u. The Texas Homeland Security Strategic Plan, Part III, February 2004

### **3. Local Government –**

- a. Collin College Policy for Emergency Management
- b. Collin County Emergency Management Plan
- c. City of Allen Emergency Management Plan
- d. City of Celina Emergency Management Plan
- e. City of Farmersville Emergency Management Plan
- f. City of Frisco Emergency Management Plan
- g. City of McKinney Emergency Management Plan
- h. City of Plano Emergency Management Plan
- i. City of Rockwell Emergency Management Plan
- j. City of Wylie Emergency Management Plan
- k. Inter-local Agreements & Contracts

### **4. Collin County Community College District Policies**

- a. BD: Board meetings
- b. BDA: Board Meetings, Closed Meetings
- c. CAI: Appropriations and revenue sources ad valorem taxes
- d. CF: Procurement and acquisitions
- e. CG: Safety Program
- f. CGC: Safety program emergency plans and alerts
- g. DBA: Employment requirements and restrictions credentials and records
- h. GCA: Access to information
- i. GCC: Public Information Program
- j. GGE: Relations with governmental agencies and authorities' emergency management

## **B. REFERENCES**

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Emergency Management Institute, F.E.M.A./Homeland Security Independent Study  
Program: E-362 – Multi-Hazard Emergency Planning for Schools-Trainer of Trainers,  
Emmetsburg, Maryland

US Department of Education Practical Information on Crisis Planning: a Guide for  
Schools and Communities

Jane's Safe Schools Planning Guide for All Hazards

Texas School Safety Center, Texas State University Template for School-Based  
Emergency Operations Planning

Texas Department of Emergency Management, Training Division, Emergency  
Operations Plan Template

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Standards Checklist for the Basic Plan

The "I Love U Guys" Foundation, John-Michael Keys, Standard Emergency  
Procedures

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of Safe and Healthy Students, Guide for Developing High-Quality School Emergency  
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