



Metropolitan Community College

EMERGENCY OPERATIONS PLAN

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This plan is maintained under the authority of the MCC Chancellor and Chief of Police. Updates, revisions, and controlled distribution are the responsibility of the MCC Police Department.

Distribution:

- **Public Edition:** Available on the MCC website, MCC InfoExchange, and upon request.
- **Confidential Edition:** Restricted to authorized MCC staff, ERMT members, and partner agencies as designated by the MCC Chancellor and Chief of Police.

Supersession:

This document supersedes all previous versions of the MCC Emergency Operations Plan.

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Office of the Chancellor

Dr. Kimberly Beatty



LETTER OF PROMULGATION

I am thrilled to present the newly revised edition of Metropolitan Community College's Emergency Operations Plan (EOP)—a dynamic, districtwide framework designed to protect and support our students, employees, and visitors in times of crisis. This plan is more than a safety document—it's a bold step forward in our commitment to readiness, resilience, and the well-being of our entire MCC community.

The EOP has been developed in collaboration with key stakeholders, including MCC leadership, the Emergency Response Management Team (ERMT), Facilities Services, and local emergency response agencies. It incorporates best practices, lessons learned, and hazard-specific procedures to address the unique challenges faced by our campuses. Importantly, it also aligns with the priorities of our Strategic Plan by reinforcing operational excellence, institutional preparedness, and community trust. This plan will serve as the guiding document for all emergency preparedness, response, recovery, and mitigation efforts.

As Chancellor, I authorize the implementation of this Emergency Operations Plan. All departments and personnel are expected to review, familiarize themselves with, and adhere to the roles and responsibilities outlined within. MCC is committed to regular training, drills, and updates to ensure the plan remains relevant and effective.

This EOP will be reviewed annually and revised as necessary to reflect changes in policy and/or procedure, infrastructure, or emerging threats. The collective efforts of our college community and our partners will ensure MCC remains a safe and resilient institution.

Signed,

A handwritten signature in black ink, which appears to read "Kim Beatty". The signature is stylized with loops and flourishes.

Dr. Kimberly Beatty
Chancellor
Metropolitan Community College
October 13, 2025



APPROVAL AND IMPLEMENTATION

The Emergency Operations Plan (EOP) for Metropolitan Community College (MCC) introduces the procedures and guidelines necessary for a comprehensive approach to emergency preparedness, response, recovery, and mitigation. This plan applies to all MCC campuses, departments, and personnel and supersedes all previous emergency plans.

Authority is delegated to the Emergency Response Management Team and the MCC Police Department to make specific modifications to this plan without requiring the signature of the authorized MCC administrator, provided these changes do not alter the core objectives or scope of the plan. Any significant revisions will require approval and a signature by the authorized administrator.

This plan is approved as of October 13, 2025 and is hereby signed by the authorized MCC administrator.

Signed,

A handwritten signature in black ink, appearing to read "Kimberly Beatty", written in a cursive style.

Dr. Kimberly Beatty
Chancellor
Metropolitan Community College
October 13, 2025

RECORD OF DISTRIBUTION

PUBLIC EDITION ONLY

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INTRODUCTION

Vision

Metropolitan Community College (MCC) is committed to fostering a disaster-resilient college community where the safety and security of students, faculty, staff, and visitors are paramount. Our vision is to anticipate, prevent, and effectively respond to emergencies, ensuring continuity in education and operations.

Mission

The Emergency Operations Plan (EOP) serves as a framework for managing emergencies at MCC. The objectives are to mitigate risks, prepare for incidents, coordinate response efforts, and support recovery processes. Key responsibilities include:

- Identifying and assessing hazards that may impact the college.
- Coordinating resources before, during, and after an emergency.
- Providing clear leadership and communication throughout an incident.

Benefits of an Emergency Operations Plan

A comprehensive EOP brings the following advantages to MCC:

- **Life Safety:** Protecting students, staff, visitors, and community members.
- **Asset Protection:** Safeguarding physical assets, infrastructure, and intellectual property.
- **Reduced Vulnerability:** Minimizing risks through planning and preparation.
- **Efficient Recovery:** Enabling swift resumption of operations post-incident.
- **Regulatory Compliance:** Meeting legal requirements such as the Clery Act, NIMS, and OSHA standards.

Guiding Principles

The EOP aligns with the mission of MCC, emphasizing innovation, community leadership, and continuous improvement through:

- **Collaboration:** Creating an inclusive governance model that fosters teamwork and communication.
- **Comprehensiveness:** Addressing all hazards, stakeholders, and impacts.
- **Integration:** Ensuring unity of effort among internal and external responders.
- **Prevention:** Proactively identifying and mitigating potential threats.
- **Risk-Driven Improvement:** Prioritizing actions based on sound risk management practices.

Definition of an Emergency

An emergency is a situation, or an impending situation caused by the forces of nature, an accident, or an act intentional or otherwise that constitutes a danger of major proportions to life or property and/or disrupts critical operations at MCC or has the potential for such.

What is Preparedness?

Preparedness, essentially, is having a secure and resilient community—one that has the capabilities to withstand the threats and hazards that pose the greatest risk.

On a national scale, we describe successful preparedness as: a secure and resilient Nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.

This same definition applies to communities and jurisdictions at any level (local, state, tribal, etc.).

Notice that there is an underlying premise in this description of preparedness: if you have the capabilities to manage the greatest, worst-case probable situation, you will also be prepared to handle lesser incidents—the routine and less-than-catastrophic incidents that make up most of emergency management.

The key is building and sustaining capabilities at all levels.

Mission Areas and Core Capabilities

National Preparedness Goal

The National Preparedness Goal defines what it means for the whole community to be prepared for all types of disasters and emergencies. The goal itself is succinct:

“A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

These risks include events such as natural disasters, disease pandemics, chemical spills and other manmade hazards, terrorist attacks and cyber-attacks.

Mission Areas are comprised of the capabilities required for achieving the function at any time (before, during, or after an incident) and across all threats and hazards.

The five Mission Areas include:

- **Prevention:** The capabilities necessary to avoid, prevent, or stop a threatened or actual act of terrorism. As defined by PPD-8, the term “prevention” refers to preventing imminent threats.

- **Protection:** The capabilities necessary to secure the homeland against acts of terrorism and human-caused or natural disasters.
- **Mitigation:** The capabilities necessary to reduce loss of life and property by lessening the impact of future disasters.
- **Response:** The capabilities necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred.
- **Recovery:** The capabilities necessary to assist communities affected by an incident to recover effectively.

There are 32 Core Capabilities identified in the National Preparedness Goal (<https://www.fema.gov/national-preparedness-goal>) and its intention is to assist everyone who has a role in achieving all of the elements in the Goal.

The **Core Capabilities** by mission area:

- Distinct critical elements necessary to meet the National Preparedness Goal.
- Essential for the execution of each Mission Area.
- Developed and sustained through the combined efforts of the whole community.

PREVENTION	PROTECTION	MITIGATION	RESPONSE	RECOVERY
Planning				
Public Information and Warning				
Operational Coordination				
Intelligence & Information Sharing		Community Resilience	Infrastructure Systems	
Interdiction & Disruption			Critical Transportation	Economic Recovery
Screening, Search, & Detection				
Forensics & Attribution	Access Control & Identity Verification	Risk & Disaster Resilience Assessment	Fatality Management Services	Natural & Cultural Resources
	Cybersecurity			
	Physical Protective Measures	Logistics & Supply Chain Management		
	Risk Management for Protection Programs & Activities		Mass Care Services	
	Supply Chain Integrity & Security	Mass Search & Rescue Operations		
			On-Scene Security, Protection, & Law Enforcement	
		Operational Communications		
		Public Health, Healthcare, & Emergency Medical Services		
				Situational Assessment

Table 1. Core Capabilities, Organized by Mission Area

MCC's Emergency Operations Plan

Metropolitan Community College's Emergency Operations Plan (EOP) establishes the policies and procedures for effectively managing incidents that may threaten the health and safety of students, faculty, staff, and visitors; damage MCC property; disrupt college operations; or impact the institution's reputation.

Emergencies can occur without warning, and this plan ensures MCC is prepared to respond quickly and efficiently, coordinate across departments and campuses, and support a timely recovery.

This plan addresses a wide range of potential emergencies, including—but not limited to—severe weather, fires, explosions, hazardous material incidents, infectious disease outbreaks, prolonged utility failures, cybersecurity incidents, and acts of violence. It is designed to protect life, preserve property, and maintain the continuity of MCC's academic and operational functions.

Purpose of the Plan

The purpose of the MCC Emergency Operations Plan is to establish clear procedures and protocols for responding to emergency conditions that disrupt normal operations and to guide the restoration of college programs, services, and facilities.

This plan outlines the immediate actions and special measures necessary to:

- Protect the lives and safety of MCC students, faculty, staff, visitors, and the surrounding community.
- Coordinate emergency communication and ensure timely, accurate information sharing.
- Support leadership decision-making and the development of effective action plans.
- Maintain or restore critical services and operational continuity.
- Manage college resources efficiently under emergency conditions.

The EOP defines the emergency management structure, roles, responsibilities, and general procedures to be followed during and after an incident. It complements existing MCC policies and procedures used in the college's day-to-day operations and is designed to enhance institutional readiness, coordination, and resilience in the face of crisis.

Scope of the Plan

This Emergency Operations Plan outlines how MCC—including its students, employees, visitors, and contractors—will respond to and recover from emergency situations. It establishes a flexible but structured framework for critical incident preparedness, immediate response, and continuity of essential functions across all MCC campuses.

While this plan provides college-wide guidance, it does not address every specific need of individual campuses, divisions, or departments. Therefore, all divisions are expected to develop and maintain supplemental response plans tailored to their unique operations.

These departmental plans should include internal procedures, emergency contact lists, and continuity protocols. It is the responsibility of each division to ensure its plan remains current and aligned with the college-wide EOP. Copies of all supplemental plans should be submitted to the MCC Police Department for review and coordination.

For MCC programs that operate at off-campus sites not owned or managed by the college, emergency planning and response must be coordinated with the appropriate property management or host agency to ensure consistency and safety across all locations.

Objectives of the Plan

The objectives of the MCC Emergency Operations Plan are to:

- Organize a coordinated emergency response that protects life, stabilizes the situation, and minimizes disruption to operations.
- Provide clear, easy-to-use guidelines and checklists to support critical functions during an emergency.
- Define roles and responsibilities so that employees and departments can quickly understand their tasks and act accordingly.
- Coordinate processes and share critical information across departments and campuses in real-time to ensure efficient emergency operations.
- Establish a centralized communication structure, including designated points of contact for receiving and transmitting urgent messages during disrupted operations.
- Maintain communication capabilities for voice, data, and operational systems even when primary systems are impaired.
- Document incidents and recovery efforts for internal analysis, public information, and potential federal or state disaster assistance claims.
- Support staff training and readiness, using the EOP as a foundational document for emergency response procedures and drills.
- Establish a clear decision-making process for determining the level of emergency control and the activation of response and coordination protocols.
- Efficiently use college resources to implement a scalable and effective emergency response based on the nature of the incident.
- Ensure MCC is positioned for a rapid and complete recovery, including restoration of academic and business operations and full documentation for potential aid and reimbursement.

Planning Assumptions

The Emergency Operations Plan (EOP) for MCC is based on several key planning assumptions. These assumptions provide the foundation for the EOP, ensuring it remains adaptable and effective

across a wide range of potential scenarios. Understanding these assumptions helps clarify the scope and limitations of the plan while emphasizing the critical factors necessary for a successful emergency response.

Key Planning Assumptions

Emergencies Are Unpredictable:

- Emergencies may occur with little or no warning, and their nature, severity, and duration can vary widely.
- While some risks, such as seasonal weather patterns, may allow for partial anticipation, many incidents (e.g., active shooter situations or sudden infrastructure failures) develop without prior indication.
- The EOP is designed to be flexible and scalable to address the full spectrum of emergency scenarios, from minor incidents to large-scale disasters.

Effective Communication is Critical:

- Clear and timely communication is essential for coordinating response efforts, providing accurate information, and minimizing confusion during emergencies.
- The success of the EOP relies on the availability of robust communication systems, including mass notification platforms, internal messaging tools, and redundant channels to ensure continuity.
- MCC recognizes that information flow between leadership, staff, students, and external partners must be maintained throughout an incident to reduce panic and facilitate decision-making.

Training and Preparedness are Foundational:

- Faculty, staff, and students must be trained in their roles and responsibilities during emergencies. Without this preparation, the execution of the EOP and response efforts may be hindered.
- Regular drills, exercises, and simulations are necessary to ensure familiarity with emergency procedures and to identify areas for improvement.
- Leadership teams and the Emergency Response Management Team (ERMT) require ongoing training to maintain a high level of competency in emergency management principles, including the Incident Command System (ICS).

External Coordination is Essential:

- Effective emergency response often requires collaboration with external partners, including local law enforcement, fire departments, emergency medical services (EMS), public health agencies, and utility providers.
- The availability and timeliness of external support may vary based on the nature of the emergency and the broader demands on community resources (e.g., during widespread disasters).

- Pre-established mutual aid agreements, partnerships, and formal communication protocols enhance the college's ability to integrate with external response efforts.

Resource Availability May Be Limited:

- During large-scale emergencies, the availability of critical resources (e.g., personnel, equipment, supplies) may be constrained.
- MCC must be prepared to prioritize resources and adapt its response strategies to address these limitations, including leveraging external resources through mutual aid and government assistance programs.

Campuses Have Unique Characteristics:

- Each MCC campus has distinct geographical, architectural, and operational characteristics that may influence emergency response and recovery efforts.
- Tailored response plans for individual campuses must account for factors such as proximity to external emergency services, building layouts, and local hazards.

Community Awareness is Varied:

- Not all members of the MCC community may be familiar with emergency procedures or the EOP.
- The plan assumes that ongoing education and awareness campaigns will be necessary to inform students, staff, and visitors of their roles and responsibilities during emergencies.

Recovery is a Multi-Phase Process:

- Recovery efforts may extend well beyond the immediate resolution of an incident, particularly for large-scale disasters that significantly disrupt campus operations.
- The EOP assumes that restoring full functionality, addressing psychological impacts, and implementing lessons learned will require sustained coordination and resources.

Concept of Operations

The Concept of Operations (CONOPS) for Metropolitan Community College's (MCC) Emergency Operations Plan (EOP) provides a broad overview of how the institution will protect students, faculty, staff, and visitors during emergencies. This section outlines the intent and overarching framework for MCC's emergency management approach, detailing coordination, authority, and operational priorities.

Authority to Activate the Plan

The EOP may be activated by the MCC Chancellor, Campus Presidents, the Emergency Response Management Team (ERMT), or the Incident Commander (IC). These individuals have the authority to initiate emergency operations based on the severity of the incident and the potential impact on the MCC community.

Coordination with Agencies and Divisions

MCC coordinates its emergency management activities with local, state, and federal agencies, as well as community organizations and external support partners. This includes partnerships with local law enforcement, fire departments, emergency medical services (EMS), public health agencies, and emergency management offices at the city and county levels. The EOP ensures alignment with these external entities to provide seamless, unified responses during emergencies.

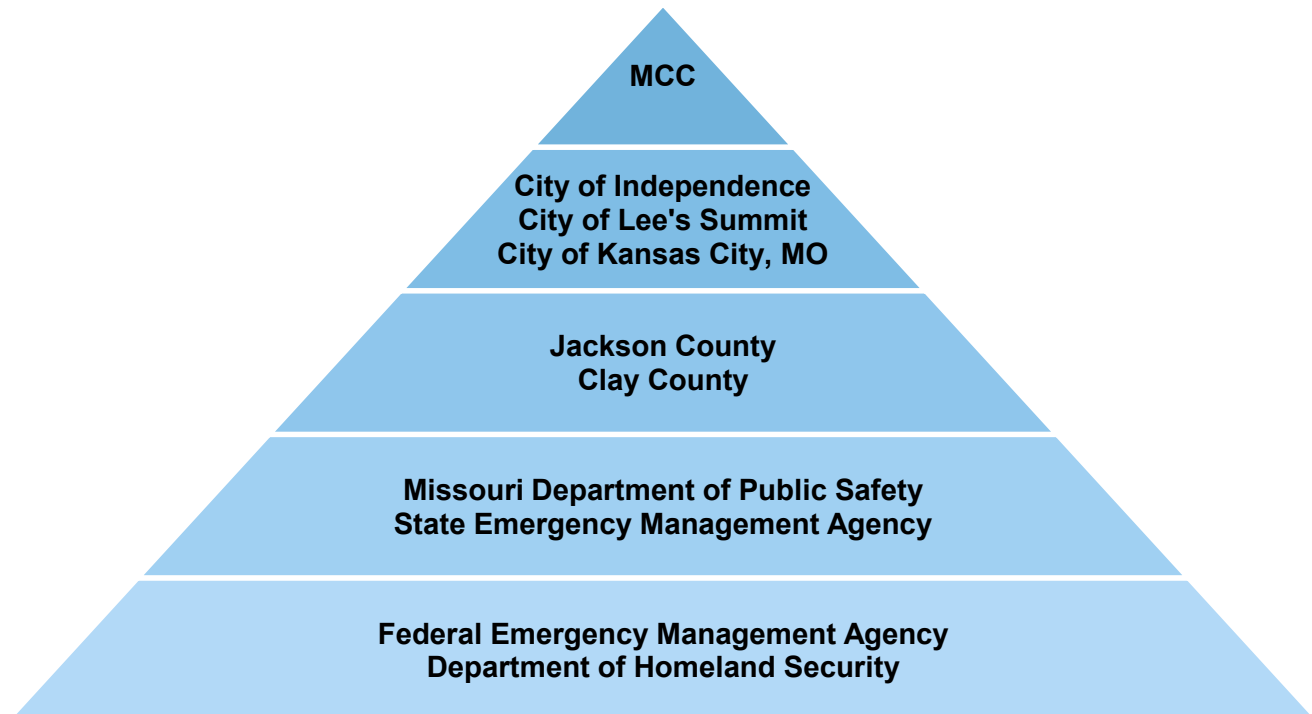


Figure 1. Coordination with Local, County and State Agencies

Accessibility and Inclusion

The EOP is designed to ensure the safety and rights of all individuals, including those with disabilities and others with access and functional needs. Emergency planning incorporates architectural

accessibility, programmatic accommodations, and communication strategies, such as accessible shelters, interpreters, and alternative formats for emergency notifications.

Purpose of Actions

Before an Emergency:

The primary purpose of pre-emergency actions is to prevent and protect against potential incidents while mitigating the impact on life and property. This includes training, drills, risk assessments, and strengthening infrastructure to reduce vulnerabilities.

During an Emergency:

The primary purpose of actions during an emergency is to respond effectively to minimize the impact on life and property. This involves activating the EOP, deploying resources, communicating with stakeholders, and implementing protective measures such as evacuations or shelter-in-place orders.

After an Emergency:

The primary purpose of post-emergency actions is to recover and restore operations while addressing the needs of those affected. This includes assessing damage, providing support services, and implementing lessons learned to improve future responses.

Activation of the Plan/College State of Emergency

The Emergency Operations Plan is designed to provide direction for MCC during an emergency situation. It provides basic procedural guidelines necessary to cope with most emergencies. Emergency response operations will be conducted within the framework of these guidelines. With any crisis situation, it is understood that a college state of emergency may need to be declared.

The authority to declare a campus state of emergency rests with the college chancellor or their designee. If a state of emergency is declared, it may become necessary to restrict access to specific areas on campus to authorized individuals. Only those authorized individuals who have been assigned emergency or resource duties will be allowed to enter the area or building affected by the incident.

MCC's Emergency Operations Plan supplements the College's administrative policies and procedures. When activated and implemented, it serves as an emergency manual describing how to direct operations and staff assignments, procure and allocate resources, and restore normal services and operations. Division/department heads establish appropriate procedures within their work units to facilitate the implementation of the emergency plan.

Plan Distribution

All members of the Chancellor's Executive Cabinet and the Emergency Response Management Team receive copies of the entire Emergency Operations Plan (hard copy or electronic).

Since members of the Executive Cabinet and the Emergency Response Management Team are not expected to carry a copy of the Emergency Operations Plan with them at all times, complete copies, including all appendices and annexes, are also kept in the MCC Police Department, the Emergency Operations Centers and at off-site locations for use during training or in an actual emergency.

Plan Maintenance and Review

This current version has been a complete overhaul of the College's Emergency Operations Plan. It was first drafted in 2024/2025 and approved in **October 2025**.

The Emergency Operations Plan will be reviewed every two years and will be updated and revised as appropriate.

Interim revisions will be made when one of the following occurs:

- A change in College site or facility configuration that materially alters the information contained in the plan or materially affects implementation of the Emergency Operations Plan
- A material change in response resources
- An incident occurs that requires a review
- Internal assessments, third-party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan
- New laws, regulations or internal policies are implemented that affect the contents or the implementation of the plan
- Other changes deemed significant

Plan changes, updates, and revisions rest with MCC Police Department, which will ensure that any plan changes are distributed accordingly. MCCPD and/or the Incident Commander may update, correct or amend any information contained within the appendices or annexes of this plan, as required.

The emergency notification systems will be tested at least semi-annually.

The Emergency Response Management Team, which includes the Executive Cabinet, will receive training at least once a year.

COMMUNITY EMERGENCY RESPONSE GUIDELINES

Purpose

The Community Emergency Response Guidelines section provides the MCC community with essential guidance for staying safe during emergencies. It includes information on MCC's emergency communication systems, such as Rave Alert, and the role of the MCC Police Department as a key responder. The section details the use of FEMA-certified storm shelters during severe weather and provides incident-specific response procedures for events like evacuations, lockdowns, and other emergencies. Accessible emergency procedures ensure all members of the community, including those with disabilities, can respond effectively.

RAVE Alert & RAVE Guardian

Signing up for MCC's alert systems, Rave Alert and Rave Guardian, is essential to staying informed during emergencies. These systems provide real-time notifications about severe weather, campus closures, safety threats, and other critical updates, ensuring you can act quickly to protect yourself and others. Stay connected and stay safe by registering today—available to all members of the campus community, including employees, students, and campus neighbors.

Register for RAVE Alert: <https://www.getrave.com/login/mccckc>

Download RAVE Guardian mobile app: [Apple Store](#) | [Google Play](#)

Notify the MCC Police Department

Contact MCC Police Department

- Dial the designated emergency number for the MCC Police Department to report an incident: **(816)604-1200**
- Provide detailed information, including:
 - Nature of the emergency.
 - Exact location of the incident.
 - Number of individuals involved or at risk.
 - Any immediate actions taken (e.g., evacuation, first aid).
- The MCC Police Department will notify and coordinate with local law enforcement, fire departments, or emergency medical services (EMS) as necessary.

Police Office Locations

Penn Valley - Main Campus HU-101	Blue River CC-118
Penn Valley – HSI HSI-116	Maple Woods ADM-103
Penn Valley – ATSI ATSI-201	Longview BU-111
MCCPD Headquarters & Communications BP-102	

FEMA Storm Shelters

Each MCC campus is equipped with a FEMA-certified storm shelter designed to provide a safe, secure refuge for students, faculty, staff, and visitors during severe weather events, such as tornadoes or high-wind storms. These shelters are built to withstand extreme conditions, ensuring the safety of occupants when evacuation to safer areas is not feasible. Located strategically across each campus, the shelters are clearly marked and accessible to all, including individuals with disabilities.

MCC's FEMA storm shelters are marked on campus maps found at <https://mcckc.edu/maps> and in [APPENDIX L: MCC District and Campus Maps](#).

Locations

Penn Valley / AC / BP PV Education Center	Blue River / BR East Arts & Sciences Building
Longview Cultural Arts Center Building	Maple Woods Campus Center Building

Automated External Defibrillator (AED) and First Aid Kit Locations

AEDs and First Aid Kits are stored together. Use of an AED is not recommended unless by a trained individual.

Penn Valley	• EC-008 / FEMA Storm Shelter • HU-101 • PE-204 / Gym • CC-102 • ATSI-102 • ATSI-203 • HSI 1st floor near elevator	Blue River	• AS / FEMA Storm Shelter • CC-118 • PSI Infirmary • EC-107 • BR East
Longview	• CAC / FEMA Storm Shelter • CC • BU-111 • HT • ST • LR	Maple Woods	• CC / FEMA Storm Shelter • AD-103 • LR • MS • FC • STC
Administrative Center	• 1st floor outside restrooms	Broadway Plaza	• BP-100

**Location is nearby in the hallway outside any given room number.*

Communication During Emergencies

Effective communication is essential to managing emergencies at MCC, ensuring that all stakeholders receive timely, accurate, and actionable information. A well-structured communication strategy minimizes confusion, reduces misinformation, and supports a coordinated response effort.

Mass Notification Systems

MCC employs a variety of mass notification systems to disseminate emergency alerts and updates. These systems are designed to ensure that messages reach the campus community quickly and reliably through multiple channels.

Email Alerts:

- Purpose: Provide detailed information about the emergency, including its nature, location, and required actions.
- Use:
 - Alerts sent to all MCC email addresses, including students, faculty, and staff.

- Instructions included for actions such as evacuation, shelter-in-place, or campus closures.
- Advantages:
 - Suitable for detailed updates and follow-up communications.
 - Accessible on desktop and mobile devices.

Text Alerts (RAVE Alerts, aka MCC Notify Me):

- Purpose: Deliver concise, time-sensitive information to mobile devices.
- Use:
 - Notifies the campus community of immediate threats, such as active shooter situations, severe weather, or fire alarms.
 - Provides short, actionable instructions, such as “Evacuate to Assembly Area A” or “Shelter in Place Immediately.”
- Advantages:
 - High immediacy and reach, particularly effective for urgent notifications.

Loudspeakers/Public Address Systems:

- Purpose: Provide audible alerts to individuals on campus, particularly in outdoor or public spaces.
- Use:
 - Announces real-time instructions during emergencies such as severe weather or evacuation orders.
 - Messages repeat to ensure clarity and reinforce urgency.
- Advantages:
 - Effective for reaching large groups in a short time.
 - Useful in areas where digital communication may be inaccessible.

Website and Social Media:

- Purpose: Provide ongoing updates and detailed information about the emergency and response efforts.
- Use:
 - Alerts, updates, and FAQs posted on MCC’s official website and social media platforms.
 - MCC-affiliated links for alerts and updates:
 - <https://mcckc.edu>
 - <https://mcckc.edu/campus-police>
 - <https://x.com/MCCKansasCity>
 - <https://www.facebook.com/mcckkansascity>
 - <https://www.instagram.com/mcckkansascity>
- Advantages:
 - Broad reach beyond the immediate campus community.
 - Useful for informing parents, alumni, and other external stakeholders.

Emergency Notification Apps (RAVE Guardian):

- Purpose: Offer a centralized platform for receiving alerts and accessing emergency resources.
- Use:
 - Notifies users of emergencies and provides access to campus maps, emergency contacts, and response procedures.
- Advantages:
 - Provides a comprehensive resource for emergency preparedness and response.

Incident-Specific Response Procedures

The following procedures provide detailed, actionable steps for responding to specific emergency scenarios that may occur at MCC. These guidelines ensure the safety of individuals, protection of property, and continuity of operations in various incidents.

Evacuation Procedures

An evacuation is the organized movement of people from a dangerous area to a safer location to protect them from immediate threats, such as fires, hazardous materials, or structural damage.

Criteria for Evacuation:

- Immediate threats to life or safety, such as fires, hazardous materials releases, or structural instability.

Methods of Notification:

- MCC's mass notification systems, including loudspeakers, text alerts (RAVE Alert), RAVE Guardian, emails, and/or fire alarms.

Designated Assembly Areas:

- Clearly marked outdoor assembly points away from the hazard zone.
- Maps of assembly areas posted in every building.

Instructions:

Leave belongings behind unless essential (e.g. medications).

Close doors as you exit, use the stairs and exit the building at the closest exit (if clear of danger). Do not use the elevators during fires or earthquakes.

Remain calm, do not panic, and proceed to the exterior of the building, assisting others whenever possible.

Proceed to the designated emergency assembly area.

Anyone who requires assistance with evacuation, and those who have volunteered to assist them, should report to predetermined areas of rescue assistance (stairwells or near an emergency phone), or lateral evacuations with a connected building.

The person in charge of a group should make every attempt to account for all persons.

Follow directions from MCC Police and other emergency responders (including Floor Captains) and inform them of any known missing or injured persons.

Do not re-enter the building until given the "All Clear" signal by police or fire department when it is safe to re-enter the building.

Note: Familiarize yourself with the evacuation routes posted in your building/office and/or any buildings you frequent on campus!

Shelter-in-Place Procedures

Shelter-in-place is a safety protocol where individuals remain indoors in a secure location during emergencies, such as severe weather or hazardous material incidents, to protect themselves from external dangers.

Scenarios for Shelter-in-Place:

- Severe weather, such as tornadoes or hurricanes.
- Hazardous material incidents requiring isolation from external contaminants.
- Active shooter situations where it is safer to remain indoors.

Methods of Notification:

- MCC's emergency communication systems announce the shelter-in-place directive and provide updates.

Instructions:

Do not leave the building.
Close and lock all windows, exterior doors and any other openings to the outside.
Stay quiet, turn off lights, and silence devices during security threats.
When possible, move to interior rooms above ground floor with the fewest windows or vents. Avoid overcrowding. Large storage closets, utility rooms, pantries, and copy and conference rooms without exterior windows work well. Avoid selecting rooms with mechanical equipment like ventilation blowers or pipes.
If you are told there is danger of explosion, close the window shades, blinds or curtains.
Account for everyone in the room.
Monitor announcements from school officials and stay where you are until you are told it is safe or you are told to evacuate. Local officials may call for an evacuation of specific areas at greatest risk.
Organize assistance to those individuals with functional needs.
Wait until an "all clear" message has been received from Campus Police or emergency responders before returning to work or leaving the building.

Labs, studios, and shop settings:

Follow all procedures outlined for students, faculty and staff.
Turn off all electronic equipment in the classroom, including telephones. Terminate all work in progress if safe to do so.
Ensure that all chemical bottles and containers are capped or sealed.
Extinguish all open flames.
Do not use equipment during a shelter-in-place.
Remain with your class as a group until the "all clear" has been received from MCC Police.

Lockdown Procedures

A lockdown is a safety protocol used to secure individuals in a designated location to protect them from potential threats, such as an active shooter or other emergencies, by restricting movement and access.

Scenarios for Lockdown:

- Armed intruders, criminal activity, or other threats requiring immediate security measures.

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails.
- Direct interaction with law enforcement possible.

Instructions:

Close and lock all external doors and windows if safe to do so. Also apply barricade techniques.
Barricade all doors that cannot be locked.
Close window shades, blinds or drapes if safe to do so, and stay away from doors and windows.
Remain silent. Turn off all radios and other devices that emit sound. Silence cellphones.
Follow directions of MCC Police and other emergency responders.
If possible, record the names of everyone in your room and inform responders of any known missing persons.
Remain with your group until the "All Clear" has been received from emergency responders.
If a hostile intruder is heard or seen, call MCC Police as soon as safely possible.
Remain calm and keep everyone together.
Do not sound the fire alarm. Once in a lockdown, if the fire alarms sound, do not exit your safe area unless there is obvious danger from smoke and/or fire in your location. The hostile intruder may use the alarms in order to increase the number of victims.

Active Shooter / Armed Intruder Response

An active shooter is an individual actively engaged in causing harm to others in a confined or populated area, typically using firearms. At MCC, such an incident could pose an immediate threat to the safety of students, faculty, and staff, potentially leading to campus lockdowns, evacuations, and long-term impacts on the community's sense of security.

MCC employs the RUN, HIDE, FIGHT method for responding to an active shooter.

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails.
- Lockdown notification may sound in buildings.
- Direct interaction with law enforcement possible.

Instructions:

RUN (if safe to do so):

- **Quickly evacuate the area if there is a clear and safe path.**
- **Leave your belongings behind and focus on getting to safety.**
- **Help others escape if possible, but do not delay your own exit.**
- **If you encounter law enforcement, keep your hands visible at all times and follow instructions.**
- **Once safe, call MCCPD to report the situation, providing as much detail as possible.**

HIDE (if evacuation is not possible):

- **Seek a secure location, such as a locked room or office.**
- **Block entry points by locking doors, barricading with furniture, or using heavy objects.**
- **Turn off lights, silence your phone, and remain quiet.**
- **Stay out of view and avoid windows or exposed areas.**

FIGHT (as a last resort):

- **If your life is in immediate danger and you cannot escape or hide, be prepared to defend yourself.**
- **Use any available objects, such as chairs, fire extinguishers, or heavy items, as improvised weapons.**
- **Act with determination, aggression, and commitment to protect yourself.**

Pay attention to alerts or instructions from MCCPD and emergency personnel.

Be prepared to adapt your response as the situation evolves.

Follow any instructions from emergency personnel.

After the incident, seek medical attention or counseling services if needed to address physical or emotional impacts.

Remember, your safety is the top priority. Familiarize yourself with evacuation routes, secure hiding spots, and emergency contact numbers to stay prepared.

Tornado / Severe Weather Response

A tornado or severe weather emergency involves dangerous weather conditions, such as tornadoes, high winds, or severe storms, that can cause significant damage to buildings and infrastructure. At MCC, these emergencies may lead to campus closures, the use of FEMA storm shelters, and disruptions to academic and administrative operations.

Refer to the *MCC Inclement Weather Protocol* for more information on MCC's inclement weather response.

Methods of Notification:

- MCC's mass notification systems, including loudspeakers, text alerts (RAVE Alert), RAVE Guardian, emails, and/or tornado alarms.
- Possible activation of outdoor siren.

Tornado / High-wind storm procedures:

Once a tornado warning has been received, quickly inform your classroom or office of the situation.

Move to designated tornado shelters (FEMA storm shelter, interior rooms, basements, or hallways without windows).

Close all doors and windows. Do not open windows or go outside.

Organize assistance to those individuals with disabilities.

Do not use the elevator.

Protect your head with your arms.

Follow directions of MCC Police and other emergency responders.

Remain with your group until the "All Clear" has been received from emergency responders.

Labs, studios, and shop settings:

Once a tornado warning has been received, quickly inform your classroom or office of the situation and follow the above instructions.

Turn off all electronic equipment in the classroom and terminate all work in progress if safe to do so.

Cap chemical bottles and containers.

Do not use equipment during a tornado warning.
--

Stay in the shelter location until an "all clear" message has been received from Campus Police.

Flood procedures:

Evacuate low-lying areas.

Avoid walking or driving through flooded zones.

Back up important documents and data in advance to cloud storage to prevent loss.

Follow evacuation orders from MCC Police and emergency personnel.

Stay in the shelter location until an “all clear” message has been received from Campus Police.

Winter Storm procedures:

Review the *MCC Inclement Weather Protocol* for information about campus closure levels.

Use cleared and treated sidewalks or pathways to avoid slipping on ice.

Report icy or unsafe areas to MCC Police for prompt attention.

Do not come to campus during a closure unless you are essential personnel.

If weather forecasts indicate an upcoming winter storm, take all necessary items with you when leaving MCC in preparation for remote work/class.

Keep up to date with notifications from MCC regarding campus closure levels.

Fire Emergency Response

A fire emergency involves an uncontrolled fire or explosion that poses immediate danger to life, property, and the environment, requiring prompt evacuation and emergency response. A fire may include visible flames, smoke, or strong odors of burning.

Methods of Notification:

- MCC's mass notification systems, including loudspeakers, text alerts (RAVE Alert), RAVE Guardian, emails, and/or fire alarms.

If you discover a fire OUTSIDE a building:

Immediately call MCCPD.
Do NOT activate a building fire alarm system.

If you discover a fire INSIDE a building:

Immediately call MCCPD.
Rescue anyone in danger from the fire if it does not jeopardize your own life.
Activate a pull station to set off the building fire alarm.
Follow the continuing instructions below.

If the fire alarm sounds:

Feel the door or doorknob to the hallway with the back of your hand. If it feels hot, do not open it.
If the door is not hot, open it slowly. If the hallway is clear of smoke, walk to the nearest building exit.
DO NOT USE ELEVATORS.
Close doors behind you; do not lock them.
Notify arriving emergency personnel if you suspect anyone remains inside the building.
Gather outside at the designated assembly area and wait for further instruction from emergency personnel. Do not attempt to reenter the building.

If you are trapped or otherwise unable to leave:

Place wet cloth material around and under door to prevent smoke from entering the room.
Close as many doors as possible between you and the fire.
Be prepared to signal someone outside, but DO NOT BREAK WINDOWS until absolutely necessary.

If you are in a smoke-filled area:

Drop to your hands and knees and crawl toward an exit; remain low.
Breathe shallowly through your nose.
Use a cloth breathing filter such as a shirt or towel.

If you are forced to advance through flames (last resort):

Hold your breath.
Move quickly.
Cover your head and hair with a blanket or large coat.
Keep your head down and your eyes closed as much as possible.

Using a fire extinguisher:

Users of fire extinguishers should remember the **P.A.S.S.** method:

- **Pull** the safety pin from the handle.
- **Aim** the extinguisher at the base of the fire.
- **Squeeze** the trigger handle.
- **Sweep** from side to side to side at the base of the fire.

Earthquake Response

Earthquakes are sudden, violent shaking of the ground caused by movements along fault lines, which can damage buildings, disrupt utilities, and create safety hazards. At MCC, earthquakes could impact campus infrastructure, such as older buildings and IT systems, and require rapid response to ensure the safety of students, faculty, and staff.

Methods of Notification:

- MCC's mass notification systems, including loudspeakers, text alerts (RAVE Alert), RAVE Guardian, emails, and/or alarms.
- Possible activation of outdoor siren.

During an earthquake – if INDOORS:

DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If you're unable to find a table or desk, cover your face and head with your arms and crouch in an inside corner of the building.

Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.

Do not use a doorway unless you know it is a strongly supported, load-bearing doorway.

Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking.

Do not use elevators during or after the quake.

Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

During an earthquake – if OUTDOORS:

Stay outside.

Move away from buildings, streetlights, trees and utility wires.

Once in the open, stay there until the shaking stops.

If trapped under debris:

Do not light a match or lighter.

Do not move about or kick up dust.

Cover your mouth with cloth (handkerchief, clothing, etc.)

Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort—shouting can cause you to inhale dangerous amounts of dust.

After an earthquake:

When the shaking stops, exit the building if it is safe for you to do so. Move to a clear, open space away from buildings, trees, and utility lines.

Expect possible aftershocks.

Help injured or trapped persons if possible. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury.

Watch for fire and electrical hazards.

Stay away from damaged areas. Do not reenter buildings.

Call MCCPD to alert them of injured or trapped persons.

Bomb Threats & Suspicious Packages

A bomb threat or suspicious package involves a warning, claim, or discovery of a potential explosive device, requiring immediate investigation and precautionary measures to ensure the safety of the community.

The *MCC Bomb Threat Checklist* can be found in [APPENDIX M: MCC Bomb Threat Checklist](#).

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails, if appropriate.
- Due to the volatile nature of explosives, cell phone use is discouraged. Therefore, other methods of communication may be employed.

Suspicious Packages

Immediately move at least 100 feet away and then call MCCPD if you find a suspicious package.

Characteristics of a suspicious package:

Unusual appearance: excessive tape, string, etc.; oily stains, discoloration, strange odors; protruding wires, foil, etc.

Abnormal labels or markings: no return address or unverifiable return address; misspellings of common words or incorrect titles; excessive postage or handwritten labels as opposed to standard shipping labels

Unusual weight or shape: heavier than expected for size; rigid, bulky or unusually shaped for its container

Unusual origin or circumstances: unexpected delivery from an unknown sender; strange or urgent instructions, i.e. "do not open" or "confidential"; found in an unusual location, such as restroom, stairwell, etc.

Noise or movement: ticking, buzzing, etc.; moving or shifting when contents handled

Abandoned bags or boxes, especially if they exhibit any of the above characteristics

Bomb Threats

Threats are usually received by phone, but they may also be received by note, letter, email, text, social media or suspicious package. All threats are taken seriously. It is important that all threats must be reported immediately to MCC Police.

Receiving a bomb threat:

Remain composed and keep the person on the line as long as possible.

If possible, write down everything you hear and notice while the call is happening to prevent forgetting important details.

Listen for specific details such as the location, type of device, timing, or reasons for the threat.

Politely ask questions to obtain critical details:

- **Where is the bomb located?**
- **When is it set to explode?**
- **What does it look like?**
- **Why was it placed there?**

Take note of background noise, the caller's voice, accent, or unusual speech patterns.

Keep the line open, even after the caller hangs up, as law enforcement may be able to trace the call.

Call MCCPD immediately; provide as much information as possible.

Possible follow-up interviews with MCCPD may occur.

Emergency evacuation:

Await guidance from MCCPD regarding evacuation or other safety measures.

Avoid using cell phones or two-way radios near the suspected area.

Follow the "Evacuation Procedures" found above in this section of the EOP.

Take note of your surroundings as you evacuate and report, but do not touch, any unusual packages, equipment, or individuals to MCC Police.

Do not reenter the building or area until given the "all clear" by emergency personnel.

Hazardous Materials Incidents

A hazardous materials incident involves the release or spill of dangerous substances, such as chemicals, biological agents, or radiological materials, that can pose risks to health, safety, and the environment.

Methods of Notification:

- Following the discovery of a major spill requiring building evacuation, notification and updates will be provided via text alerts, RAVE Guardian, and email.

The amount and hazard of the agent involved will determine the appropriate response to a spill or exposure.

If immediate assistance is needed, contact MCC Police. If immediate assistance is not required, but there is any doubt about your ability to clean up a spill, contact MCC Police.

A major hazmat spill is when:

- An agent is flammable, reactive, or highly toxic.
- Someone has been exposed to the agent.
- The spill is greater than one liter.
- Too much of an agent has been spilled for the amount of absorbent in the classroom.

A minor hazmat spill is when:

- Less than one liter of agent is spilled.
- The agent is a low to moderate hazard.
- No one has been exposed to the agent.
- Classroom faculty/staff have sufficient equipment and training to clean up the spill.

In the event of a MAJOR or UNKNOWN spill:

Protect yourself and others. Shut off any ignition sources and stop the source of the spill if possible without endangering yourself.

The staff/faculty member on site will determine if evacuation of the room is warranted; if so, this will be done promptly.

Contact MCCPD. Provide name, specific location of the spill, name of the substance, quantity of the substance.

Emergency responders will respond and request assistance of other college staff as needed.

A building evacuation may result if the agent:

- **Creates a fire or the potential of fire**
- **Is overflowing outside of the room**
- **Fumes or odors are permeating the building**

In the event of a MINOR spill:

Protect yourself and others. Shut off any ignition sources and stop the source of the spill if possible without endangering yourself.

Contain the spill and secure the area. Cordon off the area; do not allow others to walk through the spilled material.

Avoid direct contact with the agent. Wear protective clothing such as gloves and goggles during cleanup. Treat all agents as if they are hazardous.

Clean up. Wash hands thoroughly.

Ensure the hazmat spill kit and all other PPE are replaced.

Chemical event prevention

Due diligence in all handling, storage and use of hazardous chemicals is essential in the prevention of on-campus hazardous chemical incidents. Proper training of all personnel who handle chemicals is paramount to preventing incidents. All personnel who handle hazardous chemicals on campus will receive initial and annual training on the proper use and storage of those chemicals.

Utility Failures

Utility failures, such as power outages, water disruptions, or HVAC system malfunctions, can impact MCC's ability to maintain safe and functional campus environments. These incidents may disrupt classes, campus operations, and critical systems like IT networks or communication tools, requiring swift action to restore services.

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails.

Instructions:

Give a wide berth to any downed power lines or sparking electrical wires/equipment. Report these immediately to MCCPD.

Avoid contact with standing water or water from leaks, as it could be contaminated or electrified.

Do not use electronic devices or touch outlets in areas with water leaks.

Evacuate the area if the leak appears significant or poses a safety risk, such as ceiling damage or pooling water near electrical outlets. Report water leaks to MCCPD immediately.

Limit water usage during water service disruptions.

Keep a flashlight on hand for use during a power outage.

Use stairways during power outages to prevent being trapped in an elevator.

In the event of significant building damages or HVAC system failures, be prepared to transition to remote class/work.

Stay up to date on notifications from MCC regarding utility failures and building closures.

Cybersecurity Incidents

A cybersecurity incident involves unauthorized access to or disruption of MCC's digital systems, such as breaches, ransomware attacks, or data theft. Such incidents could compromise sensitive information, disrupt online learning platforms, and delay critical administrative operations, requiring swift action to restore security and functionality.

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails.

Instructions:

Create complex passwords with a mix of letters, numbers, and special characters.
Avoid using the same password for multiple accounts and update them regularly.
Use Multi-Factor Authentication to add an extra layer of security.
Avoid clicking on suspicious links or opening unexpected email attachments.
Verify the sender's email address before responding to requests for sensitive information.
Keep personal devices updated with latest updates and antivirus software, especially if they're used to access MCC accounts.
Do not share your MCC credentials, such as usernames or passwords, with anyone.
Store confidential data in secure, authorized MCC systems, not on personal devices.
Avoid accessing sensitive information or logging into MCC systems on unsecured public networks.
If you suspect your device has been compromised, disconnect from the MCC or other wired network immediately and/or deactivate Wi-Fi and/or cellular service on the device.
Immediately report phishing attempts, unauthorized access, or other security concerns to MCC's IT Help Desk.

Public Health Emergencies

A public health emergency is a situation that poses a significant threat to the health and safety of the community, such as a disease outbreak, pandemic, or bioterrorism event. At MCC, such emergencies could disrupt normal campus operations, including class schedules, campus access, and the availability of resources, while requiring coordinated responses to protect students, faculty, and staff.

Methods of Notification:

- Initial notification and regular updates provided via text alerts, RAVE Guardian, and emails.

Instructions:

Wash your hands frequently with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol.

Avoid touching your face to reduce the spread of germs.

Cover coughs and sneezes with a tissue or your elbow, then dispose of the tissue properly.

Adhere to public health recommendations, such as wearing masks, practicing social distancing, or staying home when sick.

Avoid large gatherings or crowded areas.

Inform MCC's human resources or student services if you are diagnosed with a contagious illness that could affect the campus community.

Report concerns or violations of health protocols to MCCPD.

Stay up to date on notifications from MCC regarding outbreaks, public health directives, or campus closures.

Pay attention to MCC guidelines, such as building closures, quarantine protocols, or available resources.

Be prepared for temporary changes in campus operations, such as shifts to online learning, remote work, or limited access to facilities.

Accessible Emergency Procedures

Methods of Notification:

- Audible alarms, strobe lights, and text-based notifications used to ensure all community members are alerted effectively.

Evacuation procedures for persons with a mobility functional need:

People who are able to go up and down stairs easily but have functional needs of their hands or arms can be assisted by anyone. A viable plan to address this situation may be for the person with the functional need to be aware that he or she will need to ask someone for assistance with a particular door or device.

People with mobility functional needs should seek volunteers in advance to assist if an emergency develops.

It is recommended that one volunteer remain with the individual and the other volunteer exit the building and inform emergency personnel that a person with a functional need is waiting for rescue assistance on the specified floor.

Volunteers should consider evacuating a non-ambulatory person only when the person is in immediate danger of harm if not evacuated. Proper lifting techniques (e.g., bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to the back.

Evacuation procedures for persons with a hearing functional need:

All buildings in the district are equipped with fire alarm strobe lights. Persons with hearing functional needs may not hear audible emergency alarms and will need to be alerted of emergency situations. Text messaging and signage are also available.

Get the attention of a person with a hearing functional need. Clearly state the problem. Gestures and pointing are helpful but be prepared to write a brief statement if the person does not seem to understand. Offer visual instructions to advise of the safest route or direction by pointing toward exits or evacuation maps.

Evacuation procedures for persons with a visual functional need:

Most people with a visual functional need will be familiar with their surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating.

Give verbal instructions to advise about safest routes, estimated distances and direction. DO NOT grasp a visually functional need person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.

ADMINISTRATIVE EMERGENCY RESPONSE PROCEDURES

Purpose

The Administrative Emergency Response Procedures section provides detailed guidance for MCC leadership, the Emergency Response Management Team (ERMT), and other key administrative personnel on effectively managing and coordinating emergency responses. This section outlines the decision-making processes, communication protocols, and resource allocation strategies necessary to ensure a swift and organized response to incidents impacting the college. By defining roles and responsibilities, it ensures that MCC's administrative team can mitigate risks, protect the campus community, and maintain operational continuity during emergencies.

General Emergency Response Guidelines

The General Emergency Response Guidelines serve as the foundational steps to follow during any emergency at MCC. These universal procedures provide a structured approach to ensure a coordinated and effective response, regardless of the nature or scale of the incident. By adhering to these guidelines, MCC ensures a consistent response framework that prioritizes safety, communication, and resource management.

Initial Assessment of the Situation

Identify the Emergency:

- Determine the type, scale, and potential impact of the emergency (e.g., fire, severe weather, hazardous materials).
- Gather basic information, including:
 - Location of the incident.
 - Severity of the threat or damage.
 - Number of individuals affected.
- Assess Immediate Threats:
 - Identify immediate risks to life, property, or the environment.
 - Prioritize actions based on the severity and urgency of the situation.

Notify the MCC Police Department

Contact MCC Police Department Immediately:

- Dial the designated emergency number (816-604-1200) for the MCC Police Department to report the incident.
- Provide detailed information, including:
 - Nature of the emergency.
 - Exact location of the incident.

- Number of individuals involved or at risk.
- Any immediate actions taken (e.g., evacuation, first aid).

Activate First Responders:

- The MCC Police Department will notify and coordinate with local law enforcement, fire departments, or emergency medical services (EMS) as necessary.

Activate the Emergency Operations Center (EOC)

Determine the Need for EOC Activation:

- Based on the severity and scope of the incident, the Incident Commander (IC) or designated official will decide whether to activate the EOC.

Establish Command and Control:

- The EOC will serve as the centralized hub for decision-making, resource coordination, and communication during the emergency.

Notify Key Personnel:

- Ensure that members of the Emergency Response Management Team (ERMT) and relevant department heads are informed of the EOC activation.

Implement the Incident Command System (ICS)

Establish Incident Command:

- Designate an Incident Commander to oversee on-site tactical operations.

Assign Roles:

- Activate Command and General Staff positions, such as Public Information Officer (PIO), Safety Officer, and Section Chiefs.

Develop an Initial Incident Action Plan (IAP):

- Outline immediate objectives, resource needs, and communication strategies.

Communicate with Stakeholders

Internal Communication:

- Use MCC's mass notification systems (e.g., text alerts, emails, loudspeakers) to provide clear instructions to students, faculty, and staff.
- Ensure messages include:
 - Nature of the emergency.

- Specific actions to take (e.g., evacuate, shelter-in-place).
- Locations of assembly points or shelters.

External Communication:

- The Public Information Officer (PIO) will handle communication with external audiences, including media, parents, and community members.
- Provide accurate and timely updates to prevent misinformation and maintain public trust.

Ensure Life Safety

Prioritize Immediate Actions:

- Evacuate affected areas if there is a threat to life.
- Provide first aid to injured individuals until EMS arrives.
- Ensure the safety of responders by enforcing protocols and using appropriate personal protective equipment (PPE).

Account for Individuals:

- Conduct a headcount at assembly points or shelters to account for students, staff, and visitors.
- Identify and assist individuals with disabilities or special needs.

Secure the Area

Restrict Access:

- Use physical barriers or personnel to secure the incident site and prevent unauthorized entry.

Preserve Evidence:

- In the case of criminal activity or accidents, ensure the area is preserved for investigation purposes.

Coordinate Resource Management

Identify Resource Needs:

- Determine the personnel, equipment, and supplies required to address the emergency.

Request Additional Resources:

- Use mutual aid agreements or contact external agencies to obtain specialized assistance.

Deploy Resources Effectively:

- Allocate resources based on priorities established by the Incident Action Plan (IAP).

Monitor and Adapt

Maintain Situational Awareness:

- Continuously monitor the incident to identify changes in conditions or new threats.

Adjust Plans as Necessary:

- Revise the Incident Action Plan (IAP) to reflect evolving circumstances and ensure response efforts remain effective.

Transition to Recovery

Stabilize the Incident:

- Ensure that immediate threats have been neutralized and the situation is under control.

Initiate Recovery Efforts:

- Begin planning for the restoration of normal operations, including damage assessment, repairs, and support for affected individuals.

Debrief and Evaluate:

- Conduct a post-incident review to identify lessons learned and improve future response efforts.

Incident-Specific Response Procedures

The following outlines the administrative responsibilities and initial actions for various emergency scenarios. For comprehensive guidance, refer to the corresponding annex for each incident.

Active Shooter/Armed Intruder

Initial Actions:

- Activate lockdown procedures using the Rave Alert system.
- Collaborate with MCC Police Department and local law enforcement to secure the affected area.
- Establish a command post to coordinate information flow and resource allocation.

Administrative Responsibility:

- Communicate with external agencies, families, and media while maintaining confidentiality of sensitive details.
- Provide counseling resources for those affected post-incident.

Reference: See [ANNEX 2-A: Armed Intruder / Active Threat / Workplace Violence](#) for detailed administrative response.

Severe Weather (Tornadoes, Floods, Winter Storms)

Initial Actions:

- Monitor weather alerts and activate the *MCC Inclement Weather Protocol* if necessary.
- Activate the Emergency Operations Center (EOC) if necessary.
- Ensure MCC's Rave Alert system issues timely notifications to the campus community.
- Coordinate with Facilities Services to inspect and prepare FEMA storm shelters and other safety locations.

Administrative Responsibility:

- Oversee campus closures or delays and coordinate post-event damage assessments.
- Prioritize the safety of individuals with disabilities and ensure ADA-compliant shelters are accessible.

Reference: See [ANNEX 2-B: Tornado / Severe Weather](#) for detailed administrative response.

Fire Emergency

Initial Actions:

- Activate fire alarms to evacuate affected buildings immediately.

- Notify the MCC Police Department and local fire services to respond to the scene.
- Ensure Facilities Services provides information about fire suppression systems and building layouts to responders.

Administrative Responsibility:

- Coordinate evacuation efforts and account for individuals using rosters or attendance systems.
- Communicate with the campus community about the status of the emergency and when it is safe to return.
- Oversee post-fire damage assessments and restoration efforts in collaboration with Facilities Services.

Reference: See [ANNEX 2-C: Fire Emergency](#) for detailed administrative response.

Bomb Threats and Suspicious Packages

Initial Actions:

- Notify MCC Police Department and initiate evacuation protocols if necessary.
- Collaborate with local law enforcement or bomb squads for threat assessment and resolution.
- Keep lines of communication open with the campus community while avoiding unnecessary panic.

Administrative Responsibility:

- Coordinate media communication and manage campus re-entry after clearance.
- Provide support to those impacted by the disruption.

Reference: See [ANNEX 2-D: Bomb Threats & Suspicious Packages](#) for detailed administrative response.

Earthquake Emergency

Initial Actions:

- Instruct the campus community to follow "Drop, Cover, and Hold On" procedures during the shaking.
- Activate the Emergency Operations Center (EOC) to assess campus-wide impacts and coordinate the response.
- After the shaking stops, conduct an initial safety assessment to identify immediate hazards, such as structural damage or utility failures.

Administrative Responsibility:

- Ensure Facilities Services inspects buildings for structural damage before allowing re-entry.
- Communicate updates to the campus community regarding safety measures, closures, or relocations.
- Collaborate with local emergency management agencies for additional resources or assistance.

Reference: See [ANNEX 2-E: Earthquake](#) for detailed administrative response.

Hazardous Materials Incident

Initial Actions:

- Activate evacuation or shelter-in-place protocols as directed by emergency responders.
- Notify Facilities Services to assess and mitigate the hazard.
- Ensure all personnel handling hazardous materials are accounted for and safe.

Administrative Responsibility:

- Communicate with environmental agencies and coordinate remediation efforts.
- Document all response and recovery actions for regulatory compliance.

Reference: See [ANNEX 2-F: Hazardous Materials](#) for detailed administrative response.

Cybersecurity Incidents

Initial Actions:

- Notify MCC's IT department and external cybersecurity partners immediately.
- Restrict access to affected systems and implement containment protocols.
- Inform stakeholders of potential disruptions to online learning, email, or administrative platforms.

Administrative Responsibility:

- Oversee communication with regulatory bodies and affected individuals regarding data breaches.
- Facilitate system recovery and the restoration of IT operations.

Reference: See [ANNEX 2-G: Office of Information Technology Incident Response Plan](#) for detailed administrative response.

Public Health Emergencies

Initial Actions:

- Monitor updates from health authorities and disseminate health advisories via MCC's communication channels.
- Coordinate with local public health agencies to implement campus-specific health protocols, such as quarantine or vaccination programs.
- Provide supplies like masks, hand sanitizers, and cleaning resources.

Administrative Responsibility:

- Ensure continuity of operations, including remote learning or work options.
- Communicate campus-wide policies on health and safety requirements.

Reference: See [ANNEX 2-H: Communicable Disease Response Plan](#) for detailed administrative response.

Accessible Emergency Procedures

Purpose

To ensure that all emergency response actions comply with the Americans with Disabilities Act (ADA), providing equal access to safety measures for individuals with disabilities.

Integration and Oversight

The Emergency Response Management Team (ERMT) will work with Disability Services and Facilities Services to ensure ADA compliance during emergency preparedness and response.

Regular training and drills will incorporate ADA considerations to test and refine these procedures.

Pre-Emergency Planning:

- Identify students, staff, and faculty who may require assistance during emergencies through voluntary self-identification programs.
- Work with MCC's Disability Services to develop personalized emergency plans for individuals with mobility, sensory, or cognitive disabilities.
- Ensure FEMA storm shelters and other designated safety areas are ADA-compliant, including accessible entrances, clear pathways, and appropriate signage.

Communication Accessibility:

- Use multiple formats for emergency notifications, including text, email, and audible alerts.
- Ensure emergency announcements and updates are accessible for individuals with hearing or vision impairments, such as providing closed captioning, text-to-speech options, or sign language interpreters when possible.
- Include plain language in emergency instructions to assist individuals with cognitive disabilities.

Evacuation Procedures:

- Provide evacuation chairs or other mobility aids in multi-story buildings.
- Train staff and emergency personnel on assisting individuals with disabilities during evacuations, ensuring dignity and safety.
- Designate specific staff or volunteers to assist individuals requiring additional support during emergencies.

Shelter-in-Place or Lockdown Scenarios:

- Ensure ADA-compliant shelter-in-place locations are equipped with necessary accommodations, such as communication devices or sensory-friendly spaces.
- Verify that lockdown areas are accessible and provide appropriate space for mobility aids.

Post-Incident Support:

- Provide mental health and counseling resources tailored for individuals with disabilities who may experience heightened stress or trauma during emergencies.
- Include individuals with disabilities in After-Action Reviews (AARs) to identify and address gaps in response efforts.

EMERGENCY PLANNING FRAMEWORK

Purpose & Scope

The Emergency Planning Framework provides the structural foundation for Metropolitan Community College's (MCC) ability to effectively prepare for, respond to, and recover from emergencies. It outlines the principles, processes, and systems that guide the activation and coordination of emergency management efforts across the institution. By integrating national standards, such as the Incident Command System (ICS) and the National Incident Management System (NIMS), this framework ensures a consistent and organized approach to managing all types of emergencies.

The primary purposes of this framework are to:

- Define a scalable and adaptable structure for emergency management that can respond to incidents of varying magnitude and complexity.
- Clarify the decision-making hierarchy and establish lines of communication and coordination within MCC and with external partners.
- Ensure compliance with local, state, and federal regulations while aligning with industry best practices.
- Facilitate efficient use of MCC's resources to protect lives, property, and the continuity of college operations.

The Emergency Planning Framework encompasses all incidents that could disrupt MCC's operations, pose a threat to life safety, or cause significant property or environmental damage. It applies to a wide range of emergencies, including but not limited to:

- **Natural Disasters:** Tornadoes, floods, severe storms, earthquakes.
- **Human-Caused Events:** Active shooter incidents, terrorism, civil unrest, arson.
- **Technological Hazards:** Power outages, hazardous materials spills, cybersecurity threats.
- **Public Health Crises:** Infectious disease outbreaks, pandemics.
- **Campus-Specific Emergencies:** Building fires, utility failures, localized hazardous conditions.

This framework also establishes protocols for:

- Mitigation efforts to reduce risk and potential impacts.
- Preparedness activities, including training, drills, and resource allocation.
- Response procedures to stabilize incidents and protect the MCC community.
- Recovery plans to restore operations and facilitate a return to normalcy.

Levels of an Emergency

MCC categorizes emergencies into three response levels according to an incident's severity, potential effect and resource requirements, including the level of assistance required from external emergency services or support. Incidents involving a single department or building that are not likely to result in

personal injury or extensive physical damage and that can be readily resolved by College personnel and internal resources are not included in this plan.

LEVEL 1

A major disaster or imminent threat involving the entire campus and/or surrounding community.

- Immediate notification mandatory. Normal College operations are reduced or suspended. The effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires College-wide cooperation and extensive coordination with external agencies and jurisdictions.
- Level 1 incidents will normally require activation of the Emergency Operations Plan and the EOC.
- Examples: Major tornado, multi-structure fire or major explosion, major hazardous materials release, major earthquake, or a terrorism incident.

LEVEL 2

A major incident or potential threat that disrupts sizable portions of the campus community.

- Timeliness of notification determined by IC or designated official—immediate or as time permits. Level 2 emergencies may require assistance from external organizations. These events may escalate quickly and have serious consequences for mission-critical functions or may threaten life safety.
- Level 2 incidents may require activation of the Emergency Operations Plan and the EOC.
- Examples: Structure fire, structural collapse, significant hazardous materials release, extensive power or utility outage, severe flooding, multi-fatality incident, or an external emergency that may affect College personnel or operations.

LEVEL 3

A minor, localized department or building incident that is quickly resolved with existing College resources or limited outside help.

- Warning notification as time permits—types determined by Incident Commander (IC) or designated official. A Level 3 emergency has little or no impact on personnel or normal operations outside the locally affected area.
- Level 3 incidents do not likely require activation of the Emergency Operations Plan or the EOC. Impacted personnel or departments coordinate directly with College departments.
- Examples: Odor complaint, localized chemical spill, small fire, localized power failure, plumbing failure or water leak, normal fire and police calls.

Based on the emergency level, the College will move from its normal operating or organizational structure to the Incident Command System, including the Emergency Operations Center as needed and then back again to the normal organizational structure.

An emergency at any level will be debriefed at the conclusion of the incident for the purpose of review, training, and future enhancement of this plan.

Emergency Response Priorities

During an emergency, MCC prioritizes actions to minimize harm, safeguard resources, and restore normal operations as efficiently as possible. These priorities provide a decision-making framework to guide the Incident Command System (ICS) and Emergency Operations Center (EOC) in allocating resources and coordinating efforts.

1. Life Safety

The protection of human life is the highest priority during any emergency. This includes:

- Ensuring the safety of students, faculty, staff, and visitors on campus.
- Providing emergency medical care and evacuating injured individuals.
- Conducting timely evacuations or lockdowns to minimize exposure to hazards.
- Communicating critical safety instructions to the campus community via emergency alert systems.

Examples of actions under this priority:

- Activating fire alarms and executing building evacuations during a fire.
- Establishing safe zones and triage areas for medical emergencies.
- Ensuring shelter-in-place procedures during severe weather or active shooter incidents.

2. Incident Stabilization

The next priority is to contain and stabilize the situation to prevent further harm or escalation. This involves:

- Controlling hazards, such as fire suppression, containment of hazardous materials, or de-escalating violent situations.
- Establishing clear command and control under the Incident Command System (ICS).
- Coordinating with external emergency responders to address the immediate threat.

Examples of actions under this priority:

- Isolating areas affected by hazardous materials spills.
- Working with law enforcement to neutralize threats posed by an active shooter.
- Managing crowd control during large-scale campus disturbances.

3. Property Protection

Efforts to safeguard MCC's physical assets and infrastructure come after ensuring life safety and incident stabilization. This includes:

- Protecting critical facilities, such as data centers, laboratories, and emergency power systems.
- Minimizing damage to buildings, equipment, and valuable research or educational materials.
- Preventing secondary hazards, such as water damage caused by sprinklers or prolonged power outages.

Examples of actions under this priority:

- Relocating sensitive materials away from flood-prone areas.
- Securing facilities to prevent unauthorized access during campus closures.
- Deploying temporary measures, such as sandbags, to mitigate storm damage.

4. Environmental Care

Minimizing the impact of emergencies on the environment is a key priority, particularly in cases involving hazardous materials or pollutants. This includes:

- Containing spills and leaks to prevent contamination of air, water, or soil.
- Coordinating with environmental agencies to comply with applicable regulations.
- Ensuring proper disposal of hazardous waste generated during the incident.

Examples of actions under this priority:

- Deploying containment booms for chemical spills.
- Ensuring ventilation systems are shut down during airborne contaminant incidents.
- Engaging specialized contractors to clean up biohazards or hazardous waste.

5. Continuity of Operations

Restoring essential services and resuming normal operations as quickly as possible is critical to MCC's mission. This involves:

- Prioritizing the resumption of academic programs, business functions, and support services.
- Coordinating temporary facilities or alternative arrangements for disrupted services.
- Ensuring robust communication with stakeholders about operational changes.

Examples of actions under this priority:

- Setting up temporary classrooms if buildings are unusable.
- Providing remote learning options for students during prolonged disruptions.
- Ensuring IT systems and data recovery processes are prioritized for operational continuity.

Dynamic Prioritization

While these priorities are listed in a general order, the specific nature of an emergency may require adjustments. For example:

- During a hazardous materials release, environmental care may take precedence over property protection to prevent long-term contamination.
- In a major cyberattack, continuity of operations for critical IT systems may overlap with life safety priorities if health services are affected.

This flexibility ensures MCC's emergency response is both effective and adaptable, focusing resources where they are most needed at any given time. By adhering to these priorities, MCC ensures a comprehensive and systematic approach to managing emergencies while protecting its people, property, and mission.

Incident Command System (ICS) Integration

MCC employs the Incident Command System (ICS) to standardize its emergency management approach and ensure effective communication, coordination, and resource management during emergencies. The ICS provides a flexible and scalable structure adaptable to the size and complexity of any incident, facilitating collaboration between MCC departments and external agencies.

Implementation of ICS at MCC

MCC has adopted ICS as the backbone of its emergency management efforts, ensuring that all personnel involved in emergency response have clear roles and responsibilities. ICS is activated when incidents disrupt normal operations, require external assistance, or pose significant risks to safety and property.

Key features of ICS implementation at MCC:

Standardized Roles and Procedures:

- ICS roles and responsibilities are predefined and regularly practiced through drills and training.
- Incident response activities are guided by the Emergency Operations Plan (EOP) and coordinated through the Emergency Operations Center (EOC).

Scalable Structure:

- For smaller, localized incidents, the ICS structure may involve only the Incident Commander and limited support roles.
- For large-scale emergencies, the ICS structure can expand to include Command and General Staff, with specialized roles assigned as needed.

Integration with External Agencies:

- MCC's ICS structure seamlessly integrates with local, county, and state emergency response organizations, adhering to the National Incident Management System (NIMS) protocols.

Roles within the ICS Structure

Roles within the Incident Command System (ICS) structure define clear responsibilities and lines of authority during an emergency response. Each position—whether in Command or General staff—works within a standardized framework to ensure coordinated actions, efficient communication, and effective use of resources.

The ICS staff assignments and structure can be found in [APPENDIX A: Incident Command System: Staff Assignments and Structure](#).

Incident Commander (IC)

The Incident Commander (IC) is the central authority for managing the tactical aspects of an emergency response at MCC. The IC oversees all operations, ensures the safety of responders and the community, and drives the execution of strategies to stabilize the incident. This role is essential to maintaining a clear chain of command and ensuring that resources are used efficiently to achieve the objectives outlined in the Emergency Operations Plan (EOP). The IC is Command staff in the ICS structure.

Responsibilities of the Incident Commander (IC)

Overall Management of Emergency Response:

- The IC assumes full responsibility for managing all response activities at the incident site.
- Establishes objectives and priorities based on the nature of the emergency and available resources.
- Ensures that all actions are aligned with MCC's Emergency Operations Plan (EOP) and institutional policies.

Direction of On-Site Tactical Operations:

- Supervises on-the-ground response teams, including public safety officers, facilities personnel, and any external first responders.
- Assigns roles and tasks to ensure a coordinated and effective response.
- Ensures that responders adhere to safety protocols and operational guidelines.

Decision-Making on Resource Allocation:

- Evaluates the needs of the incident and determines how to deploy available resources, such as personnel, equipment, and supplies.
- Requests additional resources from the Emergency Operations Center (EOC) or external agencies when necessary.

- Prioritizes critical tasks to address immediate threats to life, property, and continuity of operations.

Coordination with the Emergency Operations Center (EOC):

- Acts as the primary link between on-site operations and the EOC, ensuring seamless communication and resource flow.
- Is supported by the EOC Coordinator and Resources & Logistics Coordinator regarding items such as situation status, IT updates, Facilities updates, and other resource requirements.
- Implements strategic decisions made by the EOC while managing on-site tactical execution.

Liaison with External Agencies:

- Works closely with local law enforcement, fire departments, emergency medical services (EMS), and other external responders to ensure a unified approach.
- Participates in a Unified Command structure if the incident involves multiple jurisdictions or agencies.
- Ensures MCC's needs and interests are represented in external coordination efforts.

Maintaining Situational Awareness:

- Continuously assesses the incident to identify changes in conditions, emerging threats, or additional resource needs.
- Adjusts response strategies and tactics to reflect the evolving situation.
- Keeps all response personnel informed of situational updates to ensure consistent and effective actions.

Ensuring Documentation and Reporting:

- Oversees the documentation of all decisions, actions, and expenditures during the response to support post-incident analysis, cost recovery, and regulatory compliance.
- Communicates significant decisions and milestones to MCC leadership and the EOC for recordkeeping.

Delegation and Succession Planning

If the primary IC is unavailable or incapacitated, a designated alternate will assume the role to ensure continuity of command.

Delegation of specific tasks to subordinates (e.g., IC Liaison, Campus Police/Safety Officer, etc.) allows the IC to focus on high-level decision-making and coordination.

Emergency Response Management Team (ERMT)

The Emergency Response Management Team (ERMT) is a critical component of MCC's emergency response structure, providing specialized expertise, operational support, and strategic decision-

making capabilities. Comprised of representatives from key departments, the ERMT ensures a coordinated response that addresses the multifaceted challenges of emergencies, from tactical operations to logistical support and communication. They are Command staff in the ICS structure.

Role and Functions of the Emergency Response Management Team

Support for the Incident Commander (IC):

- Advises the IC on tactical and strategic decisions by leveraging expertise from diverse fields, such as facilities management, IT, and student services.
- Assists in developing and refining incident action plans to address both immediate needs and longer-term recovery efforts.
- Coordinates closely with the IC to align on-site actions with broader strategic goals.

Resource Coordination and Allocation:

- Identifies and mobilizes resources, such as personnel, equipment, and supplies, to support emergency response efforts.
- Ensures that resource requests from the IC or Emergency Operations Center (EOC) are fulfilled promptly and efficiently.

Situational Assessment and Decision-Making:

- Monitors evolving conditions to assess risks and identify emerging needs during the incident.
- Develops recommendations for operational adjustments or resource prioritization to address challenges effectively.
- Participates in decisions regarding campus closures, evacuations, and recovery priorities.

Communication and Collaboration:

- Works closely with the Public Information Officer (PIO) to ensure accurate and timely communication with internal and external audiences.
- Facilitates coordination between MCC departments, with a focus on Student Services, Academics, and Finance/Accounting.

Oversight of EOC Roles and Functions:

- Communications / PIO
- Planning and Analysis
 - Property Damage Assessment
 - Student Support
 - Academic Support
 - Risk Management
- Finance & Accounting
 - Procurement
 - Insurance & Liability

Transition to Recovery:

- Develops and implements plans for transitioning from response to recovery, focusing on restoring normal operations and addressing long-term impacts.
- Collaborates with departments to identify lessons learned and incorporate them into future planning efforts.

Composition of the Emergency Response Management Team

The Emergency Response Management Team is an assemblage of the Executive Cabinet, the Chief of Police, the Chief Facilities Officer, and the Executive Director of Marketing & Communications.

The Emergency Response Management Team will be assembled in its entirety or based on need should the IC determine the situation has a wide-ranging or long-lasting effect. The team consists of the following individuals:

- Chancellor
- VC Institutional Intelligence, Planning and Transformation
- VC Student Success and Engagement
- VC Administrative Services
- VC Instruction
- VC College and Community Relations
- Campus and Online Presidents
- Chief of Campus Police
- Chief Facilities Officer
- Executive Director of Marketing & Communications

ERMT Activation and Operations**Activation:**

- The ERMT is activated at the discretion of the Chancellor or Incident Commander, depending on the severity and complexity of the incident.
- Members may be activated in full or selectively based on the incident type and required expertise.

Operations:

- During activation, the ERMT operates either from the Emergency Operations Center (EOC) or virtually, depending on the circumstances.
- Regular briefings and situation updates ensure that all members remain informed and aligned in their efforts.

Other ICS Command and General Staff

The Command and General Staff structure is a vital component of the Incident Command System (ICS) utilized by MCC during emergencies. These roles support the Incident Commander (IC) and

Executive Cabinet/ERMT by providing specialized expertise and managing key operational functions. Together, they ensure that the emergency response is efficient, coordinated, and aligned with institutional priorities.

Command Staff

Communications / Public Information Officer (PIO):

- **Role:** Manages all communication with internal and external audiences to ensure consistent, accurate, and timely messaging during an emergency.
- **Responsibilities:**
 - Develops press releases, campus alerts, and public updates.
 - Serves as the spokesperson for MCC, providing updates to media outlets and addressing public inquiries.
 - Coordinates with the Emergency Operations Center (EOC) and Incident Commander to ensure messaging reflects the latest situational information.
 - Monitors media coverage and public sentiment to adjust communication strategies as needed.
- **Key Considerations:**
 - Avoids releasing sensitive or unverified information that could compromise safety or response efforts.
 - Ensures messaging is inclusive and accessible, considering language needs and disability accommodations.

Campus Police / Safety Officer:

- **Role:** Monitors and ensures the safety of responders and the campus community during emergency operations. Acts as the direct liaison from on-site emergency responders at the Campus Incident Command Post (CICP) to the EOC.
- **Responsibilities:**
 - Identifies potential hazards and implements measures to mitigate risks.
 - Advises the Incident Commander on safety-related issues and recommends adjustments to operational plans.
 - Monitors responder fatigue, mental health, and other factors that could impact safety.
- **Key Considerations:**
 - Continuously evaluates conditions to adapt safety protocols to changing circumstances.
 - Ensures compliance with occupational safety regulations and best practices.

Executive Cabinet / Emergency Response Management Team (ERMT) Liaison:

- **Role:** Serves as the primary connection between the EOC and MCC's Executive Cabinet and ERMT, ensuring leadership is informed and engaged in decision-making.
- **Responsibilities:**
 - Relays real-time updates received from the Planning & Analysis Coordinator and the Finance & Accounting Coordinator.

- Conveys strategic direction and policy guidance from the Executive Cabinet/ERMT to the EOC.
- Coordinates requests for approvals or authorizations that require executive-level input.
- **Key Considerations:**
 - Must have a strong understanding of ICS structure and terminology.
 - Must maintain clear, concise communication to avoid delays in decision-making.

Incident Commander Liaison

- **Role:** Acts as the direct link between the EOC and the Incident Commander to ensure seamless coordination and information flow.
- **Responsibilities:**
 - Relays real-time updates received from the EOC Coordinator and the Resources & Logistics Coordinator to the IC.
 - Communicates EOC priorities, resource allocations, and support actions back to the Incident Commander.
 - Helps resolve conflicts or clarify directives for EOC operatives.
 - Communicates with the EC/ERMT Liaison on behalf of the IC.
- **Key Considerations:**
 - Must have a strong understanding of ICS structure and terminology.
 - Must maintain clear, concise communication to avoid delays in decision-making.

General Staff

Roles are utilized as needed per incident, according to the Incident Commander's direction.

EOC Coordinator – Oversees the daily functioning of the Emergency Operations Center during activation. Ensures staffing, information flow, and processes run smoothly to support effective incident management.

Support Staff – Provides administrative, clerical, and runner support across all sections, including phones, logs, forms, scheduling, and message routing. Ensures smooth EOC operations by managing check-ins, status boards, and general coordination tasks.

Documentation – Records decisions, actions, and key events during the response. Maintains official records for after-action review and reimbursement.

Situation Status – Tracks and reports current incident information to maintain a common operating picture. Updates status boards and briefings for EOC leadership.

Planning & Analysis Coordinator – Develops and updates action plans based on current data. Tracks progress, anticipates needs, and maintains response documentation.

Property Damage Assessment – Evaluates and documents damage to MCC property. Supports repair prioritization and cost estimation for recovery.

Student Support – Addresses student needs during and after the incident, including reunification, counseling, and basic assistance. Serves as liaison to student services.

Academic Support – Coordinates continuity of instruction and academic operations. Works with faculty and administration to adapt classes and schedules.

Risk Management – Identifies and evaluates risks during the incident. Advises on strategies to reduce hazards, prevent further losses, and improve safety.

Resources & Logistics Coordinator – Secures, deploys, and tracks personnel, equipment, and supplies. Coordinates facilities, transportation, and other logistical support.

Facilities – Manages campus buildings, utilities, and physical infrastructure during the response. Ensures operational spaces are safe, functional, and accessible.

Information Technology – Maintains and restores technology systems, networks, and communications. Provides technical support to the EOC and field operations.

Transportation – Coordinates movement of people, equipment, and supplies. Works with internal resources and external partners for transport needs.

Environmental, Health, Medical – Oversees environmental safety, public health measures, and basic medical support. Coordinates with health agencies and ensures ADA considerations are met.

Emergency Food, Water, Sanitation – Ensures availability of essential sustenance and hygiene facilities for responders and evacuees. Coordinates distribution and resupply.

Finance & Accounting Coordinator – Manages all financial tracking, contracts, and cost documentation. Supports reimbursement, compliance, and fiscal accountability.

Procurement – Manages purchasing of goods and services needed for the response. Ensures compliance with MCC policies and emergency purchasing guidelines.

Insurance & Liability – Manages insurance claims, coverage verification, and reimbursement processes. Advises on liability considerations and legal exposure during and after the incident.

MCC Emergency Operations Center (EOC) and Campus Incident Command Posts (CICPs)

This framework establishes a centralized Emergency Operations Center (EOC) at MCC's administrative center, supported by Campus Incident Command Posts (CICPs) at each campus. It ensures effective coordination, resource management, and localized response capabilities during emergencies.

Centralized Emergency Operations Center

The EOC is the operational hub for MCC's ICS, providing a centralized location for managing emergencies. It supports the Campus Incident Command Posts (CICPs) by coordinating resources, tracking information, and facilitating strategic decision-making. The EOC is equipped with technology and resources to manage all operational aspects of emergencies.

Reference: [APPENDIX C: Emergency Operations Center \(EOC\) Maps & Information](#)

Key functions of the EOC:

Resource Management:

- Supports the Incident Commander by acquiring and deploying personnel, equipment, and other resources.
- Coordinates with external partners for mutual aid and specialized resources.

Information Sharing:

- Serves as the central point for collecting, analyzing, and disseminating incident-related information.
- Maintains situational awareness to ensure informed decision-making.

Strategic Oversight:

- Hosts members of the Emergency Response Management Team (ERMT), who provide high-level guidance and support.
- Manages communications with the Executive Cabinet for policy decisions and updates.

EOC Activation:

- The EOC is activated based on the severity of the incident:
 - **Full Activation:** For Level 1 emergencies requiring extensive coordination and resource allocation.
 - **Partial Activation:** For Level 2 emergencies involving specific functions or departments.
 - **Monitoring Mode:** For Level 3 emergencies, where the EOC staff tracks the situation without full engagement.

Staffing

- EOC Coordinator: Directs function and documentation of the centralized EOC.
- Incident Commander Liaison: Coordinates real-time updates and information between the IC and the EOC.
- Planning & Analysis Coordinator: Develops action plans and projects future needs.
- Resources & Logistics Coordinator: Manages resource requests and distribution.

- Finance & Accounting Coordinator: Manages all financial tracking, contracts, and cost documentation.
- Public Information Officer (PIO): Coordinates communication with the media and the MCC community.
- Other staff as assigned.

Campus Incident Command Posts (CICPs)

Purpose

CICPs manage localized emergency response and serve as the link between the campus and the centralized EOC.

Each CICIP is equipped with basic communication tools, emergency supplies, and workspaces.

Reference: [APPENDIX E: Campus Incident Command Posts \(CICPs\) Maps & Information](#)

Functions

- Incident Management:
 - Implements emergency procedures specific to the campus, such as evacuations, shelter-in-place, or lockdowns.
- Communication:
 - Relays information to the centralized EOC and receives instructions.
 - Provides updates to the campus community under the guidance of the EOC.
- Resource Deployment:
 - Manages on-site resources and requests additional support from the centralized EOC.

Staffing

- Incident Commander (IC): Leads the campus response and communicates directly with the EOC.
- Campus Police/Safety Officer: Monitors CICIP activities and coordinates tactical responses with external responders.
- Campus Police Sergeant: Takes direction from the Campus Police/Safety Officer and directs Campus Police Officers.
- Support Staff: Provides administrative, clerical, and runner support across all sections, including phones, logs, forms, scheduling, and message routing. Manages check-ins, status boards, and general coordination tasks.
- Facilities Representative: Provides direct input on building systems, utilities, or campus infrastructure affected.

Coordination Between the Central EOC and Campus ICs

Information Flow:

- CICPs report the status of their campus (e.g., damages, injuries, resource needs) to the centralized EOC using provided forms.
- The EOC disseminates directives and updates to all CICPs to ensure consistent and aligned responses.

Resource Requests:

- CICPs submit resource requests (e.g., equipment, personnel) to the EOC using provided forms.
- The EOC prioritizes and allocates resources based on the needs of all campuses.

Unified Communication:

- The EOC oversees all mass notifications to the MCC community, ensuring accurate and consistent messaging.
- CICPs manage campus-level communications, such as on-site public announcements.

ROLES AND RESPONSIBILITIES

Purpose

This section defines the roles and responsibilities of MCC personnel, departments, and external partners in implementing the Emergency Operations Plan (EOP). Clear delineation of duties ensures a cohesive response and effective resource allocation during emergencies.

Executive Leadership

The role of MCC's executive leadership during an emergency is to provide high-level guidance, policy decisions, and strategic oversight, ensuring the safety of the campus community and the continuity of college operations. The Chancellor and the Executive Cabinet play a pivotal role in coordinating with external stakeholders, authorizing key actions, and communicating with the college community.

Chancellor

The Chancellor, as the chief executive officer of Metropolitan Community College, holds the ultimate authority during an emergency. The Chancellor's responsibilities include:

Declaration of a Campus State of Emergency:

- Assess recommendations from the Incident Commander (IC) or Emergency Response Management Team (ERMT) to decide whether to declare a campus state of emergency.
- Authorize campus closures, evacuations, or other measures as necessary.

Strategic Decision-Making:

- Provide overarching direction and priorities for the emergency response and recovery efforts.
- Approve resource allocations, including emergency funding or requests for external assistance.

External Communications:

- Act as the primary spokesperson for MCC to external stakeholders, including the Board of Trustees, government officials, and media outlets, unless delegated to the Public Information Officer (PIO).
- Represent MCC during coordination with local, state, and federal emergency management agencies.

Support for Recovery Efforts:

- Oversee post-incident recovery and ensure alignment with MCC's mission, values, and operational goals.
- Advocate for funding and resources to support recovery and restoration activities.

In the absence of the Chancellor, an appointed designee assumes authority to act on behalf of MCC. This ensures continuity of leadership and decision-making regardless of the availability of the primary executive.

Executive Cabinet

The Executive Cabinet comprises senior leaders from across MCC's key divisions. Together, they support the Chancellor in decision-making and provide expertise from their respective areas of oversight. Their responsibilities include:

Policy Guidance:

- Ensure that all emergency response activities align with MCC's policies, values, and legal obligations.
- Offer input on emergency policies, such as employee compensation during closures, academic schedule adjustments, or facility use.

Resource Authorization:

- Approve reallocation of departmental budgets or emergency expenditures to meet immediate needs.
- Ensure continuity of critical services such as IT, facilities management, and academic operations.

Emergency Operations Center (EOC) Coordination:

- Collaborate with the EOC to monitor the progress of emergency response activities.
- Provide department-specific expertise to inform operational decisions.

Internal and External Communication:

- Ensure consistent messaging to all internal stakeholders, including staff, faculty, and students.
- Support external outreach efforts to stakeholders such as parents, donors, and alumni.

Crisis Leadership:

- Maintain calm, decisive leadership to foster confidence and trust among the MCC community during the crisis.

Department Roles

During an emergency, each department within MCC plays a crucial role in supporting the response and recovery efforts. By leveraging their specific expertise and resources, departments ensure a coordinated and comprehensive approach to managing emergencies and minimizing disruptions to operations.

Facilities Management

- **Role:** Facilities Management is responsible for ensuring the safety, functionality, and recovery of campus infrastructure and utilities.
- Responsibilities:
 1. Building Safety:
 - Conducts inspections of buildings and grounds to assess structural integrity and identify hazards, such as damaged roofs, broken windows, or compromised HVAC systems.
 - Implements measures to secure facilities, such as locking down affected areas or setting up barricades.
 2. Utility Management:
 - Monitors and maintains critical utilities, including electricity, water, gas, and sewer systems.
 - Coordinates with utility providers to address outages, leaks, or other disruptions.
 3. Debris Removal and Restoration:
 - Oversees the cleanup of debris resulting from natural disasters, fires, or other incidents.
 - Works with contractors or external service providers for large-scale repairs or restoration efforts.
- Additional Considerations:
 - Ensures the availability of emergency supplies, such as generators, fuel, and repair materials.
 - Collaborates with the Safety Officer to address environmental hazards, such as chemical spills or mold remediation.
- Reference(s): [ANNEX 1-A: Resource Management](#)

Information Technology (IT) Services

- **Role:** IT Services ensures that critical communication and technology systems remain operational during an emergency and are restored promptly if disrupted.
- Responsibilities:
 1. Critical System Maintenance:
 - Monitors and maintains the functionality of communication systems, such as email servers, mass notification platforms, and emergency hotlines.
 - Ensures the availability of backup systems to minimize downtime during outages.
 2. Cybersecurity:
 - Protects MCC's IT infrastructure from cyber threats that could arise during an emergency, such as phishing attacks or ransomware.
 - Implements protocols to secure sensitive data and prevent breaches.
 3. Restoration of Services:
 - Prioritizes the restoration of essential systems, such as student information systems, financial platforms, and learning management systems (LMS).
 - Provides IT support to the Emergency Operations Center (EOC) and other response teams.

- Additional Considerations:
 - Facilitates remote access solutions for staff and students if on-campus operations are disrupted.
 - Provides technical support for virtual meetings or online learning during recovery.
- Reference(s): [ANNEX 2-G: Office of Information Technology Incident Response Plan](#)

Marketing and Communications

- **Role:** Marketing and Communications is responsible for managing internal and external communications before, during, and after an emergency to ensure accurate, timely, and accessible information reaches all stakeholders.
- Responsibilities:
 1. Emergency Messaging and Alerts:
 - Coordinates with the Emergency Response Management Team to develop and distribute timely alerts and updates through Rave Alert, Rave Guardian, social media, MCC's website, and other official channels.
 - Ensure messages are accessible and understandable, using plain language and translations as needed.
 1. Media Relations and Public Information:
 - Serves as the primary liaison between MCC and the media during a crisis.
 - Prepares press releases, public statements, and talking points for leadership.
 - Coordinates press conferences or interviews as needed, ensuring consistency of messaging.
 2. Internal Communications:
 - Develops and distributes internal communications to faculty, staff, and students, including situation updates, recovery timelines, and available resources.
 - Supports department-specific messaging efforts by providing templates and guidance.
- Additional Considerations
 - Maintains the MCC Crisis Communications Plan and updates contact lists and message templates regularly.
 - Works with IT and Accessibility Services to ensure communication systems are resilient, compliant with accessibility standards (e.g., ADA), and capable of high-volume distribution.
 - Assists in managing MCC's public image and reputation through transparent and effective crisis communication strategies.
- Reference(s): [ANNEX 1-B: MCC Crisis and Emergency Communications Plan](#)

Human Resources (HR)

- **Role:** Human Resources supports MCC's employees during emergencies, addressing staffing needs, well-being, and regulatory compliance.

- Responsibilities:
 1. Staffing and Compensation:
 - Coordinates staff assignments, including reassignments or emergency duties, to ensure adequate coverage for critical functions.
 - Manages payroll adjustments, overtime, or hazard pay for employees involved in the response.
 2. Employee Support:
 - Provides counseling and mental health resources to employees affected by the incident.
 - Assists with leave management for staff unable to work due to personal impacts from the emergency.
 3. Policy Compliance:
 - Ensures adherence to workplace laws and regulations, including OSHA standards and the Americans with Disabilities Act (ADA).
 - Communicates policies regarding remote work, leave, and benefits during emergencies.
- Additional Considerations:
 - Conducts after-action surveys to assess employee satisfaction and areas for improvement in emergency management.

Student Services

- **Role:** Student Services ensures the well-being and support of students during and after emergencies, focusing on communication, housing, and mental health.
- Responsibilities:
 1. Student Communications:
 - Provides timely updates to students through email, text alerts, and social media.
 - Ensures that international, commuter, and on-campus students receive targeted information based on their specific needs.
 2. Housing Arrangements:
 - Coordinates temporary housing for students displaced by the emergency, such as those affected by dormitory damage or utility outages.
 - Manages relocation to alternate accommodations, such as local hotels or off-campus housing.
 3. Mental Health Services:
 - Offers counseling and psychological services to students coping with trauma, stress, or loss.
 - Sets up crisis hotlines and support groups to address immediate emotional needs.
- Additional Considerations:
 - Assists with emergency financial aid or resources for students experiencing hardship due to the incident.
 - Collaborates with external partners, such as local shelters or public health agencies, to provide additional support.

Faculty, Staff, and Students

Faculty, staff, and students are critical components of MCC emergency response system. Their active participation, preparedness, and adherence to emergency protocols ensure the safety and effectiveness of response efforts. This section defines the roles and responsibilities of each group during an emergency.

Faculty and Staff

Faculty and staff serve as both responders and leaders in emergencies, providing guidance and assistance to students while ensuring that emergency procedures are followed.

Follow Emergency Procedures:

- Faculty and staff are expected to be familiar with MCC's Emergency Operations Plan (EOP) and specific protocols for their departments and campuses.
- Adhere to evacuation, shelter-in-place, lockdown, or other emergency instructions issued by the Incident Commander (IC) or Emergency Operations Center (EOC).
- Understand the locations of emergency exits, assembly points, and available safety equipment such as fire extinguishers and first aid kits.

Provide Assistance to Students:

- Faculty act as leaders during emergencies, guiding students to safety and ensuring they follow instructions.
- Offer emotional support and reassurance to students during and after an incident.
- Assist in accounting for students during evacuations or other emergency procedures, ensuring all individuals are accounted for at designated assembly points.

Report Incidents:

- Faculty and staff are responsible for promptly reporting incidents or hazards, such as suspicious activities, accidents, or safety concerns, to MCC Police or the Emergency Operations Center.
- Use established communication channels to relay situational updates to the appropriate authorities.

Participation in Training and Drills:

- Attend regular training sessions to stay updated on emergency procedures, including evacuation, lockdown, and first aid training.
- Actively participate in drills and simulations to ensure readiness and familiarity with response protocols.

Support for Specific Roles:

- Some staff members may have designated roles in the Emergency Operations Plan, such as assisting with resource distribution, coordinating communication, or managing emergency shelters.
- Staff in specialized areas, such as laboratories or childcare facilities, must follow additional protocols specific to their environments.

Students

Students play an essential role in maintaining safety during emergencies by adhering to instructions and being prepared to act responsibly.

Adhere to Emergency Instructions:

- Follow all instructions provided by faculty, staff, or emergency personnel without delay.
- Comply with evacuation orders, shelter-in-place directives, or lockdown procedures to ensure personal safety and the safety of others.
- Avoid taking unnecessary risks, such as attempting to retrieve personal belongings during evacuations or disobeying safety protocols.

Participate in Training and Drills:

- Attend orientation sessions and training programs to learn about MCC's emergency procedures and available resources.
- Actively engage in campus-wide emergency drills to practice responding to various scenarios, such as fire evacuations or severe weather shelters.
- Familiarize themselves with campus safety features, including emergency exits, assembly points, and the locations of safety equipment.

Report Concerns:

- Students are encouraged to report potential hazards, suspicious behavior, or safety concerns to MCC's Police Department or other appropriate authorities.
- Use MCC's emergency communication systems, such as the RAVE Guardian mobile app, MCC Cares, or calling MCCPD directly at (816)604-1200 to notify authorities of concerns or incidents.

Peer Support and Responsibility:

- Assist peers who may require additional help during emergencies, such as individuals with disabilities or those unfamiliar with emergency procedures.
- Refrain from spreading rumors or misinformation that could cause panic; rely on official communications for accurate updates.

Personal Preparedness:

- Students should take steps to prepare for emergencies, such as creating a personal emergency kit with essential items (e.g., water, snacks, medications).

- Stay informed about potential risks on campus and sign up for MCC's emergency notification system to receive timely alerts.

External Partners

External partners play an essential role in MCC emergency preparedness, response, and recovery efforts. Their specialized expertise, resources, and authority enhance MCC's ability to manage complex emergencies that extend beyond internal capabilities. MCC's collaboration with these partners ensures a coordinated, efficient, and effective response to protect the campus community and surrounding areas.

Local Law Enforcement and Fire Departments

- Role:
 - Local law enforcement and fire departments are critical first responders during emergencies, providing specialized expertise and capabilities for incidents involving security threats, fire hazards, or hazardous materials.
 - These agencies collaborate with MCC's Police Department to ensure a unified response.
- Responsibilities:
 1. Law Enforcement:
 - Assist in responding to criminal activities, such as active shooter situations, bomb threats, or suspicious activities.
 - Provide crowd control, enforce campus perimeters, and secure facilities during large-scale incidents or evacuations.
 - Support investigative efforts for post-incident analysis and evidence collection.
 2. Fire Departments:
 - Conduct fire suppression, rescue operations, and hazard containment for incidents such as building fires, structural collapses, or vehicular accidents on campus.
 - Manage hazardous materials (HAZMAT) situations, including containment, decontamination, and environmental impact mitigation.
- Key Considerations:
 - Establish mutual aid agreements to define roles, responsibilities, and resource-sharing during emergencies.
 - Ensure MCC's emergency response plans are aligned with the protocols of local law enforcement and fire departments to facilitate seamless coordination.

Emergency Medical Services (EMS)

- Role:
 - EMS provides critical medical care to individuals injured or affected during an emergency and supports the transportation of patients to appropriate medical facilities.
- Responsibilities:

- Triage and treat injured individuals at the scene, prioritizing life-threatening conditions.
 - Transport patients to hospitals or other medical facilities for further care.
 - Collaborate with MCC's Police Department and other responders to establish safe zones for medical operations during incidents.
- Key Considerations:
 - Coordinate with campus health services and public health agencies for seamless integration of medical care.
 - Ensure EMS has access to campus maps, facility layouts, and designated staging areas for efficient response during incidents.

Public Health Agencies

- Role:
 - Public health agencies provide expertise and resources to manage public health emergencies, including infectious disease outbreaks, foodborne illnesses, or environmental health threats.
- Responsibilities:
 - Support MCC in developing and implementing strategies for disease containment, such as vaccination clinics, quarantine protocols, or contact tracing.
 - Provide guidance and resources for environmental health issues, such as water contamination or air quality concerns.
 - Assist in disseminating accurate information to the campus community during public health crises.
- Key Considerations:
 - Collaborate with MCC's Police Department and campus health services to align public health responses with broader emergency management efforts.
 - Utilize public health data to inform decision-making and response strategies during large-scale health emergencies.

Counselors

Mental Health Support:

- Provide immediate emotional support to students, faculty, and staff affected by the emergency.
- Offer crisis counseling sessions to help individuals manage stress, grief, or trauma.

Coordination with Support Services:

- Collaborate with social workers and external agencies to refer individuals to long-term mental health resources if needed.
- Assist with family reunification efforts by supporting individuals in emotional distress.

Education and Prevention:

- Develop and deliver training on coping strategies, resilience, and mental health awareness as part of preparedness efforts.

Social Workers

Crisis Intervention:

- Identify and assist individuals or families facing critical needs during and after an emergency.
- Support individuals experiencing displacement, loss, or other emergencies by connecting them to appropriate services.

Resource Coordination:

- Work with community organizations to provide housing, food, or other essential services to affected individuals.
- Facilitate communication between MCC's Emergency Response Management Team and external social support agencies.

Community Outreach:

- Assist in post-incident recovery by connecting students and families to long-term support programs and financial assistance.

Collaborative Approach with External Partners

Regular Coordination and Training:

- MCC works closely with external partners through joint training exercises, drills, and planning sessions to ensure compatibility and readiness for emergency scenarios.
- Joint tabletop exercises involving law enforcement, fire departments, EMS, and public health agencies simulate real-world situations and improve collective response capabilities.

Communication Protocols:

- Pre-established communication channels and procedures ensure seamless information flow between MCC, its Police Department, and external agencies during an incident.
- The MCC Emergency Operations Center (EOC) serves as the coordination hub for interacting with external partners.

Mutual Aid Agreements:

- MCC establishes formal agreements with local and regional agencies to clarify roles, define resource-sharing expectations, and enhance response capabilities during large-scale or resource-intensive incidents.

Integration in the Incident Command System (ICS):

- External partners work alongside MCC's Incident Command System (ICS), ensuring unified command and operational cohesion.

Responsibilities for Assisting Individuals with Access and Functional Needs

ADA Compliance Officer:

- Ensure all emergency plans, facilities, and communication systems comply with ADA standards.
- Conduct regular audits of emergency shelters and evacuation routes for accessibility.

Emergency Response Management Team (ERMT):

- Assign a liaison to address community needs during emergencies, coordinating with the ADA Compliance Officer.

Faculty and Staff:

- Assist individuals with disabilities or limited mobility during evacuations or shelter-in-place events.
- Participate in mandatory training on how to recognize and respond to accessibility needs during incidents.

Volunteers and Mutual Aid

Volunteers and mutual aid agreements play an integral role in augmenting Metropolitan Community College's (MCC) capacity to manage emergencies. They provide additional personnel, resources, and expertise that enhance MCC's ability to respond effectively, particularly during large-scale or prolonged incidents. Defining the roles of volunteers and mutual aid personnel ensures seamless integration into MCC's emergency operations.

Trained Volunteers

Trained volunteers are an invaluable resource for supporting emergency response efforts, particularly in non-technical or logistical roles. Their contributions can alleviate the workload of MCC staff and ensure more efficient use of resources.

Roles of Trained Volunteers:

- Community Emergency Response Team (CERT) Members:
 - Assist with basic first aid, search and rescue, and crowd management under the guidance of MCC's Police Department or the Incident Commander (IC).
- Faculty, Staff, and Student Volunteers:
 - Support evacuation procedures, direct individuals to safe zones, and provide general assistance during emergencies.

- Event-Specific Volunteers:
 - Assist with roles such as distributing emergency supplies, manning information booths, or coordinating with external agencies during large-scale events.

Recruitment and Training:

- Volunteers are recruited in advance through campus outreach and collaboration with local organizations such as CERT programs or the American Red Cross.
- Regular training sessions ensure volunteers are familiar with emergency protocols, communication systems, and safety procedures.

Activation and Coordination:

- Volunteers are activated by the Incident Commander or Emergency Operations Center (EOC) Director when additional personnel are required.
- They are assigned specific tasks and supervised by designated staff members to ensure coordination with MCC's response efforts.

Limitations and Boundaries:

- Volunteers are not expected to perform roles requiring specialized training, such as firefighting or hazardous materials handling.
- Their roles are clearly defined to avoid confusion and duplication of efforts.

*MCC's Floor Captain Program***Purpose**

The MCC Floor Captain Program is an integral component of emergency response and volunteer coordination. Floor Captains serve as trained volunteers who assist in managing evacuations, providing instructions, and offering assistance during emergencies. Their localized presence and familiarity with specific buildings enhance response efficiency across all MCC campuses.

Volunteer Activation: Floor Captain Roles

- Floor Captain Responsibilities:
 - Act as first responders during emergencies, guiding building occupants to safety.
 - Serve as communication liaisons between building occupants and MCC Police Department (MCCPD).
 - Assist individuals with disabilities or other access and functional needs during evacuations or lockdowns.
 - Participate in post-emergency debriefs and provide feedback to MCCPD.
- Activation Protocol:
 - Floor Captains are activated via the RAVE alert system, receiving detailed instructions based on the nature of the emergency.
 - During drills and actual emergencies, Floor Captains must:
 - Wear their safety vests and carry flashlights for visibility.

- Follow MCCPD guidance and emergency protocols outlined in the MCC Emergency Response Plan.

Volunteer Structure

- Program Coordination:
 - MCCPD oversees the program, including volunteer recruitment, training, and tracking.
 - Each building is assigned a designated number of Floor Captains based on its size and occupancy.
- Floor Captain Recruitment:
 - Staff and faculty are encouraged to volunteer as Floor Captains and undergo required training.
 - Volunteers may relocate to other buildings or campuses as needed, based on MCCPD assessments and availability.
- Safety Protocols:
 - Floor Captains are not required to put their own safety at risk or force compliance from unwilling individuals.
 - Their primary role is to guide willing occupants and report critical information to MCCPD.

Volunteer Training and Preparation

- Training Modules:
 - Familiarity with building layouts, evacuation routes, and emergency assembly points.
 - Scenario-based training for emergencies such as fires, severe weather, active shooters, and utility outages.
 - Accessibility training for assisting individuals with disabilities:
 - Non-ambulatory assistance: Direct individuals to protected stairwells and report their location.
 - Hearing-impaired: Use written instructions or gestures to convey emergency information.
 - Visually impaired: Offer physical guidance and describe surroundings.
- Required Equipment:
 - Floor Captains are provided with reflective vests and flashlights. These must be maintained in accessible locations and regularly checked for functionality.

Communication Protocols for Floor Captains

- Emergency Alerts:
 - RAVE alerts serve as the primary notification system for activating Floor Captains.
 - Floor Captains should read alert messages carefully to determine whether evacuation, shelter-in-place, or lockdown protocols apply.
- Reporting and Coordination:
 - During emergencies, Floor Captains report:
 - Room checks: Locations of individuals who require assistance or have not evacuated.

- Assembly area conditions: Size of evacuee groups and any injuries or hazards.
- Real-time updates: Sent to MCCPD for situational awareness and response prioritization.

Post-Emergency Responsibilities

- Debriefing:
 - Floor Captains participate in post-incident debriefs conducted by MCCPD.
 - Provide detailed feedback on evacuation success, challenges encountered, and areas for improvement.
- Documentation:
 - Submit notes regarding injuries, headcounts, and remaining hazards to MCCPD after the incident.
 - Participate in the review of after-action reports (AARs) to refine future protocols.

Legal and Safety Considerations

- Liability Protection:
 - Volunteers are covered under MCC's liability policies while acting within their assigned duties.
 - Waivers ensure understanding of roles, responsibilities, and limitations.
- Compliance with ADA and NIMS:
 - Floor Captain protocols comply with ADA requirements for accessible emergency responses.
 - Integration into MCC's broader Incident Command System (ICS) aligns with NIMS standards.

Mutual Aid Agreements

Mutual aid agreements formalize partnerships between MCC and local, regional, or state entities to provide additional resources and personnel during emergencies. These agreements ensure MCC has access to expertise and equipment that may not be available internally.

Copies of MAAs can be found in [APPENDIX H: Mutual Aid Agreements](#).

Roles of Mutual Aid Personnel:

- Law Enforcement Support:
 - Additional officers to assist MCC's Police Department with crowd control, perimeter security, or investigative tasks.
- Fire and HAZMAT Support:
 - Specialized teams for fire suppression, hazardous materials containment, or rescue operations.
- Medical Personnel:

- Paramedics, nurses, or doctors to support emergency medical needs or augment campus health services.
- Specialized Response Teams:
 - Technical experts in areas such as structural engineering, environmental health, or cyber incident management.

Resource Sharing:

- Mutual aid agreements ensure the availability of specialized equipment, such as heavy machinery, decontamination units, or mobile command centers.
- Provide logistical support, such as transportation or temporary shelter facilities.

Activation and Integration:

- Mutual aid resources are requested through pre-established communication channels, typically by the Incident Commander or the EOC.
- Personnel and resources from mutual aid partners are integrated into MCC's Incident Command System (ICS) to ensure unified operations.

Key Considerations:

- Pre-Incident Planning:
 - Conduct joint planning sessions and exercises with mutual aid partners to clarify roles and responsibilities.
- Cost and Reimbursement:
 - Establish terms for cost-sharing or reimbursement for personnel, equipment, and supplies provided under mutual aid agreements.

TESTING AND EVALUATION

Purpose

The Testing and Evaluation process is essential to ensure MCC's Emergency Operations Plan (EOP) remains effective, current, and adaptable to evolving risks and challenges. By conducting structured reviews, testing procedures, and implementing continuous improvement strategies, MCC enhances its readiness and resilience for future emergencies.

After-Action Reviews (AARs)

Purpose

After-Action Reviews (AARs) are conducted following every emergency, drill, or exercise to evaluate the effectiveness of the response, identify strengths and weaknesses, and develop actionable recommendations for improvement.

Process

Initiation:

- Schedule an AAR within 1–2 weeks following an incident or exercise to ensure accurate recollection of events.

Participation:

- Include representatives from MCC's Emergency Response Management Team (ERMT), MCC Police Department, relevant faculty and staff, and external partners, if applicable.

Documentation:

- Use a standardized AAR template to record:
 - Incident summary and timeline.
 - Objectives assessed.
 - Strengths observed.
 - Challenges encountered.
 - Recommendations for improvement.

Dissemination:

- Share completed AARs with MCC leadership, affected departments, and external stakeholders as appropriate.

Continuous Improvement

Purpose

Leverage AAR findings and stakeholder feedback to refine the EOP and enhance MCC's emergency preparedness.

Steps

- Incorporate AAR recommendations into updates to the EOP and related protocols.
- Modify training programs to address identified gaps or weaknesses.
- Develop and implement corrective actions, such as acquiring necessary equipment or updating response checklists.
- Monitor progress on recommendations to ensure timely implementation.

Key Deliverables

- Revised EOP sections and annexes.
- Enhanced training and exercise modules.
- Updated resource lists and deployment strategies.

Testing Protocols

Purpose

Regular testing of the EOP ensures its procedures are effective, operational, and well-understood by MCC stakeholders.

Types of Tests

Drills:

- Test single procedures, such as fire evacuations or severe weather shelter-in-place protocols.
- Frequency: Each semester.

Tabletop Exercises:

- Simulate emergency scenarios in a discussion-based format to evaluate decision-making processes.
- Frequency: Annually.

Functional Exercises:

- Focus on specific aspects of the EOP, such as activating the Emergency Operations Center (EOC) or testing notification systems.

- Frequency: Every two years.

Full-Scale Exercises:

- Conduct real-world simulations involving multiple departments and external agencies.
- Frequency: Every three years.

Evaluation Criteria

- Response time and efficiency.
- Communication effectiveness.
- Resource allocation and deployment.

Implementation Timelines*Purpose*

Establish clear deadlines for addressing issues identified during testing or incidents to ensure continuous improvement.

Action Type	Timeline
Immediate Actions	Within 0-30 days.
Short-Term Improvements	Within 1-3 months.
Long-Term Adjustments	Within 3-12 months.

- Assign responsible parties for each recommendation to ensure accountability.
- Use tracking tools, such as spreadsheets or project management software, to monitor progress and maintain transparency.

Documentation and Reporting*Purpose*

Maintain accurate records of all testing, evaluation, and improvement activities for regulatory compliance and institutional accountability.

Key Records

- AARs with findings and recommendations.
- Updated versions of the EOP, including a revision history.

- Training and exercise attendance logs.
- Incident cost and resource allocation documentation.

Reporting Protocols

- Share findings with MCC leadership, the Emergency Response Management Team, and external partners as required.
- Submit compliance reports to meet regulatory requirements, such as NIMS and Clery Act standards.

TRAINING, DRILLS, AND EXERCISES

Purpose

This section outlines MCC's commitment to continuous preparedness by implementing training programs, conducting drills, and organizing exercises. These activities are essential for ensuring that all stakeholders understand their roles, are familiar with emergency procedures, and can respond effectively during real emergencies.

Training Programs

Comprehensive and ongoing training programs are essential to ensuring that MCC's community and emergency response teams are well-prepared to handle emergencies effectively. These programs are designed to build knowledge, enhance skills, and foster confidence in following emergency protocols and performing specific roles during crises.

Audience

Faculty and Staff:

- **Role:** Faculty and staff are key leaders during emergencies, responsible for guiding students, securing facilities, and communicating with responders.
- **Training Focus:**
 - General emergency response protocols, such as evacuation, lockdown, and shelter-in-place.
 - Specific departmental responsibilities based on their role in MCC's Emergency Operations Plan (EOP).
 - Awareness of resources available to assist students during emergencies.
- **Training Methods and Frequencies:**
 - Drills (Fire/Tornado/Lockdown)
 - At least one of each per semester

Students:

- **Role:** Students are expected to adhere to emergency procedures and contribute to maintaining a safe environment.
- **Training Focus:**
 - Understanding emergency notifications and following instructions promptly.
 - Participating in drills and being familiar with campus safety resources.
 - Awareness of personal preparedness strategies, such as building a basic emergency kit.
- **Training Methods and Frequencies:**
 - Drills (Fire/Tornado/Lockdown)
 - At least one of each per semester

Emergency Response Management Team (ERMT):

- Role: The ERMT supports the Incident Commander (IC) and provides specialized expertise and coordination during emergencies.
- Training Focus:
 - Advanced ICS principles and MCC's specific emergency response framework.
 - Decision-making under pressure and effective communication strategies.
 - Resource management, including accessing and deploying emergency supplies.
- Training Methods and Frequencies:
 - Drills (Fire/Tornado/Lockdown)
 - At least one of each per semester
 - EOP Training
 - Annually
 - Tabletop Training Exercise
 - At least once every two years

Incident Command System (ICS) Members:

- Role: ICS members, including section chiefs and command staff, are responsible for tactical and operational management during an emergency.
- Training Focus:
 - ICS roles and responsibilities, including command, operations, planning, logistics, and finance/administration.
 - Developing and executing Incident Action Plans (IAPs).
 - Integrating with external partners using National Incident Management System (NIMS) protocols.
- Training Methods and Frequencies:
 - Reminders to review the EOP and their role(s) within
 - Annually
 - Tabletop Training Exercise
 - At least once every two years

MCC Police Department:

- Role: The MCC Police Department is responsible for campus safety, security, and law enforcement during emergencies.
- Training Focus:
 - Advanced emergency response tactics, such as active shooter response and hazardous material containment.
 - Collaboration with local law enforcement, fire departments, and EMS.
 - Regular drills to practice scenario-based responses, including lockdowns and crowd control.
- Training Methods and Frequencies:
 - Drills (Fire/Tornado/Lockdown)
 - At least one of each per semester
 - Active Shooter Training
 - Department-wide: Annually
 - Campus: Once per year, each; rotates quarterly

- Other department trainings as required per General Order(s)

Topics

General Emergency Procedures:

- Core Topics:
 - Evacuation routes and assembly areas.
 - Shelter-in-place instructions for severe weather or hazardous material incidents.
 - Lockdown protocols for security threats.
- Learning Objectives:
 - Ensure all individuals understand basic emergency responses and can act quickly in a crisis.

Role-Specific Training:

- ERMT and ICS Staff:
 - Advanced planning, resource allocation, and coordination techniques.
 - Real-time decision-making under ICS protocols.
- Departmental Emergency Liaisons:
 - Tailored training on managing department-specific risks and resources.
 - Facilitating communication between their department and the Emergency Operations Center (EOC).

Specialized Training:

- First Aid and CPR:
 - Life-saving techniques for faculty, staff, and students willing to serve as first responders.
 - Certification opportunities to enhance community safety.
- Hazardous Materials Handling:
 - Procedures for identifying, containing, and mitigating chemical, biological, or radiological hazards.
 - Training for laboratory staff, maintenance crews, and emergency response teams.
- Cybersecurity Awareness:
 - Recognizing phishing attempts, malware, and other cyber threats.
 - Steps to secure sensitive data during IT system disruptions.

Delivery Methods

Classroom-Based Sessions:

- Overview:
 - Traditional instructor-led sessions tailored to specific audiences or topics.
- Advantages:
 - Encourages interaction, discussion, and real-time Q&A with trainers.

- Examples:
 - Emergency planning workshops for department heads.
 - Hands-on sessions for first aid and CPR training.

Online Modules:

- Overview:
 - Self-paced, digital training modules accessible to faculty, staff, and students.
- Advantages:
 - Flexible access for participants, ensuring wider reach and engagement.
- Examples:
 - General emergency preparedness training.
 - Role-specific ICS and NIMS certification courses.

Hands-On Workshops and Drills:

- Overview:
 - Practical training sessions designed to simulate real-world scenarios.
- Advantages:
 - Reinforces skills through active participation and realistic practice.
- Examples:
 - Fire extinguisher training for facilities staff.
 - Active shooter drills involving faculty, students, and the MCC Police Department.

Inclusive Training Programs

Community Awareness:

- Develop workshops for faculty, staff, and students on how to assist individuals with disabilities during emergencies.
- Include role-playing scenarios involving diverse accessibility needs in emergency drills.

Skill Development:

- Train personnel in using evacuation chairs, guiding individuals with visual impairments, and communicating with nonverbal individuals.

Campus-Wide Involvement:

- Engage student organizations and disability advocacy groups in preparedness campaigns and exercises.

Drills

Regularly conducting drills is an essential part of MCC's emergency preparedness strategy. Drills help familiarize the campus community with emergency procedures, reinforce key safety protocols, and

ensure that all participants are ready to respond effectively in a real emergency. This section outlines the purpose, types, frequency, and evaluation processes for drills conducted at MCC.

Purpose

Familiarization with Emergency Procedures:

- Drills provide students, faculty, and staff with practical experience in responding to specific emergency scenarios.
- Participants become more comfortable with evacuation routes, shelter locations, and communication protocols.

Reinforcement of Safety Protocols:

- Regular practice ensures that critical safety steps—such as evacuating calmly or seeking shelter—become second nature.
- Drills instill confidence and reduce panic during real emergencies by building a sense of preparedness.

Testing Emergency Plans:

- Drills allow MCC to validate the effectiveness of its Emergency Operations Plan (EOP) and identify potential gaps or areas needing revision.
- They provide an opportunity to test communication systems, resource deployment, and coordination among departments.

Types of Drills

Fire Drills:

- Purpose: Test evacuation procedures for fires or smoke-related emergencies.
- Process:
 - Activate fire alarms and guide participants to designated assembly points.
 - Simulate realistic scenarios, such as blocked exits, to test adaptability.
- Participants: All students, faculty, staff, and visitors in the affected buildings.

Severe Weather Drills:

- Purpose: Prepare for weather-related incidents, such as tornadoes or hurricanes.
- Process:
 - Direct participants to interior, windowless rooms or designated storm shelters.
 - Emphasize the importance of staying low and covering heads for protection.
- Participants: Entire campus or regions affected by seasonal severe weather risks.

Active Shooter Drills:

- Purpose: Teach the community how to respond to an active shooter using the RUN, HIDE, FIGHT protocol.
- Process:
 - Simulate lockdown scenarios, including securing doors, barricading, and staying silent.
 - Practice evacuating areas if safe to do so and communicate with law enforcement.
- Participants: Faculty, staff, and students, with oversight by MCC Police Department and local law enforcement.

Evacuation Drills:

- Purpose: Practice orderly evacuation for any situation requiring immediate departure from buildings.
- Process:
 - Guide participants along pre-established routes to outdoor assembly areas.
 - Simulate assisting individuals with disabilities or other mobility challenges.
- Participants: Entire buildings or campuses, depending on the drill's scope.

Multi-Hazard Drills:

- Purpose: Combine elements from multiple scenarios, such as an earthquake followed by a fire.
- Process:
 - Simulate cascading events to test MCC's flexibility and resource coordination.
- Participants: Emergency Response Management Team (ERMT), Incident Command System (ICS) staff, and external partners.

*Frequency***Standard Drill Schedule:**

- Conduct at least one drill per each scenario per semester per campus to ensure consistent practice and readiness.
- Fire, Tornado, and Lockdown scenarios.

Additional Drills:

- Schedule extra drills for high-risk areas, such as laboratories, where unique hazards require specialized response protocols.
- Conduct impromptu drills to evaluate unplanned readiness and spontaneous decision-making.

Coordination with External Partners:

- Include local law enforcement, fire departments, and EMS in annual drills for incidents requiring external support as necessary.

Evaluation

Post-Drill Debriefing Sessions:

- Gather participants, observers, and leaders to review the drill's execution.
- Discuss what worked well and identify challenges or areas for improvement.
- Encourage feedback from students, faculty, and staff to gain diverse perspectives.

Performance Metrics:

- Evaluate response times, adherence to protocols, and overall coordination.
- Measure the effectiveness of communication systems and participant compliance with instructions.

Documentation and Reporting:

- Maintain detailed records of the drill, including:
 - Scenario description.
 - Objectives and outcomes.
 - Observations from evaluators.
- Use these records to update training materials, the EOP, and resource allocation strategies.

Corrective Actions:

- Address identified gaps, such as unclear evacuation routes or malfunctioning communication systems.
- Schedule additional training sessions or drills if significant weaknesses are discovered.

Exercises

Exercises are an essential element of MCC's emergency preparedness program, designed to assess and improve the effectiveness of the Emergency Operations Plan (EOP), individual and team responses, and coordination between departments and external partners. These activities go beyond drills by providing realistic scenarios that test decision-making, communication, and resource allocation in a controlled environment.

Purpose

Testing the EOP:

- Evaluate the practicality, accuracy, and completeness of the Emergency Operations Plan (EOP).
- Identify gaps, weaknesses, or ambiguities in protocols and procedures.

Enhancing Coordination:

- Assess the ability of MCC departments to work together effectively during emergencies.

- Strengthen collaboration and integration with external partners, including law enforcement, fire departments, EMS, and public health agencies.

Improving Decision-Making:

- Provide a realistic environment for leaders and staff to practice critical thinking, prioritization, and decision-making under stress.
- Familiarize the Emergency Response Management Team (ERMT) and Incident Command System (ICS) staff with their roles and responsibilities during complex incidents.

Validating Resources:

- Test the availability and functionality of critical resources, including communication systems, emergency supplies, and mutual aid agreements.

Building Confidence:

- Reinforce the campus community's confidence in MCC's ability to manage emergencies effectively.

*Types of Exercises***Tabletop Exercises:**

- Purpose:
 - Engage participants in scenario-based discussions to evaluate plans, policies, and decision-making processes without physical deployment of resources.
- Process:
 - Present a detailed emergency scenario to participants, who discuss their roles, actions, and coordination based on the EOP.
 - Focus on problem-solving, communication, and resource prioritization.
- Example Scenarios:
 - A severe weather event that disrupts campus operations.
 - A cybersecurity breach affecting sensitive data.
- Participants:
 - ERMT members, ICS staff, and department heads.
 - Optional inclusion of external partners to evaluate interagency collaboration.

Functional Exercises:

- Purpose:
 - Test specific components of the EOP in a simulated, hands-on environment.
- Process:
 - Simulate an emergency scenario, such as a fire or hazardous material spill, and execute procedures related to communication, resource allocation, or evacuation.
 - Evaluate the performance of equipment, systems, and personnel in a realistic but controlled setting.

- Example Scenarios:
 - Testing the mass notification system during a lockdown scenario.
 - Coordinating resource distribution during a utility failure.
- Participants:
 - Selected departments or teams based on the exercise's focus (e.g., IT, Facilities, MCC Police Department).
 - Limited external partner involvement, depending on the scenario.

Full-Scale Exercises:

- Purpose:
 - Conduct comprehensive simulations involving real-world scenarios that require full activation of the EOP and extensive collaboration among internal and external stakeholders.
- Process:
 - Simulate an actual emergency, such as an active shooter situation or natural disaster, with realistic conditions, role players, and resource deployments.
 - Evaluate the coordination, communication, and decision-making of all involved entities.
- Example Scenarios:
 - A multi-campus evacuation due to a large-scale chemical spill.
 - An active shooter incident requiring law enforcement, medical response, and crisis communication.
- Participants:
 - All relevant MCC departments, ERMT, ICS staff, and external partners (law enforcement, EMS, fire departments, public health agencies).

*Frequency***Annual Full-Scale Exercises:**

- Conduct a campus-wide, full-scale exercise annually to ensure comprehensive testing of the EOP and stakeholder readiness.
- Focus on high-impact scenarios with potential widespread disruption.

Periodic Functional Exercises:

- Schedule functional exercises quarterly or as needed to test specific components of the EOP.
- Rotate focus areas (e.g., IT, evacuation, resource management) to ensure well-rounded preparedness.

Tabletop Exercises:

- Conduct tabletop exercises at least twice a year to engage leadership and department heads in scenario planning and decision-making.

- Align scenarios with seasonal risks or updates to the EOP.

Evaluation

Debriefing and Feedback:

- Hold post-exercise debriefings with participants and observers to discuss strengths, weaknesses, and areas for improvement.
- Encourage open dialogue to identify gaps in planning, communication, or resource allocation.

After-Action Reports (AARs):

- Compile detailed reports documenting the exercise scenario, objectives, outcomes, and lessons learned.
- Include recommendations for updating the EOP, resource allocation, or training programs.

Continuous Improvement:

- Use insights from exercises to refine emergency plans, improve coordination protocols, and address deficiencies.
- Integrate findings into future training and exercise scenarios.

Collaboration with External Partners

Collaboration with external partners enhances MCC's emergency preparedness by leveraging the expertise, resources, and capabilities of local agencies and mutual aid networks. Joint exercises and coordinated planning foster seamless integration of external responders into MCC's emergency management framework.

Joint Exercises with Local Agencies

Purpose:

- Strengthen relationships with law enforcement, fire departments, EMS, and public health agencies.
- Ensure alignment of response protocols and establish clear roles and responsibilities during emergencies.

Benefits:

- Improves interoperability between MCC and external responders.
- Builds trust and familiarity among all stakeholders, enhancing effectiveness during real emergencies.

Integration of Mutual Aid Partners

Mutual Aid Roles:

- Provide additional personnel, equipment, and expertise during emergencies that exceed MCC's internal capacity.
- Examples: Specialized HAZMAT response, disaster recovery teams, or additional law enforcement personnel.

Participation in Drills and Exercises:

- Include mutual aid partners in relevant drills to practice joint response efforts and test resource-sharing protocols.
- Example: Conducting a functional exercise that involves activating mutual aid agreements for temporary sheltering or medical services.

Coordination and Communication:

- Establish clear communication channels and reporting structures for mutual aid partners during exercises.
- Use these exercises to identify potential barriers to effective integration and develop solutions.

Documentation and Improvement

Thorough documentation of all training, drills, and exercises is critical for evaluating performance, ensuring accountability, and driving continuous improvement.

Maintaining Records

Comprehensive Records:

- Document key details, including:
 - Exercise type, date, and duration.
 - Scenarios and objectives.
 - Participant attendance and roles.
 - Observations from evaluators.
- Example: Maintaining an after-action log for a campus-wide evacuation drill.

Data Management:

- Store records in a centralized database accessible to key stakeholders, such as the Emergency Operations Center (EOC) and Emergency Response Management Team (ERMT).
- Ensure records are organized and easily retrievable for audits or reviews.

Feedback and Updates

Post-Exercise Debriefing:

- Conduct structured debriefing sessions to gather feedback from participants, observers, and external partners.
- Encourage honest discussions about strengths, weaknesses, and areas for improvement.

After-Action Reports (AARs):

- Compile AARs summarizing the exercise, its outcomes, and recommended actions.
- Example: An AAR following an active shooter drill identifying communication delays as an improvement area.

Plan and Training Updates:

- Use insights from feedback and AARs to refine the EOP, adjust training content, and address identified gaps.
- Example: Adding a new communication protocol to the EOP based on exercise outcomes.

MITIGATION STRATEGIES

Purpose

Mitigation strategies aim to prevent emergencies from occurring or minimize their impact on MCC's community, property, and operations. This section ensures a proactive approach to enhancing resilience against identified hazards.

Overview of Mitigation Goals

- **Life Safety:** Minimize risks to students, faculty, staff, and visitors.
- **Operational Continuity:** Reduce disruptions to classes, IT infrastructure, and critical services.
- **Asset Protection:** Safeguard buildings, equipment, and hazardous materials from damage or misuse.
- **Compliance:** Ensure alignment with FEMA, NIMS, ADA, and other regulatory requirements.

General Mitigation Strategies

Infrastructure Improvements:

- Retrofitting older buildings to meet updated safety standards.
- Ensuring all walkways, doors, and emergency exits comply with ADA accessibility requirements.

Enhanced Communication Systems:

- Expanding MCC's emergency notification system to include:
 - Multilingual alerts.
 - Text-to-speech capabilities for ADA compliance.
 - Audible and visual alerts for key areas (classrooms, labs, libraries).

Resource Management:

- Stockpiling essential emergency supplies, such as medical kits, water, PPE, and backup power sources.
- Establishing secure storage for hazardous materials with clearly labeled spill kits and containment resources.

Collaborative Planning:

- Partnering with local agencies (fire departments, law enforcement, public health) for joint mitigation efforts.
- Establishing mutual aid agreements for additional resources during emergencies.

Hazard-Specific Mitigation Strategies

Tornadoes and Severe Weather

Tornadoes represent a significant hazard in Kansas City, necessitating proactive measures:

Structural Hardening:

- FEMA Shelter Maintenance:
 - Regularly inspect and maintain storm shelters to ensure they remain functional and accessible.
- Building Design:
 - Incorporate tornado-resistant design elements (e.g., reinforced roofs, impact-resistant windows) in new construction and renovations.

Preparedness:

- Shelter Signage and Accessibility:
 - Clearly mark storm shelter locations and ensure ADA compliance.
 - Stock shelters with emergency supplies such as water, first aid kits, and flashlights.
- Early Warning Systems:
 - Integrate NOAA Weather Radios and local alert systems for real-time updates.

Community Training:

- Train staff and students on the fastest routes to shelters and proper sheltering techniques.

Flooding

Flooding poses a significant risk due to heavy rainfall or nearby water sources. These strategies mitigate its impact:

Structural Mitigation:

- Drainage System Upgrades:
 - Inspect and enhance campus drainage systems to prevent pooling and overflow.
 - Install backflow prevention devices in campus plumbing to reduce the risk of sewer backups.
- Flood Barriers:
 - Deploy sandbags, water-activated flood barriers, or similar temporary measures in flood-prone areas.
 - Construct permanent floodwalls or levees for critical infrastructure, such as IT centers and libraries.
- Elevated Equipment:
 - Elevate electrical panels, HVAC systems, and IT servers above potential flood levels.

Preparedness Measures:

- **Monitoring Systems:**
 - Use real-time water level monitoring and flood prediction systems to provide early warnings.
- **Mapping and Zoning:**
 - Identify and map flood-prone areas on all campuses.
 - Relocate critical resources from high-risk zones to safer locations.

Response Enhancements:

- Stockpile flood response kits, including pumps, sandbags, and waterproof sheeting.
- Train staff and facilities teams on rapid deployment of flood barriers and water removal systems

Winter Weather

Snow, ice, and freezing temperatures can disrupt operations and pose safety hazards:

Prevention:

- **Winterization:**
 - Insulate pipes to prevent freezing and bursting.
 - Service HVAC systems before winter to ensure reliable heating.
- **Snow Removal Equipment:**
 - Maintain an inventory of snowplows, shovels, and de-icing chemicals.

Preparedness:

- **Priority Routes:**
 - Identify and prioritize snow and ice removal for ADA-accessible pathways, entrances, and parking lots.
- **Supply Stockpiles:**
 - Stockpile emergency supplies such as blankets, heaters, and generators for prolonged outages.

Response:

- Refer to the *MCC Inclement Weather Protocol* for communication protocols for weather-related closures or delays.
- Create warming shelters on campuses for individuals stranded due to road conditions.

Active Shooter

Active shooter events, though less frequent, have severe consequences. MCC must focus on prevention and response:

Prevention:

- Access Control:
 - Implement keycard access systems and limit entry to sensitive areas.
 - Install security cameras at entry points and high-traffic zones.
- Behavioral Threat Assessments:
 - Establish a threat assessment team to identify and respond to warning signs of violence.
- Community Awareness:
 - Conduct “See Something, Say Something” campaigns to encourage reporting of suspicious behavior.

Preparedness:

- Drills and Training:
 - Conduct regular active shooter drills using the RUN, HIDE, FIGHT framework.
 - Train MCC Police Department and local law enforcement on campus layouts for coordinated responses.
- Emergency Notifications:
 - Ensure mass notification systems can deliver instant lockdown instructions.

Response:

- Promote the use of RAVE Guardian.
- Coordinate post-incident recovery plans, including mental health support for survivors.

*Pandemic***Health Protocols:**

- Establishing on-campus vaccination and testing facilities.
- Installing hands-free sanitation stations throughout campuses.

Remote Learning Support:

- Ensuring IT infrastructure can support large-scale remote learning or telework transitions.

Health Communication:

- Creating multilingual health education campaigns tailored for MCC’s diverse population.

*Power Outages***Backup Power Systems:**

- Installing permanent generators for critical facilities (IT centers, labs, police department).
- Maintaining portable battery packs for emergency lighting and essential devices.

Energy Audits:

- Conducting regular assessments to identify and address vulnerabilities in campus power systems.

Hazardous Material Spill

With MCC labs and facilities housing hazardous materials, spills require specific mitigation plans:

Prevention:

- Storage and Labeling:
 - Store chemicals in proper containment systems with clear labeling and Material Safety Data Sheets (MSDS).
- Inventory Management:
 - Regularly audit hazardous material inventories to identify and remove expired or unnecessary substances.

Preparedness:

- Spill Kits:
 - Stock spill kits in all labs and maintenance areas, including absorbents, neutralizers, and PPE.
- Training:
 - Provide staff and students with training on spill containment and response procedures.

Response:

- Containment:
 - Establish immediate containment protocols to prevent spread (e.g., closing doors, sealing ventilation).
- Evacuation:
 - Develop evacuation plans for areas impacted by large spills.
- Cleanup Coordination:
 - Engage certified cleanup teams for safe disposal and decontamination.

Earthquake

Building Retrofitting:

- Retrofitting older structures to withstand seismic activity, even if low likelihood.

Emergency Anchoring:

- Securing bookshelves, lab equipment, and IT servers to prevent damage during tremors.

Cybersecurity Threat

As reliance on digital systems grows, cybersecurity threats (e.g., ransomware, phishing, and data breaches) require specific strategies:

Prevention:

- **Advanced Security Measures:**
 - Install firewalls, intrusion detection systems, and antivirus software on all MCC systems.
 - Enforce multi-factor authentication (MFA) for accessing critical systems and sensitive data.
- **Regular Audits:**
 - Conduct vulnerability assessments and penetration tests to identify weak points in the network.
- **Phishing Awareness:**
 - Implement a simulated phishing campaign to train faculty, staff, and students on recognizing email-based threats.
- **Data Encryption:**
 - Encrypt sensitive data, both in transit and at rest, to reduce exposure during breaches.

Preparedness:

- **Incident Response Plan:**
 - Develop a detailed cybersecurity incident response plan with clear roles and escalation procedures.
- **Backup Systems:**
 - Maintain offline backups of critical data to ensure recovery in case of ransomware attacks.
- **Vendor Management:**
 - Vet and monitor third-party vendors to ensure compliance with cybersecurity standards.

Recovery:

- **Post-Incident Forensics:**
 - Engage cybersecurity experts to analyze the breach and close vulnerabilities.
- **Communication Protocols:**
 - Provide timely updates to stakeholders, ensuring transparency while protecting sensitive information.
- **Restoration Timeline:**
 - Prioritize the restoration of critical systems, such as student records, learning platforms, and email services.

Accessibility Enhancements in Mitigation Planning

Infrastructure Improvements:

- Retrofit older buildings with ramps, handrails, and accessible bathrooms.
- Install tactile signage and audible wayfinding systems for visually impaired individuals.

Emergency Resource Stockpiles:

- Include assistive devices (e.g., wheelchairs, hearing aids, sensory kits) in emergency supply inventories.

Facility Upgrades:

- Ensure FEMA shelters and designated safe areas meet ADA standards, with accessible entryways and seating.

Implementation and Funding

Responsibility:

- Assign specific departments or teams (e.g., Facilities, IT, Police Department) to implement strategies.

Funding Sources:

- Explore FEMA hazard mitigation grants, local government funds, and institutional budgets.

Timeline:

- Prioritize high-risk hazards for immediate mitigation efforts (e.g., tornadoes, active shooter situations).
- Schedule medium- and low-risk mitigation activities for later phases.

Monitoring and Evaluation

- Conduct regular audits to evaluate the effectiveness of mitigation measures.
- Update mitigation plans based on new risks, feedback from drills, and changes in campus infrastructure.

LEGAL AUTHORITIES AND REGULATORY COMPLIANCE

This Emergency Operations Plan is grounded in compliance with federal, state, and College policies and regulations, including but not limited to those listed below. By adhering to these legal frameworks, MCC ensures that its emergency operations align with best practices and uphold the highest standards of safety and accountability.

FEDERAL

Homeland Security Presidential Directive (HSPD)-5

Management of Domestic Incidents, emphasizing the use of the National Incident Management System (NIMS).

National Incident Management System (NIMS)

A standardized approach to incident management.

Robert T. Stafford Disaster Relief and Emergency Assistance Act

Governs federal disaster response and recovery.

Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act

Mandates campus safety and emergency communication protocols.

Occupational Safety and Health Act of 1970 and 29 CFR 1910

Establishes workplace safety requirements, including the development of emergency action plans and training as enforced by the Occupational Safety and Health Administration (OSHA).

Americans with Disabilities Act (ADA)

Ensures accessibility and inclusion in emergency procedures.

Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101

Provides guidance for developing emergency operations plans and is a recognized planning standard.

Emergency Planning and Community Right-to-Know Act (EPCRA)

Applies to campuses with chemical storage or lab facilities and governs hazardous materials reporting and community notification.

Title IX of the Education Amendments of 1972

Relevant in emergencies involving gender-based violence, harassment, or discrimination and supports related response procedures.

Higher Education Opportunity Act (HEOA), 2008

Expands the Clery Act's emergency notification and fire safety requirements for colleges and universities.

Family Educational Rights and Privacy Act (FERPA)

Allows for the release of student information in health and safety emergencies without prior consent.

MISSOURI

Missouri Sunshine Law (Chapter 610 RSMo)

Addresses transparency and may apply to public records of emergency communications or drills.

Missouri Revised Statutes – Chapter 44 (Civil Defense)

Governs emergency management responsibilities at the state and local levels in Missouri, including coordination with state emergency services.

Missouri Revised Statutes – Chapter 320 (Fire Protection)

Includes fire safety codes and mandates fire evacuation drills in certain educational and public buildings.

Missouri Department of Higher Education & Workforce Development (MDHEWD) Guidance

While not codified law, MDHEWD occasionally issues guidance or expectations for institutional continuity, campus safety, and compliance related to emergencies.

METROPOLITAN COMMUNITY COLLEGE

[2.05130 BP Weapon Possession](#)

[2.05111 BP Communicable Disease](#)

[2.05111 DR Communicable Disease](#)

[2.05110 BP Safety and Security](#)

[2.05080 BP Planning](#)

[2.05113 BP Hazard Substance](#)

[2.05113 DR Hazard Substance](#)

[2.20070 BP Public Communications](#)

[2.20070 DR Public Communications](#)

[3.25091 BP Free Speech Expression and Assembly](#)

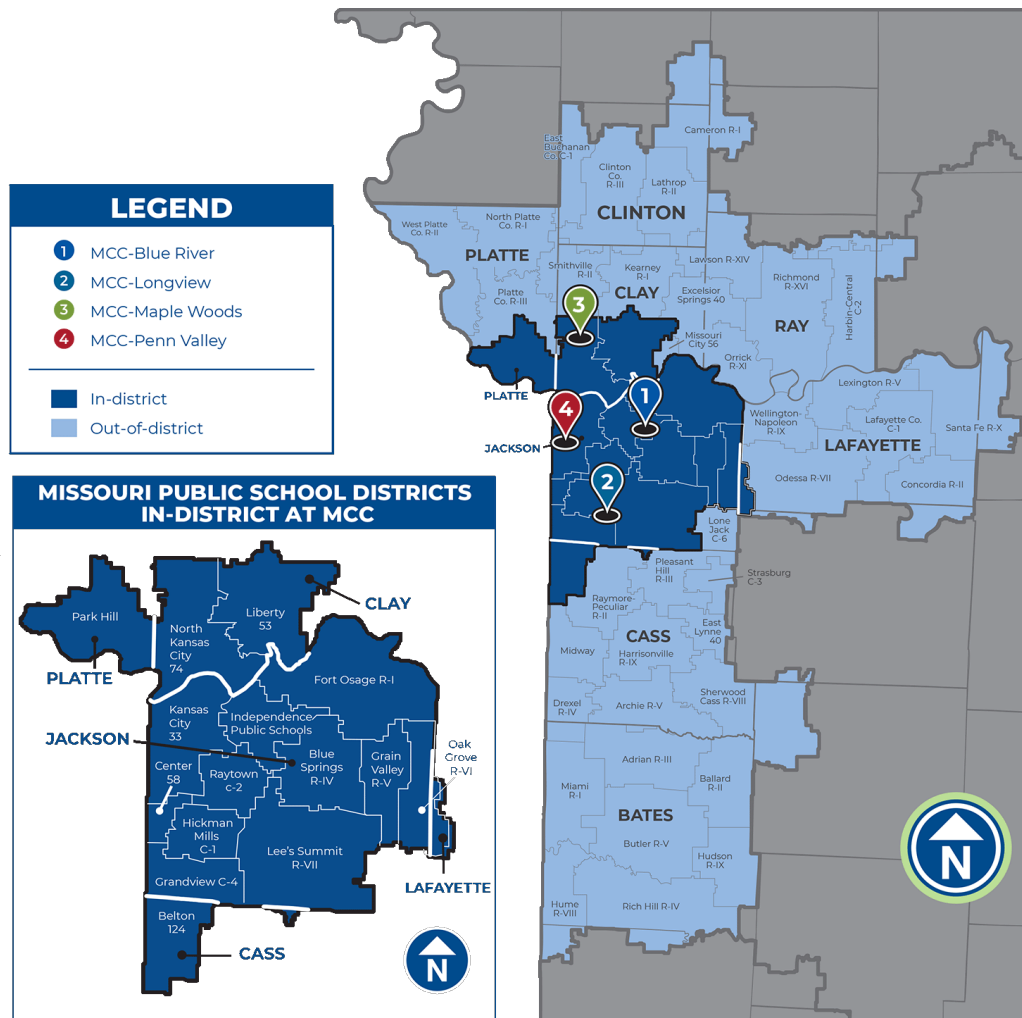
All MCC Policies and Procedures can be found at <https://mcckc.edu/legal/policies-procedures.aspx>.

APPENDIX L: MCC District and Campus Maps

Maps can be viewed and downloaded from: <https://mcckc.edu/maps>.

District Map

MCC SERVICE AREAS



METROPOLITAN COMMUNITY COLLEGE

Blue River | Longview | Maple Woods | Online | Penn Valley

FROM HERE **ANYWHERE**

Penn Valley, Administrative Center, Broadway Plaza

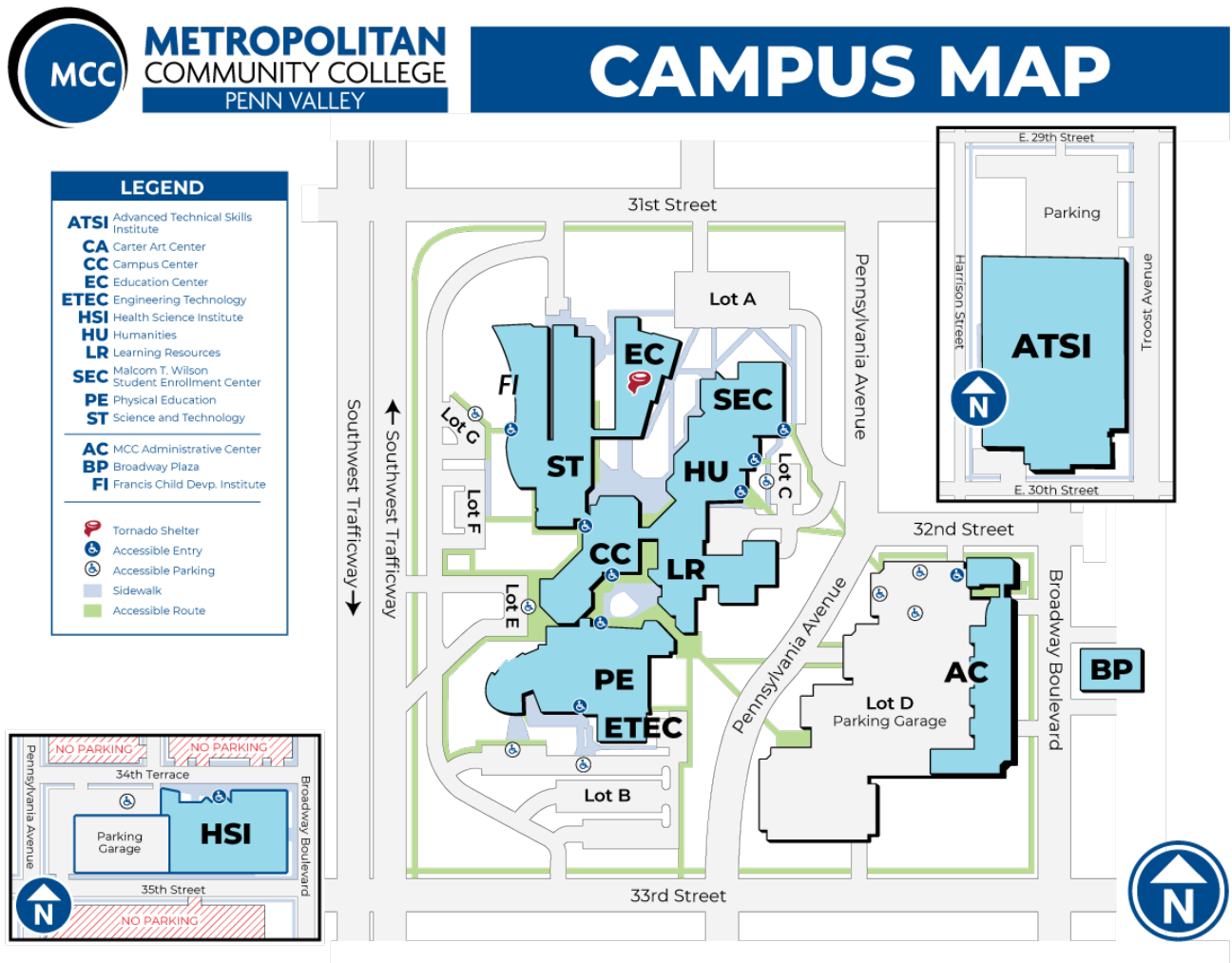
Main Campus: 3201 SW Trafficway, Kansas City, MO 64111

Health Science Institute: 3444 Broadway, Kansas City, MO 64111

Advanced Technical Skills Institute: 2944 Troost, Kansas City, MO 64109

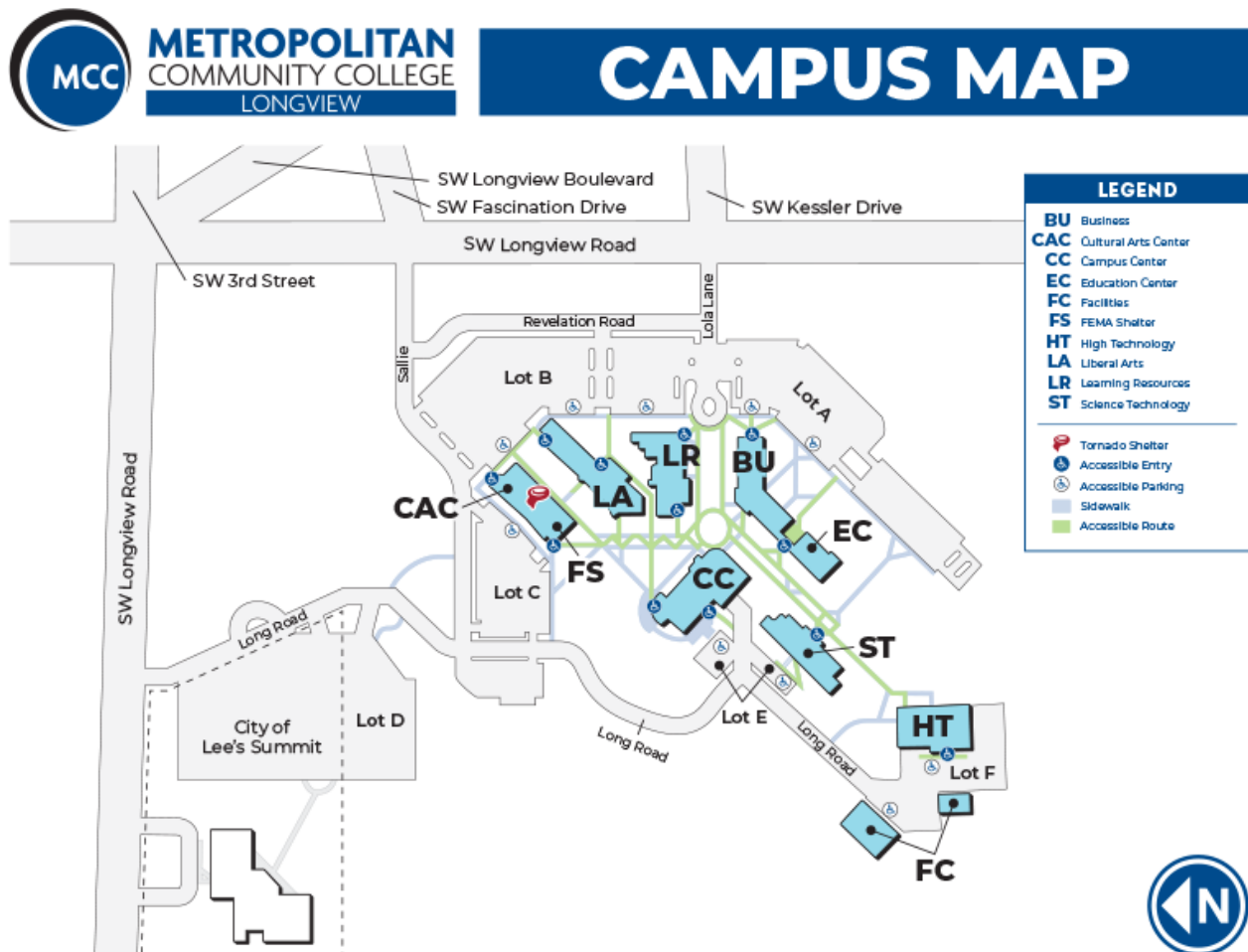
Administrative Center: 3200 Broadway, Kansas City, MO 64111

Broadway Plaza: 3217 Broadway, Kansas City, MO 64111



Longview

Main Campus: 500 SW Longview Rd, Lee's Summit, MO 64081



Maple Woods

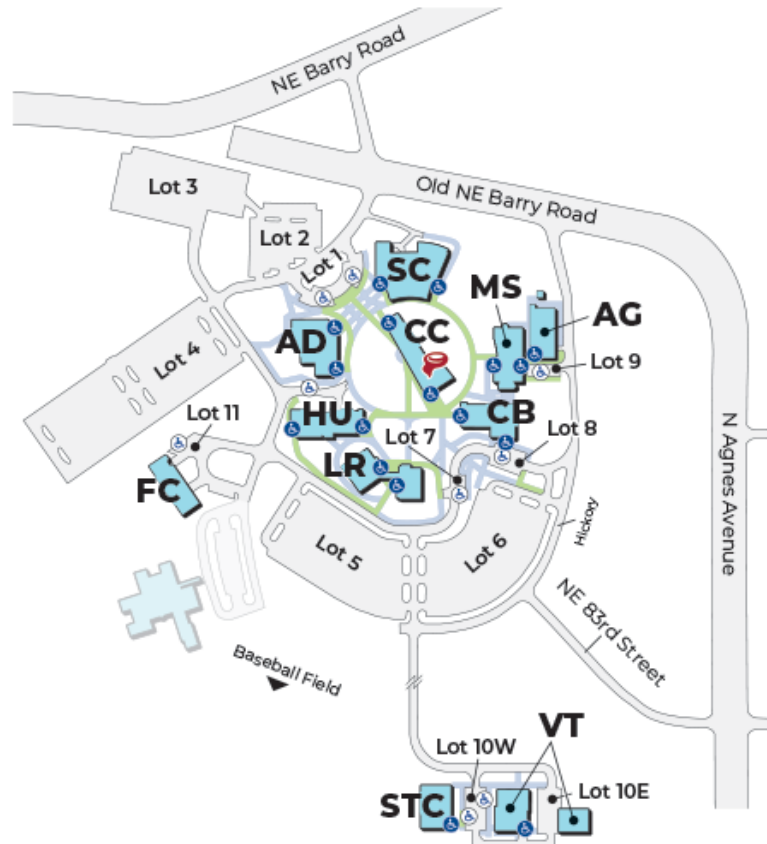
Main Campus: 2601 NE Barry Rd, Kansas City, MO 64156



METROPOLITAN
COMMUNITY COLLEGE
MAPLE WOODS

CAMPUS MAP

LEGEND	
AD	Administration
AG	Agricultural Annex
CC	Campus Center
CB	Computing/Business
FC	Facilities
HU	Humanities
LR	Learning Resources
MS	Math/Science
STC	Sports Training Center
SC	Student Center
VT	Veterinary Technology
	Tornado Shelter
	Accessible Entry
	Accessible Parking
	Sidewalk
	Accessible Route

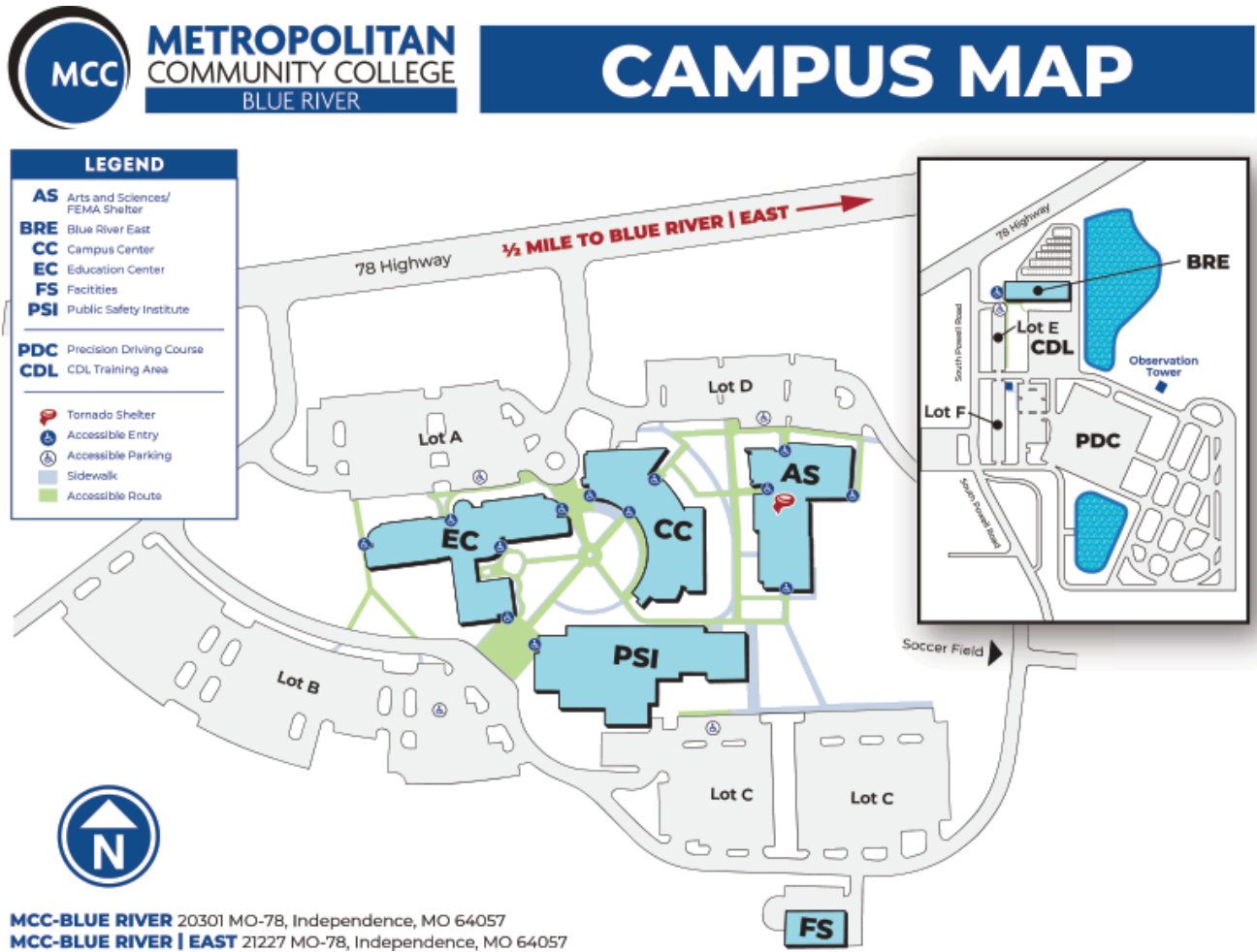


MCC-MAPLE WOODS 2601 NE Barry Rd, Kansas City, MO 64156

Blue River

Main Campus: 20301 East 78 Hwy, Independence, MO 64057

Blue River East: 21227 MO-78, Independence, MO 64057



APPENDIX M: MCC Bomb Threat Checklist

PDF version found at: [MCC Bomb Threat Checklist.pdf](#). Maintained by MCCPD.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly but remain calm and obtain information using the checklist to the right.

If a bomb threat is received by phone:

- Remain calm & do not hang up, keep the caller on the line for as long as possible
- If possible, signal other staff members to listen & notify MCC Police
- If the phone has a display, copy the number and/or letters on the display
- Write down the exact wording of the threat
- Record the call, if possible
- Fill out the Bomb Threat Checklist immediately

If you receive a written threat:

- Handle the document as little as possible
- Note date, time, and location the document was found
- Secure the document and do not alter the item in any way
- Notify MCC Police

If you receive a social media or email threat:

- Do not turn off or log out of the account
- Leave the message open on the device
- Take a screenshot, or copy the message and subject line
- Note the date and time
- Notify MCC Police

***Refer to the MCC Emergency Operations Plan for evacuation criteria.**

DO NOT:

- Use two-way radios or cellular phones in close proximity to a suspicious item
- Touch or move a suspicious item

**FOR THREATS OR
SUSPICIOUS ITEMS, CALL
MCC POLICE AT
816-604-1200**

This form was created by CISA
and adapted for use by MCC.

For more information, contact MCCPD
at Police@mcckc.edu.



METROPOLITAN
COMMUNITY COLLEGE



BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER
HUNG UP:

PHONE NO. WHERE
CALL RECEIVED:

Ask Caller:

- Where is the bomb located?
(building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb?
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located?
(background noise/level of noise)
- Estimated age?
- Is voice familiar? If so, who do they sound like?
- Other points:

Caller's Voice

- ☐ Female
- ☐ Male
- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

Background Sounds

- ☐ Animal noises
- ☐ House noises
- ☐ Kitchen noises
- ☐ Street noises
- ☐ Public business noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

Threat Language

- ☐ Incoherent
- ☐ Message read
- ☐ Taped message
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

OTHER INFORMATION:

APPENDIX N: Glossary of Acronyms

Acronym	Full Agency Name
ATF	(Bureau of) Alcohol, Tobacco and Firearms
AVC	Associate Vice Chancellor
BIT	Behavior Intervention Team
CDC	Centers for Disease Control and Prevention
CFR	Code of Federal Regulations
CICP	Campus Incident Command Post
DEA	Drug Enforcement Administration
DHEWD	Missouri Dept. of Higher Education & Workforce Development
DHSS	Missouri Department of Health and Senior Services
DOLIR	Missouri Department of Labor & Industrial Relations
EC	Executive Cabinet
EHS	Environmental Health and Safety
EMS	Emergency Medical Service
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
ERMT	Emergency Response Management Team
FBI	Federal Bureau of Investigation
FC	Floor Captain
FEMA	Federal Emergency Management Agency
Hazmat	Hazardous Material
HIRA	Hazard Identification Risk Assessment
IC	Incident Commander
ICS	Incident Command System
IWP	(MCC) Inclement Weather Protocol
JIC	Joint Information Center
LEA	Law Enforcement Agency
LEPC	Local Emergency Planning Committee
MAA	Mutual Aid Agreement
MCCPD	Metropolitan Community College Police Department
NIMS	National Incident Management System
NRC	National Response Center
NWS	National Weather Service
OSHA	Occupational Safety and Health Administration
PIO	Public Information Officer
SEMA	State Emergency Management Agency (Missouri)
UC	Unified Command
VC	Vice Chancellor

APPENDIX O: Glossary of Terms

After-Action Review (AAR):

A structured process for analyzing an incident or exercise to identify successes, challenges, and areas for improvement in emergency response procedures.

All-Hazards Approach:

A strategy that prepares for a wide range of emergencies, including natural disasters, human-caused incidents, and technological disruptions, rather than focusing on a single threat.

Campus Incident Command Posts (CICPs)

CICPs manage localized emergency response and serve as the link between the campus and the centralized EOC. Each CICIP is equipped with basic communication tools, emergency supplies, and workspaces.

Command Staff:

Key personnel in the Incident Command System (ICS) responsible for public information, safety, and liaison functions during an emergency.

Continuity of Operations Plan (COOP):

A framework that ensures the continuation of essential functions during and after a disruptive event, such as a natural disaster or cybersecurity attack.

Critical Infrastructure:

Facilities, systems, and assets essential to MCC's operations, including IT systems, power supplies, communication networks, and storm shelters.

Emergency Operations Center (EOC):

A centralized location where MCC's leadership and Emergency Response Management Team coordinate emergency response and recovery efforts.

Emergency Response Management Team (ERMT):

A group of designated MCC personnel responsible for planning, coordinating, and executing the college's emergency response and recovery efforts. The ERMT works closely with the Incident Commander and other stakeholders to manage resources, communicate with the campus community, and ensure a swift, organized response to incidents.

Evacuation:

The organized removal of individuals from a dangerous area to a safer location during an emergency.

FEMA-Certified Storm Shelter:

A structure designed to meet Federal Emergency Management Agency (FEMA) standards for protecting occupants from severe weather, such as tornadoes.

Hazard Identification and Risk Assessment (HIRA):

A process used to identify potential hazards, evaluate their likelihood, and assess their impact on MCC operations.

Incident Commander (IC):

The individual responsible for overall management of an emergency response, ensuring resources are allocated effectively and priorities are met.

Incident Command System (ICS):

A standardized framework used to manage emergency responses, ensuring coordination among personnel and agencies.

Incident Management Protocol Notification:

The official alert to the ICS structure that initiates MCC's emergency response procedures. This notification signals the transition from normal operations to incident management, activating the appropriate protocols, personnel, and resources.

Lockdown:

A safety protocol that restricts movement within a campus to protect individuals from potential threats, such as an active shooter.

Mitigation:

Actions taken to reduce or eliminate risks associated with potential emergencies, such as retrofitting buildings or enhancing cybersecurity.

Recovery:

Efforts to restore normal operations after an emergency, including repairing facilities, providing support to affected individuals, and reviewing lessons learned.

Rave Alert:

MCC's mass notification system that delivers real-time updates about emergencies, campus closures, and other critical information to the community.

Reunification:

The process of reconnecting students, staff, and visitors with their families or support networks after an emergency.

Shelter-in-Place:

A protocol where individuals remain indoors in a secure location during emergencies, such as hazardous material spills or severe weather.

Tabletop Exercise:

A discussion-based activity where emergency scenarios are reviewed and response plans are tested in a low-stress environment.

Utility Failure:

Disruptions to essential services, such as electricity, water, or HVAC systems, that can impact campus safety and operations.

Vulnerability Assessment:

An analysis of campus areas, populations, or systems most at risk from identified hazards, used to inform planning and mitigation efforts.