



EMERGENCY OPERATIONS PLAN

2021-22

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Introduction

The Emergency Operations Plan is a guide to provide Green River College faculty, staff and students with an emergency and crisis management system. The EOP is an “all-hazards” document that contains concepts and procedures that apply regardless of the nature or origin of an emergency or disaster. All personnel designated to carry out specific responsibilities are expected to know and understand the Green River College emergency procedures outlined in this document. The EOP was created to meet the Washington Industrial Safety and Health Act RCW 49.17 and WAC 296.

The response to any major crisis or disturbance will be conducted within the framework of this plan. Critical to this goal is being knowledgeable about what to do in the event of an emergency. Planning and being prepared is a *shared responsibility*.

Green River College will operate an Incident Command System (ICS) in the event of an emergency. The Incident Commander shall be the President or designee. The Incident Commander must approve exceptions or changes to these outlined procedures.

Document Control, Review and Updates

The Emergency Operations Center (EOC) Manager is responsible for ensuring that the most current version of the EOP is available. The EOP will be reviewed and updated as needed on an annual basis.

A version of this document will be made available to employees, students, other campus constituents and the community.

Review and Approval

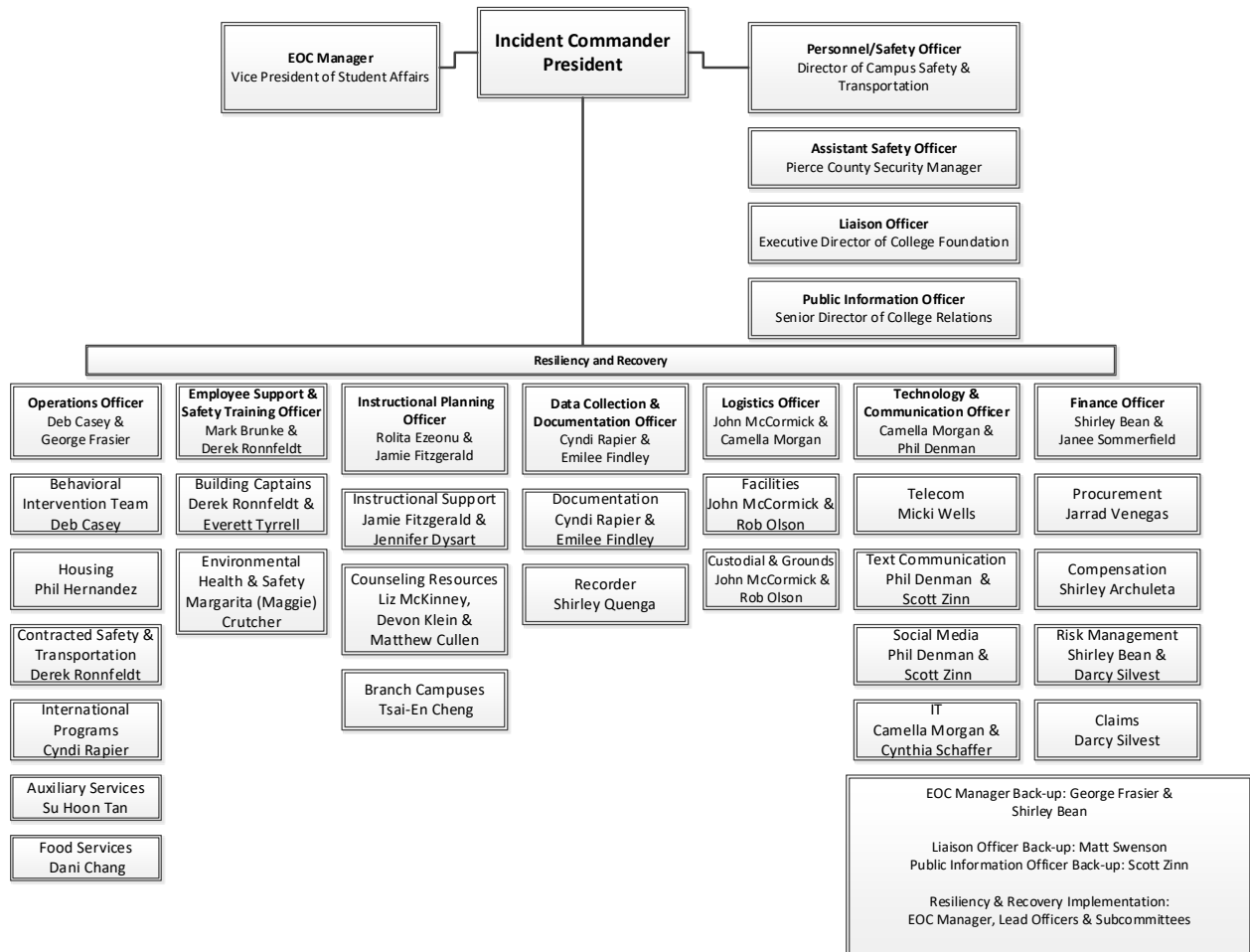
The Green River College Emergency Operations Plan is approved and is effective as of this day:

October 1, 2021

A handwritten signature in black ink, appearing to read 'Suzanne Johnson', followed by a long horizontal line extending to the right.

Dr. Suzanne Johnson, President

EMERGENCY OPERATIONS PLAN



Section 1 - Overview

1:1 Purpose and Objectives

The Emergency Operations Plan is designed to effectively coordinate the use of college and community resources in responding to all levels of campus emergencies and incidents. It is activated by the President of Green River College or any senior administrator present whenever such an emergency or incident reaches proportions beyond the capacity of routine procedures. The College will interact with local law enforcement, fire departments, and other county, state, and federal agencies as necessary.

The EOP is based on the framework of the four phases of emergency management:

Prevention-Mitigation	Actions taken to decrease (<i>prevent</i>) the likelihood that an event or crisis will occur, and to eliminate or reduce the loss of life and property damage related to an event or crisis (<i>mitigation</i>).
Preparedness	Development of the strategies, processes, and protocols to <i>prepare</i> for potential emergencies.
Response	Operational effort to effectively <i>respond</i> to and resolve an emergency.
Recovery	Coordination of resources to <i>recover</i> from an emergency and return to normal operations.

The primary objectives of the EOP are to:

- Provide an organizational and procedural framework for the management of emergency situations.
- Establish comprehensive communications and information management.
- Determine the level of response for emergencies through a clear decision process.
- Ensure the continuity of campus operations.
- Practice resilient behaviors through regular exercises and drills to build the institutional skills and capacity to manage real crises.

1:2 Alert/Threat Levels & Types of Incidents

LEVEL 1 Disaster	LEVEL 2 Major Emergency	LEVEL 3 Minor Emergency	LEVEL 4 Minor Incident
A community, region or nationwide emergency that seriously impairs or halts the operation of the College.	A serious emergency that completely disrupts one or more operations of the College and may affect mission-critical functions or life safety.	A localized, contained incident that is quickly resolved with internal resources or limited help and does not affect the overall functioning capacity of the College.	Incidents that happen during daily operations that require minimal internal or external resources and do not affect the daily operations of the College.
<ul style="list-style-type: none"> ▪ Mass casualties ▪ Natural disaster such as earthquake or flooding ▪ Large-scale hazardous material spill ▪ Health epidemic ▪ Major weather emergency ▪ Armed assailant • Widespread utility failure • Hostage situation 	<ul style="list-style-type: none"> ▪ Major fire ▪ Violent criminal behavior ▪ Campus-wide power outage ▪ Bomb threat ▪ Laboratory explosion ▪ Suicide ▪ National terrorist incident ▪ Workplace violence ▪ Public health threat ▪ Severe weather ▪ Campus evacuation 	<ul style="list-style-type: none"> ▪ Small fire ▪ Small hazardous material incident ▪ Limited power outage ▪ Peaceful or minor civil disturbance or demonstration 	<ul style="list-style-type: none"> ▪ Minor medical incident ▪ Minor criminal activity such as theft ▪ Minor/short-term facilities or utility failures
EOC Activated	EOC Activated	EOC Alert	No EOC Activation

1:3 Priority Objectives

Priority 1 Objectives relate to preservation and safety of human life. Priority 2 and 3 Objectives relate to preservation of property and restoration of normal operations. Effort and action will focus on Priority 1 Objectives until substantially met. Priority 2 and 3 Objectives will be addressed as resources are available.

Priority 1 Objectives

- Establish emergency communications.
- Assess damage, injuries, and location(s) of major problems.
- Evacuate affected locations.
- Isolate dangerous areas.
- Establish medical triage and first aid areas and transport seriously injured to medical facilities if necessary.
- Repair utilities and lifelines to prevent further life/safety hazards.
- Identify and rescue persons trapped in damaged facilities.
- Control secondary hazards.

Priority 2 Objectives

- Communicate critical information and instructions to campus, the public, families and students.
- Shore up damaged facilities that pose safety hazards.
- Provide emergency food and shelter as needed.
- Conduct rapid structural engineering assessment of campus facilities.
- Track status of any and all injured and missing students and personnel.
- Restore college telecommunications systems as soon as possible.
- Assess local transportation conditions and advise campus regarding viable routes.
- Secure closed facilities.
- Begin documentation of damages.

Priority 3 Objectives

- Initiate Data Recovery Plans.
- Identify and secure valuable college materials.
- Normalize flow of supplies and equipment from off campus.
- Provide psychological and personal assistance to staff, faculty, students and others impacted by the event.
- Re-allocate residential, academic and administrative operating space, if necessary.
- Provide space to external agencies, if necessary and possible.

1:4 Operations

Depending on the situation, the College will be placed into one of the following operating conditions:

Delayed Start	Classes are delayed, but college operations will continue and the College will be open for business.
Closed Campus	Classes are canceled, but college operations will continue and the College will be open for business.
Suspended Operations	Campus is closed to students and all non-essential personnel.

Departmental Responsibilities

College Department	Department Lead	Responsibilities
Academic Affairs	Vice President of Instruction Dean of Instruction	<ul style="list-style-type: none"> • Develop procedures to communicate with and account for teaching faculty in an emergency situation. • Develop plans to identify alternate facilities where institution activities can be conducted in the event of the destruction, disablement, denial or lack of access to existing facilities. • Identify and prioritize critical support services and systems. • Identify and ensure recovery of critical assets.
Business Office	Vice President of Business Administration Director of Business Administration	<ul style="list-style-type: none"> • Develop the processes and procedures for tracking employees' time and issuing paychecks during disaster operations. • Develop procedures for procuring emergency resources for responding to and recovering from emergencies. • Develop the process for documenting the financial cost of emergency response and recovery operations. • Develop a Business Continuity Plan (BCP).
Campus Safety & College Relations	Director of Campus Safety Senior Director of College Relations	<ul style="list-style-type: none"> • Provide resources and leadership support to drive the initiative. • Develop procedures for declaring an emergency. • Identify alternate administrative facilities. • Develop procedures for increasing public information efforts. • Develop and coordinate procedures for recruiting volunteers and additional staff. • Develop procedures to coordinate and approve volunteers and manage donations during an emergency. • Develop a Continuity of Operations Plan (COOP).

Counseling and Mental Health and Wellness Services	Vice President of Student Affairs	<ul style="list-style-type: none"> • Identify and train appropriate staff to provide developmentally and culturally appropriate mental health services. • Train mental health staff on specific interventions. • Provide basic training on available resources and common reactions to trauma for all staff (including administrators). • Train instructors and other staff on early warning signs of potentially dangerous individuals. • Assemble and train crisis recovery teams. • Identify both internal and external partners (local mental health agencies who may be able to assist, and develop a structure for support) and develop partnership agreements. • Develop template letters (that can be tailored) for alerting students, parents, families, staff and the community to emergencies.
Emergency Medical Services	Director of Campus Safety	<ul style="list-style-type: none"> • Develop and coordinate procedures for mobilizing resources needed for significant, longer-term emergencies. • Identify sources for mutual aid agreements and assistance.
Environmental Health and Safety	Vice President of Business Affairs EHS Committee	<ul style="list-style-type: none"> • Participate in vulnerability and hazard assessments. • Review and update office standard operating procedures to align with the campus emergency operations plan. • Develop procedures for pre-positioning resources and equipment. • Review and update processes and procedures for state and federal disaster declaration requests. • Develop, review, and update state and federally required environmental emergency response plans, including management procedures. • Coordinate with campus safety operations to develop processes and procedures for increasing public information. • Provide warning system information.
Facilities and Operations	Director of Facilities Facilities Manager Vice President of Business Administration	<ul style="list-style-type: none"> • Participate in vulnerability and hazard assessments. • Provide floor plans with room layout, electrical sources, and entrance and exit points for all campus buildings. • Develop procedures for facilities and equipment, including testing systems. • Develop procedures for pre-positioning resources and equipment. • Develop mutual aid agreements for obtaining needed equipment, materials and assistance.

Food Services	Dean of Campus Life Director of Conference Services	<ul style="list-style-type: none"> • Identify possible threats and mitigation strategies relating to food safety. • Develop procedures for providing food to students, staff, faculty, and community partners during a major emergency. • Develop mutual aid agreements for obtaining, preparing and distributing food.
Public Safety Operations	Vice President of Student Affairs Director of Campus Safety	<ul style="list-style-type: none"> • Develop procedures to determine if there are adequate supplies and equipment to triage for an emergency and to support community health partners. • Develop procedures for mobilizing personnel on campus and at external sites. • Develop procedures for developing mutual aid agreements. • Develop pandemic flu and infectious disease plans. • Develop system for disease surveillance and tracking. • Coordinate with local and state public health partners.
Human Resources	Senior Director of Human Resources & Legal Affairs	<ul style="list-style-type: none"> • Work with the business office to develop plans to maintain the continuity of payroll and employee benefit services during an emergency. • Develop plans to hire or replace staff with temporary employees, if needed. • Develop plans to serve as the liaison, or organizer, or both, of volunteer assistance in the event of an emergency. • Prepare to execute components of the COOP relating to staffing, including assessing faculty and staff availability, appropriation of personnel, and assisting employees with work-recovery needs (e.g., psychological help, time off for personal needs).
Information Technology	Executive Director of IT	<ul style="list-style-type: none"> • Develop procedures and systems for checking critical information and alert systems to disseminate emergency information via website, cell phone, email and other mechanisms. • Identify IT resources needed to facilitate the emergency operations of all campus departments. • Identify need for and sources of emergency communication devices (e.g., ham radios, cell phones). • Develop plans to continue academic programs that significantly use technology for teaching purposes. • Secure back-up storage at a remote location.

Risk Manager & Legal Advisor	<p>Senior Director of Human Resources & Legal Affairs</p> <p>Vice President of Student Affairs</p> <p>Vice President of Business Administration</p>	<ul style="list-style-type: none"> • Provide legal counsel on campus liability to key decision makers. • Coordinate investigations completed by community partners. • Review messages drafted by PIO. • Ensure that all campus and community actions are documented with a rationale for the action.
College Relations	<p>Senior Director of College Relations</p>	<ul style="list-style-type: none"> • Develop procedures for coordinating with all departments to provide unified and factual messages to students, staff, faculty, families and the media using multiple channels. • Develop pre-agreements with the media concerning debriefings and media holding areas during an emergency. • Designate a campus spokesperson.
Public Safety Operations	<p>Director of Campus Safety</p>	<ul style="list-style-type: none"> • Develop procedures for reviewing and updating emergency operations plan. • Develop procedures for mobilizing public safety personnel and pre-positioning resources and equipment. • Develop a process for managing incidents at the field level using the Incident Command System. • Develop a process for communicating with and directing the central dispatch center. • Develop procedures to warn threatened elements of the population. • Ensure that hazardous material procedures are consistent with the state and local environmental safety hazardous materials plans.
Housing & Residential Life	<p>Executive Director of Foundation</p> <p>Director of Housing and Residence Life</p> <p>Director of International Housing</p>	<ul style="list-style-type: none"> • Develop procedures to coordinate the need for on-campus housing, temporary shelters, and temporary off-campus housing locations. • Develop procedures for mobilizing residential life personnel and prepositioning resources. • Develop an on-call staffing system to ensure staffs are available at all times. • Develop procedures for identifying resident students in need of emergency evacuation assistance.

		<ul style="list-style-type: none"> • Develop procedures for the evacuation and temporary shelter accommodations for resident students. • Develop procedures for checking residential facilities and equipment.
Student Affairs	<p>Vice President of Student Affairs</p> <p>Dean of Enrollment and Completion</p> <p>Dean of Campus Life</p>	<ul style="list-style-type: none"> • Develop procedures for checking student affairs facilities and equipment, including those relating to on-campus recreation, student organizations, on-campus employment, community service and volunteerism. • Develop procedures for pre-positioning resources to maintain functioning of such campus elements as career services and student government. • Develop mutual aid agreements and pre-negotiate services for goods and services in the event of an emergency. • Ensure that all items under the Americans with Disabilities Act are considered throughout the planning and implementation of the emergency operations plan. • Ensure that the plan is accessible to students whose primary language is not English. • Develop parent or family notification procedures.
Transportation	Director of Campus Safety	<ul style="list-style-type: none"> • Develop procedures for mobilizing campus wide transportation for an emergency and for maintaining control of traffic from private vehicles. • Develop evacuation procedures from various campus locales.

1:5 Communications & Media Relations

Rapid, accurate and purposeful communication of key information and messages is essential. Precise communication minimizes the potential for any inaccurate, negative, or detrimental information being disseminated to all stakeholders. The College President or designee is responsible for authorizing all information to be released.

The primary sources for communicating any changes in operations are listed below:

- **Campus telecom public address system** – Announcements are made through all campus telephones
- **Green River Safety Alerts (e2campus)** – Emergency alerts by text and email to mobile phones
- **Green River website**
- **Social media (Facebook & Twitter)**
- **College Email**
- **Desktop/digital alerts** – Announcements are posted to all desktop computers and digital signage throughout all campuses
- **Direct link** - An EOC member or designee will be dispatched as needed

Notification Procedures

- **Daytime/regular business hours:** If severe conditions develop during regular business hours, the President's Office or the EOC will notify all staff, faculty and students by email. Additionally, Campus Safety will notify instructors and students in classrooms.
- **Evening:** Campus Safety will notify all faculty, staff and students still on campus by 3:00 p.m. (if possible).
- **Overnight:** If severe conditions develop overnight (or continue from the previous day), the decision to close campus will be made by 5 a.m. (if possible), and off-campus notifications will begin immediately.
- **Off-campus notifications:** Radio and TV stations will be contacted to broadcast messages and all communications tools (listed above) will be employed.

Media

Managing communications with the media during a major emergency is critical. In an emergency, the EOC Manager will oversee all communications and will determine who will be the media spokesperson for the incident. All information released to the media will be authorized by the college President or designee.

Section 2 – Activation of Incident Command Center/ Emergency Operations Center

2:1 Organization

The Green River College Emergency Operations Plan is operated under the Incident Command System (ICS) as designed by the National Incident Management System (NIMS). The ICS is a standardized, on-scene, all-hazards incident management approach that:

- Allows for the integration of facilities, equipment, personnel, procedures and communications operating within a common organizational structure.
- Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
- Establishes common processes for planning and managing resources.

The primary objective of the ICS is the management of assigned resources for effective control of any situation. The ICS organization expands in a modular fashion based upon the type and complexity of the incident. The Incident Commander manages major functions until span of control restrictions require the delegation of emergency functions. Functions are delegated to the command and operational staff, who are equipped to manage the "hands-on" details of the incident.

Emergency Operations Center Locations

The Emergency Operations Center is a designated location from which the Green River Emergency Operations Team will coordinate and gather the appropriate resources for the situation.

Primary Location

The primary location for the EOC is the Administration (AD) Building Boardroom.

Secondary Location

In the event that the Boardroom in the Administration (AD) Building is part of the emergency or is unsafe, the secondary location will be the Facilities Department Conference Room in the Facilities Office (FO) Building.

2:2 Structure of the Emergency Operations Center (EOC)

The first person on the scene is considered the Incident Commander (IC) until he or she relinquishes it to an EOC member or emergency personnel. The IC shall be the “decision maker” for all issues during the declared emergency. The IC will use established procedures for guidance to protect the health, welfare and safety of the College and its community.

2:3 Roles & Responsibilities

EOC MANAGER

Responsible for the overall management of the incident through its completion or until officially relieved of command. Oversees the development and implementation of strategic decisions, and approves ordering and release of resources. Has complete authority and responsibility for conducting the overall operation.

Coordinate procedures and protocols to ensure efficient, effective and consistent planning and response. Gather information and intelligence to understand the current situation, predict probable course of incident events, and prepare alternative strategies to control operations for the incident. Develop and implement plans, procedures and processes to support institutional resiliency.

PERSONNEL & SAFETY OFFICER

Responsible for co-leading the ICS in alignment with the EOC manager during an incident. Directly responsible for on-campus safety personnel during a crisis, building access, interaction with local police, fire, and other emergency personnel. Immediate responder to incident providing information and resources for EOC manager on incident protocols, responses, community responders, and other decision-making during a crisis.

FINANCE & ADMINISTRATION OFFICER

Provide advice and support to the EOC Manager regarding financial issues; insure that adequate records are maintained to support requests for State and federal assistance; track time worked by all emergency personnel involved in the incident; and provide cost analysis and projections.

INFORMATION TECHNOLOGY, TELECOM & SOCIAL MEDIA OFFICER

The Information Technology, Telecom, and Social Media Officer ensures the college’s computing infrastructure is protected, secured and returned to normal operation before, during and after an emergency event. Manages the telephone communications and social media to external and internal constituents.

LIAISON OFFICER

Act as point of contact for personnel who have been assigned to the event response from assisting or cooperating agencies. This may include, but is not limited to law enforcement agencies, fire, public works, water districts, aid organizations, hospitals, schools, etc. Ensure that these people are informed and involved in the event response.

LOGISTICS OFFICER

Responsible for all the services and support needs of the event. This includes procuring and maintaining essential personnel, facilities, transportation, equipment and supplies.

OPERATIONS/FACILITIES OFFICER

Responsible for the management of all operations directly applicable to the emergency such as safety, housing, childcare, food services, behavioral response team, etc.

EMPLOYEE SUPPORT AND DEVELOPMENT OFFICER

Support human resource needs and training before, during, and after the emergency; coordinate use of volunteers; document names, assignments, and duty hours of all personnel committed to the operation. Provide ongoing training program for building captains, and other personnel.

PUBLIC INFORMATION OFFICER (PIO)

Responsible for the dissemination and release of current and timely information about the emergency event and is the point of contact for news media and other appropriate agencies and organizations.

DATA COLLECTION AND DOCUMENTATION OFFICER

This position is responsible for maintaining notes before, during, and after an event. An analysis of the themes that emerged, timekeeping of events, and what resources were used before, during, and after an event are tracked and recorded.

POLICY AND PLANNING OFFICER

This position works with instructional faculty and staff, counseling, and branch campuses to coordinate planning and policy considerations before, during, and after an incident.

Responsibilities of Other Individuals

Other college personnel may be utilized for a variety of tasks associated with an emergency or crisis. Administrators and other employees may be deployed as communications resources to campus constituents, or used in a variety of other capacities.

Building Captains

Selected college employees, designated as Building Captains, have been assigned to each of the College's 34 main campus buildings. The primary responsibility of a Building Captain is to help with building evacuation and security, casualty reporting and communication with EOC on building status. Building Captains, who are volunteers, are offered training in building evacuation and lockdown as well as first aid and CPR.

Behavioral Intervention Team

The Behavioral Intervention Team (BIT) is utilized when an emergency occurs on campus that does not require a building or area to be evacuated, but severe emotional trauma has occurred. The BIT reports to the Emergency Operations Center and is an alternative to the implementation of the EOC and the Incident Command Center. The BIT is made up of the Vice President of Student Affairs; Director of Campus Safety; counseling faculty; Director of Housing, International Programs and the Judicial Programs Officer.

Isolated incidents will not activate the Incident Command Center or Emergency Operations Center. However, it will require the Behavioral Intervention Team to be called. In the event of an incident of significant nature (i.e. death of a student or wide-scale incident) the Emergency Operations Center may be activated to help monitor and assess the situation.

2:4 Documentation

Each section of the EOC will be responsible for keeping documentation during an emergency event including detailed notes, logs, observations and event summary. Keeping accurate documentation during an emergency is critical as it is important to record historic data and assess and review college emergency procedures.

The Clery Act requires all colleges and universities that participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses. Compliance is monitored by the United States Department of Education, which can impose civil penalties, from \$27,500 per violation or more, against institutions for each infraction and can suspend institutions from participating in federal student financial aid programs. The Director of Campus Safety will be responsible for any Clery Act documentation.

Section 3 – Emergency Procedures

3:1 General Emergency Procedures

No emergency is ever the same therefore no single response can dictate how an emergency will be dealt with. Green River College will do everything within its power and resources to prevent the loss of life and property.

Minimum guidelines:

- Always assess if anyone is injured and the severity of injuries. Immediately call Campus Safety at 3350 or dial 911.
- Provide traffic control assistance to enable emergency vehicles to respond.
- Never speculate about the circumstances of an emergency.
- Follow directions given by law enforcement or emergency response personnel.
- Remain calm; keep each other informed as much as possible; reassure others.
- Do not speak to the media; direct them to Campus Safety or the PIO.
- Closely monitor all communication channels to keep informed of developments, especially before traveling to campus.

Logical Response and Recovery Steps

- Step 1:** Emergency occurs;
- Step 2:** Campus Safety calls emergency agencies;
- Step 3:** Facilities calls the appropriate utilities as needed;
- Step 4:** Incident Commander makes a decision to activate the EOC:
- Step 5:** Once the EOC is activated, all Emergency Operations Center members are to meet at the Incident Command Center in a timely manner;
- Step 6:** Further action is determined by the emergency and the Incident Commander.

Rally Point Locations

In the event of a building evacuation on the main campus, all occupants should assemble at the nearest designated Rally Point location. Each building is assigned to the nearest Rally Point location below. Make sure to familiarize yourself with the map and Rally Locations. Building Captains and other personnel will help facilitate building evacuations to specified Rally Locations.

Building	Rally Location
Trades	TT parking lot (Rally Point 1)
Campus Corner Apartments	P13 parking lot (Rally Point 2)
AD, HR, SA, SR	P12 parking lot (Rally Point 3)
CH, FC, FO, IVA, IVB, IVC, IVD, MC, PE, SC, TC, WT	P6 parking lot south of Cedar Hall (Rally Point 4)
OEB, RLC, SH, ZWC	P2 parking lot (Rally Point 5)
HL,PA, SU	P16 parking lot between HL & SU (Rally Point 6)
Kent Campus	For those exiting on the west side of building or under sky bridge: west parking lot 2 nd light standard For those exiting on the east side of building: Kent Station water fountain
Enumclaw Campus	Parking lot (east corner by dumpster)

3:2 Emergency Contacts and Resources**College Emergency Phone Numbers**

Department	Campus extension	External number
Auburn Center:	5800	253-833-9111
Small Business Assistance Center	6260	253-833-9111
Washington Certification Services	3357	253-833-9111
Campus Safety	3350	253-288-3350
Campus Facilities & Maintenance	3333	253-288-3333
Campus switchboard	0	253-833-9111
Campus Corner Apartments	3620	253-876-0700
Enumclaw campus	3400	253-288-3400
Kent campus	5000	253-856-9595

Online information sources:

- www.greenriver.edu
- www.facebook.com/GreenRiverCC
- www.twitter.com/GreenRiverCC

3:3 ACTIVE SHOOTER/ARMED INTRUDER/SHELTER IN PLACE

Armed assailants and “active shooters” create highly unpredictable situations. The following guidelines are based on federal training guidelines and best practices. An alternate response may be necessary depending upon the actual situation. Every situation is different. Trust your judgment for the best course of action. Your own safety is your top priority!

IMMEDIATE ACTION



- Lock and barricade doors
- Close curtains, stay quiet and away from windows
- HIDE and turn off/silent computer monitors, radios, cell phones, and other audio devices.
- If outside, run away from the gunshots or armed intruder.

DO



- Stay calm and keep thinking
- Shelter in place
- Call Campus Safety at Extension 3350 and dial 911 if you can
- Notify others via phone and text what you know
- Follow law enforcement instructions
- AS A LAST RESORT, you may need to physically confront an armed intruder

DON'T



- DO NOT answer the door
- DO NOT come out until notified by law enforcement

Prepare for an attack

- If an armed intruder enters your room, you may be trapped. Be ready with a plan in case you are attacked.
- Some doors may not “lock” but can be held closed by looping and twisting a belt, cord or shirt around the handle and pulling to the side. If the door opens inward, use heavy objects as barricades.

Dealing with Threatening People

- Remain calm. Be cooperative and patient. Time is on your side.
- Offer to listen. DO NOT judge or argue. Treat their concerns as important. A person in crisis responds best to someone who is listening, respectful and non-threatening.
- Use relaxed and confident body language; arms at sides, DO NOT cross legs or clench fists.
- Allow the hostile person his or her personal space (at least 3 feet).
- If standing, stand at an angle to the individual, not face-to-face.
- Keep your hands in plain view, preferably at your sides – and OPEN.
- Avoid aggressive hand gestures or physical contact.
- Maintain polite eye contact. Use a low, soft, slow voice. Ask/tell the person before you move.
- Be truthful - to lose credibility is dangerous. Assure the person you will do all you can to resolve his/her grievances.
- Ask them to suggest a solution. A person will be more accepting of a solution that they helped develop.
- Look for a “win-win” outcome. Retaining dignity is critical.
- Be observant. Note the type and number of weapons, state of mind, what was said, and where you are. If you are released or escape, this information will be needed by police.

Can't Speak Freely and Need Help

We have a code phrase to let Campus Safety know that you need help. Ask your supervisor for the code phrase. It is not published.

- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone
- Use the code phrase. When Campus Safety hears it, they will ask you “yes” or “no” questions.
- If possible, DO NOT hang up until Campus Safety has finished asking questions.
- If you can't call Campus Safety, use the code phrase with nearby employees. They will know to get help.

3:4 ACTS OF VIOLENCE

Disturbance, Fights or Physical Abuse

It is important that you not ignore a potential dangerous situation. If you hear yelling or threatening language, confront it immediately or ask someone for help. Knock on a closed door to see if everything is all right or approach individuals to ask if there is a problem. It is better to interrupt a situation that could be dangerous, than to ignore it. If you are uncomfortable doing that, call someone who can help. A call to Campus Safety at Extension 3350 can generate help very quickly.

If you witness a fight or some other physical abuse, do not become involved but contact Campus Safety at extension 3350 immediately. It is recommended that you then return to the scene of the incident and attempt to disperse onlookers and discourage others from becoming involved in the confrontation.

Workplace Violence

Workplace violence is any act or threat of physical violence, harassment, intimidation or other threatening disruptive behavior that occurs at the work site. It ranges from threats and verbal abuse to physical assaults and even homicide. It can affect and involve employees, clients, customers and visitors.

Green River College requires faculty, staff, students and visitors to report any incident of workplace violence, verbal or physical, to a supervisor, Campus Safety, Human Resources or a member of the Behavior Intervention Team.

Categories of workplace violence:

- Stranger Violence – A stranger commits violence against a college employee. This type accounts for 60% of workplace homicides.
- Client Violence - A client of the organization commits violence against an employee.
- Employee Violence - An employee commits violence against another employee.

Prevention

In order to best protect the faculty, staff, students and visitors of Green River from an incident of "workplace violence", it is important to:

- *Recognize* the warning signs
- *Reduce* the risk, if possible
- Know how to *respond* appropriately
- *Respond*

Recognizing Trouble

Watch for these nonverbal signs that indicate escalating anger in a person:

- An inappropriate smile; a smug look that suggests they don't believe you
- Touching or rubbing the nose
- Turning the body slightly away, showing they are not interested in what you are saying
- Rubbing the back of the neck (a sign of frustration)
- Scuffing their shoes
- Short, quick breaths
- Flaring nostrils
- Clenched fists
- Tight neck and face muscles

What To Do If Someone is Becoming Angry

Showing the person you are in control of the situation can help give you the authority to diffuse it.

- Sit or stand erect
- Square your shoulders
- Smile sincerely
- Avoid touching your face or hair - these show nervousness.
- Use the person's name to show a sense of caring - it makes them feel more like a person than a number.
- Get them moving - offer them a chair or take them to a private (but safe) area. This demonstrates your concern.
- Offer them a beverage
- Offer to have the person speak with a supervisor
- Acknowledge their feelings
- Only offer assistance you can provide. Use "I" statements: "What I can do is..."
- Offer them an alternative if one is appropriate and available.
- Call Campus Safety if you sense things are getting out of hand.

If you work in an office that is prone to dealing with angry people, develop a signal system with co-workers that indicate you want them to call for help, and make sure someone else is nearby whenever dealing with someone who is irate.

3:5 BIOLOGICAL THREAT

In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine exactly what the illness is, how it should be treated, and who is in danger.

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. In a declared biological emergency or developing epidemic, there may be reason to stay away from crowds where others may be infected.

Follow these guidelines during a biological threat:

IMMEDIATE ACTION



- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone.
- Quickly get away if you are near the biological threat.
- If you are indoors, close doors and windows and stay inside until notified by officials.



- If you are outdoors, stay upstream, uphill and upwind of the area if you see people suffering from signs of exposure (choking, tearing).
- Protect yourself. Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing.
- If you have been exposed to a biological agent, remove and bag your clothes and personal items, wash yourself with soap and water, and immediately seek emergency medical attention.



- DO NOT assume that you should go to a hospital emergency room or that any illness is the result of the biological attack.
- DO NOT come out until notified by law enforcement

3:6 BOMB THREAT

All bomb threats must be taken seriously. Bomb threats can be delivered in a variety of ways including in-person, via telephone, or in writing. The most dangerous means is in-person; the most common means is by telephone.

IMMEDIATE ACTION



- Remain calm
- Keep your distance from the person making the threat
- Evacuate the area if possible

DO



- Try to signal other people so they can call 911 or Campus Safety (ext. 3350)
- Talk to the individual in a calm and rational manner

DON'T



- DO NOT approach the individual
- DO NOT try to negotiate with the person making the threat

3:7 CAMPUS CLOSURE/EVACUATION

IF ASKED TO EVACUATE, EVEN IF PROBLEMS ARE NOT OBVIOUS, IT IS YOUR RESPONSIBILITY TO COMPLY.

IMMEDIATE ACTION



- Evacuate the room or area immediately and move to a designated rally point



DO

- Offer assistance to others whenever possible
- If there is time, take personal belongings with you
- After evacuating, stay at the rally point



DON'T

- DO NOT use the elevator – take the stairs
- DO NOT return to the building until notified by officials

Campus closure/evacuations fall into two categories:

1. **Small-scale evacuation** refers to evacuation of a single or grouping of buildings or a defined area.
2. **Large-scale evacuation** automatically activates the Incident Command System.

During a building evacuation, Building Captains will assist students and staff in evacuating the building to a specific rally point. It is the responsibility of the Building Captain to ensure that those who need assistance in leaving the building are provided for.

A number of rally points have been identified on Green River's main campus. These rally points will be used for individual building or all-campus building evacuations. If a rally point is unusable, the EOC will provide direction to the appropriate Building Captain(s).

Emergency Evacuation for Persons with Physical Disabilities

Please be aware that people with disabilities and their service animals may be entirely self-sufficient under normal circumstances but may need extra assistance in an

emergency. Ask the person how you can help them most affectively. Assistance should be offered not assumed.

Note to Persons with Disabilities: You are strongly encouraged to contact Disability Support Services (students) or Human Resources (employees) to discuss safety issues and the College's evacuation plan.

Green River Students, Employees and Guests

In the event of an emergency, observe the following evacuation procedures to assist people with disabilities:

- Be aware of areas near your classroom or office that have been designated for wheelchair users or others with disabilities.
- Be aware that people with disabilities may need more time to make necessary preparations in an emergency.
- Be aware that rescue, fire and police personnel, and Building Captains will check all elevators, exit corridors, and exit stairwells for trapped persons, including persons with disabilities who are unable to use stairs.
- Offer assistance whenever possible.

People with Mobility Impairments:

- Persons using wheelchairs on ground level floors can evacuate along with other persons.
- On a non-ground level floor, you may need to assist a person who uses a **wheelchair** (electric or manual) and evacuate that person, leaving the wheelchair behind. **Note:** In order to safely carry a person while descending stairs, two persons must use specific techniques, which must be learned and practiced prior to an actual emergency. If you do not know these techniques, or if the person does not wish to be carried, tell the person using the wheelchair to remain in the area of rescue assistance and/or stairwell, and then seek help from Campus Safety, police, and/or fire personnel immediately.

People with Vision Loss

- Help guide a person with vision loss by asking the person if he or she would like to take your arm at the elbow. DO NOT grasp the arm of a person with low vision or blindness. Give the person verbal instructions as you guide the person, and advise about steps, rough terrain, doorways, debris, etc. Verbal compass directions, estimated distances, and directional terms are the most familiar tools for persons with vision loss.

- A service animal could become confused or disoriented in a disaster. People who are blind may have to depend on others to lead them, as well as their service animal to safety during a disaster.

People who are Deaf or Hearing Impaired

- Hearing impaired persons should individually be made aware of an emergency and how to respond to it. Write directions on paper if necessary. It should not be assumed that hearing impaired persons can hear the fire alarm or that they will know what to do by watching others.

People with Respiratory Illnesses

- Many respiratory illnesses can be aggravated by stress. In an emergency, oxygen and respiratory equipment may not be readily available. People with respiratory illnesses should be referred to emergency personnel.

People with other Disabilities

- Ask the person how you can help them most effectively. If necessary, lead the person to an area of rescue assistance and/or stairwell and tell the person to wait there, and then go seek help from Campus Safety, police, and/or fire personnel immediately.

Area of Rescue Assistance

Areas of Rescue Assistance are designated places where people with disabilities remain temporarily in safety to await further instructions or assistance during emergency evacuations. At this time, building stairwells and exit corridors are to be used as temporary waiting areas.

3:8 CIVIL DISTURBANCE

Demonstrations that do not restrict pedestrian traffic or disrupt education are allowed on campus. In the event of a civil disturbance, please follow these guidelines:

Peaceful Demonstrations:

- Notify Campus Safety at 253-288-3350 or extension 3350 from a campus phone
- Campus Safety will monitor the demonstration for vandalism or signs of escalation
- Campus Safety will contact Police if needed
- Preplanned demonstrations may have law enforcement presence

Disruptive or Destructive:

- Notify Campus Safety at 253-288-3350 or extension 3350 from a campus phone
- Identify individuals acting out (clothing, physical description, and activity engaged in)
- Campus Safety will contact Police if needed

3:9 EARTHQUAKE

Earthquakes strike suddenly, violently and without warning. The likelihood of a large earthquake occurring in the Puget Sound region is high. Therefore, it is important to know safety precautions during an earthquake.

IMMEDIATE ACTION



- If inside, stay there
- If outside, get into an open area

DO



- Get under a desk or table, or stand in a doorway or corner.
- Stay clear of windows, bookcases or mirrors.
- Extinguish any open flames or sources of ignition immediately.
- If in a multi-story building, stay on the same floor. An evacuation may not be necessary. Wait for instructions from safety personnel.

DON'T



- DO NOT use elevators
- DO NOT rush for doors
- DO NOT re-enter buildings until notified by officials

After the Earthquake

- Be prepared for aftershocks, which can be as intense as the initial earthquake.
- Check for injured persons in your building or area. Do not move the injured individual unless there is serious danger to the person's safety.
- Remain calm and evacuate the building or area in an orderly manner.
- Do not use any open flames until you are certain there are no gas leaks. **NO SMOKING.**
- If you smell gas in your building, evacuate immediately and notify Campus Safety.
- Stay away from fallen or damaged electric wires.

3:10 FIRE

Be Prepared

- Be sure you know the location of fire extinguishers, exits, and pull stations in your area.
- Always evacuate when you hear the fire alarm. There is no way to know whether the alarm is false or not. Evacuate and proceed immediately to the nearest Building Rally Point.

IMMEDIATE ACTION



- Pull fire alarm
- Call Campus Safety at 3350
- Evacuate the building, close the doors

DO



- Smother or douse a small, minor fire if you feel you can control it without endangering others.
- Call Campus Safety at 3350 even if the fire is out.
- If fire is small AND you have extinguisher training, use a portable fire extinguisher to put out the fire.
- If you have doubt about the size of the fire or your ability to extinguish it, do not try. Evacuate.
- If you become trapped, get as low as possible where there is the least amount of smoke.

DON'T



- DO NOT attempt to extinguish a fire if you doubt the size or your ability.
- DO NOT use elevators
- DO NOT stop for personal belongings or records
- DO NOT stand in smoke. Crawl to nearest exit, cover your nose and mouth with a cloth to avoid inhaling smoke.
- DO NOT open a door if smoke is pouring in or around the bottom or if it feels hot.

3:11 FLOOD RESPONSE

Green River College has several operations that are located in the Green River Valley and could be directly impacted by a flood. Several employees and more than 1,000 students are at valley locations that include Kent Campus; Auburn Center; ABE/ESOL locations at the Auburn, Algona/Pacific and Kent Libraries; and various internships, practicum, and other learning opportunities.

In addition to learning operations in the valley, many students and employees and their families live in areas that may be directly impacted by flood waters. Many more live in areas outside the flood zone, but rely on using valley roadways, as well as bus and train transportation to reach Green River campuses.

While the main campus would not be impacted directly by Green River flooding, indirect impacts could include the loss of utilities – electricity, natural gas, sanitation/sewer, and transportation, to name a few. The main campus could also be impacted by large numbers of employees and students, who could not for various reasons report to work or school.

Assumptions

- There will be ample warning prior to Green River Valley flooding, with the exception of a catastrophic dam or levee failure.
- Valley flooding might directly impact Kent Campus, Auburn Center, and other learning sites such as ABE/ESOL, practicum and internship locations.
- Valley flooding will indirectly impact the main campus.
- The main campus is assumed not to be an emergency evacuation site; however, the college could be used as an emergency shelter site through a declaration by the Governor.
- Recovery resources will be available from the Federal Government through FEMA.
- The college's Emergency Operations Center (EOC) will remain active during the crisis.

Prior Warning

Green River College will utilize a dual warning system combining Flood Alert Phases provided by the King County Flood Control Center as well as weather and hydrologic bulletins provided by the National Weather Service Office in Seattle.

Evacuation Plan Kent Campus, Enumclaw Campus and Auburn Center

The EOC will be responsible for announcing and coordinating the evacuation of the Kent Campus, Enumclaw Campus and/or Auburn Center, unless prior instruction is provided by city officials, emergency planners or police and fire. Both facilities may, or may not, be evacuated simultaneously. Evacuation notification from the EOC may be delivered by a variety of means including in-person, phone, email, or other means. If available, students and staff will be given a timeline of when the Green River is expected to crest flood stage. Employees are expected to ensure that all students have safely left the building and have transportation to unaffected areas. Once students are safely evacuated, employees may be asked to follow building systems shutdown plans that could include securing equipment, files, fire and security systems, elevator and IT/telecom protocol, shutting down the main power, and securing outside doors (see building checklist).

Protection of Property

Plans will be developed and shared with Kent Campus, Enumclaw Campus and Auburn Center staff on protocols to follow to protect College property. Individual building checklists will be used by the EOC and building staff to ensure property is secured prior to, during and after an evacuation.

Kent Campus, Enumclaw Campus and Auburn Center Re-entry

Adequate time will be allowed to bring facilities back online following an evacuation. Re-entry of a facility is to be coordinated by the EOC in conjunction with Campus Safety and Facilities. Building employees will be notified when they can return to their work location. Students will not be allowed to return to buildings until systems are in place and buildings are adequately staffed.

3:12 HAZARDOUS MATERIALS

A hazardous spill could occur on or off-campus and affect the entire college and nearby community.

IMMEDIATE ACTION



- Campus Safety at 253-288-3350 or extension 3350 from a campus phone
- Evacuate the immediate area, avoid the area of the spill, and close doors behind you.

DO



- If material contacts your skin, immediately flush the affected area with copious amounts of water. Remove and discard contaminated clothing and shoes.
- Consider extinguishing a naked flame or fire hazard.
- If outside, stay upstream, uphill and upwind of the spill.

DON'T



- DO NOT attempt to clean up the spill yourself.
- DO NOT leave campus until officials have initiated campus evacuation procedures.
- DO NOT return to a building until notified by officials.

If you are instructed to remain in your office or building, you should:

- Close doors and windows and turn off all ventilation, including furnaces, air conditioners, vents and fans.
- Seek shelter in an internal room and take your disaster supplies kit.
- Seal the room with duct tape and plastic sheeting.
- Listen to your radio for instructions from authorities.

Please note it is the responsibility of each department that uses chemical and hazardous material to ensure an adequate supply of chemical-specific spill materials is readily available.

3:13 PUBLIC HEALTH THREAT**Epidemic/Outbreak**

If a person becomes ill with flu like symptoms and has reason to believe they have been exposed to a severe, highly contagious strain of influenza, the individual should report it immediately to the local Health Department and avoid all contact with the public.

If a pandemic influenza outbreak occurs in King County, the College's decision to remain open will depend on the timing of the outbreak and whether the outbreak is national or local. In coordination with the King County Health Department, the College will determine whether to cancel classes and/or programs such as sporting events and performances occurring on campus.

Blood Borne Pathogens

"Blood borne pathogens" refers to disease-causing microorganisms present in blood or potentially infectious body fluids. If exposed to a potential blood borne pathogen, report it immediately to Director of Campus Safety or the Senior Director of Human Resources & Legal Affairs and fill out an incident report.

High-Risk Exposure

The steps listed below are to be taken in response to a "high-risk" exposure incident, which is defined as an accidental puncture injury, mucus membrane, or non-intact skin exposure to human blood or body fluid. A high-risk exposure should be considered infectious, regardless of the source.

- Immediately and thoroughly wash the exposed site with soap and water, or flush the eye and mucus membrane with water or saline for 15 minutes.
- Report the incident to your supervisor immediately.
- Notify Campus Safety (ext. 3350), who will notify the appropriate personnel.

Contact with the following bodily fluids or materials are not covered by this section: semen, feces, nasal secretions, saliva, sputum, spit, sweat, tears, urine, and vomit. If any of the preceding bodily fluids contain visible blood, then follow the high-risk procedures listed above. If a spill or contaminated area is in a college building, contact Campus Safety at ext. 3350.

3:14 SEVERE WEATHER

Extreme weather conditions such as ice or wind storms, blizzard conditions or heavy snow could result in emergency conditions requiring cancellation or delayed start of classes, or campus closure.

Green River College will make every attempt to keep offices and services operating in inclement weather. However, there may be times when weather is too severe for the College to remain open. The President will make the final decision on whether classes are canceled, start late, or suspend operations based on information provided by the EOC.

Snow/Ice

In the event of a significant snow/ice storm, the following measures should be taken:

- If the main highways (I-5, I-405, SR 167 or SR 18) are closed or have restricted access, campuses will be closed.
- If there has been significant snow fall or accumulation of ice overnight which renders roadway travel hazardous, a decision to close campuses or delay start time will be made by 5 a.m. The announcement will be made via email, e2campus alert, the College's website, Facebook and Twitter.
- If the Auburn or Kent School Districts cancel school, chances are that the College will cancel classes as well.
- For Enumclaw Campus **MORNING CLASSES ONLY** (7 a.m. – 10 a.m.) they will follow what the Enumclaw School District does. The College will make operational decisions for Enumclaw classes starting after this timeframe.
- It is important for students, faculty and staff to closely monitor all communication channels to keep informed of developments, especially before traveling to campus.

Severe Wind

In the event of a severe wind storm, the main campus will be at high risk of falling trees and debris as well as power failure. The unpredictability of falling trees and debris makes the entire campus very hazardous to students, faculty, staff and visitors.

If it is determined that the campus is unsafe, a decision to suspend operations will be made by the President. If the wind storm occurs overnight, the decision to close campus will be made by 5 a.m. The announcement will be made via email, e2campus alert, the College's website, Facebook and Twitter.

3:15 STRUCTURAL FAILURE

In the event of structural failure of any building, access will be restricted and notifications will be delivered via campus voicemail and email, e2Campus, and social media.

IMMEDIATE ACTION



- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone.

DO



- Leave the building if you can.
- Call 3350 if others are still trapped.
- Free others if you can without endangering yourself or them.

DON'T



- DO NOT enter a damaged building.
- DO NOT touch power lines or wiring. Gas utilities may be damaged and extremely dangerous.
- DO NOT enter a building until notified by officials.

Upon arrival at the scene, Campus Safety will:

- Secure the building or area
- Determine if injury or loss of life has occurred; if so, verify 911 has been called or call 911
- Provide crowd control as necessary
- Provide assistance to emergency response team
- Establish an Incident Command Post
- Notify Facilities and Maintenance

3:16 SUSPICIOUS PACKAGE

If you are suspicious of a mailing you received on campus and are unable to verify the contents with the addressee or sender, take the following steps:

IMMEDIATE ACTION



- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone.

DO



- Remain calm.
- Leave letter/package in area and evacuate immediately.
- Keep others out of area.
- Remain at the site until emergency responders arrive.

DON'T



- DO NOT disturb any contents in the letter or package.
- DO NOT ignore the threat.
- DO NOT attempt to clean up material.
- DO NOT touch face, eyes, nose or mouth.

If you inadvertently open a suspicious package/letter or it is leaking liquid or an unknown substance, take these steps:

1. Immediately set the item down gently at the location it was opened.
2. From a safe location call Campus Safety at ext. 3350 or dial 911.
3. All potentially exposed persons should wash exposed skin surfaces with soap and warm water.
4. Return to an area within the building adjacent to the initial exposure (i.e., a hallway outside original room) and wait for emergency responders.
5. If possible, make a list of all people who may have had contact with substance for investigating authorities.

IF YOU SUSPECT AN ITEM DELIVERED TO CAMPUS MAY BE A BOMB:

- DO NOT MOVE THE ITEM.
- Calmly notify others in the immediate area and evacuate.
- If there is a fire alarm in your area, DO NOT ACTIVATE IT. You do not want to frighten everyone.
- Call 911 and Campus Safety (ext. 3350). DO NOT USE A CELLULAR PHONE OR 2-WAY RADIO! A cell phone or radio could potentially set off the package.
- Clearly state the type of emergency to the 911 dispatcher.
- Clearly state the location of the suspicious package or letter, your name, location, and telephone number from which you are calling.
- Do not hang up until told to do so.

3:17 UTILITY FAILURE

IMMEDIATE ACTION



- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone

DO



- Remain in building until evacuation orders are given.
- Locate exit stairs or doors and evacuate the building while emergency lights are on.
- If a natural gas leak, leave area immediately.

DON'T



- DO NOT use candles or open flame.
- DO NOT enter the building until power is restored.
- DO NOT walk through standing water due to the potential for electrocution hazards.

Elevator Failure

If you are trapped in an elevator remain calm and pick up the phone or push emergency button. **DO NOT ATTEMPT TO CLIMB OUT ON YOUR OWN.** The elevator can resume operation at any time.

Plumbing/Sewer Failure

Call Campus Safety at Ext. 3350 and report the location of the failure.

In the event of disruption of major communications systems contact the appropriate department:

- Loss of computer network capability: Information Technology (ext. 2222)
- Loss of telephone capability: Campus Switchboard (ext. "0")

Note: Individual voice, data, or video services outages do not constitute an emergency unless they directly affect safety.

3:18 VOLCANIC ERUPTION

In the event there is a large eruption that causes volcanic ash to fall on the College, the following steps should be taken:

IMMEDIATE ACTION



- Close all doors and windows
- Call Campus Safety at 253-288-3350 or extension 3350 from a campus phone

DO



- Avoid going outside if possible. If you go outside, cover your mouth and nose. Keep skin covered to avoid irritation from contact with ash.
- Wear long-sleeved shirts and long pants.
- Keep car or truck engines off.
- Follow instructions from officials.