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Prologue

Following the terrorist attacks upon our nation on September 11, 2001, higher education institutions as well as governmental agencies were mandated by President George W. Bush through a series of Homeland Security Presidential Directives (HSPDs) to assure the safety of people, facilities, and programs, by becoming involved in Homeland Security planning at institutional, regional, and national levels. These directives establish national Homeland Security policies and provide the foundation for its functions in the United States. Three of the HSPDs are of particular interest to academic institutions. Together they provide for a common approach to national incident management:

- HSPD-5 – Specifies the framework for the National Response Plan (NRP) and National Incident Management System (NIMS)
- HSPD-7 – Deals with critical infrastructure protection
- HSPD-8 – Provides the overall framework for achieving national preparedness

In overall terms, it is in the best interest of the Coconino Community College District to acknowledge these HSPD’s and make every effort to align our philosophy and response plan with the National Response Framework.

Introduction

Coconino Community College’s (CCC) main campus is located at 2800 S. Lone Tree Rd, Flagstaff, Coconino County, AZ, and is nestled at 7,000 feet in the world’s largest ponderosa pine tree forest. CCC has a total of three campuses; two in Flagstaff and one in Page. CCC’s employs about 400 staff and faculty, full and part-time.
CCC relies on emergency assistance and resources from local, county, state and federal agencies, including, but not limited to: law enforcement agencies, fire departments, United States Forest Service (USFS). This requires that CCC work closely with local emergency authorities to identify and address campus specific hazards as well as community-wide events.

CCC has no on-campus housing and is exclusively a commuter college. All students, staff and faculty use various means of transportation to and from each campus: personal vehicles (parking is provided), bicycles, motorcycles, city buses (where available), and school buses.

CCC has no sports teams and as a result does not experience event-specific high volume vehicle or foot traffic.

Incident Management Teams (IMT) are standing groups comprised of administrative individuals that may be specific to campuses as well as key department representatives. IMT are responsible for familiarity with and participation in the Emergency Operation Plan (EOP) to ensure that the College is prepared to respond to various emergencies that could occur on or near the campuses.

The CCC EOP defines key roles and responsibilities, lines of authority, organization, communication methods, continuity, mutual-aid agreements and training. Annexes and appendices provide for specific emergency types and appropriate responses, emergency operations, command and on-site command post setup and maintenance, lists of contacts, alternate sites, checklists and additional procedures. Certain CCC response plans, such as Pandemic and Technological recovery plans are part of this overarching CCC EOP; guidelines noted within this plan apply to all such documents except where noted.

CCC is committed to the safety of its students, faculty, staff and community. We consider ourselves to be partners with our local, city, county, and state governments, and commit to using our resources to recover from natural, man-made and technological events that may affect any CCC campus and community.

**Acronym List**

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>HSPD</td>
<td>Homeland Security Presidential Directive</td>
</tr>
<tr>
<td>CCC</td>
<td>Coconino Community College</td>
</tr>
<tr>
<td>USFS</td>
<td>United States Forest Service</td>
</tr>
<tr>
<td>IMT</td>
<td>Incident Management Team</td>
</tr>
<tr>
<td>EOP</td>
<td>Emergency Operation Plan</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>ERL</td>
<td>Emergency Response Level</td>
</tr>
<tr>
<td>EMS</td>
<td>Emergency Medical Services</td>
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<tr>
<td>HSC</td>
<td>Hazard Specific Checklist</td>
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<td>EOC</td>
<td>Emergency Operation Center</td>
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<tr>
<td>PAD</td>
<td>Protective Action Decision</td>
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<tr>
<td>SERRP</td>
<td>State Emergency Response &amp; Recovery Plan</td>
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</table>
Under A.R.S. § 26-303, the Governor maintains the authority to direct any state agency to utilize its authorities and resources. Pursuant to this statute, the State Emergency Response and Recovery Plan (SERRP) assumes the following:

1. Response by state agencies to lifesaving and life protecting requirements under this plan has precedence over other state response activities, except where national security implications are determined to be of a higher priority.

2. Support from agencies will be provided to the extent that it does not conflict with other emergency missions that an agency is required to perform.

3. This SERRP also addresses the Governor’s Emergency Fund, and Federal recovery and mitigation assistance programs as defined by the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) – Public Law 93-288.

Administration of state and federal disaster assistance will be in accordance with:
- A.R.S. § 26-301 through 319
- A.R.S. § 35-192
- A.A.C. R8-2-101 through 605
- Executive Order No. 79-4
- OMB Circular A-87
- Post-Katrina Emergency Management Reform Act of 2006-10-03, Title VIII – National Emergency Management (HR5441)
- State of Arizona Individual and Households Program Administrative Plan
- State of Arizona Administrative Plan for Public Assistance
- The State of Arizona Individual and Households Program Administrative Plan
- State of Arizona Administrative Plan for Public Assistance
- The Arizona Division of Emergency Management, Disaster Recovery Guidebook
- The Hazard Mitigation Grant Program (HMGP) - Section 404 of the Stafford Act, 44 CFR Part 206, Subpart N
- Disaster Mitigation Act of 2000, Section 322
- Pre-Disaster Mitigation (PDM) – Section 203 of the Stafford Act, 42 USC, as amended by §102 of the Disaster Mitigation Act of 2000
- All Federal laws, statutes and regulations for disaster assistance.
Purpose and Scope

The purpose of the CCC EOP is to describe campus emergency response procedures and their integration with the local emergency response authorities to ensure that CCC campuses and communities are prepared to act in the event of an emergency. The EOP provides guidelines for response but does not replace logic and sound judgment of persons present at the time of an event. Key EOP objectives include:

- Saving lives.
- Protecting property.
- Restoring operations.
- Assisting the communities (when applicable).
- Describing the principles of incident command.
- Alignment with the National Incident Management System (NIMS) for seamless integration with other response organizations, including local, city, county, state and federal government entities.
- Emphasize effective communication with students, staff, faculty, parents/guardians and the communities through the general news media and other methods.

Situations and Assumptions

- An incident requiring an emergency response may occur on one of all our campuses.
- The campus EOP will be activated to one of three identified response levels.
- Campus resources may be inadequate to handle the incident and inter-agency coordination with local, city, county, state and federal response agencies will be required.
- On-scene responders will initiate the Incident Command System/National Incident Management System (ICS/NIMS) if necessary.
- Response personnel must/have received role-appropriate NIMS training.
- The event may necessitate an extended response or involve a wide area of the campuses or communities adjacent to the campuses.
- An off-site emergency, such as a wild land fire, may involve students, staff, and faculty, the campus, and potentially require response of CCC's limited resources.
- CCC public relations staff may work with the local community to effectively inform students, parents/guardians, staff, faculty, and the surrounding community.
- Both Flagstaff campuses will be available to assist each other, but the Page campus may need to partner with local resources within their cities while awaiting arrival of other CCC resources.
Concept of Operations

ASPECTS OF THE EOP

The CCC EOP is intended to be an all-hazard plan which includes four phases to address threats that are natural, man-made and/or technological. These phases are:

1. MITIGATION/PREVENTION

   A. Mitigation/prevention activities are an integral part of our emergency operation plan.

   B. Mitigation/prevention is intended to eliminate hazards, reduce the probability of hazards causing an emergency situation or lessen the consequences of unavoidable hazards.

   C. Mitigation/prevention should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation.

2. PREPERATION

   A. Preparedness activities are imperative in developing the response capabilities needed in the event of an emergency.

   B. Preparedness activities in our emergency response program include:

      i. Emergency planning including: maintaining this plan, its response framework, and appropriate operational manuals.

      ii. Conducting or arranging appropriate training for emergency response teams, management personnel, other local officials, and volunteer groups who assist CCC during emergencies.

      iii. Conducting or participating in periodic drills and exercises to test CCC’s plans and training.

3. RESPONSE

   A. CCC will respond to emergency situations effectively and efficiently. The focus of most of this plan and its guides is on planning for the response to emergencies.

   B. Response operations are intended to resolve an emergency situation while minimizing casualties and property damage.

   C. Response activities include: warning, first aid, security operations, evacuation, shelter, emergency public information, as well as others associated functions.
4. RECOVERY

A. If a disaster occurs, CCC will carry out a recovery program that involves both short-term and long-term efforts.

B. Short-term operations seek to restore vital services to the campuses and provide for the basic needs of the campus communities.

C. Long-term recovery focuses on restoring a campus’ operations to its normal state.

D. If a disaster is declared by appropriate local, city, county, state, or federal officials, recovery will include application for restoration funds.

LEVELS OF EMERGENCY RESPONSE

The three levels of response to an impending or actual emergency affecting CCC are described below.

1. EMERGENCY RESPONSE LEVEL ONE (ERL-1)

A. Any minor incident that can be contained within a single location or can be quickly addressed, resolved or minimized with CCC resources or with limited community help (normal community response from police, fire, EMS).

B. Does not involve a large-scale evacuation.

C. Notifications are made to the Chief of College Security and/or the Executive
Examples include events such as:
1. minor medical incidents
2. classroom disturbances that are resolved easily
3. minor personnel issues

D. The EOP would probably not be activated.

2. EMERGENCY RESPONSE LEVEL TWO (ERL-2)

A. A major emergency that impacts portions of a campus and may affect mission-critical functions of life safety (e.g., building fire, abduction, pandemic, criminal activity with weapons, explosion, etc.).

B. Typically handled with local community resources (police, fire, county health department) and CCC personnel.

C. May require off-campus emergency assistance coordinated by the Coconino County Emergency Operation Plan.

D. May require complete evacuation of a specific campus facility.

E. May require activating the CCC EOP to the extent necessary.

F. College wide notifications are made to administrators.

3. EMERGENCY RESPONSE LEVEL THREE (ERL-3)

A. A disastrous incident posing major risk or catastrophe to CCC personnel and resources (e.g., plane crash, credible terrorist threat, building collapse, etc.) and are beyond CCC’s capabilities, will require response from the local, county, state and federal governments.

B. Has caused or has the potential to cause major damage and injury.

C. Requires off-campus (local, city, county, state, and federal) response.

D. May require campus closure and/or evacuation.

E. Responsibilities listed under ERL-3 are exercised by individuals whose assignments are delineated within the EOP.

F. Authority to declare an ERL-3 rests with the President or the President’s designee.

G. Requires full activation of the CCC EOP and the Crisis Communication Plan.

H. with immediate notifications to all key responders identified in this plan.
Organization and Assignment of Responsibilities

INCIDENT COMMAND SYSTEM

1. CCC will use an ICS/NIMS-compliant incident management system to meet Federal standards and to coordinate seamlessly with the Coconino County Emergency Operation Plan.

2. Primary and alternate staff assignments have been predetermined for emergency roles.

3. Persons assigned to Incident Management Team (IMT) roles are required to complete ICS/NIMS training.

4. Contact information for the IMT is maintained in this plan and the Lone Tree Security office (928-226-4304).

FEATURES OF THE INCIDENT COMMAND SYSTEM (ICS)

ICS has a number of features that work together to make it a real management system. Among the primary attributes in ICS are the abbreviated Standard Management Functions of:

Command: Has overall control of any incident. All recommendations for decisions fall within his/ her purview. Sets objectives and priorities and has overall responsibility and authority at the incident or event. The CCC President retains authority for vetoing or dispersing funds.

Operations: Directs personnel and tactical operations at the incident site to reduce the immediate hazard, established situational control, and organizes and directs all resources.

Planning: Develops the action plan to accomplish the objectives, collects, records and evaluates information, and maintains the resource status.

Logistics: Provides or collects supplies to meet incident needs, provides resources and all other services needed as support.

Finance/Administration: Monitors costs, provides accounting, procurement, time recording, and cost analysis.

INCIDENT MANAGEMENT TEAMS

1. Command of an incident designated as an ERL-2 or ERL-3 is a top down design, determined to be autocratic in nature and not subject to debate or discussion during an event. The basic command structure outlined in “Features of the Incident Command System” may be expanded and contracted depending on the magnitude of the incident, the hazardous environment created, or the operational necessity.
2. Command and management of incident priorities are, in this order:
   a. Saving lives.
   b. Incident stabilization.
   c. Property preservation.

3. IMT members will train and work together, but act independently to accomplish assigned tasks, following the established and unified chain of command.

4. Transfer of command may become necessary depending on situations, personnel availability, or willingness.

5. Transfer of command must be communicated orally, in writing, or a combination of both means, and occurs when:
   a. A more qualified person or agency assumes command.
   b. The incident situation changes over time, resulting in a legal requirement to change command.
   c. There is normal turnover of personnel during extended incidents.
   d. The incident response is concluded and responsibility is returned to the home agency.

INCIDENT MANAGEMENT TEAM ROLES AND ASSIGNMENTS

CCC IMT MEMBERS WILL FOLLOW THE BELOW COMMAND SCHEMATIC.

<table>
<thead>
<tr>
<th>ICS/NIMS Title</th>
<th>Primary Assignee</th>
<th>Secondary Assignee</th>
<th>Reports to</th>
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<tr>
<td>Incident Commander</td>
<td>Executive Director for Facilities and Security</td>
<td>Chief of College Security</td>
<td>College President</td>
</tr>
<tr>
<td>Safety &amp; Operations</td>
<td>Chief of College Security</td>
<td>Security Guard II</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>Planning</td>
<td>Maintenance Supervisor</td>
<td>Security Guard II</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>Logistics</td>
<td>Maintenance Supervisor</td>
<td>Maintenance Worker</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>Finance</td>
<td>Executive Vice President</td>
<td>Controller</td>
<td>Incident Commander</td>
</tr>
<tr>
<td>Public Information</td>
<td>Public Relations and Publications Coordinator</td>
<td>Executive in Residence</td>
<td>President and Incident Commander</td>
</tr>
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TABLE APPLICATION

In declaration of some ERL-2 responses and all ERL-3 responses, primary (or secondary) assignees will assume their title and responsibility. Each person will report to the appropriate EOC or Command Post.

1. In the event an ERL-2 or ERL-3 is declared, an Emergency Operation Centers (EOC) will be opened and the activated IMT will respond to that location.

2. For events at the Lone Tree Campus, the IMT will utilize room 124.

3. In the event the threat is too close to room 124, the office pod in Building 5 will be used.

4. In the event no suitable location can be utilized on the Lone Tree campus for any reason, the reporting location will be the registration area of the Fourth Street campus.

5. For events occurring on the Fourth Street campus, the registration area, which includes the Security desk, will be the normal reporting location.

6. If that location is not suitable room c30 prep room will serve.

7. In the event no location on that campus is suitable, the reporting location will be the Security office on the Lone Tree campus.

8. For events at the Page campus, the IMT will respond to room D5. If the event causes the closure of the campus, the IMT will respond to the Page Police Department. (808 Coppermine Road, Page, Az 86040).

GENERAL ASSIGNMENT OF RESPONSIBILITIES PRESIDENT (OR DESIGNEE)

1. The Chief Executive Officer of the College.

2. Declares ERL-3 and authorizes subsequent activation of EOP, and assembly of the IMT.

3. Upon declaration of ERL-3, may authorize any of the following conditions:
   a. Delay work/school activities in affected area.
   b. Halt work/school activities in affected area.
   c. Delay work/school activities of CCC.
   d. Halt work/school activities of CCC.

4. Authorizes releases of “status of suspension of activities or closures of college” to the Public Relations and Publications Coordinator for release to news media.
EXECUTIVE VICE PRESIDENT (OR DESIGNEE)

1. Is considered second in command of college related to this plan.

2. Serves as member of Incident Management Team.

3. Appoints designee during their absence to serve as Finance/ Administration Section Chief during ERL-3 activations.


5. Implements and authorizes emergency provisions to lease space to accommodate displaced personnel.

6. Appoints a designee as Procurement Unit Leader in the Finance and Administration Section during ERL-3 activation.

7. Authorizes purchases of emergency materials and equipment as needed.

8. Coordinates loss claims with the State Board of Risk and Insurance Management and CCC’s insurance carrier.

9. Consults with College President and the Provost.

PROVOST (OR DESIGNEE)

1. Is considered third in command of college related to this plan.

2. Oversees all activities related to the educational aspect of the college.

3. Identifies and lists potential areas for classrooms, administration, student services, and storage of educational material.

4. Coordinates notification to family of any student injured or killed.

5. Communicates with faculty concerning changes to academic schedules.

6. Consults with College President and the Executive Vice Presidents.

EXECUTIVE DIRECTOR FOR FACILITIES AND SECURITY (OR DESIGNEE)

ERL-3 responses.

1. Evaluates potential emergency situations and advises CCC administration on potential impact of emergency conditions.

2. Communicates with personnel on status of potential or existing emergencies.

3. Oversees response from Security and Maintenance personnel.
4. Serves as a structure and utilities information resource during ERL-3 activations.

5. Recommends changes to administration and pertinent personnel to prevent recurrence of emergencies in the following situations:
   a) Work procedures and practices.
   b) Training.
   c) Nature of work tasks.
   d) Design of work stations.
   e) Personal protective equipment.
   f) Structural design of facilities.
   g) Emergency response and control procedures.
   h) Structural design of facilities.
   i) Structural design of roads and grounds.

CHIEF OF COLLEGE SECURITY (OR DESIGNEE)

1. May serve as initial Incident Commander or as liaison to responding emergency agencies.

2. Maintains and reviews, revises and distributes CCC EOP to all pertinent CCC personnel, contracted services/businesses and local emergency response agencies.


4. Will act in accordance with own emergency response procedures.

5. Gathers information and issues a report to CCC administration on the following:
   a. Probable cause of incident.
   b. Extent of property damage.
   c. Number and extent of casualties.


ON-DUTY SECURITY OFFICER

1. Serve as primary responders to emergencies at CCC when/where available.

2. Serves as liaison with local emergency responders in ERL3 activation.

3. Establish on-site Incident Command Post at emergency scene depending on the seriousness of the circumstances.
FACILITIES MAINTENANCE SUPERVISOR

1. Serves as facilities information resource for all CCC campuses.

2. Maintains fire suppression/fire extinguishing equipment and systems.

3. Maintains ventilation, eye wash, and emergency shower equipment.

4. Maintains equipment and materials for use in restoration of emergency site.

5. Shuts off and restores utilities to affected facilities depending on the seriousness of the circumstances.

MARKETING, PR and COMMUNITY ENGAGEMENT (OR DESIGNEE)

1. Serves as Public Information Officer during some ERL-2 and all ERL-3 activations.

2. Responsible for control of and communication with all media personnel.

3. Releases CCC administration-approved information and statements to appropriate local, city, county, state, and national media, consulting with Legal Counsel when necessary.

4. Sets up and operates public information as authorized by CCC administration depending on the seriousness of the circumstance.

CHIEF TECHNOLOGY OFFICER (OR DESIGNEE)

Responsible for all aspects of the Technology Recovery Plan.

1. Serves as an informational resource for needed technology during some ERL-2 and all ERL-3 activations.

2. Responsible for maintaining emergency warning systems and public address systems.

3. Responsible for maintenance of telecommunication system, including phones, email systems, etc.

4. Serves as a resource for identifying alternate communication systems in the event of failure of current systems.

5. Provides emergency communications systems to on-site Incident Command Post as necessary.

LEGAL COUNSEL

1. Advises President or designee.

2. Advises, when necessary, on the issuance of any statement, sensitive in nature, about an emergency by CCC administration, directors, deans, or supervisors to news media, or in the course of investigations, by any CCC personnel to any entities outside CCC, or to their agents.
3. Serves as the College’s counsel regarding any claims that may be filed against CCC as a result of an emergency.

Incident Management Teams (by campus)

LONE TREE CAMPUS
Chief of College Security
Executive Director for Facilities and Security
Maintenance Supervisor
Executive Vice President

FOURTH STREET INNOVATION CENTER
Campus Security
Executive Director for Facilities and Security
Dean of Learning Services - CTE

PAGE INSTRUCTIONAL SITE
Security
Director of Page Instructional Site
Student Services Coordinator
Director of Special Projects and Grants
Continuity of Operations

CHAIN OF COMMAND

The CCC President is the overall decision-maker during ERL-3 emergencies at CCC. In the event the President is unavailable or unable to perform this function, the following persons, listed in order of succession, would assume this role during the emergency:

- President.
- Executive Vice President.
- Provost.

PERSONNEL AVAILABILITY AND REDUNDANCY

1. To ensure continuity of operations and the ability to perform 24 hours/day, 7 days/week, each key position should have at least one alternate.

2. Updated contact information should be readily available in key locations and in possession of IMT members at all times.

Preparedness

1. The EOP Program Coordinators are the Chief of College Security and the Executive Director for Facilities and Security

2. The EOP Program Coordinators are responsible for defining an emergency response system that will ensure that the College is prepared to respond to various levels of emergencies that occur on or near College campuses.

3. The EOP Program Coordinators meet as required, but no less than twice a year.

PLAN DEVELOPMENT, MAINTENANCE, AND TESTING

1. The EOP Program Coordinators oversee the campus-wide emergency preparedness programs and are responsible for the administrative plan tasks.

2. CCC’s EOP will be shared within the Coconino County Office of Emergency Management.

3. The CCC President and each CCC Vice President is responsible for communicating the content of CCC’s EOP to their staff.

4. The EOP (or portions of the EOP) will be tested annually. A written after-action report with background, observations, and corrective actions will be distributed to all members of the IMT.

5. Corrective actions, identified after an event or exercise, will be reviewed within 60 days.
of citing by the IMT and tracked for correction until resolved.

AWARENESS, TRAINING, AND EDUCATION

1. The Executive Vice President ensures resources are provided to the Security Department to identify, design, develop, manage and provide training and education on plans and procedures to responders, students, staff, and faculty as they relate to emergency response issues.

2. Cross-training between groups with similar functions should occur (e.g., between the College and outside agencies).

3. The Executive Director for Facilities and Chief of College Security will ensure two hard copies are provided for viewing by request, and additionally provided on the Security website for download.

Mass Care and Sheltering

CCC may be able to provide facilities for Mass Care and Sheltering as requested by Coconino County Emergency Management, but does not have in-house supplies for this. This topic is addressed in the Coconino County Emergency Operation Plan.

Health and Medical Services

CCC may be able to provide facilities for Health and Medical Services as requested by Coconino County Emergency Management, but does not have in-house supplies for this. This topic is addressed in the Coconino County Emergency Operation Plan.

Law Enforcement, DEMA, Search & Rescue

CCC has no internal Law Enforcement, Emergency Affairs, Search and Rescue on any campus. If the need arises, it is addressed in the Coconino County Emergency Operation Plan.
Functional Annexes

Functional Annexes are considered Standard Operating Procedures which generally will not change or be event specific. During the management of an event, guidelines related to the below actions will generally not change.

INITIAL INCIDENT ACTIONS

The CCC Security Department, when available and capable, is the primary first responder on CCC campuses. If no security is present on a campus with an emergency, a member of the IMT will take command. Depending on the nature of the event other CCC departments may be called upon for support.

1. Major incidents, such as building fires, hazardous materials spills, etc., may relegate Security or the IMT responder, to a support role while other responding support is summoned and arrives.

2. The IMT will be notified upon recognition of any event that may or will potentially
   i. impact the campuses and communities.

3. The on-scene security guard or IMT member will provide a situation assessment and request a response by the Chief of College Security and/or Executive Director for Facilities if necessary.

4. The Chief of College Security and/or Executive Director for Facilities may make additional notifications to IMT members under the following circumstances:
   a. Any situation that requires the use of external agencies to resolve.
   b. Any situation that results in a loss of life or serious injuries.
   c. Any situation that may cause media interest, building closure, or campus closure.

5. The Chief of College Security will determine the level of emergency, up to and including a declaration of ERL-2, and authorize notification to the IMT.

6. For potential ERL-3 events, the Chief of College Security and/or Executive Director for Facilities will authorize or make notification to CCC’s President or designee.

7. CCC’s President or designee will determine the need to raise the level of emergency to ERL-3 and make decisions or deviations from existing policy on closure of the affected campus, programs, or specific buildings.

8. The IMT’s, which are campus-specific, may consist of members of the CCC Administration and others as identified and selected based on roles and job assignments at each campus.

9. The IMT’s provide guidance to CCC’s President on campus policies and procedures related to the incident. This includes campus closure, EOP legal/liability issues, parental notification and similar areas of responsibility

10. If necessary, an Emergency Operation Center (EOC) will be designated and made useful at the appropriate campus. Members of the IMT will report to that location as indicated above in primary and alternate locations.
11. In the event any of the preselected EOC’s are determined to be too close to the event, backup EOC’s will be activated at that time and the IMT will be notified where to meet.

COMMUNICATION

1. Where available, radios will be used for communication between field personnel and the EOC.

2. Telephone land lines may be used as necessary to communicate with local emergency responders.

3. Cellular phones may also be used as needed.

4. Notification to the College population that an event is occurring or could occur will be made via the CCC Emergency Notification System (ENS) outlined on page 22.

5. CCC’s IT department may be called upon for any assistance related to in-house telecommunications.

GENERAL EVACUATION PROCEDURE

The decision to evacuate should be based on the reasonable assurance that the movement of people to an area outside of an affected area is in the best interest of their health and safety, and is of minimal risk to them. There are a number of emergency situations that will necessitate evacuation of buildings. Below are general evacuation procedures.

1. Building occupants will be notified of the evacuation by the sound of the building fire alarm, overhead paging where available, phone page, emergency text messaging, email, verbal instruction from building staff or emergency personnel, or by self-evident hazardous conditions.

2. All occupants must leave the building immediately if the fire alarm is activated, or if directed to do so by building staff.

3. All occupants should exit the building through the nearest safe exit.

4. Faculty in the process of teaching a class are responsible for ensuring all students exit and assemble outside the building where they may be accounted for.

5. If the nearest exit is obstructed by smoke, fire or other hazards, proceed to the nearest alternate exit.

6. Allow enough room for others to enter the flow of traffic moving toward an exit.

7. Individual supervisors are to designate an evacuation assembly location outside the building where subordinates are to assemble and be accounted for.

8. If any person known to have been present at the beginning of the evacuation cannot be located and accounted for, supervisors and faculty are to contact the command post or IC to provide the name of the individual and their last known location, if available.

9. Ensure that proper assistance has been summoned by calling 911; do not assume someone
else has placed the call, but expect that the phone system could currently be overwhelmed.

10. All evacuated persons are encouraged to make personal notification to their families, guardians or next of kin when possible.

11. Building occupants will not be allowed to re-enter the building until it has been deemed safe and cleared by on-site safety personnel and/or fire personnel.

**EVACUATION – PERSONS WITH FUNCTIONAL NEEDS**

1. Individuals with disabilities are responsible for identifying their primary and secondary evacuation routes and seeking out colleagues who are willing to serve as evacuation assistants.

2. Faculty and staff members are responsible for being aware of others who may need assistance in an evacuation.

3. With the help of an evacuation assistant, if no safe exit can be quickly identified, select a room with an exterior window, a telephone, and a solid core or fire resistant door, to take refuge in.

4. Evacuation assistants should remain with the disabled person and send someone to the evacuation assembly area to notify emergency personnel about the need for assistance and the location.

5. If possible, use the telephone or a cellular phone to place a call advising emergency personnel of your location and need for assistance.

6. Persons with mobility impairment, who are not wheelchair bound, should identify an evacuation assistant to help as needed.

7. Persons who are hearing impaired may not be aware of the evacuation order. Faculty and staff should assist those persons by alerting them to the order by any manner that is effective.

8. Persons who are visually impaired persons are usually very aware of their surroundings and frequently traveled routes and might only need an escort offer, keeping in mind evacuation routes may differ from frequently used routes.

9. All evacuated persons are encouraged to make personal notification to their families, guardians or next of kin when possible.

**SHELTER-IN-PLACE**

1. Determine whether to evacuate or shelter-in-place often will be based on a Protective Action Decision (PAD).

2. Shelter-in-place should be used when movement creates a greater risk.

3. Shelter-in-place means to; stay indoors, in homes, schools, businesses, or public buildings.

4. Shelter-in-place may include additional precautions such as turning off air conditioners and ventilation systems and closing all windows and doors.
5. Security guard, administrators or faculty may issue an immediate “shelter-in-place” order for specific hazards or dangers in a specific building or in the vicinity of a building.

6. For severe weather events, students, staff, and faculty are generally instructed to move to an interior hallway in a structurally sound building until notified otherwise.

7. For crimes in progress, students and faculty are generally instructed to secure doors and windows by use of locks or barricades.

**EVACUATION VERSUS SHELTER-IN-PLACE**

1. Determining whether to evacuate or shelter-in-place often will be based on a PAD.

2. Appropriate PAD’s are needed to achieve maximum protection of a population at risk. In deciding the most appropriate PAD, two questions need to be answered:
   a. Will in-place protection provide adequate protection for those who need refuge?
   b. Is there sufficient time to evacuate?

3. PAD’s take into account the following:
   b. Projected or actual exposure to hazard.
   c. Availability of adequate shelter.
   d. Evacuation time estimates.
   e. Other relevant factors.

4. There are some situations in which either evacuation or shelter-in-place is clearly preferred. These include the following:
   a. When no fatalities are expected, evacuation or shelter-in-place are equally feasible.
   b. When people can be evacuated before plume or wildfire arrival, evacuation is preferable.
   c. When conditions make evacuation impossible, shelter-in-place is preferable.
   d. When threat arrival estimates are extremely short, shelter-in-place is preferable.
   e. When threat arrival estimates are extremely long, evacuation is preferable.

5. When an order is issued, protective action measures should be taken by students, staff and faculty as quickly as possible.

**TEMPORARY CLOSURE**

1. An emergency situation may result in temporary closure of all or part of a campus.

2. In these situations, the College President will determine the best action.

3. When a decision related to short-term closure is made, that information will be shared with the affected campus and surrounding communities.
EMERGENCY NOTIFICATION SYSTEM

1. In the event of an emergency situation, timely effort will be made to notify CCC students, staff, faculty, contracted services personnel and any others that may be present, of the situation. Manners identified to accomplish this include:
   a. CCC Alert text messaging system.
   b. Overhead PA system messages where available.
   c. Email.
   d. Phone paging.
   e. Phone trees.
   f. Word of mouth.
   g. Notification postings.
   h. Any other effective method identified.

2. Upon receipt of a notification, persons assigned to an IMT, or designees, will respond to the predetermined location.

3. All others should follow the issued instructions.

DAMAGE ASSESSMENT

1. The conduct of a damage assessment will be the responsibility of the Executive Director for Facilities unless the devastation is so extensive that additional expertise is needed.

2. The purpose of the damage assessment is:
   a. To obtain a prompt and accurate situation report that includes an assessment of damage following a disaster or major emergency to be used as the basis for determining the need for assistance available through mutual aid agreements, government agencies, or private organizations.
   b. To obtain a preliminary assessment of damage as soon as possible following a disaster or major emergency that can be used as the basis for requesting a Declaration of Public Emergency by the County, State of Arizona or Presidential Declaration, warranting immediate financial and other assistance.

3. Preliminary Damage Assessment Reports will be summarized and submitted as quickly as possible to the Executive Vice President. Follow-up damage assessment teams will be coordinated with the County, State, and FEMA if deemed necessary.

4. Major physical or structural damage caused by the incident will be assessed, as well as contamination causing physical damage to structures from the release of hazardous materials.
Operational Protocol Emergency Notification System (ENS)_____

**Purpose**
This protocol is intended as a guideline which provides instructions in the use of CCC’s Emergency Notification System. Included are definitions of what comprises the system, who may issue notifications, what circumstances would warrant a notification and other details.

**Definitions**

1. **Emergency Notification System (ENS)** The ENS, at its maximum usage, is comprised of the following parts;
   - **CCC Alert** text messaging system
   - Student email system
   - Employee email system
   - Phone paging system (where available)
   - Overhead paging system (where available)
   - Computer screen notifications
   - Public Relations notification
   - Web-page postings
   - In-house voicemail messages
   - Phone greeting message
   - Bulletin Board postings
   - Word of mouth communication

2. **Authorized individuals**
   An authorized individual is defined as a person who has been approved to activate any portion of the ENS. A detailed authorization tree is outlined, along with related responsibilities in the EOP.

3. **Levels of ENS usage**
   Determination of what parts of the ENS is to be activated is driven by the magnitude of the event which calls for the activation. The ENS usage level is linked to the Emergency Response Level being declared, ERL-1, ERL-2 and ERL-3, as defined on pages six (6) and seven (7) of the EOP.
   
   a. If an emergency occurs that is classified as an ERL-1, the ENS system will not generally be utilized unless the emergency revolves around a Clery reportable incident or crime. Clery incidents or crimes include;
      
      I. Murder / Non-Negligent Manslaughter
      II. Negligent Manslaughter
      III. Robbery
      IV. Aggravated Assault
      V. Burglary
      VI. Motor Vehicle Theft
      VII. Arson
      VIII. Sex Offenses – Forcible
      IX. Sex Offenses – Non-Forcible
b. If the emergency is a Clery reportable incident or crime, it is recommended that CCC Alert, employee email and student email be utilized. Executive Director of Institutional Advancement may elect to generate a news release as well.

c. If an emergency occurs that is classified as an ERL-2, the ENS system will be utilized to the extent necessary to reach the affected populations. Such emergencies may be location-specific, which may help identify what parts of the ENS to use and where to use it. Generally speaking, the parts of the ENS that will be used include CCC Alert, employee email, student email and phone paging where available, Public Relations statement and webpage posting. If needed, other parts may also be used.

d. An ERL-3 may only be declared by the President of designee. If such a declaration is made, all parts of the ENS will be utilized.

Issuing a Notification

1. Before deciding to issue any alert notification, there are questions that should be asked to determine if the incident warrants such an action.
   a. Is this a situation where human life is in jeopardy and timely notification may protect persons on any CCC property?
   b. Is this a situation where safety is in jeopardy and timely notification may protect CCC property or persons and their property on or in proximity to a CCC campus?
   c. Is this a situation that warrants evacuation?
   d. Is this a situation where there is, or will be, an unscheduled campus closure?
   e. Is the event still occurring?

2. If there are not affirmative answers to these questions, issuing an alert is akin to activating a fire alarm without a fire.

3. If any of the above questions are answered affirmatively, the following guidelines should be followed whenever possible;
   a. Identify the campus or location affected
   b. Identify the nature of the emergency
   c. Notify the Executive Director for Facilities and Security and/or Chief of College Security to receive authorization (applicable if the emergency is identified by a Security Officer or other college official)
   d. The Executive Director for Facilities and Security or Chief of College Security should identify what ERL level is applicable, which should assist in selection of what parts of the ENS should be used, and give authorization to issue an alert.
   e. Upon receipt of authorization to issue an alert, and the ERL is at least tentatively identified, refer to section three above and prepare to issue the alert via the parts of the ENS to be used for that ERL.

4. Authorized individuals should start by signing on the RAVE Wireless website and follow the process to select the campus and appropriate alert to issue.

5. If no preplanned message can be located to address the specific emergency, generate one and include;
   a. What occurred (use general information)
b. When it occurred
c. Where it occurred
d. Suspect(s) description if appropriate and applicable
e. Protective action to take
   i. Evacuate
   ii. Secure in place and lock doors
   iii. Avoid the area
f. Resolution or status of the investigation
g. Whom to contact with information they may have
h. Whether or not classes are canceled and/or campus building(s) are closed
   i. Any additional and pertinent information (NOTE: If the notification text exceeds 140+- characters, it may require more than one message to deliver the entire content.)

6. Using other applicable parts of the ENS the individual has the capability to, generate the same type message and issue additional notifications (student email, employee email, phone page, etc.)

7. Contact the Director of Public Relations and provide information about the emergency so the Director may issue a press release and make a posting on the college webpage.

8. When time allows, Post Security Alert on the Security webpage

9. Issue confirmatory/ follow-up alert via same methods to;
   a. Follow up and support the reason for the notification
   b. Provide new or additional information as it becomes available

10. Make “all clear” notification when the emergency has ended
    a. Date and time
    b. Resume normal operation
    c. Public Relations will issue an event summary media release

Summary

When it becomes necessary to issue an alert, authorized users will log in under their own username and password. Sharing this information is not allowed.

EOP Coordinators may decide to issue non-emergency alerts for system testing or planned informational messages. If/when this happens, it is recommended that these messages go only to select groups and not to all users. Beyond this, use of the ENS system is limited to emergencies and campus closures only. This is in the interest of keeping these alerts from being viewed as spam and developing a conditioning to ignore them.

Emergencies are very fluid and often move at a rapid pace. Generally speaking, the average citizen has not experienced or been involved in true emergencies. As a result, expect the phone system to be overloaded with incoming calls from people wanting to confirm this as a real situation.
# Emergency Notification Matrix

<table>
<thead>
<tr>
<th>Crisis/Emergency</th>
<th>Priority (c)</th>
<th>CCC Alert</th>
<th>Student Email</th>
<th>Employee Email</th>
<th>Overhead &amp; Phone Page</th>
<th>Voice Message (Campus Phones)</th>
<th>Computer Screen Message</th>
<th>Webpage Notice</th>
<th>Phone greeting override</th>
<th>Misc Notices and postings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Shooter/Hostage Situation</td>
<td>H</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Airplane Disaster</td>
<td>H, 1</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>Bomb Threat</td>
<td>H, 1, 2</td>
<td>1</td>
<td>1</td>
<td>X</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>Civil Disturbance (a)</td>
<td>L, 2</td>
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<td>2</td>
<td>2</td>
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<tr>
<td>Crisis-Off Campus (a)</td>
<td>L, 3</td>
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<td>2</td>
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<tr>
<td>Fire-Off Campus (a)</td>
<td>M, 1, 2</td>
<td>1, 2</td>
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<tr>
<td>Fire-On Campus (a)</td>
<td>H</td>
<td>1</td>
<td>1</td>
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<td>2</td>
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<tr>
<td>Gun/Firearm In Hand</td>
<td>H</td>
<td>3</td>
<td>3</td>
<td>3</td>
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<td>3</td>
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<td>Haz-Mat Spill/ Biohazard Exposure (a)</td>
<td>H</td>
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<td>2</td>
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<tr>
<td>(Other) Criminal Event</td>
<td>M, 2</td>
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<tr>
<td>Public Health Threat (a, b)</td>
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<td>2</td>
<td>2</td>
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<tr>
<td>Technology Failure</td>
<td>M</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>Utility Failure</td>
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<tr>
<td>Winter Weather delay/closure (a, b)</td>
<td>L</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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a) Major incidents only. A major incident can be defined as a natural or human-induced phenomenon that has the potential for significant and substantial harm to human health, property, activity, or the environment.

b) Weather emergencies and public health threats are issued by or in consultation with the National Weather Service and Coconino County Health Department.

c) Priority Levels: (H) High Priority – Incident may pose an immediate threat to life or health; (L) Low Priority – Informational alerts requiring personal response choices.

1) Notification will be made to specific campus(s).

2) Situation dependent. Notification methods will be determined by Executive Director for Facilities and Security and/or Chief of College Security, based on type and significance of disturbance.

3) Activation of CCC Alert will be at the instruction of the Executive Director for Facilities and Security and/or Chief of College Security, based on intent, and location of the emergency.
Coconino Community College
Adverse Weather Plan

Coconino Community College seeks to provide a safe and productive learning environment for all students and staff members. The purpose of this plan is to establish guidelines and serve as a resource for responding to the possibility of severe weather.

Inclement Weather Process

Information Gathering

The Executive Director of Facilities and Security will contact and/or coordinate with other weather stakeholders in the Flagstaff area to determine closures, weather related issues, forecast, and road information.

Information to be gathered:
- Road conditions on and near campus
- Contact NOAA for short and long term weather forecast
- Contact NAU, City of Flagstaff, and other community stakeholders
- Recommendation on ability to conduct normal campus operations

Decision Process

When adverse weather reaches a level that may become a concern that dictates the need for a campus closure, the Executive Director of Facilities and Security will summarize conditions and present a recommendation to the President (or designee). The President (or designee) will make the decision on whether Coconino Community College will conduct normal operations.

Closure Categories

The three closure categories available to Coconino Community College are:

1. Campus stays open with no change – Business as usual
2. Delayed start – College open at a delayed time
3. Full day closure – College closed with employees designated as essential report to work

Communication Flow

If the decision is to cancel classes, the Executive Director of Facilities and Security will call Public Relations and Publications Coordinator and IT Network Administrator at the earliest possible time but no later than 5:30am.

Public Relations and Publications Coordinator will notify the media the closure type and will update Coconino Community College web page. Also IT Network Administrator will change the telephone recorded message indicating the college status. Security department will initiate a CCC Rave alert to be delivered to the subscribers of the system.

Weather Damage

Any damage done by weather related activities needs to be reported the National Weather Service at 928-774-4414. Brief them on the amount and what type of damaged occurred.
Inclement Weather Telephone Announcements

Closed:
The Coconino Community College Lone Tree and Fourth Street campuses in Flagstaff are closed due to inclement weather today. We will reopen at 8 a.m. tomorrow, weather permitting. For up-to-date information, visit our website at www.coconino.edu. For information on CCC Page, please call 928-645-3987.

Delay:
The Coconino Community College Lone Tree and Fourth Street campuses in Flagstaff are on a delayed schedule today, opening at 10 a.m. All classes that complete before 10 a.m. are canceled. If your class continues past 10 a.m., please plan on attending the remainder of your class. For up-to-date information, visit our website at www.coconino.edu. For information on CCC Page, please call 928-645-3987.

Normal:
The Coconino Community College Lone Tree and Fourth Street campuses in Flagstaff are open and on a normal schedule today. For up-to-date information, visit our website at www.coconino.edu. For information on CCC Page, please call 928-645-3987.

Contact Sheet

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Maintenance On Call</td>
<td>Facilities</td>
<td>928-220-5874</td>
</tr>
<tr>
<td>Kurt Stull</td>
<td>Executive Director of Facilities and Security</td>
<td>928-226-4284</td>
</tr>
<tr>
<td>Brent Goyette</td>
<td>Maintenance Supervisor</td>
<td>928-226-4267</td>
</tr>
<tr>
<td>Gregory Jay</td>
<td>Chief of Security</td>
<td>928-226-4271</td>
</tr>
<tr>
<td>Larry Hendricks</td>
<td>Public Relations and Publications Coordinator</td>
<td>928-2264374</td>
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<tr>
<td>Brian Wilson</td>
<td>Assistant Director of Infrastructure System</td>
<td>928-226-4328</td>
</tr>
<tr>
<td>Interim Kevin Treadway</td>
<td>Flagstaff City Manager</td>
<td>928-779-3646</td>
</tr>
<tr>
<td>Interim Adam Miele</td>
<td>Flagstaff Public Works - Street Supervisor</td>
<td>928-213-2108</td>
</tr>
<tr>
<td>Coconino County</td>
<td>Emergency Management</td>
<td>928-679-7338</td>
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<td>Emergency Management</td>
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<td></td>
<td>National Weather Service Decision Support Line</td>
<td>928-774-4414</td>
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<td>AZ511 - Road Closures</td>
<td><a href="http://www.az511.gov">http://www.az511.gov</a></td>
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<td>11-6-12</td>
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<td>8-28-18</td>
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</table>
### PLAN DISTRIBUTION LIST

**INTERNAL:**
- President of the College
- Executive Vice President
- Provost
- Legal Counsel
- Director of Public Relations
- Safety and Security Committee

**EXTERNAL:**
- Flagstaff Medical Center
- Coconino County Emergency Management
- City of Flagstaff Police Department
- Coconino County Sheriff’s Department
- City of Page Police Department
- City of Flagstaff Fire Department
- City of Page Fire Department
- NAU Emergency Management

**DATE:**
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Topic</th>
<th>Conducted by</th>
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