

2023

Emergency Operations Plan



Revised

1/1/2023

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MESSAGE FROM THE OFFICE OF SAFETY AND SECURITY

South Louisiana Community College is committed to protecting the welfare of its community members as well as its intellectual property and facilities. In the pursuit of this objective, we have built our Emergency Operations Plan.

With the creation and implementation of this plan, the College aims to minimize the impact of all emergencies with timely and well managed responses. We have worked to keep this document simple, and purpose driven so that all stakeholders understand their roles.

Please review this manual so you can support the College in protecting our students, faculty, staff, and visitors should an emergency arise.

Thank You,

David A. Crochet

Associate Director of Safety and Security

APPROVALS

This version supersedes all previous versions of this document.

APPROVED: *Vincent G. June* DATE: Aug 29, 2023
Vincent G. June (Aug 29, 2023 08:54 CDT)

Dr. Vincent June, Chancellor
Office of the Chancellor
South Louisiana Community College

APPROVED: *Bryan Glatter* DATE: Aug 29, 2023
Bryan Glatter (Aug 29, 2023 06:04 CDT)

Bryan Glatter, Vice Chancellor of Administration and Finance
Division of Administration and Finance
South Louisiana Community College

APPROVED: *Justin Hernandez* DATE: Aug 28, 2023

Justin Hernandez, Director of Facilities and Security Management
Department of Facilities and Security Management
South Louisiana Community College

RECORD OF CHANGES

Description of Change	Performed By	Date
<i>Emergency Operations Plan created. Elements of previous Emergency Response Plan integrated with significant revisions made.</i>	Justin Hernandez	1.1.23

ABOUT THE OFFICE OF SAFETY AND SECURITY

The Office of Safety and Security is under the direction of the Department of Facilities and Security Management and is charged with the responsibility for on-campus security, safety, law enforcement, and the implementation and training of the Emergency Operations Plan.

The Office of Safety and Security is located in the Devalcourt Building, often referred to as “Devalcourt”, at the following address:

South Louisiana Community College
Lafayette Campus
320 Devalcourt St.
Lafayette, LA 70506

The department is available 24/7, 365 days per year to respond to all campus emergencies, incidents, and criminal activity, by calling the Main Security line at (337) 521-8914. The College utilizes a private security contractor to assist with incident reporting and access control measures. Security personnel are stationed at all campus locations, during both day and nighttime operations, as well as weekend events.

The College also has a working relationship with all local, state, and federal law enforcement agencies with jurisdiction over all campus locations. These agencies are the College’s primary responders to all SLCC emergencies and security threats.

“Providing a quality, safe, and well-maintained environment for all of South Louisiana Community College, through hard work, efficiency, proper oversight, and planning.”

Mission Statement - Department of Facilities and Security Management

PLAN OVERVIEW

PURPOSE AND SCOPE

The information contained in this document is aimed at organizing, coordinating, and directing resources for a timely and effective response to all emergency events. This plan includes an overview of all emergency operations but is not a replacement for the College's safety programs, access control, or incident reporting procedures.

This plan is intentionally designed with flexibility to address the unpredictable nature of emergency events. Under this premise, the scope of this plan may expand or contract as required during an event. Therefore, this plan does not include specific incident response protocols, but presents a framework for prompt response to any hazard or threat.

AUTHORITY OF EMERGENCY DESIGNATION AND INITIATION OF THE PLAN

As appointed by the Chancellor, the Vice Chancellor of Administration and Finance serves as the Emergency Response Authority to the College. As such, this individual has the authority to declare any incident an emergency event and initiate this Emergency Operations Plan. The Emergency Response Authority may designate this authority to another individual when appropriate or as needed.

APPLICATION

The Emergency Operations Plan, as well as all the oversight of all safety programs, is implemented and executed by the Office of Safety and Security. This applies to all facilities and locations which provide SLCC instructional activities.

These sites include:

- SLCC Lafayette Campus
- SLCC Lafayette ISAE Facility
- SLCC New Iberia Campus
- SLCC Franklin Campus
- SLCC Acadian Campus
- SLCC Evangeline Campus
- SLCC Gulf Area Campus
- SLCC T.H. Harris Campus
- SLCC T.H. Harris Extension Campus
- SLCC Young Memorial Campus
- SLCC Young Memorial Marine Campus

EMERGENCY OPERATIONS TEAM

The South Louisiana Community College Emergency Operations Team is composed of key leadership that has specific responsibilities to the college should an emergency occur. Additional college personnel, such as Campus Directors or Facilities Site Managers located at SLCC satellite campus locations, may be added to this team should an emergency event require their participation.

IDENTIFICATION OF RESPONSIBILITIES

1. *Chancellor:*

- Approval of SLCC Emergency Operations Plan.
- Appointment of SLCC Emergency Operations Team and designates authority as identified.

2. *Vice Chancellor for Administration and Finance:*

- Serves as the College's Emergency Response Authority.
- Determines whether an event dictates an emergency response.
- Is responsible for the administration of all emergency activities involving College personnel and property in accordance with the Emergency Operations Plan.
- Establishes emergency purchasing procedures as needed.
- Is responsible for implementing additional emergency procedures as required.

3. *Director of Facilities and Security Management:*

- Acts as the Emergency Response Authority's designee for the coordination of all emergency operations.
- Coordinates emergency notification system communications with the Director of Communications.
- Responsible for the maintenance and upkeep of the SLCC Emergency Operations Plan.

4. *Associate Director of Safety and Security:*

- Assists the Director of Facilities and Security Management with coordination and collecting of information during an emergency event.
- Is responsible for directing SLCC security personnel in response to the emergency.
- Serves as the primary liaison with first responders or external organizations such as fire, police, Emergency Medical Services, etc.
- Responsible for the implementation of training programs and overall College emergency preparedness.
- In the absence of the Director of Facilities and Security Management, acts as the Emergency Response Authority's designee for the coordination of emergency operations.

5. *Director of Communications (as designated by the Vice Chancellor for Institutional Advancement and External Relations):*

- Oversight and execution of all the emergency communications.
- Serves as SLCC's official spokesperson for any information pertaining to the event.

6. *Director of Information Technology:*

- Monitors the College's information systems for proper functioning.
- Initiates the lockdown or securing of any electronic security devices.

In addition, it is the responsibility of all SLCC employees and students to be aware of all emergency response procedures, to follow all directives given by the SLCC Emergency Operations Team and communicate any information pertaining to the emergency.

OVERVIEW OF RESPONSE ACTIONS

While the nature of emergencies is unpredictable, the following is an overview of the actions taken when a hazard or threat is identified on an SLCC campus location:

- The Office of Safety and Security is notified of the incident, threat, or hazard.
- The Director of Facilities and Security Management is made aware of this information.
- Director of Facilities and Security Management notifies the Emergency Response Authority (Vice Chancellor of Administration and Finance) and evaluates the appropriate course of action.
- If the Emergency Response Authority declares that an emergency response is needed, The Director of Facilities and Security Management then notifies the Director of Communications to issue the appropriate emergency response command. Guidance on communications is included in *Appendix III*.
- Internal communications text message channel is initiated to assist in the coordination of the response effort.
- Emergency response actions are executed. These protocols are identified in *Appendix III* with further guidance provided in *Appendix IV* for specific incidents.
- If required, Associate Director of Safety and Security notifies the internal security service, law enforcement, or other first responders of the event.
- If appropriate, the Director of Communications will issue information concerning the event to external agencies.
- Upon the determination by the Emergency Response Authority that the event has concluded, the Director of Communications issues the appropriate message to the College, informing them that the event is resolved.
- If necessary, emergency recovery and reunification protocols are implemented.
- Post-incident debriefs and all necessary documentation are executed, collected, and distributed.

It should be noted that while there is a logical sequence to the above response actions, should harm or loss of life to any individual be imminent, the timely implementation of any emergency actions takes precedent over the information contained in this plan.

COMMUNICATIONS

All communications initiatives are designed to provide timely notifications to the SLCC community of any potential threat or hazard. As a reminder, it is of the utmost importance that all hazards, potential threats, or suspicious activity be reported immediately to the Office of Safety and Security by dialing 337.521.8914.

The execution of all internal and external mass emergency communications is under the oversight of the Director of Communications (designated by the Vice Chancellor of Institutional Advancement and External Relations). This individual is the sole SLCC community member authorized to communicate information regarding emergency events to external agencies.

INTERNAL EMERGENCY COMMUNICATIONS

When an incident is elevated to an emergency event by the Emergency Response Authority, the Director of Facilities and Security Management will contact the Director of Communications to issue the appropriate command to the College via the emergency notification system (ReGroup).

To assist with coordinating this response, an emergency text message communication thread will also be initiated at the issuing of this notification.

The following individuals should be included in the text message group:

- All members of the SLCC Emergency Operations Team.
- All members of the Executive Team.
- The Campus Director associated with the campus where the event is occurring.
- Any additional personnel assisting in the response effort.

EXTERNAL COMMUNICATIONS

The Director of Communications, as authorized by the Chancellor, determines whether to make a public announcement relating to the emergency and will distribute that information. This includes any information disseminated through the College's website (www.solacc.edu), social media platforms, the emergency notification system, email, text messages or phone calls. Any public announcement or communication with any external agency relating to any emergency will not be made without the permission and approval of the Chancellor or their designee.

ADOPTION OF THE STANDARD RESPONSE PROTOCOL (SRP)

To ensure the timeliness, trainability, consistency of verbiage, and rapid implementation of emergency response notifications, the college has adopted the "Standard Response Protocol" created by the "I Love you Guys Foundation." The SRP was designed as an all-hazards model for incident response. The protocol is easily modifiable for any location or environment, and it is not necessary to list every possible scenario that may occur, as the protocol provides universal response actions. For example, action in response to a fire is an evacuation, as such, evacuation drills are practiced, not fire drills. This is a response that would occur due to a gas leak, or long-term power outage. By preparing for and practicing evacuation drills the college is prepared for any eventuality that may require the staff and students to leave the school location.

The SRP demands a specific vocabulary but also allows for great flexibility. There are five specific actions that can be performed during an incident. When communicating these actions, each is followed by a “Directive.” Execution of the action is performed by active participants, including students, staff, faculty, and first responders.

- **Hold** is followed by “In your Room or Area. Clear the Halls” and is the protocol used when the hallways/common areas need to be kept clear of people.
- **Secure** is followed by “Get Inside, Lock Outside Doors” and is the protocol used to safeguard students and staff within the building.
- **Lockdown** is followed by “Locks, Lights, Out of Sight” and is the protocol used to secure individual rooms and keep students quiet and in place.
- **Evacuate** may be followed by a location, and is the protocol used to move students and staff from one location to a different location in or out of the building.
- **Shelter** is always followed by the hazard and a safety strategy and is the protocol for group and self-protection.

COMMAND PROGRESSIONS

These commands may change as an event unfolds. An intruder event may start as a *Lockdown*, but if the intruder is isolated, first responders may require the issuing of an *Evacuate*. Another example is when *Secure*, used for preventing external threats from entering a facility, may change to a *Lockdown* if the threat has entered that facility.

CLEARING AN EMERGENCY EVENT

When the threat or hazard has subsided, a message is distributed stating that the emergency event has concluded. These communications typically state the area is safe by announcing “ALL CLEAR. Please resume normal college operations.” or provide a notification that the command has been lifted (“The HOLD has been lifted. Please resume normal college operations.”)

Further information on the five commands and their corresponding actions is provided in *Appendix III* of this plan.

RECOVERY

As it is a priority to recover and resume business operations as soon as possible, the SLCC Emergency Operations Team will form a specific plan for the timely recovery of all college operations at the conclusion of the event. The college will begin these recovery efforts at the direction of the Emergency Response Authority.

POST-RESPONSE COMMUNICATIONS

Information will be provided to all SLCC employees and students on the operational status of the college and clarification on when it is safe to return to work through the emergency notification system, social media platforms, and the College's website.

POST-RESPONSE ASSESSMENT

Should it be required, the Office of Facilities Management will conduct damage assessments of all SLCC physical assets.

These assessments should provide the following information:

- Assessment if the condition of the facility allows the safe resumption of use.
- Determination and prioritization of any repairs.
- Determine course of action needed to restore structures and grounds back to a safe and inhabitable state and identify the gaps that need to be filled from external resources.
- Identify potential hazards or threats, such as unsafe buildings due to moisture damage or structural issues.
- Estimate the economic impact of the disaster and provide documentation for potential insurance claims.

The Director of Facilities and Security Management will coordinate all assessment efforts and provide regular status reports to the Emergency Response Authority. Depending on the nature of the emergency, other authorized personnel may be called upon to respond during the assessments. For example, the IT Department may be asked to assess the damage done to the computer system, or lab personnel may be asked to assess hazards posed by damage to a chemistry or biology lab, etc.

At the conclusion of these assessments, all data from these reports will be disseminated to the Office of Property Compliance and Risk Management to initiate the process of repairing any damaged asset through insurance claims.

PREPAREDNESS

OVERSIGHT

In accordance with the SLCC Safety and Security program, the Associate Director of Safety and Security is responsible for the training and education of general and job specific workplace safety and security practices. These responsibilities include the development, oversight, and training of site's specific emergency response actions required by this plan. In addition, the Campus Director and Facilities Site Manager assigned to each satellite campus location are required to take an active role in supporting the Associate Director of Safety and Security in these efforts.

TRAINING

An overview of this plan is presented at all new employee and student orientations. Training on specific protocols is provided to new employees within three months of employment with additional training provided periodically for all employees. Key trainings will be provided annually to safety leaders (i.e. Campus Directors, Facility Managers) and the schedule may be augmented with supplemental departmental trainings by request. Training is presented in various formats such as in-person sessions, electronic, handouts, drills, or other appropriate means.

In addition, each campus shall schedule Emergency Response Drills or Exercises as required, during the academic year. Drills shall be conducted in buildings when normally occupied. Responsibility for scheduling, coordinating, and evaluating drills rests with The Office of Safety and Security and the Campus Directors.

The following guidelines are provided to ensure these activities are effective:

- At a minimum, an evacuation/fire drill should be conducted in all campus buildings at least once each calendar year.
- Emergency drills shall be scheduled at least two weeks in advance to allow for proper preparation and notification of the entire campus community including faculty, staff, and students. Drills shall be scheduled for specific dates and times.
- The Office of Safety and Security and/or Campus Directors may invite local emergency responders to observe and participate in drills. The Office of Safety and Security will notify the campus community of the scheduled drill one week prior to its occurrence.
- Pre-drill meetings should occur soon after announcing the drill, especially for drills involving multiple buildings.
- In some cases, it is not necessary to participate in a drill, but rather the person in charge of the area could deliver instructions for the appropriate courses of action during an emergency event.
- At the conclusion of a drill, everyone involved in monitoring the drill shall meet to discuss and prepare an after-action report. This report will be executed and maintained by the Office of Safety and Security and used to refine all procedures included in this plan.

EMERGENCY SUPPLIES, EQUIPMENT AND MEDICAL KITS

Each campus shall maintain necessary emergency supplies, equipment, and medical kits for a response situation. Supplies and equipment may be stored at various locations on campus and is the responsibility of the Associate Director of Safety and Security, or their designee, to inspect, inventory and maintain these items.

On the Lafayette Campus, Emergency Medical Kits are stored in the Office of Safety and Security, located in the Devalcourt building. At all satellite campus locations, these items are stored in the Administrative Office areas.

PLAN MAINTENANCE AND REVISIONS

This plan and its appendices are to be reviewed annually and updated and revised as appropriate by the Director of Facilities and Security Management, or an appointee.

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

- A change in SLCC site or facility configuration that alters the information contained in the plan.
- A substantial change in response resources.
- An incident occurs that requires immediate review.
- Internal assessments, third party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan.
- Changes in laws, regulations, or internal policies that affect the contents or the implementation of the plan.
- All other significant changes that deem a review necessary.

All changes, updates, and revisions to this plan will be distributed accordingly to the College community.

APPENDIX I – ORGANIZATIONAL LEADERSHIP CONTACTS

<p>Dr. Vincent June Vincent.June@solacc.edu Chancellor 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-8951</p>	<p>Dr. Crystal Lee crystal.lee@solacc.edu Vice Chancellor for Academic & Student Affairs 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-8909</p>	<p>Bryan Glatter Bryan.glatter@solacc.edu Vice Chancellor Admin. & Finance 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-8994</p>
<p>Steven Mathews steven.mathews@solacc.edu VP for Economic and Workforce Development 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-9049</p>	<p>Lana Fontenot Lana.Fontenot@solacc.edu Vice Chancellor for Institutional Advancement 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-9026</p>	<p>Anne Falgout anne.falgout@solacc.edu Director of Strategic Communications 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-8936</p>
<p>Justin Hernandez justin.hernandez@solacc.edu Director of Facilities and Security Management (337) 521-8901</p>	<p>Bridget Malveaux bridget.malveaux@solacc.edu Principal of Early College Academy ECA (337) 521-9014</p>	<p>Alicia Hulin Alicia.Hulin@solacc.edu Executive Director of Strategic Engagement & Employer Services (337)521-8920</p>
<p>David Crochet david.crochet@solacc.edu Associate Director of Safety and Security (337) 521-6659</p>	<p>Mary Morrison mary.morrison@solacc.edu Campus Director Acadian 1933 W. Hutchinson Crowley, LA 70526 (337) 884-0925</p>	<p>Charles Miller Charles.miller@solacc.edu AVC of Institutional Effectiveness 1101 Bertrand Drive Lafayette, LA 70506 (337) 521-8990</p>
<p>Lawana Stokes Lawana.Stokes@solacc.edu Campus Director Gulf Area 1115 Clover Street Abbeville, LA 70510 (337) 892-2369</p>	<p>Carleen Jones Carleen.jones@solacc.edu Campus Director C B Coreil 1124 Vocational Drive Ville Platte, LA 70586-0296 (337)-363-2197</p>	<p>Joan Granger Joan.granger@solacc.edu Campus Administrator Franklin 1013 Perret St. Franklin, LA 70538 (337) 413-8146</p>
<p>Nicole Lopez Nicole.lopez@solacc.edu Campus Director New Iberia 908 Ember Drive New Iberia, LA 70562 (337) 373-0172</p>	<p>Erika Milton Erika.milton@solacc.edu Campus Director TH Harris 332 East South Street Opelousas, LA 70570 (337) 948-0326</p>	
<p>Campus Director St. Martinville 600 South Martin Luther King, Jr. Dr. St. Martinville, LA 70582 (337)394-6466</p>	<p>Tammie Moore Tammie.Moore@solacc.edu Campus Director Young Memorial 600 Youngs Rd. Morgan City, LA 70380 (985) 380-2957</p>	

APPENDIX II – EMERGENCY SUPPORT CONTACTS

ALL CAMPUSES	
Ambulance	1.800.256.9777
Louisiana State Police (Non-Emergency)	337.262.5880
Chemical Spill or Hazardous Material Emergency	1.800.424.8802
Lafayette Office of Homeland Security and Emergency Preparedness	337.291.5060
Louisiana Office of Emergency Service Preparedness	225.925.7500
FEMA Emergency Information	225.242.6000
Poison Control	1.800.222.1222
Bio Terrorism Response	1.888.979.2272
LAFAYETTE CAMPUS	
<i>Local Agencies</i>	
Lafayette Police Department	337.291.8600
Lafayette Parish Sheriff's Department	337.232.9211
Lafayette Fire Department	337.291.1111
Acadian Ambulance	337.291.111
<i>Nearest Medical Facility</i>	
Oschner Lafayette General Medical Center	337.289.7991
Express Med (Clinic)	337.456.5500
<i>Utility Services</i>	
Lafayette Utility System (LUS – Outage Line)	337.291.9200
Atmos Energy (Natural gas)	337.685.4847
NEW IBERIA CAMPUS	
<i>Local Agencies</i>	
New Iberia Police Department	337.367.6579
Iberia Parish Sheriff Department	337.369.3711
New Iberia Fire Department	337.367.6579
<i>Nearest Medical Facility</i>	
Iberia Medical Center	337.364.0441
<i>Utility Services</i>	
Louisiana Water Company	337.365.002
Atmos Energy (Natural gas)	337.685.4847
Entergy	337.367.8581
FRANKLIN CAMPUS	
<i>Local Agencies</i>	
Frankline Police Department	337.828.1716
St. Mary Parish Sheriff's Office	985.384.1622
Franklin Fire Department	337.828.6328
<i>Nearest Medical Facility</i>	
Franklin Foundation Hospital	337.828.0760
<i>Utility Services</i>	
Cleco	1.800.622.6537
Franklin Water Distribution	337.828.6317
Southern Natural Gas Company	337.836.9660
ACADIAN CAMPUS	
<i>Local Agencies</i>	

Crowley Police Department	337.788.4114
Crowley Fire Department	337.788.4106
<i>Nearest Medical Facility</i>	
Oschner Acadia General Hospital	337.783.3222
<i>Utility Services</i>	
Cleco	1.800.622.6537
Louisiana Water Company	337.788.1312
Center Point Energy resources	337.873.3051
C.B. COREIL CAMPUS	
<i>Local Agencies</i>	
Ville Platte Police Department	337.363.1313
Ville Platte Fire Department	337.363.7478
<i>Nearest Medical Facility</i>	
Mercy regional Medical Center	337.363.5684
<i>Utility Services</i>	
City of Ville Platte (Water and Gas)	337.363.4505
Cleco	1.800.622.6537
EVANGELINE CAMPUS	
<i>Local Agencies</i>	
St. Martinville Police Department	337.394.3002
St. Martin Parish Sheriff's Department	337.363.2161
St. Martinville Fire Department	337.394.6416
<i>Nearest Medical Facility</i>	
Oschner St. Martin Hospital	337.332.2178
<i>Utility Services</i>	
St. Martinville Utility Department	337.394.2232
GULF AREA CAMPUS	
<i>Local Agencies</i>	
Abbeville Police Department	337.893.2511
Vermillion Parish Sheriff's Department	337.898.4409
Abbeville Fire Department	337.898.4258
<i>Nearest Medical Facility</i>	
Abbeville General Hospital	337.893.5466
<i>Utility Services</i>	
Abbeville Utilities	337.893.8550
Abbeville Public Works	337.898.4231
T.H. HARRIS CAMPUS AND EXTENSION	
<i>Local Law Enforcement</i>	
Opelousas Police Department	337.984.2513
St. Landry Parish Sheriff's Office	337.948.6516
Opelousas Fire Department	337.948.2542
<i>Utility Services</i>	
Cleco	1.800.622.6537
Opelousas Water Department	337.948.2555
Acadian Gas	337.948.8515
YOUNG MEMORIAL AND MARINE CAMPUS	
<i>Local Law Enforcement</i>	
Morgan City Police Department	985.380.4605

St. Mary Parish Sheriff's Office	985.384.1622
Morgan City Fire Department	985.385.1770
<i>Nearest Medical Facility</i>	
Oschner St. Mary	985.384.2200
<i>Utility Services</i>	
Louisiana Power	985.385.3144
Morgan City Municipal Water	985.380.4658
City of Morgan City (Gas)	985.385.1770

APPENDIX III – STANDARD RESPONSE PROTOCOL ACTIONS



HOLD

IN YOUR ROOM OR AREA

WHEN TO ISSUE A HOLD COMMAND

A *Hold* Protocol is used when a situation requires people to remain in their rooms or areas for short periods of time.

The following are some examples of when the college may initiate a *Hold*:

- An altercation in a hallway.
- A medical issue that needs attention.
- Unfinished maintenance operation in a common area during class changes.
- Equipment delivery that may require individuals to stay clear of the area for safety reasons.
- Any event requiring the hallways to be cleared.

EMERGENCY NOTIFICATION SYSTEM MESSAGING

- Upon initiation of the event: “On the [Campus], HOLD in your room or area. Clear the Halls.”
- A variety of directives may be added, such as “On the Lafayette Campus. HOLD on the second floor of the Devalcourt building. All members of the college community are advised to remain stationary in this area.”
- At the conclusion of the event: “ALL CLEAR. The hold is lifted.”

ACTION

- People are to remain in their room or area, even if a class is over, until a notification is given.
- People in common areas, such as libraries or foyers, may be asked to remain in those areas or move to adjoining areas.
- People outside of the building should remain outside unless otherwise directed.
- It is suggested that prior to closing the classroom door, staff should sweep the hallway for nearby students.



SECURE

GET INSIDE, LOCK OUTSIDE DOORS

WHEN TO ISSUE A SECURE COMMAND

The *Secure* Protocol is used when there is a threat or hazard outside of the campus buildings. *Secure* uses the security of the physical facility as protection.

Examples include:

- An unknown or unauthorized person on the grounds.
- Dangerous animal on or near the grounds.
- Criminal activity in the area.
- Planned police activity in the neighborhood.

EMERGENCY NOTIFICATION SYSTEM MESSAGING

- Upon initiation of the event: "SECURE! On the [Campus]. Get Inside. Lock outside doors."
- Clarification can be added if needed, "The [campus] is currently in Secure Protocol due to [cause]. No one is allowed in or out of the building at this time. Stay inside and continue normal college operations." You may also clarify a specific floor or area of the building.
- At the conclusion of the event "ALL CLEAR. Return to normal college operations."

ACTION

- The Secure Protocol demands bringing people into a secure building and locking all outside access points. Once initiated, all personnel are directed inside the building. This effort will be coordinated by on-site Security Service personnel and facilities staff.
- The Office of Safety and Security will monitor the camera system to provide any information on the identified threat.
- At this point no individual is allowed in or out of the building unless given permission from the Emergency Response Authority.
- Where possible, program activities would continue uninterrupted.
- CONTROLLED RELEASE: An unresolved, but not directly threatening, situation at the end of the day may warrant a Controlled Release. During a Controlled Release, specific guidance will be communicated through the emergency notification system. There may be additional law enforcement presence to assist with this release.
- MONITORED ENTRY: When there is a perceived threat but it's not immediate, entrances may be attended by security or law enforcement who allow entry into the facility.

WHO DECIDES ON A SECURE

The Emergency Response Authority, or designee, initiates the *Secure* Protocol. This is typically initiated in response to information provided by Local Law Enforcement authorities. However, in the event of an imminent threat on campus grounds, any member of the college community is encouraged to initiate the actions involved in this response.



LOCKDOWN

LOCKS, LIGHTS, OUT OF SIGHT

WHEN TO ISSUE A LOCKDOWN COMMAND

A *Lockdown Protocol* is called when there is a threat or hazard inside a building. Lockdown uses room security actions to protect people from an immediate threat.

Examples include:

- Dangerous animal within a school building
- Intruder inside the building
- An angry or violent parent or student inside the building
- Report of a weapon inside the building

EMERGENCY NOTIFICATION SYSTEM MESSAGING

- Upon initiation of the event: The *[Campus]* is in LOCKDOWN! Locks, lights, out of sight.”
- Further clarification may be required, such as “The *[Campus]* is currently in LOCKDOWN due to *[Cause]*. Lock all doors, turn off all lights, and stay out of sight.”
- At the conclusion of the event: “ALL CLEAR. Return to normal college operations.”

ACTION

- Promptly gather all individuals in the immediate vicinity and lock all classroom doors, offices, and other securable areas.
- Move occupants out of the line of sight of corridor windows. Corridor windows are left uncovered so that first responders can see inside the room. Outside windows are left untouched because the threat is inside the building.
- Turn off lights to make the room seem unoccupied, and having occupants maintain silence.
- Do not open doors once in *Lockdown*. No indication of occupancy should be revealed until a first responder opens the door.
- Locking the building’s exterior access points is not required as sending personnel to lock outside doors exposes them to unnecessary risk and inhibits first responders’ entry into the building. If the exterior doors are already locked, leave them locked but communicate this with local responders and ensure they can gain access if needed. The best option is to have the ability to lock and unlock doors remotely.
- If the location of the threat is apparent and people do not have the option to get behind a door, it is appropriate to self-evacuate away from the threat.
- All Cell phones should be silenced immediately, and cell phone calls should be discouraged.
- The Office of Safety and Security will begin to monitor the camera system for the identified threat. In conjunction, the Department of Information and Technology will be called upon to assist with the coordination of remote electronic lockdown protocols specific to that location.

CLEARING A LOCKDOWN

Historically, events that require a *Lockdown* action, such as an active shooter or intruder on site, are resolved in minutes. After the threat is mitigated, Law Enforcement typically clears the building one room at a time. This process may take significant time.

If an actual violent incident has occurred, expect that the building will be evacuated by Law Enforcement since it has become a crime scene.

WHO DECIDES ON A LOCKDOWN?

The emergency notification of a Lockdown is at the discretion of the Emergency Response Authority, but should a threat be identified inside a building, *Lockdown* responses should be initiated by any student, faculty, or staff member. Initiating the *Lockdown* can occur through a combination of methods, such as word of mouth, phone, or other emergency notification systems



EVACUATE

TO PROVIDED LOCATION

WHEN TO ISSUE AN EVACUATE

The *Evacuate* Protocol is issued when there is a need to move people from one location to another.

Examples include:

- Power outage
- Heating or Ventilation system failure
- Gas leak or Chemical Spill
- Bomb threat

EMERGENCY NOTIFICATION SYSTEM MESSAGING

- Upon initiation of the event: “On the [*Campus*], EVACUATE to [*Identified Location*].” For example, during a Fire Emergency, the message would read, “EVACUATE to the Fire Emergency Gathering Point.” This may also involve relocating from one building to another, such as “On the Lafayette Campus, EVACUATE from the Health and Sciences to the Ardoin Building.”
- At the conclusion of the event: “ALL CLEAR. All buildings are safe. Return to normal college operations.”

ACTION

- All personnel are to move in an orderly fashion to the identified evacuation point at each campus.
- Depending on the level of the threat, people may or may not be able to bring their personal items with them.
- Faculty and staff will take attendance at the muster point, even if attendance is not normally taken as this information will assist in the response effort.
- Emergency responders are typically involved in an evacuation and will lead the response effort by providing additional instructions.

WHO DECIDES ON AN EVACUATE?

If time permits, The Emergency Response Authority, or his designee, initiates an *Evacuate*, however, audible building alarms automatically initiate an Evacuate, and any member of the college community can initiate this response by pulling a fire pull station.



SHELTER

IDENTIFY THE HAZARD AND RESPONSE

WHEN TO ISSUE A SHELTER

A *Shelter* Protocol is called when specific protective actions are needed based on a threat or hazard.

Hazards may include:

- Tornado
- Severe weather
- Flooding
- Hazmat spill or release

Response protocols may include:

- Evacuation to established Tornado shelter area.
- Hazardous Material response procedures.
- Drop, cover, and hold protocols.

EMERGENCY RESPONSE SYSTEM MESSAGING

- The emergency message will include the hazard and the safety strategy. Upon initiation of the event: “SHELTER! [*Hazard and corresponding safety strategy.*]” For example, for a Tornado Warning, the message would be: “SHELTER! Tornado Warning issued. Go to identified tornado shelter area.”
- After the danger has passed: “The Shelter is released. All Clear.”

ACTIONS

- Using the *Shelter* Protocol and stating the hazard allows for an understanding of the threat and the associated protective actions. Most often, the Shelter Protocol is utilized for tornadoes and other severe weather, so it would include the Shelter location for students and staff, and what protective posture or action they should take.
- Sheltering for a hazardous materials spill or release is very different. In the case of a hazmat situation, students and staff would be directed to close their windows, shut down their heating and air conditioning units and seal windows and doors to preserve the good inside air while restricting the entry of any contaminated outside air. Listening to specific directives is critical to a successful emergency response.

WHO DECIDES ON A SHELTER?

The Emergency Response Authority, or designee, may initiate a *Shelter*. This is typically initiated in response to information provided by the National Weather Service or in response.

APPENDIX IV – SPECIFIC INCIDENT GUIDANCE

1. MEDICAL EMERGENCY EVENT

For all Medical Emergencies involving injury, illness, or death.

- Call **911** for the local police department.
- Call the Office of Safety and Security at 337-521-8914.
- Give full attention to the victim(s).
- Do not move the person injured unless he/she is in immediate danger of further injury.
- If possible, isolate the affected guest, student, or staff member. Disperse onlookers and keep others from congregating in the area.
- Is the individual responsive? Can the victim provide information to document the incident? Can they provide an emergency contact?
- If the victim is not responsive, check breathing. Is the airway clear? Is the victim able to facilitate breathing?
- Check for vital signs. Initiate first aid, if you are trained.
- Protect yourself from body fluids. Use gloves if available.
- Applying pressure on any wound or elevating wound may help stop or slow bleeding.
- Comfort the victim(s) and offer reassurance that medical attention is on the way.
- After immediate medical needs have been cared for, remain to assist emergency medical services personnel with pertinent information about the incident.
- Keep a record of procedures administered (first aid, CPR, etc.) the times and actions.
- If violence was involved, keep the scene secured. Do not disturb evidence. Identify witnesses and keep them separated.

In the event the medical emergency results in a death:

The location is considered a crime scene. Secure the scene and restrict activity in and around the crime scene. Trained law enforcement personnel will process the scene.

2. SEVERE WEATHER EVENT

- The Department of Facilities and Security Management will ensure that the Emergency Operations Team is informed of any potential severe weather events through information acquired from the National Weather Service or local authorities.
- In the event of an impending severe weather event, a plan of action will be formed by the Executive Leadership Team, through guidance provided by national and local authorities, the Department of Facilities and Security Management, and other institutions.
- Decisions on the operational status of the college, such as the closing or re-opening of all SLCC campus locations, will be issued by the Director of Communications as directed by the Vice Chancellor of Administration and Finance.
- The Office of Facility Management will prepare all facilities in advance of a severe weather event. A checklist for all potential severe weather should be maintained at each site.
- At the conclusion of the severe weather event, the emergency recovery efforts will be implemented to assess the condition of all facilities and to begin addressing any damage incurred.

3. TORNADO EVENT

At the issuing of a Tornado Watch by the National Weather Service, the Department of Facilities and Security Management will begin to attentively monitor the event. Should the watch be elevated to a Tornado Warning, the Shelter Protocol will be issued. This warning indicates that a tornado has been sighted in the area.

Upon receipt of a tornado warning, employees should:

- Proceed to the designated tornado shelter area. This is typically the inner hallway(s) of the lowest floor of the building.
- Sit on the floor, with head tucked between both knees.
- If there is no time to proceed to the designated area, go to a closet, a small room with strong walls, or an inside hallway. If possible, wrap yourself in overcoats or blankets to protect yourself from flying debris.
- **DO NOT** leave the designated area unless necessary or until an ALL-CLEAR message is disseminated.
- If the facility is damaged due to the storm, proceed with caution and avoid any exposed electrical wiring or gas lines.
- When the area is deemed safe by the Department of Facilities and Security Management, the emergency recovery effort will begin, including the assessment of the condition of the facilities and addressing any damage incurred.

4. FIRE EVENT AND EVACUATION

Upon the discovery of a fire, no matter how small, consideration for personal safety and the safety of others must remain the top priorities. Accommodation may be needed for guests, students, faculty or staff with special medical or physical needs. Specific plans for these students should be on hand at all applicable locations.

In the event of a fire, smoke, or detection of a gas odor:

- Pull the nearest fire alarm.
- Notify the Office of Safety and Security.
- If properly trained, an employee can attempt to contain the fire by using the closest and correct type of fire extinguisher.
- If evacuating, check knobs with the back of your hand to ensure that the knob is not hot. If hot, attempt to find another exit.
- If trapped, call the fire department, giving them your exact location.
- If breathing is difficult, try to open a window to ventilate the room.
- If evacuating and heavy smoke or fire blocks an assigned route, find an alternative exit.
- Stay low to avoid smoke and toxic gases. The best air is close to the floor, so crawl if necessary.
- If possible, cover your mouth and nose with a damp cloth to help you breathe.
- Once outside the building, report to the predetermined gathering area so that a head count can be taken.
- Remain outside the building until the all-clear signal is given.

5. UNAUTHORIZED PERSONNEL OR INTRUDER

Should you identify that an unauthorized person is on college property:

- Notify the Office of Safety and Security at 337-521-8914, for non-emergency.
- Consider asking another staff person to accompany you before approaching the individual.
- Politely greet them and identify yourself.
- Inform the individual that all visitors must register at the main office.
- Ask them the purpose of their visit. If possible, attempt to identify the individual and/or vehicle.
- If an intruder's purpose is not legitimate, ask them to leave. Accompany intruder to the exit.
- If intruder refuses to leave Call 911 for local police department response.
- Back away from the intruder if they indicate a potential for violence. Allow an avenue of escape.
- To the extent possible, maintain visual sight of the individual.

6. FIGHT OR CROWD DISTURBANCE

In the event of a fight, physical assault of an individual, group disturbance or riot:

- Ensure the safety of students and staff first.
- Do not become physically involved.
- Notify the Office of Safety and Security 337-521-8914.
- Call 911 for local police department response.
- Don't let a crowd incite participants. Disperse onlookers and keep others from congregating in the area.
- When participants are separated, do not allow further visual or verbal contact.

7. ACTIVE SHOOTER / WEAPONS THREAT

If a person displays a firearm or you hear/see shots fired:

- If certain you can move away from the shooter without encountering them, **RUN** and seek shelter.
- If you hear shots but are uncertain of where the shooter is or if you can avoid them, **HIDE**.
- Get behind or under heavy furniture.
- Turn off the lights and lock the door.
- Call 911 when you can safely do so.
- Notify the Office of Safety and Security 337-521-8914.
- Implement appropriate Emergency Response Protocols.
- Silence cell phones and turn off vibrate features when in lockdown to avoid alerting the shooter to your position.
- If trapped, and as an absolute last/only resort, **FIGHT**. Improvise weapons to throw at or incapacitate the shooter.

8. BOMB THREAT / SUSPICIOUS PACKAGE

If any SLCC employee receives a bomb threat, discovers a suspicious looking object, or witnesses an explosion, they are to report this item to the Office of Safety and Security immediately. All bomb threats are to be treated seriously until cleared by law enforcement personnel.

If receiving a bomb threat:

Prolong the conversation and gather as much information as possible. At minimum, try and collect the following information:

- Date and time of the call.
- Where the bomb is located.
- When the bomb is scheduled to explode.
- Why the bomb was placed in the building.
- **DO NOT HANG UP THE PHONE WHEN THE CALL ENDS. THE POLICE MAY BE ABLE TO REVERSE TRACE THE CALL.**

If you find a suspicious object, mail, or package:

- Do not touch or try to open the item.
- Move people away from the object.
- Do not use portable radio equipment within 100 feet of the object.
- Dial 911 immediately to notify Police.
- Precisely follow Police instructions.

9. HAZARDOUS MATERIAL / CHEMICAL SPILL

- Contact the Office of Safety and Security.
- Alert all individuals in the immediate area of incident and inform them to evacuate.
- The Office of Facility Management may shut off the HVAC systems to reduce the spread of toxic fumes if applicable.
- Isolate and seal the area by closing doors, shutting windows etc.
- The Office of Facility Management will implement any Hazardous Material Emergency Response or spill cleanup procedures if appropriate.

10. MALFUNCTIONING / INOPERABLE ELEVATOR

- If an individual is stuck inside the Elevator, they should:
 - Remain calm.
 - Use the elevator's emergency intercom, or phone, or their personal cell phone to contact the Office of Safety and Security.
 - Keep your distance from the doors and do not try to pry them open.
 - Wait for the Fire Department or an elevator service technician to assist you.
- If an individual discovers a malfunctioning or inoperable elevator, they should:
 - Advise anyone who is stuck inside the elevator to remain calm.
 - Do not try to pry open the doors or attempt to rescue that individual.
 - Contact the Office of Safety and Security.
- The Office of Safety and Security will contact the following:
 - Fire Department to rescue anyone stuck inside the elevator.
 - The Office of Facility Management, who will notify the elevator servicing company of the incident and send out a collegewide notice if the elevator is out of service for an extended period.
 - The Executive Director of Human Resources and Strategic Engagement so that all employees with limitations can be made aware.
 - The Assistant Vice Chancellor of Academic Affairs and the Director of Counseling and

Disability services must be notified so that accommodations can be made for any students and faculty affected by this event.

APPENDIX V – NATURAL DISASTER RESOURCES

FLOODS

[Prepare Your Organization for A Flood](#) - FEMA guide on how to safely prepare, survive and be safe afterwards.

[Flood Safety Checklist](#) - One-page document from American Red Cross.

[Ready.Gov- Floods](#)- Information on preparation, staying safe during and returning home.

[Disaster Assistance.Gov](#) – Website to locate assistance for all types of disasters.

[Find A Shelter](#) - If an emergency has forced families to evacuate their homes, the American Red Cross may be able to assist, and this link will help find any available local Red Cross shelters.

[Disaster Distress Helpline](#) – Provides 24/7, 365-day-a-year crisis counseling to people experiencing emotional distress related to natural or human-caused disasters by Substance Abuse and Mental Health Services Administration (SAMHSA).

HURRICANES

[Prepare Hurricane Season](#) - FEMA guide on how to safely prepare, survive and recover afterwards.

[Hurricane Safety Checklist](#) - One-pager from American Red Cross that could be used by Club and families.

[Ready. Go](#) - Hurricanes - Includes information on preparation, staying safe during and returning home.

[Find A Shelter](#) - If an emergency has forced families to evacuate their homes, the American Red Cross may be able to assist, and this link will help find any available local Red Cross shelters.

[Disaster Distress Helpline](#) – Provides 24/7, 365-day-a-year crisis counseling to people experiencing emotional distress related to natural or human-caused disasters by Substance Abuse and Mental Health Services Administration (SAMHSA).












SLCC Emergency Operations Plan - 3.23.23

Final Audit Report

2023-08-29

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