

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE
EXECUTIVE SUMMARY

COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN

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EXECUTIVE SUMMARY

In order to better prepare, prevent, mitigate, respond to and recover from complex emergencies, Springfield Technical Community College (STCC) has designed and developed a Comprehensive Emergency Management Plan (CEMP). STCC's CEMP will serve as a centralized guide to STCC for the development and implementation of a Campus-Wide Emergency Management Program. The CEMP describes the overall framework required for the integration and coordination of emergency management activities across all STCC operations in accordance with industry best practices and standards. The full CEMP is a secure document under Massachusetts General Law Chapter 4, Section 7 (26)(n). The CEMP is based on integrating STCC's internal resources with those of other government emergency response agencies that may assist STCC during the actualization of significant emergencies affecting the STCC campus. This executive summary of the larger CEMP serves as a document to inform and educate the general campus population with regard to the organization and manner in which STCC will conduct emergency response and recovery operations when it is required to protect against the loss of life or property.

STCC's Comprehensive Emergency Management Plan (CEMP) supersedes all current and previous Campus-Wide and/or facility-specific Emergency Management Plans. As such, STCC's CEMP will direct and guide the implementation of a Campus-Wide Emergency Management Program, in addition to facility protective action (evacuation, shelter-in-place) standard operating procedures within a standardized format that remains consistent and compliant with Emergency Management and Homeland Security guidance.

STCC's CEMP is to be administered by STCC's Campus Police Department, and specifically STCC's Chief of Police. The Chief of Police is formally authorized to direct STCC's CEMP and Emergency Management program on behalf of STCC's President on a Campus-Wide basis. The CEMP and Emergency Management Program will be developed, implemented, assessed, and revised on an ongoing basis by the Campus Police Department under the leadership and guidance of the Chief of Police.

1.0 PURPOSE AND OVERVIEW

The following section outlines the purpose of STCC's CEMP and presents an overview and introduction of STCC and its campus. Additionally, the scope of the CEMP, hazards affecting STCC, existing capabilities that STCC has developed in response to these hazards, as well as the planning assumptions surrounding the development of the CEMP are discussed.

1.1 Introduction

STCC's Comprehensive Emergency Management Plan (CEMP) will serve as a centralized guide to STCC for the development and implementation of a Campus-Wide Emergency Management Program. The CEMP describes the overall framework required for the integration and coordination of emergency management activities across all STCC operations in accordance with industry best practices and standards.

The following section provides an overview of STCC's Mission and campus specific information that have driven the need for STCC to conduct in-depth hazard analyses and to develop internal response and recovery capabilities as a means to protect STCC's educational responsibilities, student/staff populations, facilities and infrastructure.

1.1.1 Springfield Technical Community College Mission

Springfield Technical Community College, a leader in technology and instruction innovation, transforms lives through educational opportunities that promote personal and professional success.

1.1.2 STCC Organization and Campus Overview

Springfield Technical Community College was founded in 1967 and is located on 35 acres of the Springfield Armory National Historic Site. STCC is a major resource for the economic vitality of Western Massachusetts. As the only technical community college in Massachusetts, STCC offers a variety of career programs unequalled in the state. Biotechnology, IT Security, Laser Electro-Optics, Nursing, Robotics, Sonography, Telecommunications and dozens of other career programs produce potential employees each year. STCC's highly-regarded programs in Allied Health, Business, Engineering, Liberal Arts, Science and Technology continue to provide the most economical option for students pursuing a two-year degree.

1.1.3 Massachusetts Department of Higher Education and the Mission of the Community Colleges

STCC is a member of fifteen Massachusetts community colleges which offer open access to high quality, affordable academic programs, including associate degree and certificate programs. They are committed to excellence in teaching and learning and provide academic preparation for transfer to four-year institutions, career preparation for entry into high demand occupational fields, developmental coursework, and lifelong learning opportunities.

Community colleges have a special responsibility for workforce development and through partnerships with business and industry, provide job training, retraining, certification, and skills improvement. In addition, they assume primary responsibility, in the public system, for offering developmental courses, programs, and other educational services for individuals who seek to develop the skills needed to pursue college-level study or enter the workforce.

Rooted in their communities, the colleges serve as community leaders, identifying opportunities and solutions to community problems and contributing to the region's intellectual, cultural, and economic development. They collaborate with elementary and secondary education and work to ensure a smooth transition from secondary to post-secondary education. Through partnerships with baccalaureate institutions, they help to promote an efficient system of public higher education.

The community colleges offer an environment where the ideas and contributions of all students are respected. Academic and personal support services are provided to ensure that all students have an opportunity to achieve academic and career success.

Number of Programs

STCC offers Associates Degree options and Certificate Programs. Areas of study include: Arts, Humanities and Social Sciences, Business and Information Technologies, Engineering Technologies, Health, Liberal Arts Transfer/General Studies, Math, Science and Engineering Transfer programs.

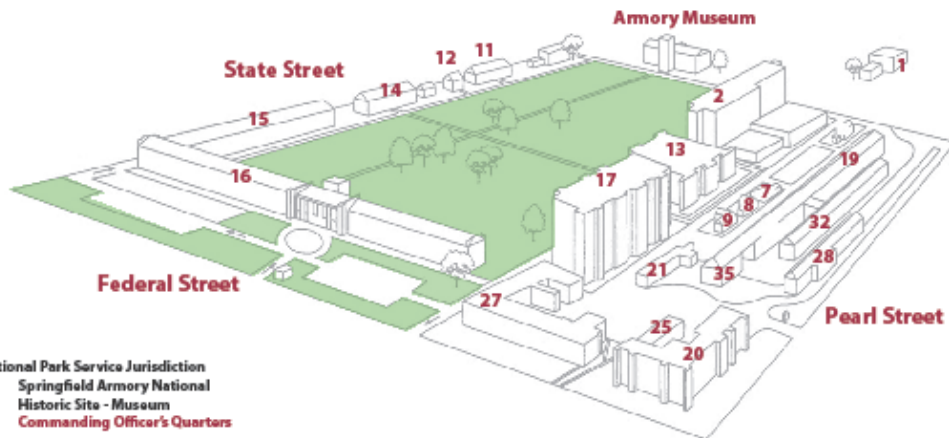
Location

STCC is located on 35 acres of the Springfield Armory National Historic Site and overlooks the center of Springfield and the Connecticut River.

Campus Map

STCC's campus is comprised of 21 buildings, which serve a wide variety of student, faculty, staff, and community needs. A map of the property can be found on the following page.

Campus Map



National Park Service Jurisdiction
Springfield Armory National
Historic Site - Museum

1 **Commanding Officer's Quarters**

STCC Campus

2 SCIBELLI HALL

Authorized Testing Center
Athletics
Biological Sciences
Biotechnology
Business Administration
Computer Information Technologies
Digital Media Technology
Entrepreneurial Institute
Fitness Center
Food Service
Gymnasium
Health Information Technology
Office Information Technology
Student Business Incubator
Student Computer Labs
Theater
Top of Our City Conference Center
VITA Program

8 Facilities Department

9 **Campus Police**

11 **WMass Municipal Police Training Academy**

13 **DELISO HALL**

Developmental English
English
English as a Second Language
Liberal Arts Transfer/General Studies
Music
World Languages
Writing Center

14 **Armory Square Childcare**

Graphic Communications & Photography

15 **GARVEY HALL SOUTH**

Campus Access Services
Online Education
Parking & Transportation
RAM Card Office
Registrar
Student Financial Services
Veterans' Affairs

16 **GARVEY HALL**

Academic Affairs
Admin. Comp. Center
Administrative Services
Admissions

Affirmative Action
Alumni Association
Center for Student Veterans
and Service Members
English Language Learners
Enrollment Management
Financial Aid
Foundation
Gateway to College Program
Grants and Development
Human Resources
Institutional Effectiveness
Marketing & Communications
President
Radio Station WTCC
Student & Multicultural Affairs
Thrive@STCC
Workforce Training

17 **PUTNAM HALL**

Architecture & Building Technology
Chemistry
Civil Engineering Technology
Computer Systems Engineering Technology
Computer Science Transfer
Economics
Electronic Systems Engineering
Technology
Engineering & Science Transfer
History
Landscape Design/Mgmt. Technology
Criminal Justice
Mathematics
Mechanical Engineering Technology
Optics & Photonics
Photography Darkroom
Physics
Professional Development Center
Psychology
Sociology/Anthropology
STEM Starter Academy
Student Activities & Development
Student Ambassador Center
Student Government Association
Telecommunications Technology
Testing Center

20 **HEALTH SCIENCES BUILDING**

Bookstore
Cosmetology
Dental Assisting Clinic
Dental Hygiene Clinic
Diagnostic Medical Sonography
Electrical Engineering Technology
Food Service
Health Services
Interdisciplinary Health Studies
Medical Assistant
Medical Laboratory Technician
Nursing
Occupational Therapy Assistant
Physical Therapist Assistant
Radiologic Technology
Rehab Clinic
Respiratory Care
SIMS Medical Center
Surgical Technology

21 Landscape Dept./Greenhouse

25 Automotive Technology

27 Academic Advising & Transfer Center

Adaptive Computing Lab

Adult Education Center

Career Development Center

Dean of Student Affairs

Disability Services

Library

Mailroom/Receiving

Multicultural Affairs

Student Success Center

Student Support Services

Veterans' Affairs

Wellness Services

28 **FINE ARTS BUILDING**

Art Department

Amy H. Carberry Fine Arts Gallery

32 Energy Systems Technology

35 Civil Engineering/Landscape Labs

Springfield Technology Park

(One Federal Street)

Mechanical Engineering Technology

Scibelli Enterprise Center

6/23/17

1.2 Scope

The STCC CEMP is an all-hazards plan. The structures and concepts described within the STCC CEMP are applicable to all emergencies occurring on STCC property and/or affecting STCC employees or students, regardless of cause, location, or severity. This CEMP will be enacted and utilized for all emergencies affecting the STCC, ranging from routine day-to-day to large-scale emergencies.

STCC's CEMP conforms to the National Incident Management System (NIMS) requirements and integrates with local (Springfield) and state (Massachusetts) emergency management plans, the Federal Emergency Management Agency (FEMA) Region 1 Operations Plan, and the National Response Framework (NRF). This document was developed upon identifying the prevailing and appropriate national emergency preparedness and emergency management standards and guidelines that remain applicable to the STCC's Emergency Management Program. These standards include:

- FEMA Comprehensive Preparedness Guide 101
- FEMA National Incident Management System Compliance Assessment Tool
- Homeland Security Exercise and Evaluation Program
- NFPA Standard on Disaster/Emergency management and Business Continuity Programs
- DHS National Infrastructure Protection Plan
- MEMA Local Emergency Management Program Guidebook, and the
- Massachusetts State Comprehensive Emergency Management Plan
- Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education (Collaborative approach and guidance between Federal Department of Education, FEMA, US Department of Health and Human Services, DHS, US Department of Justice, and the FBI).

The CEMP establishes the hazards and emergencies that are most likely to affect STCC's property, employees, students, facilities, and infrastructure. The Plan determines how STCC will organize, communicate, coordinate, respond to, and recover from emergency events as they occur or affect the general STCC campus location in Springfield, MA.

1.2.1 Hazards Overview

There are a number of hazards that exist within the Springfield area that may affect STCC's employee/student population and facilities located on its campus. The following is a list of threats and hazards that have been identified by STCC:

Table 1: STCC Threats and Hazards

Natural	Technological	Human-Caused
<ul style="list-style-type: none"> • Earthquake • Epidemic • Flood • Hurricane • Pandemic • Tornado • Winter Storm 	<ul style="list-style-type: none"> • Airplane Crash • Hazardous Materials (on-site) • Hazardous Materials (off-site) • Power Failure (on-site) • Power Failure (off-site) • Urban Conflagration • Network Failure 	<ul style="list-style-type: none"> • Biological Attack • Chemical Attack • Cyber Incident • Explosive Attack • Sabotage • School/Workplace Violence • Perimeter Threat

Upon the conclusion of collecting and analyzing hazard and threat information, STCC created a risk matrix that would demonstrate how the combination of hazard severity and hazard probability would result in the categorization of high, serious, medium, or low risk.

Table 2: Risk Assessment Matrix

		Severity			
		Catastrophic (1)	Critical (2)	Significant (3)	Minor (4)
Probability	Frequent (A)	High	High	Serious	Medium
	Probable (B)	High	High	Serious	Medium
	Occasional (C)	High	Serious	Medium	Low
	Remote (D)	Serious	Medium	Medium	Low
	Improbable (E)	Medium	Medium	Medium	Low

- High risks include catastrophic hazards which occur on a frequent, probable, or occasional basis, in addition to critical hazards occurring on a frequent or probable basis.
- Serious risks include significant hazards occurring on a frequent or probable basis, critical hazards occurring on an occasional basis, and catastrophic hazards occurring on a remote basis.
- Medium risk hazards include minor hazards occurring on a frequent and probable basis, significant hazards occurring on an occasional, remote, or improbable basis, critical hazards occurring on a remote or improbable basis, and catastrophic hazards occurring on an improbable basis.
- Low risk hazards include minor hazards occurring on an occasional, remote, or improbable basis.

STCC Risks and hazards were then placed into the same risk matrix according to their perceived probability and severity, and based upon insight obtained during the development of the contextual statements. The results demonstrated the following:

Table 3: Risk Assessment Matrix – All Hazards

Risk Assessment Matrix - All Hazards					
		Severity			
		Catastrophic (1)	Critical (2)	Significant (3)	Minor (4)
Probability	Frequent (A)	-----	-----	Thunderstorm	Winter Storm
	Probable (B)	-----	Perimeter Threat School/Work Violence	Cyber Attack Hurricane	Power Failure (Off-Site)
	Occasional (C)	Tornado	Off-site Hazmat Urban Conflagration	Blizzard On-site Hazmat Network Failure Fire (Old Facility)	Fire (New Facility)
	Remote (D)	-----	Epidemic/Pandemic	-----	Sabotage Power Failure (On-Site)
	Improbable (E)	CBRNE Airplane Crash	-----	Earthquake	Flood

- STCC's highest risks include tornadoes, perimeter threats, and school/workplace violence events.
- STCC's serious risks include thunderstorms, cyber-attacks, hurricanes, off-site hazardous materials incidents, and urban conflagrations.

- STCC's medium risks include winter storms, off-site power failures, blizzards, on-site hazardous materials incidents, network failures, fires (within older facilities), epidemic/pandemics, CBRNE related incidents, and airplane crashes.
- STCC's lowest risks include fire (within newer facilities), sabotage incidents, on-site power failures, and floods.

*Note – (1) For purposes of further differentiating the impact that fire incidents have on STCC's diverse facility infrastructure (new vs. old), two separate hazards types were categorized: fire within an older STCC facility, and fire within a newer STCC facility. (2) In order to further categorize the impact that winter storms may have on STCC within the framework of this matrix, this hazard has been further expanded to include blizzard (medium risk) vs. a regular snow storm (low risk).

In order to mitigate against the probability and/or potential consequence for the realization of any of the above mentioned risks, STCC has developed a number of public safety response and recovery capabilities. The following section details the number of functions and capabilities that STCC has established within its organization.

1.2.2 STCC Internal Emergency Response and Recovery Capabilities

In order to provide the highest level of prevention and protection against threats and hazard affecting STCC, the College has established a number of response and recovery capabilities. Most of all STCC response and recovery capabilities are maintained by three of the core operational Departments existing within the organization's collection functions: The STCC Campus Police Department, the Facilities Department, and the Information Technology Department. Each of these three core Departments regularly serve within a lead primary or supporting role on both a day-to-day and/or emergency-basis, depending upon the need or threat/hazard affecting the institution.

STCC Campus Police Department

STCC maintains a firm commitment to public safety through the protection by the STCC Campus Police Department of all student and employee members regularly frequenting educational or administrative STCC facilities. Given the variety of threats and hazard that may affect the College and the complexity of providing safety for a large population within an 'open' environment, STCC has created, staffed, equipped, and trained a robust Campus Police Department as a means to mitigate against the various levels of risks presented by the existence of these hazards. The STCC Campus Police Department is a 24/7 fully sworn Law Enforcement Campus Police Department that derive their police powers from Massachusetts State Police under MGL Ch22, sec.63 and are police academy trained as required by MSP. The STCC Campus Police Department is directed by a Chief of Police, which reports directly the STCC Administration.

The STCC Campus Police Department also provides oversight of a comprehensive campus-wide surveillance system, fire alarm protection and suppression system (in conjunction with the Facilities Department), campus-wide public address systems, and the STCC radio communication network. During all emergency situations, STCC Campus Police maintains the ability to communicate directly with incoming and on-sight first responders on a real-time basis.

The presence of the Campus Police Department has allowed for STCC to develop internal public safety capabilities that allow the College to respond to minor and moderate level incidents with its own internal Public Safety or Law Enforcement capabilities. As incidents increase in complexity, STCC relies upon external assistance from Local and State First Responder Agencies. If and/or when more significant emergency events occur, the Campus Police Department depends upon the assistance from external Public Safety Agencies in order to perform a higher degree of capability that is not currently employed within STCC.

STCC Facilities Department

The Facilities Department provides staffing and operation of standard facility, utility, and infrastructure monitoring and maintenance across the STCC Campus. The STCC Facilities Department will often play a supporting role to the STCC Police Department during emergency situations. When emergencies involve infrastructure related hazards, the STCC Facilities Department will take a lead role during response or recovery, once general public safety has been provided by the STCC Campus Police Department.

STCC IT Department

The IT Department is a modern-day operation equipped with staff and capabilities required to continuously assess, monitor, safeguard, and enhance the cyber infrastructure required of a growing campus community of students and faculty. During emergencies, the STCC IT Department will often take a supporting role during response and recovery operations through the provision of IT support, and general technology, communication, or connectivity services. When emergencies involve impacts to IT infrastructure, the IT Department will take on a larger role during the conduct of response and recovery operations.

1.3 Planning Assumptions

Given the variety of hazards that may affect STCC and combined with the capabilities employed by STCC to mitigate these hazards, the following planning assumptions were formulated as a means to guide the design and development of the STCC CEMP:

- An Incident or Emergency Event may occur with little or no warning, at any time, within any area of STCC's campus located in Springfield, MA. STCC's campus may also be affected by larger scale incidents or events that occur outside of its property lines.
- STCC, through its Campus Police Department, conducts and maintains basic public safety response toward lower level incidents.
- Incidents may occur that exceed STCC's and the STCC Campus Police Department's capabilities to respond. More complex emergencies will require the assistance of external public safety entities such as the Springfield Police Department, Springfield Fire Department, and Springfield Office of Emergency Management. Additional support may also be provided by the Massachusetts State Police, Massachusetts Emergency Management Agency, Massachusetts Department of Public Health, or the Massachusetts Department of Mental Health. As such, the STCC Campus Police

Department regularly plans collaboratively with external Public Safety entities during the preparedness phase, and coordinates directly with these organizations during response and recovery phases.

- During all Incidents and Emergency events, STCC utilizes an organizational chain of command based on practices outlined within the National Incident Management System (NIMS) and the Incident Command System (ICS). The leader of this operational framework is the STCC EOC Manager. In coordination with the Emergency Response Team (ERT), the STCC EOC Manager will utilize the Incident Command System to direct and coordinate response and recovery efforts and needs across all STCC Departments and Operations.
- Upon the arrival of First Responder Agency units, the STCC EOC Manager will either work with external Public Safety First Responders in a Unified Command or will transfer Incident Command to assisting external Public Safety First Responders. When this occurs, the STCC EOC Manager maintains command of the STCC Emergency Response Team (ERT) and all STCC Departments.
- Incident Command is returned to the STCC EOC Manager upon the departure of First Responder Agencies. The STCC EOC Manager will direct all recovery and demobilization tasks as the incident and/or emergency event is stabilized.

STCC Departments tasked with incident response or recovery responsibilities in the STCC CEMP are familiar with the plan and have reviewed internal plans, policies, and procedures to carry out those responsibilities. These Departments also assist cooperatively when called upon to provide support during the response and recovery to Incident and Emergency events as they occur and affect the STCC campus.

2.0 SPRINGFIELD TECHNICAL COMMUNITY COLLEGE EVENT CLASSIFICATION SYSTEM

STCC utilizes an Event Classification System (ECS) in order to best classify emergency situations as they affect the community college. The ECS provides STCC as a means to quickly determine the type and scope of an incident or emergency event. In turn, the ECS allows STCC to organize and perform notifications that are aligned with the severity of an emergency. This process also enables STCC to streamline its response and the mobilization of personnel and/or physical assets according to the appropriate categorization of an emergency. This section provides a further overview of the STCC's ECS and specifically the definition of Incidents versus Emergencies, and the STCC ECS Matrix.

2.1 Definition of Incidents and Emergencies

The occurrence of an incident or emergency on the STCC campus or on an abutting street can happen very abruptly or as an unfolding set of conditions. In order to implement internal communications and notifications in a consistent manner, incidents and emergencies will be referred to in the following manner: Level 1 – Incident, Level 2 – Major Incident, Level 3 - Emergency, and Level 4 – Major Emergency. Level 1 and Level 2 incidents occur on STCC's campus but are managed with existing STCC resources. Level 3 and Level 4 emergencies also occur on the STCC campus, but will require external support from City of Springfield (Local) or Massachusetts (State) Public Safety Agencies. STCC's Four-Level Incident and Emergency Classification System will in turn provide the foundation for the internal notification requirements to internal STCC staff, based on the type and level of severity of the incident or emergency.

This system also ensures that STCC staff educated on the criteria of the Four-Level Event Classification will understand how incidents and emergencies are classified and the type of response or recovery efforts associated with each type of incident or emergency. Below is a description of each Incident/Emergency Level, in addition to a short description of a scenario that serves as an example representation for each type of Incident/Emergency.

2.1.1 Level 1 and 2 Incidents

A Level 1 or Level 2 Incident includes all situations or sets of conditions occurring on the STCC campus that have the potential to significantly impact normal operations. These incidents may be low level in nature such as typical New England Snowstorm requiring a temporary school delay or closure, or can involve a greater impact to operations such as a loss of power to multiple academic facilities. These types of incidents all have two things in common, they are 1.) Situations that will require “in-house” STCC departmental staff to take immediate and coordinated actions in order to mitigate the significant impact to operations and 2.) Conditions or situations that do not constitute an emergency because they do not require public safety agency actions for life saving, firefighting, arrest/apprehension, etc. Additionally, while Level 2 Incidents can be handled within the scope of existing STCC response and recovery capabilities, their severity, length, or general potential for escalation necessitate a higher level classification in comparison to Level 1 Incident occurrences.

2.1.2 Level 3 - Emergencies

A Level 3 Emergency Event is an incident that involves a higher level public safety response or recovery effort due to the failure or impact made to facility infrastructure and/or the existence of threats that have or can potentially cause increased harm to individuals. Level 3 Emergency Events may exceed the complexity and/or operational period of Level 1 or 2 Incidents , but do not meet the level of severity characterized within a Level 4 Major Emergency Event. Level 3 Emergency Events will often involve two or more STCC Departments for the duration of response and recovery efforts while external and assisting support from Local or State First Responder Agencies is likely required for stabilization.

2.1.3 Level 4 – Major Emergencies

A Level 4 Major Emergency Event is an incident that involves a significant impact to STCC’s campus, student or employee populations, infrastructure or facilities. Due to the level of severity, Level 4 Major Emergency Events will extend beyond several operational periods and will require comprehensive Campus-Wide support from all STCC Departments. Significant assistance and coordination with external and assisting First Responder Agencies will be required to reduce the loss of life or property and operations may extend beyond days to weeks or months.

2.2 Springfield Technical Community College Event Classification System (ECS) Matrix

The following table and matrix was utilized in the development of the larger STCC ECS and was based off of comprehensive research and analysis that was previously utilized when conducting STCC’s Threat and

Hazard Identification and Risk Assessment (STCC THIRA). The ECS Event Characterization Matrix provides a more detailed breakdown of the four (4) different Incident and Emergency Levels, in addition to their individual characteristics with regard to their differences in severity or impact to administrative or educational operations at the STCC. The full STCC ECS is broken down into nine (9) different Incident/Emergency categories. These categories include:

- Fire
- Law Enforcement/Criminal Activity
- Hazardous Materials
- Acts of Nature
- External Utilities
- Internal Utilities
- STCC Information Technology
- STCC Property/Structure
- Student/Employee Medical Condition

Each Incident/Emergency category can be further broken down by Incident/Emergency Level (1-4). The ECS demonstrates how the occurrence, impact, and escalation/de-escalation of Incidents/Emergencies will dictate the required level of notification and action at the STCC.

Table 4: STCC Event Classification System (ECS) Level Characteristics

EVENT CLASSIFICATION LEVEL CHARACTERISTICS				
Level 0(Daily Ops)	Level 1(Incident)	Level 2(Major Incident)	Level 3(Emergency)	Level 4(Major Emergency)
<ul style="list-style-type: none"> • No actual or perceived threat to students, employees, campus property or operations. Event can be addressed through standard operating response. • Response is handled by STCC Police, Facilities, IT, or other operational personnel and/or contracted services. • Response is limited to assisting affected students, employees, and 	<ul style="list-style-type: none"> • Actual or perceived threat to students, employees, campus property or operations for a limited or brief duration. • Response is handled by STCC Police, Facilities, IT or other operational personnel and/or contracted services. • Response is limited to assisting affected students, employees, and restoring affected campus property. 	<ul style="list-style-type: none"> • Actual or potential threat to students, employees, campus property or operations, for a definable or an estimated duration, with the potential to cause class delay or cancellation. • Response limited to STCC Police, Facilities, IT or other operational personnel and/or contracted services. Incident Command established. • Limited and measurable campus 	<ul style="list-style-type: none"> • Continued actual or potential threat to campus population, property or operations beyond an estimated duration that requires or could require sustained and coordinated protective actions, life-or property-saving emergency response. • Designated STCC Senior staff may escalate a level two incident based on established escalation criteria. 	<ul style="list-style-type: none"> • A long term threat to students, employees, campus property or operations that requires sustained, coordinated, and integrated protective actions, life-saving or property-saving emergency response. • Designated STCC Senior staff may escalate a level three emergency based on established escalation criteria. • Response requires activation of a formal Incident Command or Unified Command on-

restoring affected campus property. <ul style="list-style-type: none"> Nature and magnitude of events results in no media attention. No external notifications required. Only internal field notifications required. 	<ul style="list-style-type: none"> Limited campus population or facility impact. Nature or magnitude of the event can result in minimal media attention. No external notifications required. Only internal field notifications and limited administrative notifications required. 	population and/or abutter facility impact. <ul style="list-style-type: none"> Nature or magnitude of event can result in media attention and may generate public attention; Public Information personnel may be interviewed by media; JIC not normally activated. Minimal external notifications. Internal notifications to designated senior staff and ERT member POCs. 	<ul style="list-style-type: none"> Response requires activation of a formal Incident Command or Unified Command on-scene by SFD or SPD (depending on type of event). Significant campus population and/or abutter facility impact. Nature of event results in sustained media attention; Activation of JIC considered. Activation of EOC considered. External, Senior staff and full ERT member POC notifications activated. 	scene by SFD or SPD (Depending on type of event). <ul style="list-style-type: none"> Sustained campus population and/or facility impact. Nature or magnitude of event results in sustained media attention; JIC activated. EOC activated. Full ERT Organization mobilized. External notifications activated. Senior staff and full ERT member notifications conducted.
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3.0 SPRINGFIELD TECHNICAL COMMUNITY COLLEGE INCIDENT/EMERGENCY RESPONSE AND RECOVERY

Incidents and Emergencies may occur and affect STCC with little or no warning, and can often escalate in a rapid fashion. When Incidents and Emergencies occur, STCC will undertake the following Emergency Response and Recovery Priorities:

Protection of Life*

1. Students
2. Faculty and Staff
3. General Public

*The list should not be considered as a prioritization of specific constituencies but instead is merely a summary of persons under the highest priority of Protection of Life.

Stabilization of the Incident/Emergency Event

1. Prevent the Incident/Emergency Event from expanding
2. Bring the situation to a point of order
3. Isolate the scene of the event and control entry

4. Determine an appropriate course of action

Protect the Environment

1. Confine, contain or neutralize hazardous materials that may be released
2. Ensure, to the extent practical, that emergency response and recovery efforts do not adversely impact the environment

Protect STCC Property

1. Critical STCC Facilities responsible for managing and maintaining utility services
2. Critical STCC Educational or Administrative Facilities responsible for hosting standard educational or operational purposes

Restoration of Critical Services and Education

1. Services critical to the well-being of students, faculty and staff
2. Services critical to educational services and facilities
3. Services critical to facilities

3.1 National Incident Management System (NIMS)

STCC will utilize elements of the National Incident Management System (NIMS) as a means to inform the continual development and advancement of its emergency management program. NIMS identifies concepts and principles that guide users on how to manage emergencies regardless of their cause, size, location or complexity. NIMS provides a consistent, nationwide approach and vocabulary for organizations to work internally and cooperatively in order to build and sustain core capabilities required to achieve organizational preparedness, security, and resiliency. Continual implementation of NIMS provides STCC with a solid foundation and an orderly systematic planning process across all internal administrative functions and disciplines in order to ensure effective and integrated preparedness and planning.

3.2 Incident Command System (ICS)

STCC will utilize the Incident Command System (ICS) as a mechanism and tool that will guide STCC on how to organize when conducting operational response and recovery efforts as incidents or emergency events occur on the STCC Campus. ICS is a subcomponent of NIMS. It is a systematic management-by-objective (MBO) tool used for the command, control, and coordination of various aspects involved with emergency response and recovery. There are a number of common issues that generally characterize emergency situations, including a lack of accountability, poor communication or coordination, freelancing, and a lack of knowledge associated with common terminology when managing an emergency incident. ICS is a command and control paradigm that has been collaboratively developed as a national best practice in

order to provide a consistent, integrated framework for the management of all incidents (small to large) requiring multi-agency assistance.

3.3 STCC Emergency Response Team (ERT)

STCC has defined how its organization will be structured for optimum response or recovery to an incident or emergency that may require scalable support from STCC Departments through the activation and operation of an Emergency Response Team, or ERT. The STCC Emergency Response Team (ERT) will serve as the lead entity within STCC for directing all emergency management actions. The ERT will fall under the oversight of STCC's President and administration. Delegated authority from the STCC President is given to the STCC Emergency Operations Manager, who will lead and direct the actions of the ERT from STCC's Emergency Operations Center (EOC).

As an incident or emergency occurs, STCC's normal day-to-day organizational structure will support response and recovery that is vertically and horizontally organized to effectively perform or ensure the rapid accomplishment of response activities required during an incident or emergency. STCC Departments will provide functional support to the STCC ERT during incidents and emergency situations as required. The manner in which functional departments will assist the ERT will remain congruent with their day-to-day and normal operational activities while also extending into the most appropriate preparedness, response, or recovery functions that align with core educational, operational, or administrative functions. While not all incidents may require regularly emergency support from various STCC Departments, the complexity of larger emergency scenarios will necessitate the requirement for increased support. As such, individual STCC Departments will be notified of the need to provide assistance to the ERT as determined by the specifics or individual nature of emergencies affecting STCC. The following section provides a brief synopsis of major roles that key functions and STCC Departments will support during incident/emergency response and recovery efforts.

STCC Central Administration

STCC Central Administration is responsible for all Incident/Emergency Event Leadership and specifically in providing policy level guidance for all STCC response and recovery efforts and protective action. STCC Central Administration is also primarily responsible for the determination of implementing a school delay or closing during the preparation of or response to an emergency situation. This is comprised of the President as well as the senior leadership team and any other assignees.

Business Office

The Business Office is responsible for maintaining all employee time and compensation records during emergency situations. The Business Office and/or its designee Department is also responsible for procuring emergency resources and assets, maintaining all financial documentation, and implementing continuity of operations if and/or when administrative functions are affected by emergency situations.

Human Resources

The Human Resources Department will work in conjunction with the Business Office as a means to maintain payroll, employee benefits tracking, and other related components of implementing the continuity of operations plan during emergency situations. The Human Resources Department will also be responsible for hiring or replacing staff under emergency conditions (if required) and developing/executing personnel accountability processes during larger scale emergency situations. Additionally, the STCC HR Department will work with Academic Affairs, the Business Office and the Campus Police Department to communicate any changes in working conditions or schedules to affected employees during an emergency. HR will coordinate mental health resources through a vendor for response to provide critical incident stress debriefing as determined necessary for employees during the recovery stage of an incident or emergency.

Public Information Office

The Public Information Office (Marketing and Communications) is responsible for developing and implementing emergency public messaging for media distribution during emergencies. These duties entail providing factual messages to students, staff, faculty, families, and media members via multiple communication modalities and technologies at the directive and approval of the EOC Manager. During actual emergency situations, the Public Information Officer (PIO) will coordinate with media outlets (if required) and act as the STCC Campus spokesperson.

Student and Multicultural Affairs

The Student and Multicultural Affairs Department is responsible for facilitating student/family reunification, communication with the PIO, collaboration, and related reunification initiatives during emergency situations. This task involves developing procedures for maintaining the management and oversight of on-campus recreation, student organizations, on-campus employment, community service, and/or volunteerism during emergency and non-emergency periods. Student and Multicultural Affairs will actively participate in the development of threat assessments (THIRAs), develop family reunification procedures, and ensure for the accessibility (language or special requirements) during the entire emergency planning process undertaken by the STCC. During an emergency situation and more particularly during the recovery phase of a larger emergency situation, the Student and Multicultural Affairs Department will coordinate mental health and counseling services of any students that have been deeply affected by any violent or adverse events which may have affected the campus.

Campus Police Department

The Campus Police Department is responsible for a variety of emergency actions, including alert and emergency communication, law enforcement, public safety response, security, environmental health and safety, transportation, basic emergency medical services, EOC activation and operation, and coordination with external Public Safety agencies. The Campus Police Department will very often serve within primary roles during emergency response and within Incident Command.

Facilities Department

The STCC Facilities Department supports all utility operations and is responsible for pre-positioning of resources and equipment in advance of a disaster, infrastructure assessment and restoration post-disaster, and debris cleanup and/or maintenance during the recovery phase. The Facilities Department will also be responsible for managing any facility/utility contractors working on the STCC Campus, while also regularly maintaining all facility floor plans and utility resource support as required.

Facilities will operate according to the Department of Capital Asset Management and Maintenance (DCAMM) requirements and will coordinate any emergency DCAMM processes to facilitate recovery.

Information Technology

The STCC Information Technology Department is responsible for managing all information and computer-related systems across the STCC campus. This task involves developing procedures and systems for checking critical information and alert systems to disseminate emergency information in an accessible format via a website, cell phone, email, and/or other mechanisms, including emergency communication devices (portable phones). The STCC IT Department will also identify information technology resources and banks of telephonic devices needed to facilitate emergency operations for all critical operational, administrative, and educational STCC Departments. Lastly, the IT Department plays a large role in the ability to deliver academic programs through the use of technology for teaching purposes and/or in the event of standing up temporary operations.

Academic Affairs

The Academic Affairs Department will work with members of the ERT to manage and account for faculty members during emergency situation, as well the identification of alternate academic facilities and service delivery requirements. If an academic facility has been impacted by a major emergency, Academic Affairs is also responsible for identifying critical academic assets required for continuity of operations and working collaboratively with the ERT to establish alternative solutions during recovery.

Faculty and Supervisors

Each faculty member and supervisor is responsible as follows:

Provides students and/or employees in his/her department or area of responsibility with general information concerning STCC's emergency procedures.

Initiates emergency procedures by reporting emergencies to Campus Police at extension 3911.

Assists students/staff in responding correctly to building evacuation guidelines and directs them to report to the campus green.

3.4 External Emergency Response and Recovery Support

During incident or emergency situations that require capabilities beyond those immediately available and provided by STCC, support will be requested from the City of Springfield or Commonwealth of Massachusetts First Responder and/or supporting public safety/health agencies. Support may be provided from the following types of City/State agencies and organizations:

- Springfield Fire Department
- Springfield Police Department
- Springfield Public Health Department
- Massachusetts State Police
- Massachusetts Emergency Management Agency
- Massachusetts Department of Public Health
- Massachusetts Department of Mental Health

4.0 WHAT YOU SHOULD DO IN AN EMERGENCY AND HOW TO PREPARE

STCC developed this Comprehensive Emergency Plan to prepare and present students, faculty, and staff with STCC's general strategy of how it has comprehensively analyzed threats and hazards which may affect STCC, prepared internal staff and Departments with a means to mitigate the effects of identified hazards, and how the College intends to organize in response to the need to stabilize any actually occurring incidents or emergencies. This section provides specific information pertaining to how STCC will communicate emergency notification to its campus populations, as well as specific protective actions that are to be employed and implemented during significant and major emergency situations.

4.1 Emergency Notification and Information

STCC utilizes several different methods of notification to alert students, faculty, staff and other of an ongoing incident and/or emergency, in addition to STCC's ongoing response/recovery and the implementation of protective actions. It is important that all campus populations become familiar with these appropriate notification tools and to ensure that all contact information is regularly kept up to date in order to facilitate the prompt and rapid dissemination of key emergency information to personal devices. These include:

- Emails to STCC email accounts
- Text alerts to cellular phones

- Phone calls to campus direct-line locations
- Posting information to the STCC Website, STCC Facebook Website, or STCC Twitter feed
- Other methods (media, social media, handouts, etc.)

In case of an emergency, these systems will provide information about the nature of the emergency, what to do and where to obtain additional details. Emergency updates and further information will be provided by posting to the listed websites, email, and/or other methods as needed.

4.2 Protective Actions

When major emergencies occur, there are two primary protective actions and strategies that are used to protect populations. These protective actions and strategies include Evacuation and Shelter-in-Place (also known as Lock Down). Evacuation refers to the need to immediately leave a location due to the existence of a hazard. Shelter-in-Place refers to the need to remain and stay indoors in order to seek or provide protection against an ongoing hazard. Most emergencies that require evacuation or sheltering are generally short in duration. If an emergency extends for longer durations, STCC will make arrangements to move or provide support to its campus populations.

The following provides further detail with regard to how STCC will implement evacuation or sheltering if and/or when required.

4.2.1 Evacuation

Evacuation represents one of the two primary protective actions that the STCC ERT will implement in order to protect the STCC student and employee population during the occurrence of larger scale emergency situations which may threaten the safety or health of the STCC community. Evacuation will be implemented in circumstances necessitating the movement of students or employees to provide distance and safety from an anticipated or realized threat or hazard affecting STCC's campus. Evacuations may be as minimal as evacuating a single building or group of buildings or it may require a full campus evacuation and may include the evacuation by vehicle.

ALL CAMPUS / VEHICULAR EVACUATION

Some events may call for a complete campus evacuation requiring the closure of the college. Upon the determination of the need to perform or execute a vehicular evacuation directive, a formal announcement will be made via the emergency notification system with detailed instructions for all campus populations to follow. Evacuation vehicular routes will be determined by the STCC Administration based on the standing Vehicular Campus Evacuation Plan and in consultation with the STCC EOC Manager and ERT members present at the STCC EOC. Those decisions are communicated through the traffic control points in place in the emergency. This information will in turn be shared with local and state police so that they remain informed and can staff the Traffic Control Points to direct vehicles and provide assistance if available or required. Persons with vehicles will be advised to leave the campus via the established route, while those requiring assistance will be asked to report to specific locations where transportation will be

made available. Evacuation actions will be facilitated by the STCC EOC Manager and the ERT, and specifically the Operations Section Chief and Campus Police personnel.

BUILDING EVACUATION

Some events may call for an evacuation of a single building or a group of buildings. The decisions are made by emergency responders in the initial response to and assessment of the emergency. Upon the determination of the need to perform or execute a building evacuation directive, a formal announcement may be made via the emergency notification system with detailed instructions for affected campus populations to follow. There may be emergencies that require evacuation orders to be delivered in-person door-to-door. The method of notification will be decided upon assessment of the emergency.

The Muster Location map is located at the end of this document.

Know Your Building in Advance

1. Know the nearest exit.
2. Know two ways out of the building.
3. Know the sound of the evacuation alarm.

During the Evacuation

1. Remain calm.
2. Leave promptly using the nearest exit.
3. Alert other persons on your way out.
4. Take keys and essential personal items.
5. Shut/lock doors behind you as you leave (i.e. office/department doors).
6. Do not use elevators.
7. Muster locations are the Campus Green and K Lot behind Building 28.
8. The Campus Green sidewalks will be consistently cleared of all snow to ensure the muster location is available to evacuees.
9. Do NOT stand in roadways. Emergency vehicles will need to move around on the roadways.
10. During an extended evacuation, you may be instructed by emergency personnel to report to a designated short-term emergency evacuation area such as another building.
11. Always follow directions provided in emergency notifications.

Faculty and Staff Responsibilities

- Direct everyone in your area to evacuate.
- Faculty should ensure all students leave the classroom and faculty should close the classroom door when the last students exits the room.

- Calmly but firmly direct students to the nearest exit.
- Faculty and staff should encourage compliance from students and visitors but not place their own lives at risk if anyone refuses to leave or chooses to leave via a different exit.
- Do not use elevators
- Building **stairwells** are considered “**Areas of Safe Refuge**” for anyone who is unable to evacuate due to an injury or a disability. Advise anyone needing evacuation assistance to go to the nearest stairwell to wait if they are able to walk to that location. Let them know you will notify Campus Police of the need for assistance and the person’s location. Call 3911 and report the need for assistance and the location of the stairwell.
- Advise emergency responders of any emergency conditions or problems that you observed as you exited the building or call Campus Police at 3911 to report this.
- Continue to calmly assist in moving students to a safe distance from the building as you move away yourself. Go to the Muster Location for your building. See the map of Muster Locations at the end of this document.
- Attempt to discourage persons from returning to the building until emergency personnel have advised you that it is safe to do so.

MUSTER LOCATIONS ARE AS FOLLOWS

- Buildings 2, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 21 and 35 should evacuate to the Campus Green in the middle of campus.
- Building 27 should evacuate either to the Campus Green in the middle of campus or K Lot located behind Building 28, whichever is easiest, safest and closest for you.
- Buildings 20, 25, 28, and 32 should evacuate to K Lot behind Building 28.
- If you are in Building 28, you should exit either through the front door and walk down the steps on the hill and then go left on the roadway to walk to K Lot or exit out the rear of the building from the first level and walk left to K Lot behind Building 28.
- If you are in B32, you should walk down the steps on the hill and then go left on the roadway to walk to K Lot behind Building 28.
- There are also steps at the west end of Buildings 28 and 32. These steps will take you into the far west end of K Lot.

4.2.2 Shelter-In-Place (Lock Down)

Shelter-in-place, also known as Lock-Down, represents the second of the two primary protective actions that STCC’s Administration and ERT will implement in order to protect STCC’s student and employee population. Shelter-in-place protective actions may be required during the occurrence of violent events in which evacuation is not safely possible, weather-related emergencies, and/or hazardous materials incidents. Shelter-in-place directives will be implemented in a similar manner as evacuation orders and

may involve locking down campus administrative and educational facilities in order to prevent the entrance of an attacker and/or to shelter from other various adverse effects of larger emergency situations. Upon the determination of the need to perform or execute a shelter-in-place directive, a formal announcement will be conducted by the STCC Campus Police Department via the emergency notification system with detailed instructions for all campus populations to follow.

5.0 EMERGENCY MANAGEMENT PROGRAM POLICIES AND GUIDELINES

The effectiveness of the STCC Emergency Management Program requires an ongoing review of the manner and scope in which various components of the Program are managed on a regular basis. This section details an overall approach to continued planning and responsibilities related to the STCC Emergency Management Program.

In order to manage a holistic approach to continually refine the STCC's Emergency Management Program, the Chief of Police will lead and direct the Emergency Response Team. The ERT will be comprised of senior level leadership from across STCC. The ERT will include participation from the following individuals:

- STCC President
- Vice President/CFO
- Chief of Police
- Assistant Vice President of Administration and Facilities
- Vice President of Academic Affairs
- Chief Information Officer
- Senior Director of Human Resources
- Assistant Vice President of Student and Multicultural Affairs / Dean of Students
- Others as Assigned

The STCC ERT will meet on a regular basis in order to discuss Emergency Management priorities and program or planning needs, such as a new Threat and Vulnerability Assessment, procedural developments, or various drills and exercises. Meetings will be determined by the Chief of Police and will remain dependent on STCC's Academic Calendar, so not to interfere with key business dates or special academic events. STCC's ERT will perform periodic review of STCC plans, policies, and procedures in order to ensure that documentation remains consistent with industry standards, in addition to applicable to STCC facilities, staff, and/or assets as they continue to change and/or expand. These activities will in turn drive further planning activities on a campus-wide basis, such as specialized Emergency Operations Procedures (EOPS), Standard Operating Procedures (SOPs), and Training and Exercise Programs.

Plan Development and Maintenance

The Chief of Police is responsible for the initial development and continual review and maintenance of STCC's Comprehensive Emergency Management Plan (CEMP). The Chief of Police is designated as the official CEMP Coordinator responsible for all changes and modifications made to each and every section defined within STCC's CEMP. The CEMP will be reviewed on an annual basis. Any and all changes to the CEMP will be communicated and shared with STCC senior leadership and through the STCC Campus-Wide Emergency Management Committee. As the CEMP Coordinator, the STCC Chief of Police will also coordinate with designated personnel across the STCC in order to ensure that changes made to the STCC CEMP are reflective of the current emergency operational environment and/or existing STCC response/recovery capabilities across the institutions various types of functions. Annual Plan Development and Maintenance will certify that STCC's CEMP remains up-to-date and applicable to the day-to-day and emergency operational environment. It will also ensure for the consistency of supporting EOPs through a standardized approach as outlined within the core STCC CEMP.

6.0 AUTHORITIES AND REFERENCES

The following is a list of Federal, State, and Supporting Authorities and Reference documents that were utilized in the development of the STCC CEMP.

6.1 Federal Laws, Executive Orders, and Homeland Security Presidential Directives

- Homeland Security Presidential Directive (HSPD) 3, "Homeland Security Advisory System", March 11, 2002.
- Homeland Security Presidential Directive (HSPD) 5, "Management of Domestic Incidents", February 28, 2003.
- Homeland Security Presidential Directive (HSPD) 8, "National Preparedness", December 17, 2003.
- Public Law 81-920, the Federal Civil Defense Act of 1950, as amended, provides a system for joint building of capability at the Federal, State, and Local levels to deal with all hazards.
- Public Law 93-288, Disaster Relief Act of 1974, as amended, which provides authority for response assistance under the National Response Framework and which empowers the President to direct any Federal agency to use its authority and resources in support of state and local assistance efforts.
- Public Law 95-510, Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA) as amended, which requires facilities to notify authorities of accidental releases of hazardous materials.
- Public Law 99-499, Superfund Amendments and Reauthorization Act of 1986, which governs hazardous materials planning and right-to-know.
- Public Law 100-707, Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 ("Stafford Act"), which amends the Disaster Relief Act of 1974 and constitutes the statutory authority for most Federal disaster response activities especially as they pertain to FEMA and FEMA programs.

- Public Law 101-615, Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents.
- Public Law 106-290, Disaster Mitigation Act of 2000, which amends the Stafford Act and provides the legal basis for FEMA’s mitigation plan requirements for local, state, and tribal mitigation plans as a condition of mitigation grant assistance.
- 44 CFR Part 14, Audits of State and Local Governments.
- 20 U.S.C. 1092(f), The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act or Clery Act, which requires all colleges and universities to participate in federal financial aid programs to keep and disclose information about crime on and near their respective campuses.

6.2 State Laws and Executive Orders

- Massachusetts Civil Defense Act, Chapter 639 of the Acts of 1950 Codified, Appendix 33.

6.3 Federal Supporting Documents

- National Incident Management System (NIMS), December 2008
- National Response Framework (NRF), January 2008
- FEMA Region 1 Operations Plan, May 2008
- National Infrastructure Protection Plan
- FEMA Comprehensive Preparedness Guide 101
- FEMA Comprehensive Preparedness Guide 201
- DOE Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education

6.4 State Supporting Documents

- Massachusetts Comprehensive Emergency Management Plan
- Massachusetts Emergency Managers Handbook

6.5 Associations

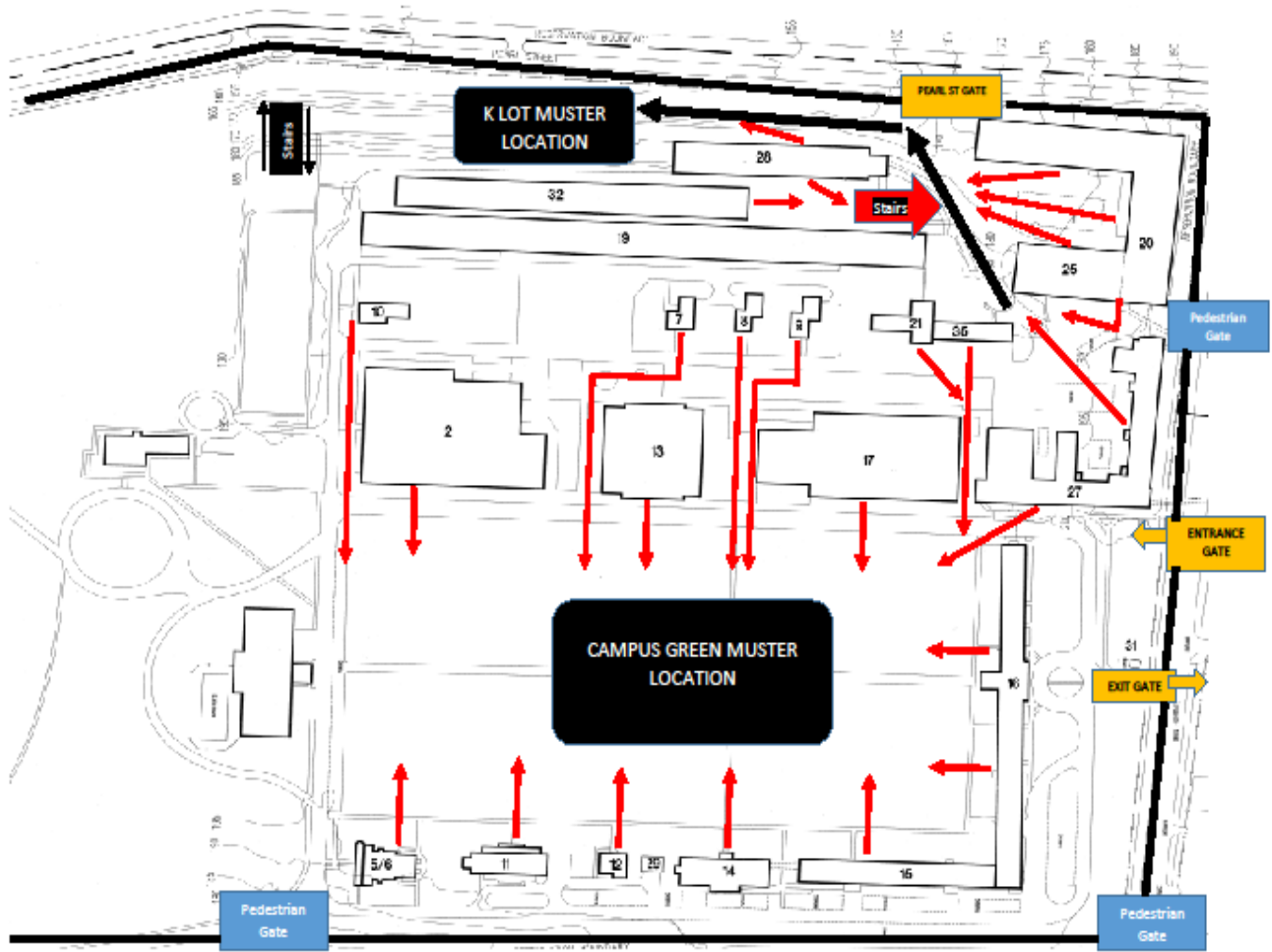
- NFPA and IAEM

7.0 LIST OF ACRONYMS

CEMP	Comprehensive Emergency Management Plan
CPG101	Comprehensive Planning Guide 101

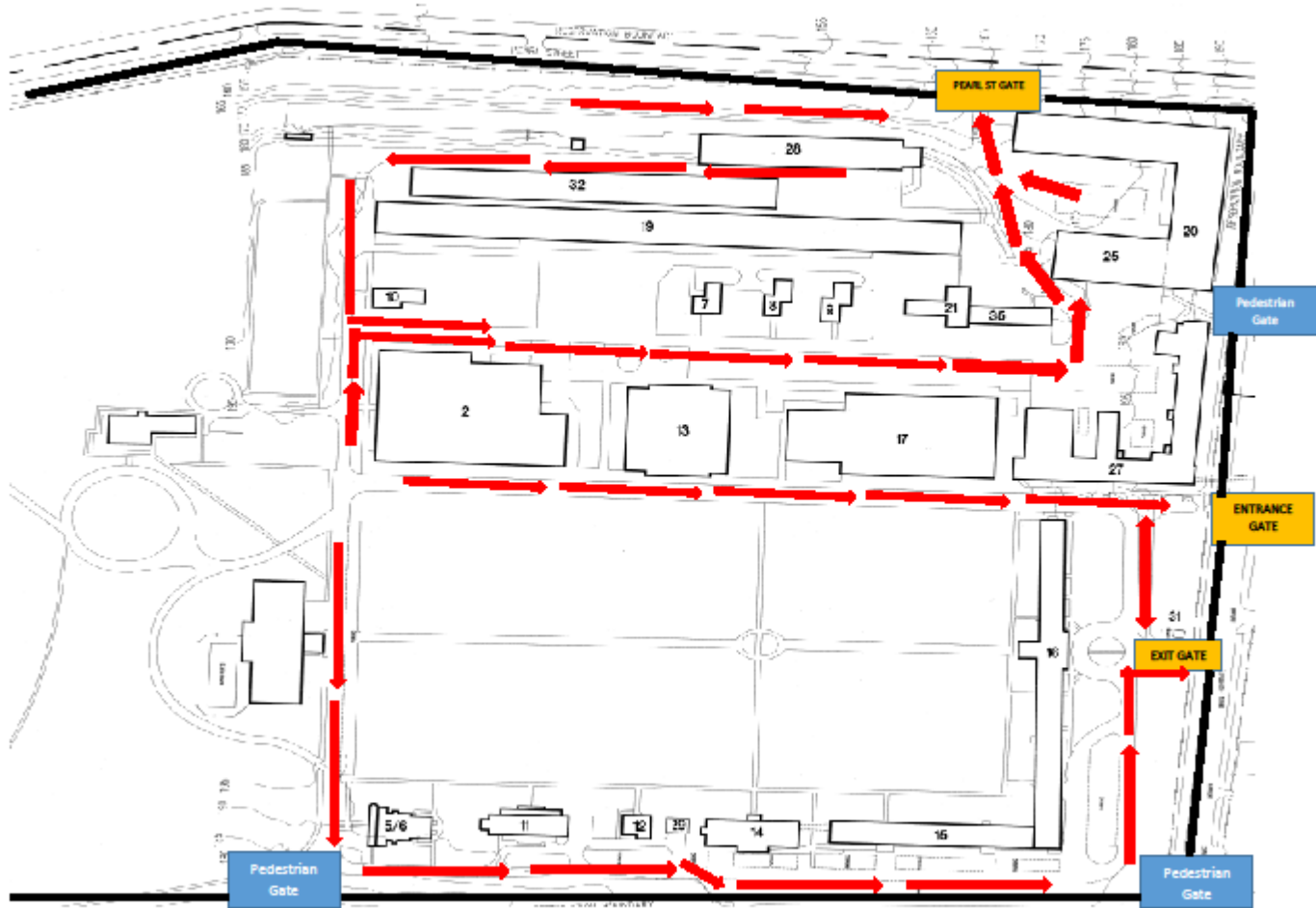
DHS	Department of Homeland Security
DPH	Massachusetts Department of Public Health
ECS	Event Classification System
ERT	Emergency Response Team
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
ICS	Incident Command System
IT	Information Technology
MBO	Management By Objective
MEMA	Massachusetts Emergency Management Agency
MSP	Massachusetts State Police
NIMS	National Incident Management System
NRF	National Response Framework
PIO	Public Information Officer
SFD	Springfield Fire Department
SPD	Springfield Police Department
STCC	Springfield Technical Community College
THIRA	Threat Hazard Identification and Risk Assessment

BUILDING EVACUATION MAP AND MUSTERING LOCATIONS



STCC CAMPUS EVACUATION MAP

CAMPUS VEHICULAR EVACUATION MAP



STCC CAMPUS EVACUATION MAP