

# AGENDA

## MOUNTAIN EMPIRE COMMUNITY COLLEGE

### BOARD MEETING

TUESDAY, September 20, 2016

4:30 p.m.

Kline Foundation Boardroom

- I. Welcome and Call to Order – Mr. David Graham, Chair
- II. Approval of July 19, 2016 Minutes
- III. Administrative Reports
  - A. Chair – Mr. David Graham
    1. Recognition of new MECC Advisory Board Members –
      - Mr. Tim Cassell, City of Norton
      - Mr. David Kindle, Scott County
      - Mr. Rodney Baker, Scott County
    2. Forum on Education, October 20, 2016 at 4:30 p.m., at UVA-Wise, David Prior Convocation Center (please let Peggy know if you plan to attend; registration fees will be covered by the College)
    3. 2016-2017 Committee Assignments
  - B. President's Report – Dr. Scott Hamilton
  - C. Foundation Report – Ms. Donna Stanley
  - D. President's Staff Reports
    - Academic and Student Services – Dr. Vickie Ratliff
    - Financial and Administrative Services – Mr. Ron Vicars
    - Institutional Advancement – Ms. Donna Stanley
- IV. Committee Reports
  - A. Finance and Facilities Committee
    - 🚒 Emergency Operations Plan
- V. Old/New Business
  - 🚒 Resolution for Carolyn Dishner
- VI. Public Comments/Other
- VII. Next Meeting Date – Tuesday, November 15, 2016
- VIII. Adjournment



## *Mountain Empire Community College*

### *ADVISORY BOARD*

*Tuesday, September 20, 2016 at 4:30 p.m.*

*Room: Kline Foundation Boardroom*

#### Call to Order

The Mountain Empire Community College Advisory Board met on Tuesday, September 20, 2016 at 4:30 p.m. in the Kline Foundation Boardroom at Mountain Empire Community College. Mr. David Graham, Chair, called the meeting to order.

#### Roll Call

##### **SCOTT COUNTY**

Rodney Baker - Yes  
Bob Etherton - Yes  
Adrienne Hood - No  
David Kindle - Yes

##### **WISE COUNTY**

Alane Lovern - Yes  
Bonnie Elosser - No  
Bobby Tuck - Yes  
Teresa Adkins - Yes  
Dennis Sturgill - Yes

##### **LEE COUNTY**

Vickie Brown - Yes  
Gail Elliott - No  
Stacy Munsey - No  
David Graham - Yes

##### **CITY OF NORTON**

Tim Cassell - Yes

##### **DICKENSON COUNTY**

Burl Mooney - No

#### **OTHERS ATTENDING**

Ms. Lana Kennedy, Association of Classified Employees  
Dr. Vickie Ratliff, Vice President of Academic and Student Services  
Mr. Ron Vicars, Vice President of Financial and Administrative Services  
Ms. Donna Stanley, Vice President of Institutional Advancement  
Ms. Peggy Gibson, President's Staff  
Dr. Scott Hamilton, President

#### **APPROVAL OF MINUTES**

A motion was made by Mr. Bob Etherton to accept the July 19, 2016 minutes as presented. The motion was seconded by Mr. Dennis Sturgill and passed unanimously.

#### **ADMINISTRATIVE REPORTS**

Mr. Graham reported on the following items:

##### Recognition of Special Guests included:

Ms. Sarah Gilliam, Faculty Senate Chair

Ms. Lana Kennedy, Association of Classified Staff, President

Mr. Ron Vicars, Vice President of Finance and Facilities

Dr. Vickie Ratliff, Vice President of Academic and Student Services

Ms. Donna Stanley, Vice President of Institutional Advancement

Ms. Peggy Gibson, Administrative Assistant to the President

- ✚ **Forum on Education** – Mr. Graham announced that the annual Forum on Education will be held on October 20<sup>th</sup> at UVA-Wise. Invitations will be sent to all Board members via email; registration fees will be paid by the College. Mr. Graham asked Board members to let Peggy Gibson know if they plan to attend.

### PRESIDENT'S REPORT – Dr. Scott Hamilton

#### ACTIVITIES REPORT

Dr. Hamilton presented the President's Report on the following items: *(See Attachment Number One with Details)*

Below is Dr. Hamilton's comments from his report:

- ✚ **Enrollment Report** *(See Attachment Number Two)*

Dr. Hamilton presented the Fall Semester 2016 Enrollment Report. MECC headcount for Fall Semester 2016 is 2,502 compared to 2,337 last year, an increase of (7) percent. The College's FTE is 1,594 this year compared to 1,536; up (4) percent. Dr. Hamilton shared that these numbers may change due to early semester reporting. Dr. Ratliff reported that overall she is projecting a 2 percent decline in enrollment for the fall.

For comparison:

❖ MECC	+4.77%
❖ Virginia Highlands	+9.51
❖ Southwest VA CC	+2.28%
❖ Wytheville CC	+4/08
❖ VCCS average	-4.51

- ✚ **Facilities** –

Dr. Hamilton shared with Board members that the new SIM Lab facility is now in use – equipment and simulators are almost complete. There are no other major projects of construction going on at this time.

- ✚ **Budget**

- Dr. Hamilton reported that due to the shortfall in Virginia's revenue and the challenges facing the commonwealth's tax collections, the 3% salary increase originally scheduled to take effect December 1 is now postponed and will not occur this year. As of right now, Dr. Hamilton reported that there has been no mention of any budget reductions.



## Programs

Dr. Hamilton presented to the Board the College's two-year strategic goals (*See Attachment Number Three with details*). He further explained that the VCCS had moved to the bi-annual plan last year. Below are updates from his presentation:

### 2015-2016 in Review

- ~ Identified nine major strategic objectives
- ~ Developed 47 activities to achieve our objectives

### How Did We do?

- ~ We completed 19 activities
- ~ Made satisfactory progress on 12 activities
- ~ Eighteen (18) activities still in progress

### Highlights

- ~ August 2015 – MECC offered first credit course in drone technology in the VCCS.
- ~ MECC named in the top 20 military friendly schools in the US by Military Times.
- ~ MECC Technology Division won the New Horizons award for innovative use of technology in education for the SPARC-E solar trailer.
- ~ Record number of high school students participated in our DE Academy. Forty Four (44) students earn credentials and six (6) of those received their AAS degree.
- ~ MECC wins the President's Award for innovation in education from the Southwest Virginia Technology Council for the development and use of drone technology.
- ~ MECC plays a pivotal role in economic development by providing training to potential employees of the new company, Frontier Secure.
- ~ Stabilized enrollment through focus on student retention and success. MECC ends year as one of four schools with positive FTE for the year.
- ~ Governor School hits another high enrollment.
- ~ Mountain Music School has highest enrollment ever, including a student from Scotland.
- ~ Workforce Education Division is 4<sup>th</sup> highest in credentials awarded in the VCCS.

Dr. Hamilton explained that the College's strategies are aligned with the VCCS Chancellor's objectives for the Complete 2021 Goal.

### *Connection Objective*

- ❖ College Objective: Increase MECC annual admissions applications from 1209 to 1250 by 2017 (actually decreased FY2015)

### *Entry Objective*

- ❖ College Objective: Increase MECC admissions application enrollment yield from 55% to 58% by 2017. (increase of 1.7%)



- *Progression Objectives*

- ❖ College Objective: Increase MECC Fall-to-Spring retention from to 71% by 2017 (increased 3.83% to 70.41% - highest increase in the VCCS)
- ❖ College Objective: Increase MECC Fall-to-Fall retention from to 43% by 2017 (decreased slightly)

- *Completion Objectives*

- ❖ College Objective: Increase MECC annual graduates in AAS degrees, Certificates and Career Studies Certificates to 600 by 2017 (up 7%)
- ❖ College Objective: Increase the number and percent of MECC students who obtain industry certification or license completion (baseline 552)

- *Affordability and Sustainability Objectives*

- ❖ College Objective: Support VCCS initiatives to secure resources for an outcomes based funding formula for workforce credentials.
- ❖ College Objective: Secure continued funding to support the Career Coaches and the Great Expectations program.
- ❖ College Objective: MECC will continue to operate as efficiently as possible.

- *Budget update (see attached presentation for more details)*

- ❖ Completed FY16 in the black with modest carryover for FY17. Dr. Hamilton shared that in 2014 the college's work force had been reduced by 23 positions (22 by attrition and one lay off).
- ❖ The VCCS was able to secure a funding formula specifically for Workforce Education non-credit training tied to high-demand occupations.
  - New funding will not come to the colleges through a regular formula - Funding formula operates on a 1/3 – 1/3 – 1/3 basis.
    - ~ 1/3 of tuition paid by student or employer
    - ~ 1/3 of tuition paid to the college by VCCS upon successful completion of course
    - ~ 1/3 of tuition paid to the college upon proof of certification

- *Other VCCS Updates*

- Shared Services Center – VCCS is centralizing back office procedures such as HR functions, billing, and travel into a Shared Services Center, located near Roanoke, VA.
- Student Success Leadership Institute (SSLI) Plan – As chair of the SSLI committee, Dr. Ratliff explained to the Board that the SSLI Plan now takes the place of what used to be the President's annual goals and is now our strategic five (5) year plan for the College. The College was required to submit five (5) goals that we would commit to work on in order to increase student success across the board. In addition, there is no additional money tied to these goals and could result in a budget reduction if goals are not met. Dr. Ratliff added that the initiatives are very achievable but will just require some rearranging and a greater emphasis on student success.
- Financial Aid Credit Audit – Financial aid will no longer cover classes taken that are taken outside a student's program of study. Scholarships should not be affected.
- Open Educational Resources (OER) initiative – Dr. Hamilton shared that faculty and staff have been working on OER resources in order to provide our students with low or no cost for books and class material. The Chancellor's thoughts were that the cost of books and class materials

purchased through college bookstores are over-priced and has offered colleges and faculty incentives to develop OER. In addition, Dr. Hamilton explained that this would most likely have a negative impact on our bookstore.

- Soft Skills Analysis – Looking at ways to incorporate soft skills into curriculums.
- Performance funding – (part of the SSLI plan) Up to 20 percent of our budget is to be focused on providing student success – right now we are at 12 percent.

- *Challenges*

- MECC will be faced with declining numbers of potential students due to demographics and outmigration due to the loss of the coal industry
- Declining FTE will create financial challenges here at MECC - FTE is directly tied to funding
- Meeting the demands created by new State initiatives with limited staff
- Finding new ways to spur growth in enrollment
- Identifying and serving new markets in the Workforce Education Division

- *Opportunities*

- New businesses moving into the district will increase employment and create job training opportunities
- MECC can partner with economic developers to attract new employees to the region
- Continue to develop new partnerships with other institutions and business to expand opportunities for our students
- Take advantage of funding opportunities to develop new programs
- Continue our focus on student success to increase recruitment and retention

Board comments regarding the President's report:

Mr. David Graham inquired of what the average age of our students were? – Dr. Ratliff reported the following:

- ❖ 25 percent of enrollment is under 18 years of age (Dual Enrollment)
- ❖ 28 percent of enrollment between the age of 18-22
- ❖ Remaining enrollment is the adult population – average age is now 25

Mr. Graham also inquired about the new Dual Enrollment Financial Model - Dr. Ratliff reported that the Dual Enrollment Academy will most likely be a different instruction for the coming year due to some changes in the governing principles for Dual Enrollment between Virginia Public Schools and the VCCS. The VCCS DE Financial Model applies only when dual enrollment courses are held at the high school which means that the DE Academy students may be required to pay full tuition if the DE class is taught on the college campus. She reported that the high schools do not have credentialed instructors to teach the classes and that the college is working on a solution and the technology to streamline the instruction from our instructors out to the high schools. She also reported that in order to help with the cost, the College has submitted a VCCS Chancellor's Innovation Fund Grant in the amount of 50,000.

There was also some discussion regarding several of our programs that are still offered but are now taught through adjunct instruction such as art and accounting.

- ✚ Dr. Hamilton shared with the Board that he intends to retire, July 1, 2017. The official letter was presented to Mr. David Graham, Chair



- ✚ Dr. Hamilton shared that the Chancellor intends to get the search process started as soon as possible.

#### FOUNDATION REPORT / INSTITUTIONAL ADVANCEMENT REPORT – Ms. Donna Stanley

Ms. Donna Stanley shared the following event and grant updates:

~ 2016 Scott County Scholarship Event	<u>Thursday, Oct. 22, 2016</u>	6:00 p.m. Career Center
~ Dickenson County Scholarship Event	<u>Tuesday, Nov. 29, 2016</u>	6:00 p.m. Ridgeview HS
~ MECC Foundation Gala	<u>Sat., April 1, 2016 (Tentative)</u>	6:00 p.m. Goodloe Center

Ms. Stanley reported that the campaign was going well - year to date fundraising totals are 905,682 dollars which puts us about 94,000 dollars away from our \$600,000 goal for the year (outside of the 400,000 dollars received for payment of pledge from the Slemp Foundation).

Ms. Stanley also shared with the Board that the College has been working on several new programs:

- Power Lineman Program (ARC POWER Grant funds) – Application requires over \$500,000 in matching funds - requiring multiple grants for match.
- Cybersecurity initiative – Ms. Stanley also shared that the College is part of a consortium involving UVA-Wise, Southwest Virginia Community College, and MECC to do a major cybersecurity initiative. She mentioned that MECC had written the ARC POWER grant and the match. The Tobacco Commission was the matching funds for the grant and shared that she had just learned that an award of \$258,790 was approved out of the Southwest Economic Development Committee. As of today, there is no final word on the \$1.5 million dollar grant but is hopeful that it will be announced in the near future.

#### PRESIDENT'S STAFF REPORTS

##### VICE PRESIDENT OF ACADEMIC AND STUDENT SERVICES – Dr. Vickie Ratliff

Dr. Ratliff updated Board members on the following items:

- Cybersecurity curriculum has been developed but not yet approved.
- Drone program is developed but on hold at the VCCS. The VCCS plans to talk with other schools across the state who are also interested in the program and will be bringing a group together in November for discussion.
- A construction (Plugged-In) program partnered with the Adult Ed will be offered in Scott County.
- CNA and IT Readiness (Plugged-In) classes will be offered in Dickenson County. The IT Readiness will then transfer over to the training for Frontier Secure.



- Frontier Secure training is now one the third cohort and approximately 50/60 percent of the students have already been hired by the company. Frontier plans to finalize their year - end hiring in November and will most likely not be hiring in December.
- The College plans to offer Six Sigma green or yellow belt training programs that are also grant funded and available to anyone that is interested. Dr. Ratliff explained that Six Sigma is a way to help companies increase efficiencies through project management and other skill sets. Companies identify a project they would like their employees to work on and the employee is given a mentor to help move through the process for solutions to improve productivity.
- Upcoming events:
  - ✚ Home Craft Days – October 14-16, 2016 (The Friday night concert will be in honor of Sue Ella Boatright-Wells).

#### VICE PRESIDENT OF FINANCIAL & ADMINISTRATIVE SERVICES – Mr. Ron Vicars

Mr. Vicars reported on the following items:

- Local Funds Expenditure Report – Mr. Vicars reviewed the Local Funds Expenditure Report ending August 31, 2016. *(See Attachment Number Four)*
- Personnel Report – Mr. Vicars reviewed the personnel report with board members *(See Attachment Number Five)*.

#### COMMITTEE REPORTS

##### Executive Committee

No report.

##### Finance and Facilities Committee

- ❖ Revised Emergency Operations Plan *(See Attachment Number Six)* – Mr. Ron Vicars reviewed with Board members the Revised Emergency Operations Plan as presented. A motion to approve the Emergency Operations Plan was made by Mr. Rodney Baker, seconded by Mr. Bob Etherton, and passed unanimously.

##### Curriculum and Student Affairs Committee

No Report

OLD/NEW BUSINESS

✚ 2016-2017 Board Committees

Mr. Graham presented the assignments for the 2016-2017 Board Committees for approval (*See Attachment Number Seven*) A motion was made by Mr. Bobby Tuck to accept the 2016-2017 Committee Assignments. A second was made by Ms. Alane Lovern and passed unanimously.

- ✚ Resolution for outgoing member, Ms. Carolyn Dishner – Resolution for outgoing member, Ms. Carolyn Dishner, was read into the minutes by Mr. David Graham, Chair (*attached herewith and becomes a part of the minutes*). Mr. David Kindle made the motion to approve the resolution as presented. A second was made by Ms. Alane Lovern and was passed unanimously.

PUBLIC COMMENTS

COLLEGE FEATURE – (no report)

NEXT MEETING DATE

November 15, 2016

ADJOURNMENT

There being no further business the meeting adjourned at 5:48 p.m.

Respectfully Submitted,



Scott Hamilton, President & Secretary to the Board

APPROVED:



Chair/Vice Chair of the Board

11-15-16

Date

***Notes for Chair, David Graham***  
***Advisory Board Meeting***  
***Tuesday, September 20 at 4:30 p.m.***

**#1. Attendees**

- President's Staff:
  - Ron Vicars, Donna Stanley, Dr. Vickie Ratliff, and Peggy Gibson
  - Sarah Gilliam – Faculty Senate Chair
  - Lana Kennedy – President of the Association of Classified Employees

**#2. Ask for approval of minutes for July 19, 2016 board meeting**

**#3. Recognition of new Board members:**

- Mr. Tim Cassell, Representing City of Norton
- Mr. David Kindle, Representing Scott County
- Mr. Rodney Baker, Representing Scott County

*(Ms. Stacy Munsey attended the July meeting but you may want to recognize her again)*

**#4. Forum on Education**

- ✚ Will be held on October 20 at 4:30 p.m. on the UVA Wise campus
  - Invitations will be sent via email within the next couple of weeks
  - Registration fees will be paid by the College
  - Please let Peggy know if you plan to attend

**#5. 2016-2017 Committee Assignments**

***Will need a motion to accept***

**#6. Dr. Hamilton will give his report**

**#7. Foundation Report – Ms. Donna Stanley**

President's Staff Reports

- ❖ Academic and Student Services – Dr. Vickie Ratliff
- ❖ Financial and Administrative Services – Ron Vicars
- ❖ Institutional Advancement – Donna Stanley

**#8. Committee Reports**

**1. Finance and Facilities Committee**

- ✚ MECC Emergency Operations Plan
- Will need a motion***

**#9. Old/New Business**

***You will read Carolyn Dishner's resolution (Carolyn will not be present at meeting)***

***Will need a motion to accept resolution***

**#10. Public Comments/Other –**

**#11. Next Meeting Date – November 15, 2016**

**#12. Adjournment -**



## President's Report 09/20/2016

### Facilities Update

Our new Sim Lab is up and running and is a very nice facility. The vendors have been installing the equipment and the simulators and I believe they are about finished up. No other major construction is going on at this time.

### Enrollment

As of Monday, Sept. 19 enrollment is looking pretty good compared to the statewide average. Monday's report is showing MECC is up 4.77% over this time last year. For comparison purposes the other SW VA schools are listed below

MECC +4.77%  
SWVCC +2.28%  
VHCC +9.51  
WCC +4.08  
VCCS Average - 4.51

These figures are still early in the semester and there was more Dual Enrollment entered this fall earlier than this time last year so we will probably see our FTE drop as the semester goes on.

### Programs

Two-year strategic goals – see presentation.

### Budget

As you have probably heard already the State is experiencing a shortfall in funds received – less than projected. The Governor and the Legislature had approved a 3% raise for State employees contingent upon revenues meeting projected income. That has not happened so the latest report is that there will be no raises this fall as previously planned. So far we have not had any news about mid-year funding cuts and the last two months tax receipts were up a bit so I am hopeful that we will not have to deal with mid-year budget reductions.

## FALL SEMESTER 2016 PRELIMINARY ENROLLMENT REPORT

<b>HEADCOUNT</b>	<b>9/22/15</b>	<b>9/19/16</b>	<b>% CHANGE</b>
Full-Time	1,236	1,161	(6)
Part-Time	1,141	1,341	18
Male	928	970	5
Female	1,449	1,532	6
<b>Total</b>	<b>2,337</b>	<b>2,502</b>	<b>7</b>

<b>FTES</b>	<b>9/22/15</b>	<b>9/19/16</b>	<b>% CHANGE</b>
	1,536	1,594	4

### JURISDICTION

	<b>Number</b>	<b>Percent</b>
Dickenson County	230	9.2%
Lee County	466	18.6%
Scott County	462	18.5%
Wise County	1,041	41.6%
City of Norton	160	6.4%
Other Virginia	58	2.3%
Out-of-State	85	3.4%

**SUMMER SEMESTER 2016  
FINAL ENROLLMENT REPORT**

<b>HEADCOUNT</b>	<b>2015</b>	<b>2016</b>	<b>% CHANGE</b>
Full-Time	100	96	(4)
Part-Time	789	790	1
Male	284	292	3
Female	605	594	(2)
<b>Total</b>	<b>889</b>	<b>886</b>	<b>(0)</b>
<b>FTES</b>	<b>2015</b>	<b>2016</b>	<b>% CHANGE</b>
	354	350	(1)

**ANNUALIZED FULL-TIME EQUIVALENT STUDENTS**

	2012-13	2013-14	2014-15	2015-16	2016-17
Summer Annualized FTES	229	193	180	177	175
Fall Annualized FTES	945	904	821	847	
Spring Annualized FTES	775	765	745	759	
<b>Total Annualized FTES</b>	<b>1,948</b>	<b>1,862</b>	<b>1,745</b>	<b>1,783</b>	

(Totals may differ slightly from official data due to rounding)

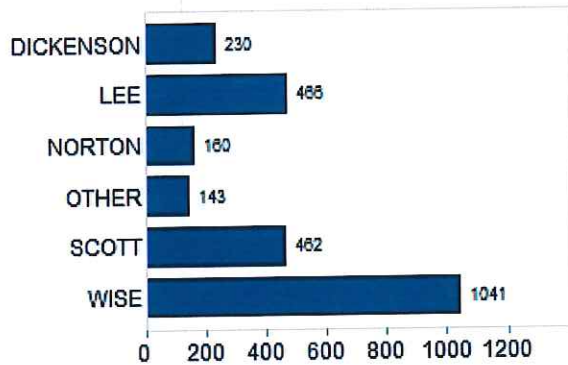


## MECC Enrollment Report - September 19, 2016

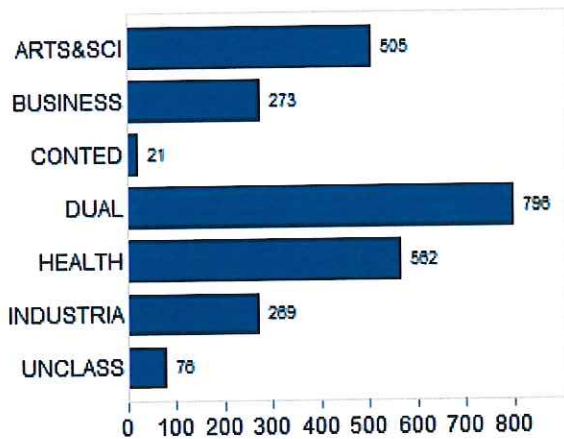
**Headcount and FTES by Division**

DIVISION	HC	FTES
ARTS&SCI	505	394.47
BUSINESS	273	201.87
CONTEd	21	13.40
DUAL	796	374.80
HEALTH	562	382.20
INDUSTRIA	269	210.53
UNCLASS	76	16.33
<b>Totals</b>	<b>2502</b>	<b>1593.60</b>

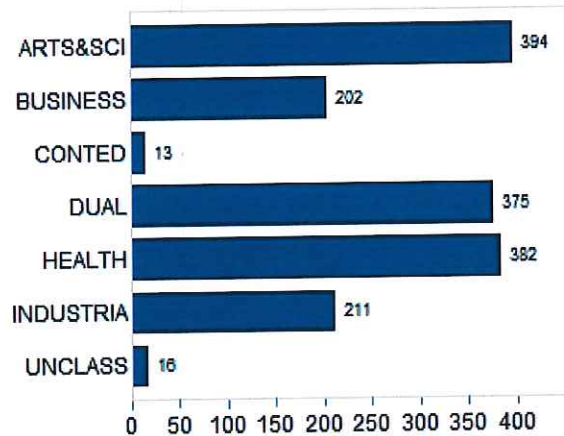
**Headcount by Jurisdiction**



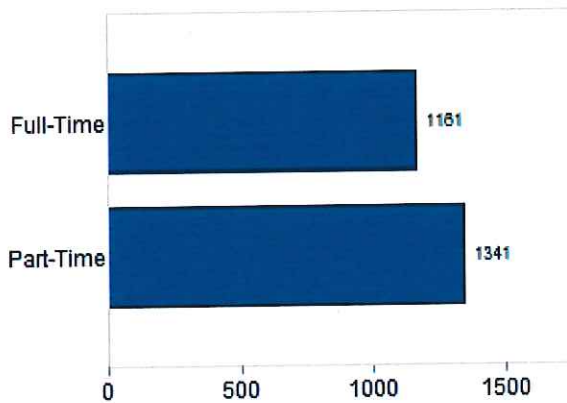
**Headcount by Division**



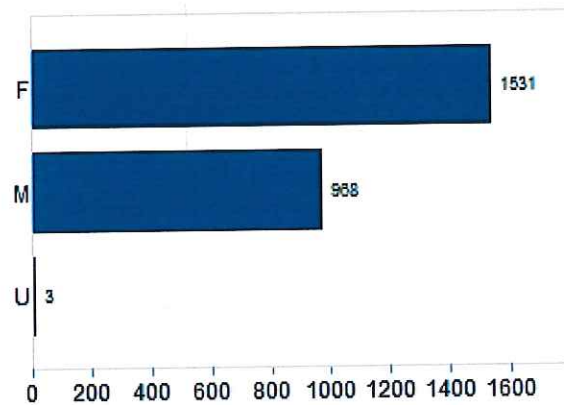
**FTES by Division**



**Full-Time/Part-Time Enrollments**



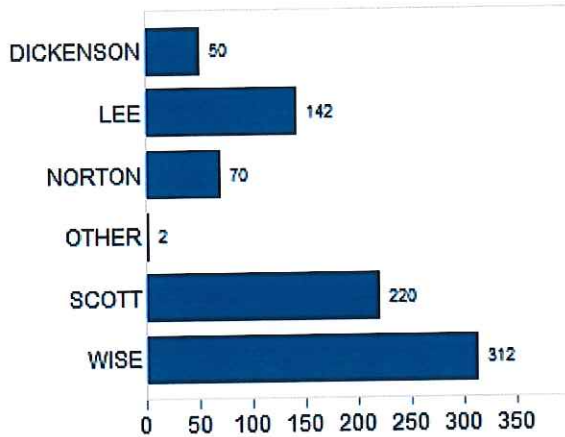
**Headcount by Gender**



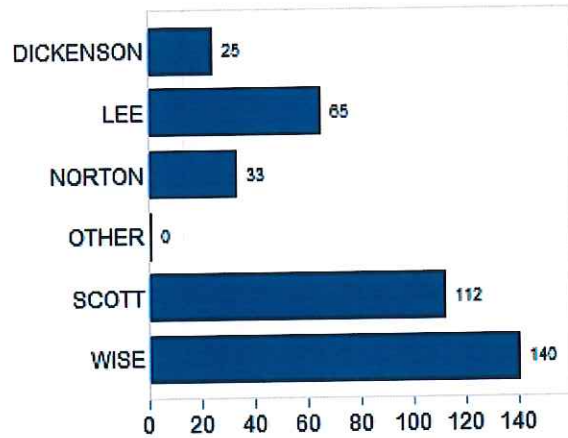
Compared to September 21, 2015: Headcount is up 8.5% (2,306 to 2,502); FTES are up 4.8% (1,521 to 1,594)

## MECC Enrollment Report - September 19, 2016

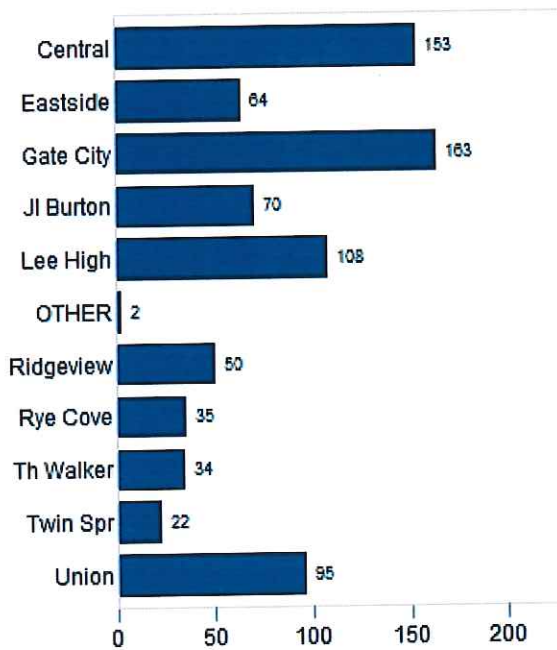
**Dual Enrollment Headcount by County**



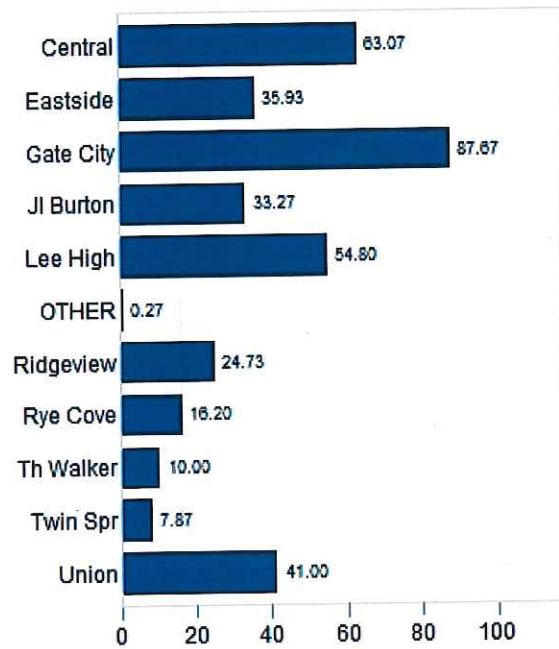
**Dual Enrollment FTES by County**



**Dual Enrollment Headcount by High School**



**Dual Enrollment FTES by High School**





# President's Update

Fall Semester 2016





# 2015-16 In Review

- ▶ Strategic Plan
  - ▶ Moved to biennial strategic plan last year.
  - ▶ Identified a total of **9** major strategic objectives
  - ▶ Developed **47** activities to achieve our objectives
- ▶ How Did We Do?
  - ▶ Classified tasks as: Completed (C), Satisfactory Progress (SP), In Progress (IP) and DDS (Didn't Do Squat!)
  - ▶ We completed **19** activities
  - ▶ We made satisfactory progress on **12** activities
  - ▶ **18** activities were still in progress



# 2015-16 In Review

- ▶ Strategic Plan

- ▶ The GOOD news! ZERO activities were classified as DDS!



# 2015-16 in Review

- ▶ Highlights from SY 2015-16
  - ▶ August 2015 – MECC offers first credit course in drone technology in the VCCCS
  - ▶ MECC named in the top 20 military friendly schools in the US by Military Times
  - ▶ MECC Technology Division won the Horizons award for innovative use of technology in education for the SPARC-E solar trailer
  - ▶ Record number of high school students participated in our Dual Enrollment Academy. 44 students earn credentials and 6 of those got their AAS degree
  - ▶ MECC wins the Presidents Award for innovation in education from the Southwest Virginia Technology Council for the development and use of drone technology
  - ▶ MECC plays a pivotal role in economic development by providing training to potential employees of new company Frontier Secure.





# 2015-16 in Review

- ▶ Highlights from SY 2015-16
  - ▶ Enrollment stabilizes through focus on student retention and success. MECC ends year as one of 4 schools with positive FTE for the year.
  - ▶ Governor's School hits another high in enrollment
  - ▶ Mountain Music School has highest enrollment ever, including a student from Scotland
  - ▶ Expanded programming in Dual Enrollment
  - ▶ Workforce Education Division is 4<sup>th</sup> highest in credentials awarded in the VCCS

# 2016/2017 Objectives

- ▶ Connection Objective – Increase MECC annual admission applications from 1209 to 1250 by 2017 (actually decreased F2015)
- ▶ Entry Objective – Increase MECC admissions application enrollment from 55% to to 58% by 2017 (increased by 1.7%)
- ▶ Progression Objective – Increase MECC Fall-to-spring retention to 71% by 2017 (increased 3.83% to 70.41% highest increase in the VCCS)
- ▶ Increase MECC Fall-to-Fall retention to 43% by 2017 (decreased slightly)
- ▶ Completion Objectives – Increase MECC annual graduates in AAS degrees, certificates and career studies certificates to 600 by 2017 (up 7%)
- ▶ Increase the number and percent of students for which the college obtains evidence of industry certification or license completion. (baseline 552)



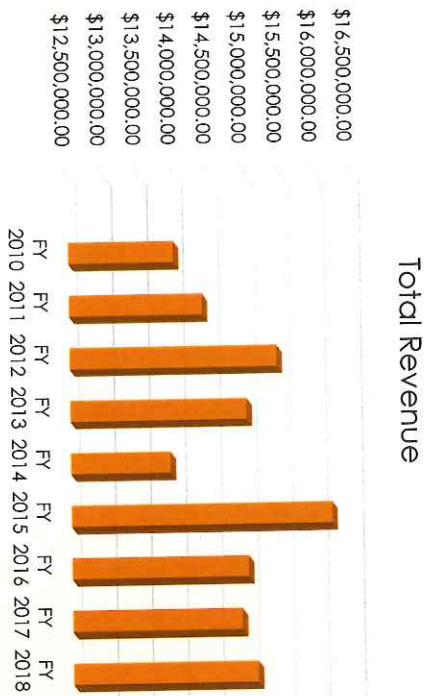
# 2016/2017 Objectives

- ▶ Affordability and Sustainability Objectives
- ▶ Support VCCS initiatives to secure resources for an outcomes based funding formula for workforce credentials.
- ▶ Secure continued funding to support the Career Coaches and the Great Expectations program.
- ▶ Continue to operate the college as efficiently as possible.



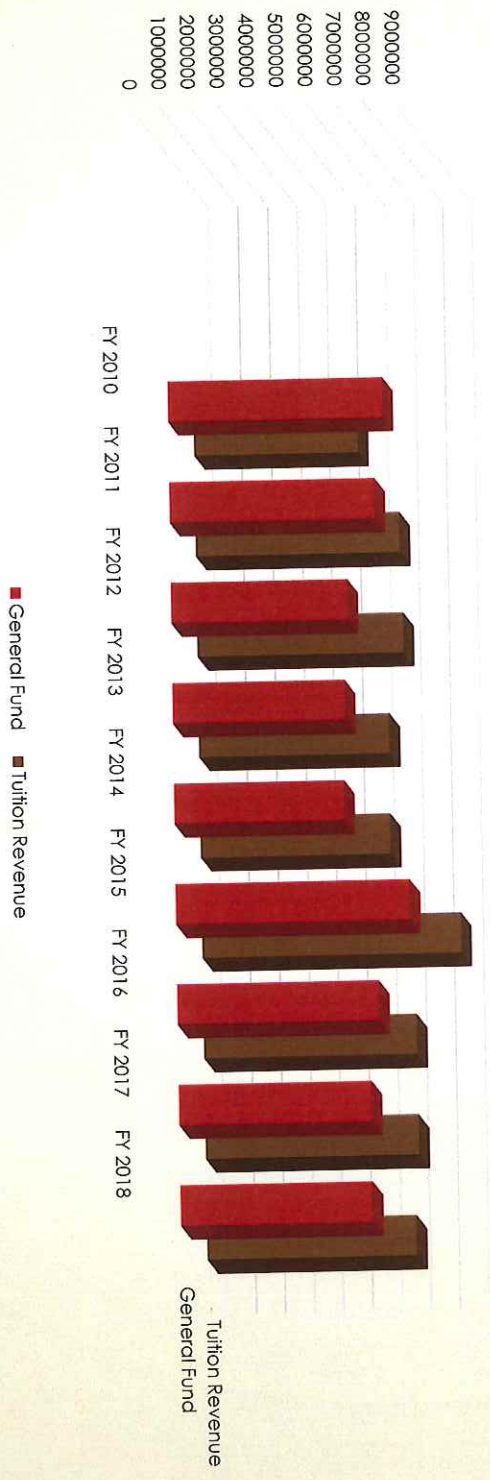
# Budget Update

- Completed FY 2016 in the black and had a modest carryover into this year.



# Budget Update

General and Tuition Revenue





# Budget Update

- ▶ The VCCCS was able to secure a funding formula specifically for Workforce Education non-credit training. Tied to high-demand occupations.
- ▶ That new funding will not come to the colleges through a regular formula
- ▶ Funding formula operates on a 1/3 – 1/3 – 1/3 basis.
  - ▶ 1/3 of tuition paid by student or employer
  - ▶ 1/3 of tuition paid to the college by VCCCS upon successful completion of course
  - ▶ 1/3 of tuition paid to the college upon proof of certification





# VCCCS Update

- ▶ Other VCCCS Initiatives
  - ▶ Shared Services Center
  - ▶ SSLI Plan
  - ▶ Financial Aid Credit Audit
  - ▶ OER Initiative
  - ▶ Soft Skills Analysis
  - ▶ Performance funding



# Challenges and Opportunities

- ▶ CHALLENGES
- ▶ MECC will be faced with declining numbers of potential students due to demographics and outmigration.
- ▶ Declining FTE will create financial challenges.
- ▶ Meeting the demands created by new State initiatives with limited staff.
- ▶ Finding new ways to spur growth in enrollment
- ▶ Identifying and serving new markets in the Workforce Education Division.



# Challenges and Opportunities

- ▶ OPPORTUNITIES
- ▶ New businesses moving into the district increase employment and create job training opportunities.
- ▶ MECC can partner with economic developers to attract new employers to the region.
- ▶ Continue to develop new partnerships with other institutions and business to expand opportunities for our students
- ▶ Take advantage of funding opportunities to develop new programs
- ▶ Continue our focus on student success to increase recruitment and retention





# Challenges and Opportunities

- ▶ MECC has gone through some tough times in the last few years and has proven that we are up to the challenge.
- ▶ The dedication of our people to helping our students and the communities in our district prosper have shown that MECC can be a leading force for renewal in our region.
- ▶ With everyone's support and hard work MECC will continue to be a beacon of hope and renewal

Thank you for all you do for the people of SW Virginia

# Chancellor's Objectives for the Complete 2021 Goal: (AY2016-AY2017)

*In order to meet the VCCS Complete 2021 Goal of tripling the number of credentials awarded annually by 2021, the Chancellor establishes biennial objectives for the system. Objectives are organized using the Loss-Momentum Framework for Student Success, with an additional objective for increasing college affordability and sustainability. The system office and colleges will identify strategies for meeting these biennial objectives.*

## CONNECTION OBJECTIVE

SYSTEM: Increase VCCS annual admissions applications from 110,000 to 130,000 by 2017.

**College Objective:** Increase MECC annual admissions applications from 1209 to 1250 by 2017

### College Strategies to Achieve Objective:

#### Student Services - Academics

1. Utilize the MECC bus to set up at various locations in every county throughout the year to provide community members an opportunity to learn more about the college, obtain information about our programs, complete admissions and financial aid applications and enroll in classes.

The Recruiter takes the MECC bus out to each county during open enrollment for each semester. We promote the dates in the local newspapers. Services provided include providing information about programs, completing admissions and financial aid applications. We can enroll students if they have already completed testing.

2. The MECC Recruiter and Enrollment Services office will schedule set dates at approved office locations in each county to provide access to students with questions about the college, programs, admissions and financial aid without having to travel to campus.

The Recruiter utilizes the MECC bus to accomplish this in remote locations. However, various recruiting sessions are also held at community events, during rapid-response meetings, at each of the off-campus locations for Plugged In VA and others.

3. The College will continue to aggressively target graduating high school seniors for enrollment at MECC after graduation. We will continue to visit schools monthly for the following: senior class visits; lunch visits; ceremony participation; Virginia College Application Week; FAFSA initial preparation visits; FAFSA workshops; On-site advisement and Enrollment, etc.

The Office of Enrollment Services, Financial Aid, Office of Student Outreach and Success and other appropriate college personnel are in each of the high schools within the service region on a regular basis for lunch and classroom visits, FAFSA workshops, on-site advising, etc.



4. Provide special recruitment days on campus for High School students including invitations to the Fall Student Picnic, College Day, Pro-Art performances, Spring Fling

Completed and successful events including traditional, non-traditional, high school/dual enrollment students from the region.

#### Public Information

5. Increase awareness and visibility of MECC career-path degree programs, specifically in the adult, non-traditional population by developing high quality marketing pieces that focus on graduate successes and distribute via social media, direct mail, billboard, radio and television marketing. The ultimate goal is to see increased enrollment in identified MECC career path programs

In 2015-16, MECC launched a marketing campaign targeting adult and non-traditional students focusing on career paths. The campaign featured the theme "A College That Works" and highlighted adult students/graduates that are currently placed in their career fields, including advanced manufacturing, Health Information Management, and police science. The campaign was featured in the college's new viewbook, and various advertising including billboards, television, social media, and radio. Marketing in 2016-17 will also reflect a focus on adult, non-traditional students who have completed their college degree. Although overall enrollment increased in 15-16, enrollment in our non-traditional student population has experienced a slight decline. Career Services provided support with initiative by issuing personalized letters to those students who did not receive admission to health care programs, e.g. nursing. The letters included options for other careers in the healthcare profession offered at MECC.

#### ENTRY OBJECTIVE

SYSTEM: Increase admissions application enrollment yield to 60% systemwide.

**College Objective:** Increase MECC admissions application enrollment yield from 55% to 58% by 2017

#### College Strategies to Achieve Objective:

##### Student Services

1. Two weeks prior to the start of a new semester, utilize the Student Outreach and Success Center staff and faculty to personally contact all students who have applied to MECC but have not yet enrolled to offer encouragement and assistance in enrolling at the college.

The Office of Enrollment Services provides each division with a monthly query of students who have applied but who are not yet enrolled. Faculty and staff follow-up with those



students by phone and/or personalized post-card if the potential student cannot be reached by phone. Instead of this occurring two weeks prior to the new semester, it is now an on-going process. During Spring 2016, A&S faculty received two lists of students to contact and were successful in contacting 100% via phone calls, emails or postcards (104 students). Approximately 25% of the students were advised and enrolled.

#### Financial Aid and Enrollment Services

2. The Financial Aid Office will work to implement a more aggressive scholarship awarding schedule in an effort to provide prospective students with a generous financial aid award offer and to entice them to enroll at MECC.

Although the schedule was developed to begin earlier this year, there were some issues with the set-up of the scholarship application due to turnover in Foundation office staff. However, we did offer the application to students beginning in late February.

3. The Financial Aid office will promote and provide on-campus financial aid workshops to current students and community members in an effort to further educate students about the financial aid process, assist them with financial aid and scholarship applications and counsel them on their estimated financial aid eligibility.

During the 2015-16 year, the Financial Aid office held approximately 23 on-campus financial aid workshops.

#### Academics – Dual Enrollment

4. Expand the Quick Start program by targeting students who have applied but not yet enrolled as potential quick start participants and recruit them to enter the college as Quick Start students.

The Quick-Start College Readiness class was designed to attract individuals who were not sure if they were prepared for or interested in attending college. The course covers basic computer skills, a refresher on English and Math fundamentals, study skills, and career options. Two cohorts were held during the 2015-16 academic year. Another is scheduled to begin mid-July. Follow-up surveys with these students revealed that the majority would not have even tried to enroll here if not for the QuickStart class. This is an ongoing project that will continue over multiple years to determine its impact on student success.

5. Implement new Dual Enrollment Orientation program for both on-campus and off-campus students so they will be more successful and enroll as full-time students at the college.

An extensive Orientation program for Dual Enrolled students was developed in the fall of 2015 and piloted with three high schools. High School career coaches, the Dual

Enrollment Coordinator and all members of the Vice President's staff participated in the orientation sessions. The orientation program was well received by the pilot schools and plans are underway to expand the orientation program to all high schools beginning in the fall of 2016.

6. Utilize the high school Career Coaches to provide enhanced advising sessions for all dual enrolled students at the off-campus locations.

For the 2015-2016 school year, the high school career coaches met with a total of 728 dual enrollment students for an advising session. This is an on-going effort.

## PROGRESSION OBJECTIVES

SYSTEM: Increase overall VCCS Fall-to-Spring Retention to 71% systemwide.

**College Objective:** Increase MECC Fall-to-Spring retention from 63% to 71% by 2017

**College Strategies to Achieve Objective:**

Student Services -Academics

1. Provide redesigned SDV 100 for new students at the beginning of each semester.

The redesigned SDV 100 class was fully implemented beginning in the fall 2015 semester. All students enrolled in the 3-day course were successful. Students were surveyed to determine their satisfaction with the course with an overwhelming percentage (96%) indicating they prefer this format. Additional work is being done to determine if a 2-day (extended time) format would be feasible due to the limited time available in the academic calendar in 2016-17.

The success and progression data indicates those who participated in the redesigned format were more successful in their first semester than those who participated in the traditional or online format. The data will continue to be reviewed to determine the overall impact.

2. Designate sections of the redesigned SDV for college transfer students and utilize the Virginia Wizard to research careers and transfer institutions to enable them to make informed decisions related to course selection and/or program selection.

Completed through intentional redesign of program content and assignments in all sections in SDV100 to increase student participation with the Virginia Wizard for career and transfer exploration.



3. Develop a process for the advising and coaching of students required to complete an SAP appeal based upon low GPA and/or lack of success in 67% of the credits attempted.

This goal has not been partially met; however, we were late in developing the criteria and therefore the timeliness of the plan did not allow us to meet the objective. However, plans are underway to meet this objective in 2016-17. Item 5 will be removed from the plan inasmuch as the pilot of Pell as a Paycheck did not prove to be helpful in the retention or success of students participating in that program.

4. Improve early reporting of at risk behavior by implimenting SAILS early alert to identify at risk students and intervene.

- For the Fall 2015 term, of the 185 full time and adjunct/DE faculty, there were 5613 total flags raised. Of the 5613 total flags raised, 2647 were academic related and 2966 were kudo's. For fall 2015, at least 80% of our faculty completed the initial/midterm progress survey for each class.
- For the Spring 2016 term, of the 159 full time and adjunct/DE faculty, there were 4989 total flags raised. Of the 4989 total flags raised, 2350 were academic related and 2639 were kudo's. For Spring 2016, at least 81% of our faculty completed the initial/midterm progress survey for each class.

5. Reduce the cost of textbooks and related course materials by implementing OER adoptions or other costs savings in at least 10% of all course offerings in 2015-16.

The following OER courses have been developed in the last academic year:

- ENG 111
- ITE 140
- ITE 150
- ITE 119 (Updated to Office 2016)
- BUS 165
- MKT 100
- SDV 106
- MKT 170
- MKT 284

6. Seek continued funding for the College Success Coaches funded through the TDIP funds. Fall to Fall retention goal for the Success Coaches Cohort will be 80%



Continuation of TDIP funding after June 30, 2017 is questionable. However, the college will seek to fund this program through other resources if at all possible. The Fall to Fall retention data will not be available until September, 2016.

#### Public Information

7. Increase one and two-way communication to students to support student retention and engagement utilizing 1.) Website 2.) Text messaging 3.) Social Media 4.) Television – Public Access Channel.

In 2015-16, MECC launched a new website, improving the visuals and upgrading the content management platform. The upgrade improved MECC's Section 508 compliance rating from a failing grade to 96.4% Section 508 compliant according to the Virginia Disability Service Agency. Upgrades were also made to the college's public access channel, improving the quality of programming on the site. MECC began utilizing text alerts to update students on important deadlines, such as tuition back out dates and required students to sign up for text alerts as part of their SDV 100 orientation. Social media membership on the college's Facebook site increased from 2,985 users to 3,831 users, increasing the number of individuals viewing MECC's messaging.

SYSTEM: Increase overall VCCS Fall-to-Fall Retention to 60% systemwide.

**College Objective:** Increase MECC Fall-to-Fall retention from 38% to 43% by 2017

#### **College Strategies to Achieve Objective:**

##### Student Services

1. Engage a cohort of 50 students per semester in a service learning program to promote engagement with the community and the college with the intent to increase retention of the cohort group above 60%

Completed with ongoing revisions. Student Services engaged more than 50 students through intentional community programs and outreach services. Programs that increased services learning included Christmas Boxes, PINK OUT – Cancer Support Fundraising, Veteran's 5K/Walk event, Campus Blood Drives, and other extracurricular programs.

2. Utilize the services of Student Success Coaches to provide intensive case-management for at-risk students and increase the retention of those students to at least 80%.

The retention data will not be available until September, 2016.

3. Provide a wide variety of student activities on-campus to increase student engagement and retention.

Completed. Over 60 individual student activity events held on campus during the spring and fall semesters, each of which partnered with student leadership in clubs, organizations, and student government association members.

**Academics**

1. The College’s QEP identified hybrid courses as the most effective at maintaining student success. Expand hybrid course offerings available to students by 5% to enhance student success and retention.

Number of hybrid sections for A&S division: Fall 2015 - 4; Spring 2016 - 8, Fall 2016 projected – 20

2. Improve early reporting of at risk behavior by implimenting SAILS early alert to identify at risk students and intervene.

As evidenced by an increase in the percentage of flags and kudos submitted by faculty from Spring 2014 to Spring 2015, faculty interaction with students improved significantly. The percentage of students without prompted kudos or flags decreased during the same timeframe as the result of faculty utilizing the system to interact with their students more often.

Semester	Kudos		Flags		No Kudos/Flags	
	F2F	Distance	F2F	Distance	F2F	Distance
<b>Spring 14</b>	4%	7%	12%	17%	85%	77%
<b>Fall 14</b>	11%	10.5%	12.5%	14%	77%	77%
<b>Spring 15</b>	42%	23%	18%	22%	45.5%	60%

3. Reduce the cost of textbooks and related course materials by implementing OER adoptions or other costs savings in at least 10% of all course offerings in 2015-16.

The following OER courses have been developed in the last academic year:

- ENG 111
- ITE 140
- ITE 150
- ITE 119 (Updated to Office 2016)
- BUS 165
- MKT 100
- SDV 106
- MKT 170
- MKT 284



## Foundation

1. Expand funding for the MECC Dreamkeepers fund that will provide emergency financial assistance to students to help them stay in school.

The MECC Foundation budgeted \$18,000 for the Foundation's student emergency assistance program for the 2015-2016 academic year. A total of 40 students received assistance totaling \$13,403 during the summer 2015, fall 2016, and spring 2016 terms, with the last expenditure being recorded on 6/9/2016. All of the students who received assistance in summer 2015 were successful. 71.4% of the students who received funding in fall 2015 were successful. Success data has not been collected and reviewed for students who received assistance in spring 2016. With more than 25% of the budget remaining unspent at the conclusion of the fiscal year (\$4,597), it can be inferred that funding was more than sufficient to meet the needs of students who requested emergency assistance in the 2015-2016 academic year.

2. College focus groups identified lack of child care as a barrier for retention and completion for some students. Conduct feasibility study for a child care center located on campus.

Following the completion of forums with college employees and internal feedback that child care is a significant barrier to retention for some students, MECC collaborated with WIOA 1 to prepare and submit an application for an ETA POWER grant which included a provision for funding to assess the need for child care at MECC. The primary purpose of the grant was to fund training for coal miners who are displaced. Funds were also included in the grant to support an assessment of various student support needs in Planning Districts 1 and 2, with Virginia Tech's Office of Economic Development undertaking the assessment. Before the application was submitted to ETA, the language of the grant was changed and the focus for the assessment the student support needs became more general and did not specifically address the need for child care at MECC.

The ETA POWER grant was awarded to WIOA 1 and an advisory committee for the ETA POWER grant has been established. Since that time, the Virginia Tech Office of Economic Development has indicated its intent to complete a gap analysis for student support needs and identify some models and options for addressing child care gaps, but expressed its intent to not constitute a full-blown child care feasibility study with POWER funding. The project leaders at Virginia Tech are willing to discuss



how a feasibility study could be an add-on project tailored to meet the college's needs. There will be further discussion of this topic at future Advisory Committee meetings. This objective has not yet been achieved, but the ETA grant has been received to begin work on this objective.

## COMPLETION OBJECTIVES

SYSTEM: Increase the overall annual VCCS Graduates in associates degrees, certificates and career studies certificates by 6,000 over FY2015.

**College Objective:** Increase MECC annual graduates in AAS degrees, Certificates and Career Studies Certificates from 528 to 600 by 2017

**College Strategies to Achieve Objective:**

(Note: Most retention strategies noted above will contribute to the achievement of this goal but will not be repeated in this section for brevity.)

1. Develop formalized system to identify every student that completes the requirements for any degree, certificate or industry based credentials and automatically award that credential.

The VCCS is currently in the process of developing a degree audit program for credit students. Currently, the Office of Enrollment Services prepares a mass query for General Education Certificates. The IR office has developed a system to identify students in other program areas who are close to completion. These reports are then provided to the faculty and Division Deans to follow-up individually with each student.

2. Develop reverse-transfer agreements with 3 more universities by 2017.

MECC has developed and entered into one reverse-transfer agreement to-date with King University. Discussions have taken place with UVA-Wise; however, the outcome was not favorable. Additional discussions are underway.

3. Provide financial assistance to students to assist in the cost of testing related to industry credentials.

Financial Assistance was provided for testing related to industry credentials from the 2015-16 Perkins allocations, totaling \$9,315.85.

4. Develop and implement a "Second Chance" program to identify students who are close to completing a credential but have not done so and contact them to encourage and assist them in completing a credential.

A software solution was developed to identify students who are close to completing a degree or certificate and measures have been taken to contact the students identified by the program to encourage their path to completion.

5. Re-brand the majors of "Business Administration," "General Studies," and "Science" under the new label of "College Transfer" in order to promote a clearer focus on the purpose of the degree, which should in turn give students clearer focus on their purpose in completing the degree. The outcome: A&S will rebrand the degree using college processes, publish the materials in the catalog, retrain division advisors, and promote the rebrand as part of an effort to improve completion and transfer rates.

All six majors in the A&S division have been re-formatted to align with the heading of college transfer. These changes are reflected in the 2016 college catalog, on the website, and in new publications. During Spring 2016, faculty advisors met in two workgroup sessions to complete this goal.

6. Increase OER's available to students through the Library and provide workshops to students to increase awareness and use of the OER's available.

Wampler Library's efforts for OER include:

- Phil Edwards attended the following meetings:
  - Open VA 2.1 Meeting @ College of William and Mary, Williamsburg, VA, May 2, 2015;
  - OER Meeting @ MECC, PT 232, July 23, 2015;
  - OER Training @ MECC, PT 121, August 12, 2015;
  - VCCS Librarian Meeting on Z 23, conference call on August 19, 2015;
  - VCCS Librarian Meeting on Z 23, conference call on October 19, 2015; and
  - OER Meeting with Dora Hill, College Bookstore, May 24, 2016.
- Phil Edwards served on the following committee:
  - Z 23 Grant Committee for MECC.
- Phil Edwards will put links to websites for OER on Wampler Library website starting fall 2016 semester, updating these each semester.



SYSTEM: Collect college-generated baseline information on top business-demanded industry certifications and licenses offered at each college and college-generated evidence of the number of students earning the intended industry certification or license as a numeric value and as a percent of students who complete noncredit training in preparation for the industry certification or license. (Year 1)

**College Objective:** Establish and report to VCCS baseline data on industry certifications and licenses offered at MECC and number of students that earn those awards as a numeric value and percent of students who complete non-credit training in preparation for industry certification or license (year 1)

**College Strategies to Achieve Objective:**

#### Workforce Education

1. Review VCCS recommendations on data to be collected, compare to college data available and determine if changes need to be made to capture data needed to report to the VCCS.

The Workforce Development Data housed within WES and SIS were compiled and reported as required. This process could be improved, but it would require changes to the state's WES system.

2. Establish procedures in the IR office to capture data and report annually to the VCCS.

Procedures are in place to capture data for the VCCS within the Workforce Development offices.

SYSTEM: Increase the number and percent of students for which the college obtains evidence of industry certification or license completion \* systemwide. (Year 2)

*\*To be determined by baseline data collected in year 1.*

**College Objective:** Increase the number and percent of MECC students who obtain industry certification or license completion.

**College Strategies to Achieve Objective:**

#### Workforce Education - Academics

1. Review baseline data gathered in year one to determine changes needed in procedures at the college to increase accuracy of reporting data required and where increases in certificates awarded are possible.

A system was designed by the VCCS and is now in place. The system has often had "down-time" and errors, but it is in place. Hopefully it will continue to improve.



2. Workforce Education staff will make all clients aware of opportunities for certificates and industry certification and encourage all clients to achieve those credentials.

This is an ongoing process. All clients are advised of opportunities and marketing efforts have been designed to provide this information to the general public.

3. Review course offerings available in WF Ed. and find additional certificate or credentialing opportunities relevant to businesses and industry clients served.

This is also an ongoing process. Multiple new programs are under development or are now in place.

4. Partner with the Workforce division to promote credit articulation for workforce credentials.

This effort has been in place for many years.

5. Obtain industry certification for all technical programs eligible for such certification so completing students will obtain the appropriate certification or credential.

All technical programs have been reviewed to determine what industry certifications would be applicable to the respective areas. Although most programs have led to industry certifications for some time, a more concerted effort is underway to capture the data related to the number of certifications earned. The following certifications have been earned by students since July 1, 2015:

Phlebotomy: 24

Med-Aide: 6

CNA: 37

LPN: 20

NCCER Core: 68

HVAC Level 1: 5

Electrical Level 1: 13

Plumbing Level 1: 1

EMT Basic – 8

EMT Intermediate – 8

Paramedic – 3

CRT – 13

RRT – 12

Microsoft Office Specialist – 3

Certified Professional Coder Apprentice – 7

Recent data released by the VCCS showed MECC 4<sup>th</sup> in the state in the total number of workforce credentials awarded in the 2015-16 school year.

6. Review and establish formalized procedures to identify all completers and automatically award any degrees, certificates or credentials to students who have completed the necessary work.

The VCCS is working on a solution for this; however, to our knowledge it is not yet in available to the colleges.

7. Increase faculty interaction with local business and industry through site visits and advisory council meetings, for the purpose of keeping programs up to date and offering industry-recognized credential.

This is an ongoing and continuous effort. All CTE academic faculty and personnel continue to reach out to local industry. Participation in advisory council meetings has increased over the past two years.

## **AFFORDABILITY AND SUSTAINABILITY OBJECTIVES**

**SYSTEM:** Secure resources for an outcomes based funding formula for workforce credentials.

**College Objective:** Support VCCS initiatives to secure resources for an outcomes based funding formula for workforce credentials.

### **College Strategies to Achieve Objective:**

1. Contact local legislators to make them aware of the needs of local industry for qualified workers and the initiatives at the college that will help supply those workers.

During the 2016 Legislative session the college president and a former board member met with all of the legislators that represent any portion of the college district. During those meetings the workforce needs of the district were discussed and the legislators all agreed to support the new Workforce Education funding initiative. That initiative was passed and is now being implemented by the VCCS.



SYSTEM: Secure funding for philanthropic and other investments for Year2 of the Rural Horseshoe Virginia Initiative (RHVI).

**College Objective:** MECC will secure continued funding to support the Career Coaches and the Great Expectations program.

**College Strategies to Achieve Objective:**

1. Secure funding for the Career Coaches and Great Expectations programs from the MECC College Foundation and identify local funding sources available.

The MECC Foundation Board voted in January 2016 to implement the RHI Pilot during the 2016-2017 academic year. The MECC Foundation has since budgeted sufficient funds to hire two full-time Career Coaches on a 10 month contract and to continue supporting the full-time Great Expectations Coach at the same level as the program was funded during the 2015-2016 academic year. The budget assumes that the VFCCE/state provide the matching funds that were offered as an incentive to join the RHI Pilot.

MECC and SWCC will be jointly funding a 10 month contract for a third full-time Career Coach as part of the RHI Pilot.

In addition to the MECC Foundation agreeing to fund the two full-time Career Coach positions using returns from new unrestricted endowments, the MECC Foundation conducted its spring Hall of Honor Gala to benefit the Great Expectations Program. The event raised \$17,201. At least a portion of the funds will be used to establish a new endowment to sustain Great Expectations. The MECC Foundation is promoting the RHI to donors whose philanthropic interests align with this initiative. Some dedicated gifts (beyond those raised at the gala) have been made to the RHI since the board voted to join the Pilot.

2. Review feasibility of moving some Career Coach positions to full-time and joining the Rural Horseshoe project.

After the MECC Foundation Board agreed to join the RHI Pilot and allocate the funds for two full-time positions, SWCC was asked to jointly fund one full-time position with MECC to serve Dickenson County and possibly two other sites.

In the spring, MECC notified its four part-time Career Coaches that only one part-time position would continue into 2016-2017. The college created and advertised three full-



time Career Coach positions. The three full-time Career Coaches will be trained in August and will start work at the public schools around the time that the fall semester begins.

3. Present proposal on Rural Horseshoe to the Foundation Board for review and possible adoption.

Dr. Scott Hamilton and the Executive Director of the MECC Foundation presented a plan for phasing in the RHI to the MECC Foundation Board of Directors in December 2015 and the plan was approved at the January 2016 board meeting. The MECC Foundation budget for 2016-2017 includes funds to support two full-time Career Coaches, a full-time Great Expectations Coach (who also leads some student activities as a part of the position's job duties), and adult GED incentives.

SYSTEM: Identify and implement efficiencies in college and system office operations.

**College Objective:** MECC will continue to operate as efficiently as possible.

#### **College Strategies to Achieve Objective:**

1. Embrace the objectives of the VCCS Worksmart Collaborative initiatives in the areas of Finance, Purchasing, Human Resources and Facilities to gain operational efficiencies and more effectively utilize resources.

Implementation of the Shared Services Center will facilitate some of the efficiencies with Human Resources to begin on September 26, 2016. Additional procurement and financial tasks will be implemented in the near future and coordinated with the SSC director and staff.

2. Involve stakeholders on campus to form implementation team for the successful implementation of WES

Workforce Enterprise System has been implemented and currently working through issues due to interfaces with AIS. The Workforce and Finance staff will continue to work closely to ensure both systems are available to prospective students and employers.

3. Implement CARDINAL software system as it is deployed by VCCS.

Implementation of Cardinal and the retirement of the CARS system has been completed but ongoing issues will continue to be dealt with on the year end basis. Reconciliations and audit preparations will be tasks to complete before Cardinal will be fully implemented on a daily basis.

4. Review all positions that open up due to attrition to determine if they are critical to college operations.

Positions will continue to be reviewed when vacancies arise and when possible filled by part time or adjunct faculty. Human Resources and other departments will continue to work closely to meet the labor needs while trying to be as efficient as possible. A recent FT faculty position was eliminated through attrition and will be backfilled with adjunct faculty.



Mountain Empire  
Community College

COPY

Office of the President

3441 Mountain Empire Road  
Big Stone Gap, Virginia 24219  
Phone 276.523.7490  
Fax 276.523.4130

Tuesday, Sept. 20, 2016

Mr. David Graham, Chairman  
Mountain Empire Community College Advisory Board  
3441 Mountain Empire Road  
Big Stone Gap, VA 24244

Mr. Graham;

This letter is to inform you and the members of the MECC Advisory Board that I will retire from my position as President of Mountain Empire Community College effective July 1, 2017. It has been my privilege and honor to serve as president of this excellent college for seven years. I will miss all of the fine people that make up the faculty and staff of MECC but after 42 years in management and administration it is time for me to begin a new phase in my life.

I want to thank the Advisory Board and MECC for the wonderful opportunity to serve as President of a college that is so dedicated to helping the people of Southwest Virginia. It has been a true pleasure to work with everyone here at MECC.

Sincerely,

Dr. Scott Hamilton  
President



# Sponsorship - Ticket Order Form



**Mountain Empire**  
*Community College Foundation*

**2016 Scott County Endowed Scholarship Event**  
**Thursday, September 22, 2016**



*"Puttin' on  
the Ritz"*

With music by  
*"The Virginians"*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**Tickets**  I/we would like to purchase tickets to the Scott County Endowed Scholarship Event. I understand that **tickets are \$30 each**.

I have enclosed payment of \$ \_\_\_\_\_ for \_\_\_\_\_ tickets at \$30 each.

**Sponsorship**  Yes, I/we will sponsor the event to benefit the Scott County Endowed Scholarship at MECC.

**Sponsorship Level:** \_\_\_\_\_

*(See right side of this page for sponsorship levels.)*

Yes, please send the complimentary tickets.

No, thank you. Please do not send the tickets.

Please make check payable to MECC Foundation  
and mail to: MECC Foundation  
3441 Mountain Empire Road  
Big Stone Gap, VA 24219

## **Bronze Sponsor - \$1 to \$99**

- Name of individual(s) or organization will be listed in the Sponsor section of the event program and recognized at the event

## **Silver Sponsor - \$100 - \$249**

- Name of individual(s) or organization will be listed in the Sponsor section of the event program
- Recognition at the event
- Two (2) complimentary tickets to the event

## **Gold Sponsor - \$250 - \$499**

- Name of individual(s) or organization will be listed in the Sponsor section of event program
- Recognition at the event
- Four (4) complimentary tickets to the event

## **Platinum Sponsor - \$500 - \$999**

- Name of individual(s) or organization will be listed in the Sponsor section of event program
- Recognition at the event
- Six (6) complimentary tickets to the event

## **Underwriters - \$1,000 - \$2,999**

- Name of individual(s) or organization will be listed in the Sponsor section of the event program
- Recognition at the event
- Eight (8) complimentary tickets for the event

## **Benefactors - \$3,000 and above**

- Name of individual(s) or organization will be listed in the Sponsor section of the event program
- Recognition at the event
- Speaking opportunity at the event
- Twenty (20) complimentary tickets to the event

Thank you for your  
support of scholarships for Scott County  
students attending MECC.

## The "Virginians"

The "Virginians" first organized as a musical group in 1965, so 2016 marks its 51st anniversary. All of the members were from Wise County or the City of Norton, and that's still the case today. For the first decade, the band played every weekend within the southwest Virginia, east Tennessee, and eastern Kentucky region, particularly at country clubs, and the many large service clubs that existed in the Tri-Cities at that time. Of course there have been many personnel changes over time, and the band has been through periods of inactivity in years past, only to reform for special events, "reunion" concerts and other functions.

The 2016 edition of the band includes three of the members who first played in the 1960s, plus more recent additions. Also, the number of personnel used for particular performances can range from four to seven. The "Virginians" specialize in a broad range of popular dance music, including American standards, R&B, and even some rock and roll and--rarely--a country tune. Versatility has always been the group's hallmark, and it remains so to this day.

While the era of weekly dinner-dances around the region (and the country) is long gone, the group still plays occasionally for receptions or other functions. As "canned" music took over in the ensuing years, it's refreshing to hear local performers playing music the way it's supposed to be played: live! It matters not what the style may be--rock and roll, acoustic bluegrass, or jazz--The "Virginians" encourage you to support the abundance of local musical talent within the region, particular the youngsters. Support the music education programs in your public schools. A majority of the best and brightest students have been exposed to music performance as either instrumentalists, or vocalists, or both--and that's our future.

Live music is food for our ears, and it's important to be properly nourished. We hope you'll enjoy our music!

Over for Photo

## Local Fund Expenditures Ending August 31, 2016

Category	Budget 2016 - 2017	Expenditures To Date	Budget Balance
<b>I. Contributions of Localities:</b>			
<b>A. Maintenance &amp; Operation:</b>			
College Board	\$ 5,000	\$ 2,250	\$ 2,750
President's Office	\$ 23,000	\$ 2,804	\$ 20,196
Fiscal Operations	\$ 3,000	\$ -	\$ 3,000
Student Aid	\$ 30,000	\$ -	\$ 30,000
Home Craft Days	\$ 35,000	\$ 225	\$ 34,775
Mountain Music School	\$ 26,000	\$ 10,806	\$ 15,194
Site Development	\$ 3,000	\$ -	\$ 3,000
<b>Total Maintenance &amp; Operation</b>	<b>\$ 125,000</b>	<b>\$ 16,085</b>	<b>\$ 108,915</b>
<b>B. Small Business Center</b>	<b>\$ 30,250</b>	<b>\$ 6,188</b>	<b>\$ 24,062</b>
<b>Total Contributions of Localities</b>	<b>\$ 155,250</b>	<b>\$ 22,273</b>	<b>\$ 132,977</b>
<b>II. Student Activity Fee &amp; Vending Commissions:</b>			
<b>A. Student Activities</b>	<b>\$ 80,000</b>	<b>\$ 26,000</b>	<b>\$ 54,000</b>
<b>B. Vending Operation Expenses</b>	<b>\$ 10,000</b>	<b>\$ -</b>	<b>\$ 10,000</b>
<b>Total Student Activity Fee &amp; Vending Commissions</b>	<b>\$ 90,000</b>	<b>\$ 26,000</b>	<b>\$ 64,000</b>
<b>III. General Auxiliary Fee:</b>	<b>\$ 180,000</b>	<b>\$ -</b>	<b>\$ 180,000</b>
<b>IV. Bookstore</b>			
<b>A. Salaries</b>	<b>\$ 210,000</b>	<b>\$ 40,000</b>	<b>\$ 170,000</b>
<b>B. Textbooks and Supplies</b>	<b>\$ 910,000</b>	<b>\$ 49,248</b>	<b>\$ 860,752</b>
<b>C. Operating</b>	<b>\$ 50,000</b>	<b>\$ 1,143</b>	<b>\$ 48,857</b>
<b>D. Transfer to capital projects - One Stop Center</b>	<b>\$ 300,000</b>	<b>\$ -</b>	<b>\$ 300,000</b>
<b>Total Bookstore</b>	<b>\$ 1,470,000</b>	<b>\$ 90,391</b>	<b>\$ 1,379,609</b>
<b>V. Contingency and Interest Income</b>			
<b>A. Transfer to capital projects - One Stop Center</b>	<b>\$ 100,000</b>	<b>\$ -</b>	<b>\$ 100,000</b>
<b>Total Contingency and Interest Income</b>	<b>\$ 100,000</b>	<b>\$ -</b>	<b>\$ 100,000</b>
<b>VI. Construction Projects</b>			
<b>A. Dalton-Cantrell Hall Renovation Site Work</b>	<b>\$ 18,585</b>	<b>\$ -</b>	<b>\$ 18,585</b>
<b>B. Solar Training Roof</b>	<b>\$ 5,075</b>	<b>\$ -</b>	<b>\$ 5,075</b>
<b>C. Parking Lot A-B Improvements</b>	<b>\$ 3,371</b>	<b>\$ -</b>	<b>\$ 3,371</b>
<b>D. One Stop Center</b>	<b>\$ 400,000</b>	<b>\$ -</b>	<b>\$ 400,000</b>
<b>Total Construction Projects</b>	<b>\$ 427,031</b>	<b>\$ -</b>	<b>\$ 427,031</b>
<b>TOTAL ALL</b>	<b>\$ 2,422,281</b>	<b>\$ 138,664</b>	<b>\$ 2,283,617</b>



# MOUNTAIN EMPIRE COMMUNITY COLLEGE

## PERSONNEL UPDATE SEPTEMBER 2016

<u>EMPLOYEE</u>	<u>POSITION</u>
<u>NEW HIRES</u>	
<b>Kim Rasnick Dryden</b>	Accepted the wage position, Education Support Specialist III (SIM Lab Coordinator), in the Health Sciences Division effective August 11
<b>Rachel Buckner Wise</b>	Accepted the restricted classified position, Education Support Specialist III (Career Coach), in the Center for Student Outreach and Success effective September 12 replacing Carol Grace
<b>Katherine Paschetto Bowling Green, Kentucky</b>	Accepted the classified position, Education Support Specialist III (Great Expectations and Student Activities Coordinator), in Student Services effective September 19 replacing Jayne Stamper
<u>TRANSFER HIRES</u>	
<b>Patti Christian Duffield</b>	Accepted the classified position, Printing Technician III, in the Print Shop effective August 10 replacing Preston Layne
<u>RESIGNATIONS</u>	
<b>Janet Richards Gate City</b>	Resigned effective May 15 the English faculty position in the Division of Arts and Sciences to accept a position with Bellingham Technical College in Bellingham, Washington
<b>Brad Ketron Wise</b>	Resigned effective August 8 the classified position, Financial Services Specialist I, in the Foundation to accept a position with Frontier Secure

**OPEN POSITIONS**

Human Resources is contacting references for the Wage position, Library Specialist I, in the Wampler Library replacing Damean Matthews

Interviews were held on August 26 for the following positions in Buildings and Grounds:

- Wage position, Housekeeping and Apparel Worker I, replacing Sharon Dickenson
- Classified position, Housekeeping and Apparel Worker I, replacing Janet Johnson

Screening Committee is reviewing applications for the following position:

- Classified position, Financial Services Specialist I, in the Foundation with application closing date of September 5

## Local Fund Expenditures Ending August 31, 2016

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<b>TOTAL ALL</b>	<b>\$ 2,422,281</b>	<b>\$ 138,664</b>	<b>\$ 2,283,617</b>



**MOUNTAIN EMPIRE COMMUNITY COLLEGE  
2016-2017 COMMITTEE ASSIGNMENTS**

**EXECUTIVE COMMITTEE\***

David Graham – Chair  
Elaine Lovern – Vice Chair  
Gail Elliott  
Bobby Tuck  
Dennis Sturgill

\*The Executive Committee serves as the Presidential Evaluation Committee.

**CURRICULUM AND STUDENT AFFAIRS COMMITTEE**

Teresa Adkins  
Vickie Brown  
Tim Cassell  
Bonnie Elosser  
Adrienne Hood  
❖ Dr. Vickie Ratliff, Administrative Liaison

**FINANCE AND FACILITIES COMMITTEE**

David Kindle  
Burl Mooney  
Stacy Munsey  
Bob Etherton  
Rodney Baker  
❖ Mr. Ron Vicars, Administrative Liaison

**NOMINATING COMMITTEE (to be appointed in the spring)**

**FOUNDATION BOARD REPRESENTATIVES – 3**

Bob Isaac  
Bonnie Elosser  
Doris Rife

## RESOLUTION

*Whereas, the Honorable Carolyn Dishner has served diligently and faithfully on the Mountain Empire Community College Board from 2015 to 2016 as a representative of Scott County, Virginia; and*

*Whereas, Carolyn has served as a member of the Finance and Facilities Committee during her one year tenure, bringing her knowledge and expertise to the Board and providing valuable guidance; and,*

*Whereas, she has shown an abiding interest and concern in placing higher educational opportunities within reach of all citizens in her Community College region; and,*

*Whereas, she has given freely of her time and talents to the development and expansion of Mountain Empire Community College and its varied offerings in this region;*

*Now therefore be it resolved that the Mountain Empire Community College Board does hereby express its grateful appreciation to this distinguished citizen of the Mountain Empire Community College region; and,*

*Be it further resolved that the Mountain Empire Community College Board does hereby direct that this resolution be inscribed in the permanent records of the Board, and a copy be presented to Ms. Carolyn Dishner as a token of this Board's profound respect and appreciation for her exemplary service and many contributions to the success of this institution.*

**Unanimously approved this 20<sup>th</sup> day of September, 2016.**

MOUNTAIN EMPIRE COMMUNITY COLLEGE BOARD

BY: \_\_\_\_\_

*David Graham*  
David Graham, Chair

ATTEST: \_\_\_\_\_

*Scott Hamilton*  
Scott Hamilton, President and  
Secretary to the Board



## Peggy Gibson

---

**From:** Carolyn Dishner <mcarolyndishner@gmail.com>  
**Sent:** Thursday, August 11, 2016 3:30 PM  
**To:** Peggy Gibson; Chad Hood; chood@scottcountyva.com; dmann@scottcountyva.com; jherron@scottcountyva.com; jcompton@scottcountyva.com; mtipton@scottcountyva.com; djeter@scottcountyva.com; dredwine@scottcountyva.com; knoe@scottcountyva.com; Scott Hamilton; Carolyn\_Dishner@yahoo.com  
**Subject:** Resignation of Mountain Empire Community College Foundation Board Position.  
**Attachments:** resignation of MECC board.docx

Supervisors, Dr. Hamilton, and others

Please find attached my resignation of the MECC Foundation Board.

--

Remember : This is the day the Lord hath...

*Carolyn*



# Carolyn Dishner



65 Dunham Circle  
423 202 3935  
mcarolyndishner@gmail.com

8/11/2016

Dear Scott County Board of Supervisors,

I am writing to this letter to resign from the position of Mountain Empire Foundation Board.

I have recently moved and it grieves me to resign from the position that the board has entrusted me to serve on. I have always had a special place in my heart for our local community college. I feel that this was a wonderful opportunity.

I hope that the next person in this position will enjoy this as much as I have.

Again, thank you for the opportunity to serve on this board.

Warm regards,  
Carolyn Dishner

CC:

Kathy Noe

Scott Hamilton

Peggy Gibson





# **EMERGENCY OPERATIONS PLAN FOR MOUNTAIN EMPIRE COMMUNITY COLLEGE**

**Ronald Vicars, Vice President of Financial and Administrative Services**

**August, 2016**

*This document contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2.*

# MECC Emergency Operations Plan

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## **PLAN PROMULGATION**

By virtue of the authority vested in me by the College Board as President of Mountain Empire Community College (MECC), as the administrator ultimately responsible for emergency management on campus and pursuant to §23-9.2:9 of the Code of Virginia which requires each state institution of higher education shall prepare and maintain a current emergency operations plan, I hereby promulgate and issue the Mountain Empire Community College Emergency Operations Plan (“the Plan”) dated August, 2016 which supersedes all previous plans. The Plan provides for MECC’s response to emergencies and disasters in order to save lives; to protect public health, safety, and property; to restore essential services; and to enable and assist with economic recovery.

The Plan complies with Code of Virginia Title 23 and Title 44 and is consistent with the National Incident Management System (NIMS) as implemented in the National Response Framework adopted June, 2016.

The Vice President of Financial and Administrative Services has been appointed by the President to serve as the MECC Director of Emergency Management and is hereby authorized to activate the MECC Emergency Operations Center (“EOC”) in order to direct and control MECC emergency operations. Augmentation of the EOC shall constitute implementation of the Plan.

Furthermore, the MECC Director of Emergency Management (also referred to as Emergency Management Director) or his designee is hereby authorized, in coordination with the President’s Office, to amend the Plan as necessary to ensure the continued health and safety of the students, faculty, staff and property of Mountain Empire Community College.

The Emergency Director shall involve representative members of the campus community, departments and programs to:

1. Coordinate emergency preparedness, response, and recovery issues;
2. Prepare and maintain designated parts of the Plan for which the department or program is responsible;
3. Prepare and maintain internal plans and procedures to fulfill the responsibilities designated in the Plan;
4. Ensure that persons identified on the MECC Directory and Org chart are available for training, exercises and activations of the plan;
5. Coordinate appropriate training for department and program personnel assigned to disaster operations;
6. Prepare and maintain internal emergency preparedness, response, and recovery plans for the department or program’s resources (facilities, personnel, and assets) that outline a comprehensive and effective program to ensure continuity of essential functions under all circumstances;



7. Assure that preparedness plans for its department facilities are coordinated with the applicable local emergency management agency.

Every four years, Mountain Empire Community College is required to conduct a comprehensive review and revision of its emergency operations plan to ensure that the plan remains current, and the revised plan shall be formally adopted by the board of visitors or other governing body of MECC. Documentation of this adoption is certified in writing to VDEM.

This Promulgation shall be effective upon its signing and shall remain in full force and effect until amended or rescinded by further promulgation.

Given under my hand this \_\_\_\_ day of August, 2016.

---

Scott Hamilton, President  
Mountain Empire Community College

**RESOLUTION OF ADOPTION**

**WHEREAS**, Mountain Empire Community College Board is concerned with the health and well-being of its students, faculty and staff and desires that the best possible emergency service be available to them; and, the President is concerned with the health and well- being of its students, faculty and staff and desires that the best possible emergency service be available to them; and

**WHEREAS**, the Code of Virginia Chapter 1 of Title 23 and Title 44 that any public institution of higher education shall develop, adopt, and keep current a written crisis and emergency management plan; and every four years, each institution shall conduct a comprehensive review and revision of its crisis and emergency management plan to ensure the plan remains current, and the revised plan shall be adopted formally by the board of visitors or other governing body. Such review shall also be certified in writing to the Department of Emergency Management; and

**WHEREAS**, such a plan has been developed by MECC Staff in coordination with the Virginia Department of Emergency Management with input from MECC departments and Wise County Emergency Services;

**NOW THEREFORE BE IT RESOLVED** that the Mountain Empire Community College Board on this 20th day of September, 2016, does hereby officially adopt the Mountain Empire Community College Emergency Operations Plan, to include plans and procedures for both natural and human caused disasters.

I, \_\_\_\_\_, do hereby certify that the foregoing writing is a true, correct copy of a resolution unanimously adopted by the College Board of Mountain Empire Community College at a meeting held September 20, 2016.

SIGNED

\_\_\_\_\_  
Chairperson, College Board

## PRIVACY STATEMENT

Public disclosure of this document would have a reasonable likelihood of threatening public safety by exposing vulnerabilities. It contains sensitive and confidential information that is not subject to FOIA under Virginia Code §2.2-3705.2. Accordingly, MECC is withholding this plan from full public disclosure. Refer any request for a copy of this document to MECC's Vice President of Financial and Administrative Services or the Virginia Attorney General's office.

## Record of Changes

Mountain Empire Community College reviews and revises the EOP if the following situations occur:

- A formal update of planning guidance or standards
- A change in institution officials (President, Vice President, etc.)
- A plan activation or major exercise after which lessons learned were incorporated
- A change in the institution's demographics or hazard or threat profile, or
- The enactment of new or amended laws or ordinances or policy changes

Change Number	Date of Change	Page or Section Changed	Summary of Change	Name of Person Authorizing Change
1	8/25/2011	Entire Document	Update EOP originally adopted July 2003; revised July 2007	Patti W. Cantrell, VP Financial & Administrative Services
2	11/26/2012	Entire Document	Update institution officials	Donna Shelton, VP Financial & Administrative Services
3	8/01/2013	No Change	Update institution officials	Donna Shelton, VP Financial & Administrative Services
4	8/29/2014	No Change	Update institution officials	Donna Shelton, VP Financial & Administrative Services
5	7/14/2015	Entire Document	Comprehensive revision to conform to current VDEM requirements	Donna Shelton, VP Financial & Administrative Services
6	08/20/2016	No Change	Revisions to conform to the 2016 National Response Framework. Update institution officials.	Ronald Vicars, VP Financial & Administrative Services
7				



## Record of Distribution

The record of distribution is used to verify that those tasked within the plan have acknowledged receipt, reviewed and accepted the plan.

Group	Office	Title of Recipient	How Distributed (electronic or hard-copy)
Mountain Empire Community College	Emergency Management Team		Electronic and hard-copy
Wise County	Wise County Emergency Operations Center	Emergency Management Coordinator	Electronic
State Agencies	Virginia Department of Emergency Management, Planning Division	Local Planning Assistance Program Manager	Electronic
VCCS	Facilities Management	Emergency Preparedness Safety Manager	Electronic
Support Groups	<ul style="list-style-type: none"> <li>• MECC Emergency Coordinators</li> <li>• MECC CERT Team</li> </ul>		Electronic

## PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

A crisis or emergency can happen at any time and could impact one individual, a single building or the entire college campus. This document is Mountain Empire Community College’s Emergency Operation Plan (EOP). Emergencies cause confusion and stress for all involved. In order to minimize these effects, initial activation and implementation of the emergency plan should always be handled in a calm, consistent manner. Efficient implementation of the plan will provide a clear direction, responsibility and continuity of control for key officials and administrators. The basic idea to any well-constructed emergency plan is to minimize the possible threat to individuals and properties during an actual emergency. In order to minimize the threat of an emergency, annual evaluation and reviews need to be done to the emergency plan.

With these thoughts in mind, Mountain Empire Community College has undertaken the necessary planning to protect personnel and property from unexpected disaster, to maintain reasonable continuity

of operation, and allow expedient recovery and return to normal operating schedules. It must be emphasized that this is only a general plan and cannot go into the minute details required for every eventuality. This plan may be utilized as a basis for more detailed planning when an actual disaster presents itself.

## **Purpose**

The purpose of this plan is to direct actions intended to preserve life and protect property from further destruction in the event of an emergency. The overall plan establishes an emergency organization to direct and control operations during an emergency situation by assigning responsibilities to specific entities. All essential entities are to utilize any and all available resources when mitigating against, preparing for, responding to, and recovering from a natural or man-made emergency.

This plan consists of the basic plan, the appendices, and the emergency support function and incident annexes. The basic plan provides an overview of MECC 's approach to emergency response and operations. It explains the policies, organization and tasks that would be involved with the response to an emergency. The appendices identify responses to specific emergency situations, give definition to the terms and acronyms used throughout the basic plan, and are the location for any supporting figures, maps, and forms. The emergency support function annexes focus on detailing the specific responsibilities, tasks and operational actions to complete a specific emergency operations function; while the incident annexes focus on any additional special planning or response needs beyond the basic response plan for particular event scenarios.

## **Scope**

This plan and all its contents apply to all of MECC students, faculty and staff. Major emergencies may impact the surrounding community in addition to the campus. If this occurs, MECC will make every effort to cooperate with local, state, and federal officials in their delivery of emergency services.

Personnel or partner who has a role in implementation and/or administration of this plan will have advanced access and will be knowledgeable of the EOP.

## **Situation**

The following situations impact the Mountain Empire Community College Emergency Operations Plan:

- Mountain Empire Community College is located in rural Wise County in southwestern Virginia approximately two miles south of the town of Big Stone Gap. The campus is situated on sloping ground and encompasses 95 mostly wooded acres.
- MECC's campus has 7 buildings (including the Department of Mines, Minerals and Energy (DMME)) and has a student enrollment of approximately 2,800. It employs approximately 240 full and part-time faculty and staff. The college offers day time and night time classes in college transfer, trade and technical programs. The college also provides an assortment of workforce development and customized training to businesses and individuals in the region.
- The school is located adjacent to US 23, a major thoroughfare, and railroad tracks that may carry hazardous materials. While the school has not had an accident on campus, there is always a

possibility that an accident on public highways and/or the railroad can affect the school's ability to carry out its essential functions.

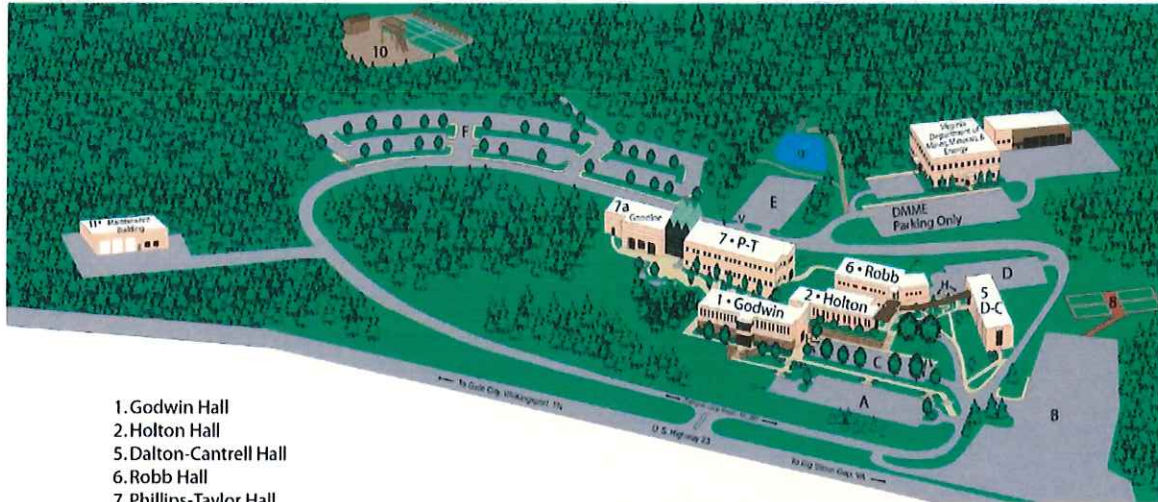
- Leadership and employees will continue to recognize their responsibilities to public safety and exercise their authority to implement this EOP in a timely manner when confronted with disaster.
- MECC will rely on the expertise of well-trained emergency responders from various Big Stone Gap community and Wise County agencies who have been involved with and are aware of the emergency response planning process.
- The school is located approximately 2 miles from a regional hospital and the school will be able to get immediate medical assistance from the hospital.
- MECC has an active and effective safety organization, policies and a Campus Community Emergency Response Team (Campus CERT) that supports the presence of well trained personnel on campus to respond to an on campus emergency.
- In the event of a disaster, MECC may need to rely on services of adjacent jurisdictions and institutions for recovery. The EOP can serve as a foundation for future development of a regional plan with neighboring institutions or resources that could incorporate mutual aid agreements, alternative facility locations and inter-organizational communications plans to ensure a coordinated response in the event of a disaster.
- A properly implemented Emergency Operations Plan will reduce or prevent disaster-related losses.



# Mountain Empire Community College

Big Stone Gap, Virginia

## Campus Map



1. Godwin Hall
2. Holton Hall
5. Dalton-Cantrell Hall
6. Robb Hall
7. Phillips-Taylor Hall
- 7a. Goodloe Center
8. Tennis Courts
9. Environmental Pond
10. Firing Range
11. Maintenance Building

- A, B, D, E, & F. Student Parking  
C. Faculty/Staff Parking  
H. Handicapped Parking  
V. Visitor Parking

### Capability Assessment

The plan takes into account, through review of the *Wise County Emergency Operations Plan – August 2013*, the risk levels related to identified hazards and the past and on-going mitigations to address those risks. The chief natural hazards identified in the Wise County EOP include flooding, severe snow and ice storms, high winds, and risk of wildfire. However, MECC is not located in an area of particular moderate or high risk of Flooding, Dam Failure, or Wildfire. The table below is taken from the Wise County EOP.

<b>Hazard</b>	<b>Probability</b>
Flooding	High
Winter Storms/Ice	High
Dam Failure	Moderate
Drought	Moderate
High Winds/Windstorms	Moderate
Wildfire	Moderate
Biological	Moderate
Chemical	Moderate
Transportation Incident	Moderate
Earthquakes	Low
Karst & Sinkholes	Low
Thunderstorms /Lightning	Low
Tornadoes/Hurricanes	Low
Aircraft Incident	Low
Radiological	Low
Water Supply Contamination	Low

*\*Wise County Emergency Operations Plan Basic Plan*

*Table No. 2 – Hazard Probability*

The plan takes into account both natural and human-caused hazards and considers the increasing risks related to man-made hazards. Based on a hazard identification and risk assessment and with consideration of risks identified in the Wise County EOP, the hazards that were determined as most likely to impact Mountain Empire Community College are:

<b>Hazard</b>	<b>Probability</b>
<b>Natural</b>	
Conflagration	Moderate
Fire	Moderate
Resource Shortage	Moderate
Severe Weather/Winter Storms/High Winds	Moderate
Tornado	Moderate
Earthquake	Low
Flood	Low
Hurricane	Low
<b>Hazard</b>	<b>Probability</b>
<b>Human-Caused</b>	
Accidents	Moderate
Communication Failure	Moderate
Criminal Activity	Moderate
Explosive Incident	Moderate
Infrastructure Failure	Moderate
Injury and Illness	Moderate
Internal Threat	Moderate
Pandemic	Moderate
Power Outages	Moderate
Psychological Crisis	Moderate
Workplace Violence	Moderate
Biological Incident	Low
Civil Unrest/disturbances	Low
Chemical Incident	Low
Mass Casualty	Low
Terrorism	Low
Nuclear Incident	None
Radiological Incident	None

Hazard indices and vulnerability assessments for moderate and significant risk events were developed for the buildings on the MECC campus. The hazard indices evaluated the extent to which the buildings were at risk from a particular hazard. The vulnerability assessments estimated the potential impacts if a particular building were affected by a specific hazard.

The Emergency Management Director is responsible for organizing and conducting capability assessments. Capability assessments indicate the strength and knowledge of the faculty and staff in emergency procedures, the importance of the installed and tested emergency alert system throughout the campus, and reinforce the need to continue efforts to integrate campus response with the locality's response plans.

Capability assessments (a series of exercises and debriefings) are scheduled throughout the year by the Emergency Management Director with support from the Violence Prevention and Campus Safety Committee and the MECC emergency coordinators team.

**Assumptions**

- The Emergency Management Director will mobilize resources and personnel as required by the situation;



- MECC will coordinate the development of the EOP with the local government emergency management program pursuant to §44-146.16 of the Code of Virginia;
- MECC will use National Incident Management System (NIMS) implementation activities for schools and institutions of higher education (IHE) and the Incident Command Structure (ICS)
  - A link to the specific training guide for IHE is located under the Training and Exercise heading later in this document;
  - Any special facilities on the campus (ex: hospital) are required to develop emergency plans in accordance with their licensing regulations;
- Incidents will require full cooperation of the campus community.
- That generally a warning will be received by the College to alert the decision-making personnel to the possibility of a general disaster in the making.
- That some assistance will be available from local area resources; e.g., the department of emergency services, fire and police departments, hospitals, medical and nursing facilities, emergency rescue squads, and other lifesaving agencies.
- That a College administrator will normally be available in the decision-making chain to implement the necessary disaster procedures.
- That full cooperation between faculty, staff, administrators, and students will exist.
- That, in the event it becomes necessary, the plan ensures that all college personnel will be evacuated in a timely and expeditious manner.
- That proper authority, if necessary, will restrict the routes of ingress and egress to College property.

### CONCEPT OF OPERATIONS (CONOPS)

The Mountain Empire Community College emergency operations plan (EOP) is based on the idea that emergency operations will begin with the college and that outside assistance from the locality in which the institution resides will be requested when an emergency or disaster exceeds institutional capabilities. Requests for assistance will be submitted to the Wise County Emergency Operations Center and the VEOC by the local Emergency Management Director only when the college's capabilities are exceeded. Situations in which several localities are threatened or impacted concurrently usually involve the state from the onset. If the state is overwhelmed, the Governor may request federal assistance. At each level, the government should officially declare an emergency in order to request assistance.

#### General

A primary goal of Mountain Empire Community College is to provide a safe environment for the students, faculty and staff. The following Emergency Management Team is responsible for administration of the emergency plan:

Position	Telephone Number
President	276-523-2400, X 200 276-523-7490
Vice President of Financial and Administrative Services	276-523-7478
Vice President of Academic and Student Services	276-523-7467
Vice President of Institutional Advancement	276-523-7493
Director of the Center for Computing and Information Technology	276-523-2400, X 348
Dean of Workforce Development	276-523-7489
Dean of Arts and Sciences	276-523-2400, X 243
Dean of Applied Sciences and Technology	276-523-2400, X 431
Dean of Student Services	276-523-2400, X 251
Dean of Enrollment Services	276-523-2400, X 219

This emergency plan will only be employed when there is an actual or imminent threat to a large population. If and when an emergency or crisis strikes, MECC needs to be prepared to handle the initial impact of the disaster until further assistance can be given. The number of casualties and the amount of destruction suffered during an emergency could be reduced if the emergency plan is followed and order is maintained.

Mountain Empire Community College will use internal resources for some emergencies and will call on outside assistance from state and local resources as necessary.

In most emergencies, it is the intention of Mountain Empire Community College to utilize local police, fire and other emergency resources to provide overall direction and control of the emergency. MECC will develop and implement prevention and emergency response strategies for the initial response to the emergency and contact local emergency authorities at the earliest time in accordance with details of this plan. Once on the scene, MECC will coordinate with and assist local authorities as necessary to assure an appropriate response to the emergency.

It is generally recognized that emergency planning and response will most likely occur in three (3) phases.

1. **Prevention and Preparation Phase**

Through training and awareness, the college will take appropriate action to prevent emergencies from occurring. The college will take the actions necessary to maximize preparation for emergency situations.

The Preparation Phase is inclusive of all preplanning steps and will include:

- a. Distribute Emergency Plan and College Directory;
- b. Review the Plan (s) regularly;
- c. Develop supply and equipment lists for the plans;
- d. Conduct drills and training;
- e. Provide awareness activities for stakeholders.

2. **Response Phase** - The College will ensure that there are sufficient resources available to handle emergency situations and assist local emergency authorities as necessary in order that normal College functions can be resumed as quickly as possible.

3. **Recovery Phase** – The College will take appropriate steps to evaluate and facilitate rapid and thorough recovery from an emergency situation in order that normal College functions can be resumed.

### **Command and Control**

1. The President of Mountain Empire Community College will direct the emergency response operations and preparations on campus, including the suspension and reconvening of classes. The President will designate an Emergency Management Director to be responsible for all aspects of the School's Emergency Plan, including but not limited to planning, communications, training, and implementation.

2. In accordance with paragraph # 1 of this section, the President appoints the Vice President of Financial and Administrative Services to serve as Emergency Management Director for the College. The Emergency Management Director will function as the emergency preparedness coordinator and emergency operations officer for MECC. In the event the Emergency Management Director is not available, this responsibility will be assigned in the order shown on page 11 of the Plan.
3. When local emergency response officials are on campus and have assumed direction operations as prescribed by law, the president and/or Emergency Management Director will provide support as requested.

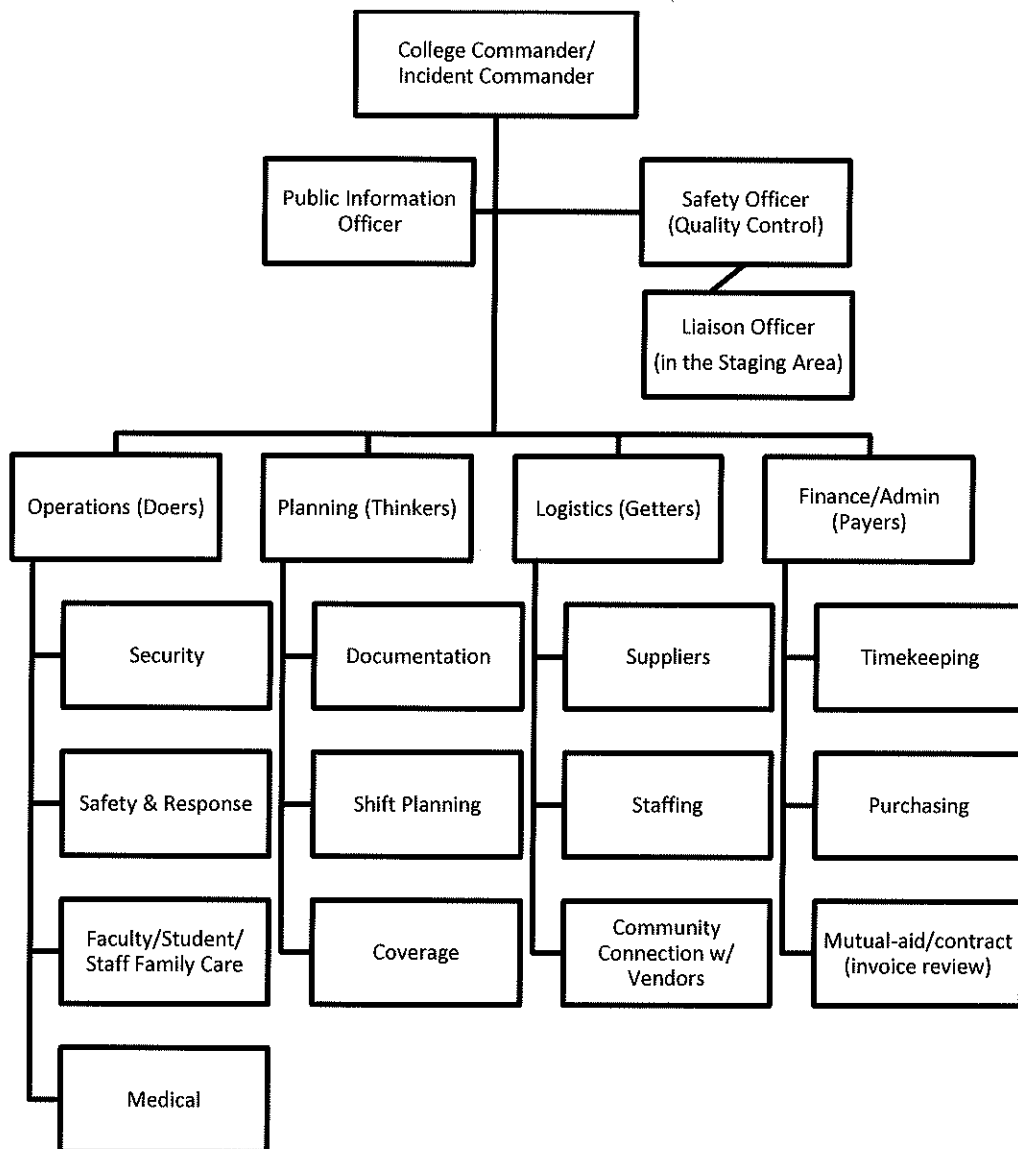
### **Incident Management**

The Incident Command System (ICS) is a standardized, on scene, all-hazards incident management approach. ICS is flexible and can be used for incidents of any type, scope, and complexity and utilized at all levels of government.

ICS establishes common terminology that allows diverse incident management and support organizations to work together across a wide variety of scenarios.

The span of control of any individual with incident management supervisory responsibility should range from 3 to 7 subordinates, with 5 being optimal. A diagram of an example ICS organization structure is below.





Sample ICS Structure

## PHASES

### Preparedness

MECC will prepare for emergency events by using a variety of resources to communicate emergency response to students, faculty and staff. These include but are not limited to the following information:

1. Public information and educational materials will be provided to the students, faculty and staff via newsletters, brochures, publications, in telephone directories, web-sites, flat-screen television communications and other media/methods available to the school.
2. Assure that faculty communicates emergency response contingency plans to students on the first day of class for each semester.

3. Develop, review, exercise and update emergency operations plans and standard operating procedures.
4. Develop training and drills to enhance readiness of emergency response.
5. Test and maintain emergency resources and equipment.
6. Assure the viability and accuracy of emergency contact lists, resource lists and emergency contracts.
7. Assure that Continuity Plan is current.

### **Non-Emergency/Normal Operations**

These are actions that are implemented if the MECC Emergency Manager receives notice of a potential emergency from the local emergency operations center, Virginia Emergency Operations Center (VEOC), federal Homeland Security Advisory System, National Weather Service, local emergency personnel or other reliable sources.

Some issues to consider at this point in the incident are:

- Communication alert & warning;
- Public health and safety;
- Responder health and safety;
- Property protection; and
- Possible partial activation of the EOC.

Examples of actions include but are not limited to:

- Public information, educational materials, and incident-specific procedures will be provided to the campus community via email, institution newspaper/newsletters, social media, brochures, institution website and other media;
- Development, testing, and maintenance of institution's Emergency Notification System will be conducted monthly, annually, etc.;
- Assure the viability and accuracy of emergency contact lists, resource lists, and emergency contracts;
- Maintain up-to-date contact information for Virginia Criminal Injury Compensation Fund and Virginia Department of Criminal Justice;
- Consider the implementation of a student emergency evacuation plan in the event that the institution can no longer support the residential capabilities required; include out of state, international, or special needs students; and
- Ensure that as part of the plan integration process, the local government is aware of members of the campus community with special needs and can accommodate their needs during an emergency.

### **Response Operations**

These actions are taken to preserve life, property, the environment, and the social and economic structure of the college/university.

Some issues to consider at this point in the incident are:

- Law enforcement;
- Protection of responder health and safety;
- Fire;
- Emergency medical services;
- Evacuations;

- Dissemination of public information;
- Actions to minimize additional damage;
- Urban search and rescue;
- Public health and medical services;
- Distribution of emergency supplies;
- Debris clearance; and
- Protection and restoration of critical infrastructure.

Examples of actions include but are not limited to:

1. Daily functions of Mountain Empire Community College that do not contribute directly to the emergency operation may be suspended for the duration of the emergency response.
2. Efforts and resources may be redirected to accomplish an emergency task.
3. If not already completed, set up and staff the EOC, if needed.
4. Implement delegations of authority for emergency response activities.
5. Monitor the situation and adjust response actions as needed.
6. Implement evacuation orders as needed.
7. Maintain security.
8. Close routes of ingress and egress as deemed necessary for the situation.
9. Open and staff emergency shelters as needed.
10. Assure public information is accurate, appropriate and timely to all populations including media. Set up a briefing location for media if necessary. Consider early designation of a Public Information Officer (PIO).
11. Assure all available resources are applied directly and effectively to disaster response.
12. Monitor resource needs and request additional resources through appropriate means as required.
13. Accurately track financial costs utilizing prepared event cost-tracking system.

Requesting resources from the VEOC by the institution:

If state resources are needed by the institution during an emergency, the request should be made by the local government on the institution's behalf. This is consistent with recent amendments to the Code of Virginia §44-146.18 and §23-9.2:9.

The local government point of contact for requests for resources to the Virginia Emergency Operations Center on behalf of MECC is the Director of Emergency Management for the County of Wise. This point of contact for MECC is designated to carry out this function is identified in the local EOP and the MECC EOP. He will be contacted immediately when deemed necessary by the MECC Emergency Management Team. In addition, he will remain as the point of contact during the emergency as long as local assistance is required. The alternate point of contact is 911.

Once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation.

Examples include but are not limited to:

- Suspend daily functions of the institution that do not contribute directly to the emergency operation;
- Redirect efforts and resources to accomplish emergency tasks;
- Implement evacuation orders as needed;
- Open and staff emergency shelters as needed; and



- Contact the Virginia Department of Criminal Justice Services and the Criminal Injury Compensation Fund to deploy if the event involves victims of crime as pursuant to §19.2-11.01 Code of Virginia.

NOTE: Although similar actions may be taken during a Continuity Plan (CP) implementation, this is not the same.

### **Recovery Actions**

These actions occur after the initial response has been implemented. These actions should assist individuals and the college to return to normal as much as feasible. Where appropriate, recovery actions will be directed by one or more of the KEY PERSONNEL RAPID RECALL listed in APPENDIX A of the Continuity Plan. During the recovery period, some of the issues that will need to be handled are:

- Behavioral/mental health assessment;
- Preliminary damage assessment;
- Gradual resumption of normal business activities, including conducting of classes;
- Long-term recovery;
- Cleanup and restoration of public facilities, businesses, and residences;
- Re-establishment of habitats and prevention of subsequent damage to natural resources; and
- Protection of cultural or archeological resources during other recovery operations.

Examples of Recovery Actions:

1. Provide traffic and crowd control to assure site security.
2. Assure continued public information that is accurate, appropriate and timely to all populations including media. Set up a briefing location for media if necessary.
3. Within 72 hours of impact, complete an Initial Damage Assessment and submit to the VEOC, VCCS or locality as determined by normal structure.
4. Assess the mental and behavioral health impacts to students, faculty, staff and responders and request appropriate resources to address issues as needed. Set up a Family or Victim's Assistance Center if needed.
5. Assist with local, state or federal investigations as necessary.
6. Assist with identification of injured or deceased individuals as needed.
7. Assess infrastructure and determine viability for re-entry.
8. Begin immediate repairs to electric, water and sewer lines and stations.
9. Complete disaster-related expense records. Begin request for reimbursement through the state or federal public assistance program if eligible.

### **Mitigation Actions**

These actions are completed to reduce or eliminate long-term risk to people and property from hazards and their side effects.

- Grant programs for loss reduction measures (if available);
- Delivery of loss reduction building-science expertise;
- Coordination of Federal Flood Insurance operations and integration of mitigation with other program efforts;

Examples of Mitigation Actions include but are not limited to:

1. Review the Disaster Resistant University (FEMA) or local All-Hazard Mitigation Plan and update as necessary any mitigation actions that could be of value in preventing similar impacts for a future disaster.
2. Work with the Virginia Department of Emergency Management Mitigation Program to develop mitigation grant projects to address the most at risk areas.
3. Implement mitigation measures in the rebuilding of infrastructure damaged in the event.

### **Activation of the Emergency Operations Center (EOC)**

The President of Mountain Empire Community College or his designee may activate the EOC if this becomes necessary. However, the MECC Emergency Management Director may activate the EOC if the following conditions exist:

- There is an imminent threat to public safety or health on a large scale;
- An extensive response and coordination will be required to resolve or recover from the emergency or disaster event;
- The disaster will affect not only the institution but also its surrounding jurisdictions which may utilize the same response resources; and/or
- The MECC emergency operations plan is implemented to control the major emergency or disaster event.

Availability of staff and operational needs may allow or require positions to be combined, or positions to not be filled (responsibilities held by the next higher position).

Communication, Alert and Warning will be provided to the public via the Emergency Alert System (EAS).

Examples of systems that are available to MECC for alerting students, faculty and staff include:

- The e2Campus Alert System utilizing text messages and email alerts,
- Emergency notifications broadcast through the campus telephone system ,
- Outdoor warning systems,
- On-foot alert routes.
- NOAA Radio

### **ROLES AND RESPONSIBILITIES**

The Mountain Empire Community College emergency management program involves certain designated personnel to organize the emergency response plan. The MECC emergency management program requires participation by a wide variety of stakeholders, including college officials, departments, students, faculty and staff, private sector and non-profit organizations. This plan identifies the MECC emergency management positions that will participate in the emergency response and detailed descriptions of their roles. MECC will use the Incident Command Structure (ICS) and the National Incident Management system (NIMS) that include the following structures:

#### **College Board**

- Ensure the protection of the lives of students, faculty and staff and the property and assets of Mountain Empire Community College;
- Adopt and promulgate the Emergency Operations Plan (EOP).

- Identify individuals to serve on the threat assessment committee, pursuant to § 23-9.2:10 of the Code of Virginia, Designate the administrator ultimately responsible for emergency management (**President**); and

### **President**

- Work with the Emergency Director, the Emergency Management Team and law enforcement, when it is appropriate to do so, to determine the need for evacuation or a lockdown of an endangered area;
- Working with the same officials, consider the need to alter the normal business or class schedule of MECC, including delayed openings, early closings or total closings;
- Identify and designate the Emergency Director to exercise direction and control from the EOC during disaster operations;
- Exercise direction and control from the EOC during disaster operations;
- Hold overall responsibility for the maintaining, exercising and updating *the plan*; and
- Support the on campus emergency management program and the MECC Emergency Director.

### **Emergency Director – Vice President of Financial & Administrative Services**

Responsibilities of the Emergency Director include but are not limited to: (1) serve as the College's Emergency Manager, (2) be responsible for assuring that all equipment is in working order and all procedures are clearly published, (3) coordinate the decisions about operating schedules, including closing and resuming classes, and (4) fully brief personnel to cope with a disaster. In addition, he will insure that instructions are written and published to all personnel under his supervision so that they will be knowledgeable of the proper action for them to take. Personnel under the control of the Vice President of Financial & Administrative Services will coordinate all efforts in accordance with instructions received from the Control Center. Duties also include but are not limited to:

- Maintain the EOC, if applicable, in a constant state of readiness;
- Develop and maintain the EOP;
- Assume relevant duties as directed by the president or his designee;
- Develop and implement testing, training, exercise and drill schedule to assure all parties involved in emergency response and recovery are fully prepared to fulfill their tasks. An exercise shall be held at least annually; and
- Work directly with the Wise County Emergency Operations Center through the EOC during an incident or emergency.

### **Emergency Coordination Officer (ECO)**

The responsibilities and the duties of this position as well as the Alternate ECO are stated in Executive Order (EO) Number 41 (2011). Each ECO, the alternate ECO, and any other appropriate personnel designated by the department head must complete FEMA independent study training courses 100, 200, 700, and 800. Refer to EO 41 for a complete list of ECO's duties as they relate to emergency planning. \*If any further continuity of operations guidance is needed, contact the State Planning Assistance (SPA) office at VDEM.

### **Emergency Management Coordinator, County of Wise**

The responsibilities include the day-to-day activities of the local emergency management program. He or she will develop and maintain the local EOC from which in time of emergency operations will be directed. This position will contact the VEOC with requests for resources on behalf of the institution only if local capabilities are exceeded.

This operational policy to channel resource requests through the local government emergency management agency is identified in the COVEOP. It is consistent with §23-9.2:9 of the Code of Virginia, which mandates a state institution of higher education to develop, adopt, and maintain an emergency management plan and ensure integration into the local government EOP.

### **Campus Police**

Once notified, Campus Police will immediately inform the Campus Switchboard Operator and ask the operator to notify the Emergency Manager (the Vice President of Financial and Administrative Services). If the Emergency Manager is not available, the operator will contact the Supervisor of Buildings and Grounds and, if he is not available, the operator will begin calling the names on the Emergency Management Team on page 11 of this document until a member of the team is reached. Once a responsible person is contacted by operator, the responsible person will notify the President of the emergency. If operator is unable to contact anyone on the Emergency Management Team, he or she must contact the President to inform him of the emergency.

### **Campus Community Involvement (Campus CERT Team)**

The Citizen Corps Council works through a national network to bring together leaders from law enforcement, fire, emergency medical, and other emergency management volunteer organizations. The Citizen Corps Council implements the Community Emergency Response Teams (CERT); Medical Reserve Corp (MRC); Neighborhood Watch; Volunteers in Police Service; Fire Corp; and other organizations that provide opportunities for special skills and interests.

The Campus CERT Team can assist during an emergency by providing a variety of services. The Team is a part of the planning process will provide assistance within any portion disaster scenario. Mountain Empire Community College has a campus CERT team that is responsible for:

- Developing and maintaining a listing of trained CERT volunteers;
- Providing initial first-responder response to events as requested by the Emergency Manager;
- Assisting in additional emergency response activities as requested by the Emergency Manager.

### **Private Sector/Nongovernmental and Volunteer Organizations**

The institution may rely on partnerships made throughout the jurisdiction for support during an emergency.

Responsibilities may include:

- Plan for personal and business disaster preparedness, mitigation, response and recovery;
- Implement protective actions as requested or required by the emergency manager.

### **Emergency Support Functions (ESFs)**

An ESF is a grouping of MECC functions and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents. Operating departments and programs participate in the Emergency Support Functions (ESF) structure as coordinators, primary response agencies, and/or support agencies and/or as required to support incident management activities. The ESF structure for the MECC plan is loosely modeled after the ICS structure which, based on the size and other characteristics of MECC, utilizes the ESFs that are applicable to the college's environment. Consequently, the ESF model is regarded as an important component of the MECC Emergency Operations Plan and is modified to meet the school's needs.



ESF functions will include but are not limited to:

- Develop and maintain detailed plans and Standard Operating Procedures (SOPs) to support their functional requirements;
- Identify sources of emergency supplies, equipment and transportation;
- Maintain accurate records of disaster-related expenditure and documentation;
- Continue to be responsible for protection and preservation of records essential for continuity of business for Mountain Empire Community College;
- Establish a line of successions for key emergency personnel.

In order to staff emergency response teams, MECC has identified 15 Emergency Support Functions (ESF's), shown in Attachment E.

### **ADMINISTRATION, FINANCE AND LOGISTICS**

All assets (human resources and facility and equipment resources) of the school will become the purview of the President of Mountain Empire Community College to direct in any way to respond to an emergency on campus.

This authority will be given by the President to the Emergency Director in a formal Delegation of Authority statement on file.

The Emergency Director will identify policies and procedures for tracking and reporting costs due to an emergency. Tracking and record-keeping procedures will be put in place to assure all emergency costs are easily identified. In many cases, normal procurement and financial policies will remain in effect, but in extraordinary events, additional provisions may be implemented and must be followed to increase the speed of which these actions can take place.

If the emergency exceeds MECC's capabilities, MECC must draw on outside resources available through their locality, nearby localities, the Commonwealth of Virginia, or the federal government.

Mountain Empire Community College does not have any existing Memorandums of Understanding or Memorandums of Agreement for emergency support services at this time.

### **PLAN MAINTENANCE**

§23-9.2:9 of the Code of Virginia requires that Mountain Empire Community College conduct a comprehensive review and revision of its emergency operations plan to ensure that the plan remains current, and the revised plan shall be formally adopted by the board of visitors or other governing body of the institution every four years. MECC shall coordinate with the local emergency management organization, as defined by § 44-146.16, to ensure integration into the local emergency operations plan. Documentation of this adoption must be certified in writing to VDEM.

The process to review and revise the plan includes but is not limited to:

- After major events in which the plan was activated;
- After exercises.

Plan participants include:

- President of Mountain Empire Community College
- Emergency Director
- MECC Campus Police
- MECC Buildings and Grounds
- Representatives from internal groups:
  - Business Office
  - Human Resources
  - Purchasing
  - Student Services
  - Community Relations
- Representatives from external groups:
  - Wise County Emergency Operations
  - Big Stone Gap Fire Department
  - Wise County Sheriff's Department
  - Virginia State Police

The Emergency Director will update the Emergency Operations Plan as required, but at least once annually. The Emergency Director will coordinate with each emergency resource organization and assure the development and maintenance of an appropriate emergency response capability.

It is the responsibility of the Emergency Director to assure that the plan is tested and exercised on a scheduled basis.

It is planned that a functional drill for some portion of the plan will be held periodically at least one time each in fall and spring semesters; a functional exercise or tabletop exercise of the plan will be held annually; and full-scale exercises will be planned with localities as often as possible.

The Emergency Director will maintain the schedule and assure that the appropriate resources are available to complete these activities.

After each drill, exercise or actual event, an after-action review will take place. Any findings from these post-event reviews will be incorporated into an update of the plan.

### **Training and Exercises**

§ 23-9.2:9 of the Code of Virginia, requires Mountain Empire Community College to annually conduct a functional exercise in accordance with the protocols established by the institution's crisis and emergency management plan.

In addition, The U.S. Department of Education's (ED) Office of Safe and Healthy Students (OSHS) provide a NIMS training guide for all institutions to incorporate into their program. This document includes information regarding training for Executive Leaders, General Personnel, Command Staff, and Incident Managers.

## **Authorities and References**

Continuity of emergency operations is critical to the successful execution of emergency operations. Therefore, MECC has developed Orders of Succession for orderly transfer of decision making authority and a process for Delegation of Authority that will determine succession and procedures for orderly transfer of authority as necessary when the Emergency Operations Plan is implemented. See Tables 4 & 5 of the current MECC Continuity Plan.

### **Federal**

1. [The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended](#)
2. [The Homeland Security Act of 2002](#)
3. [National Response Framework](#)
4. [Comprehensive Preparedness Guide 101, V.2 – November 2010](#)

### **State**

1. [Commonwealth of Virginia Emergency Services and Disaster Law of 2000](#), as amended
2. [The Code of Virginia, Title 1 Chapter 19, 23, and 44](#)
3. [The Commonwealth of Virginia Emergency Operations Plan](#), September, 2012 (COVEOP)
4. [Executive Order 41](#), September 2011

### **Mountain Empire Community College**

1. Continuity of Operations Plan (by Executive Order 41)
2. Annual Agency Preparedness Assessment
3. Terrorism and Security Awareness Orientation
4. SEC 2001 and SEC501 Security Audit Review and Checklist
5. VITA Risk Management
6. Information Technology Contingency Planning
7. Information Technology Systems Security
8. Logical Access Controls
9. Data Protection
10. Facilities Security
11. Personnel Security
12. Threat Management
13. Information Technology Asset Management
14. Agency Risk Management and Internal Control Standards (ARMICS)

### **Local**

1. Regional or Local Hazard Mitigation Plan
2. Local Emergency Operations Plan

## ATTACHMENT A: ORDERS OF SUCCESSION

The Institution will establish, communicate, and maintain their orders of succession for management and leadership position. Orders of succession should be maintained for executive leadership and other key positions as deemed appropriate by the institution. Successions are implemented when personnel are unable to execute their duties. Orders of Succession may be the same as those used in the institution's continuity plan. The following is an example of a position at an institution that would typically have a role in emergency management. When considering a succession, attempt to identify at least two successors for the position. There also may be situations in which it is necessary to assign successors from outside the immediate department or from outside the geographic proximity

Orders of Succession

Position	Notification Method	Successor #1	Successor #2	Successor #3
President	Cell phone Email	VP Academics	VP Finance	VP Institutional Advancement
VP Financial and Administrative Services	Cell phone Email	Business Manager	HR Manager	B&G Manager
VP Academic and Student Services	Cell phone Email	Dean of Arts & Sciences	Dean of Applied Sciences & Technology	Dean of Workforce Development
Vice President of Institutional Advancement	Cell Phone Email	Grants Coordinator	Foundation Annual Fund Coordinator	Foundation Financial Specialist 1
Dean of Enrollment Services	Cell phone Email	Dean of Student Services	Coordinator of Student Outreach and Success	Coordinator of Financial Aid
Business Manager	Cell phone Email	Purchasing Officer	Admin & Office Specialist III (Grants Accounting)	Admin & Office Specialist III (Accounts Payable)
IT Manager	Cell phone Email	IT Specialist II (ISO)	IT Specialist I (Hardware)	IT Specialist I (Software)

Signatory rights are reconfirmed annually with the Chancellor of the Community College System in letters from MECC President to the Chancellor and all individuals with assigned signatory rights. Internal (MECC) and external (COV) access rights and signatory rights are confirmed no less than annually with system owners as part of the Commonwealth ARMICS procedures.



## ATTACHMENT B: ACRONYMS AND DEFINITIONS

### ACRONYMS

AO	Administration Office
CAS	Campus Alert System
CERT	Community Emergency Response Team
CFO	Chief Financial Officer
COOP	Continuity of Operations Plan
CR	Community Relations
DOE	Department of Education
DRL	Department of Residential Life
DSCO	Deputy State Coordinating Officer
DRM	Disaster Recovery Manager
DRU	Disaster Resistant University
DS	Dining Services
DTS	Department of Transportation Services
EOC	Emergency Operations Center
ERT	Emergency Response Team
ESF	Emergency Support Function
FM	Facilities Management
FEMA	Federal Emergency Management Agency
HIRA	Hazard Identification and Risk Analysis
IAP	Incident Action Plan
ICS	Incident Command System
IHE	Institutions of Higher Education
MACC	Multi-agency Command Center
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NWS	National Weather Service
OSHS	Office of Safe and Healthy Students
OSS	Office of Student Services
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
POC	Point of Contact
SAR	Search and Rescue
SOP	Standard Operating Procedures
UHC	University Health Center
VDEM	Virginia Department of Emergency Management
VSP	Virginia State Police
VOAD	Voluntary Organizations Active in Disaster

## **DEFINITIONS**

### **Amateur Radio Emergency Services**

A public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed.

### **Command Section**

One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

### **Command Post**

That location at which primary command functions are executed; usually co-located with the Incident Base, also referred to as the Incident Command Post.

### **Continuity of Operations**

The effort to ensure an organization can continue its mission essential functions across a wide range of potential events

### **Continuity Plan**

A set of documented procedures developed to provide for the continuance of mission essential functions during an emergency

### **Decontamination**

The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT.

### **Emergency**

Any occurrence, or threat, whether natural or human-caused, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources and may involve governmental action beyond that authorized or contemplated by existing law because governmental inaction for the period required to amend the law to meet the exigency would work immediate and irrevocable harm upon the citizens or the environment of the Commonwealth or clearly defined portion or portions thereof.

### **Emergency Alert System**

A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.

### **Emergency/Disaster/Incident**

An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

### **Emergency Management**

The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or

manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

### **Emergency Operations Center**

A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

### **Evacuation**

Assisting people to move from the path or threat of a disaster to an area of relative safety.

### **Exercise**

An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties; and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

### **Federal Disaster Assistance**

Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of (PL 93-288).

### **Geographic Information System**

A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e., data identified according to their locations.

### **Hazardous Materials**

Substances or materials that may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials that are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.

### **Hazardous Materials Emergency Response Plan**

The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and recovery actions. This plan is separate from the county's Emergency Operations Plan.

### **Incident Command System**

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span of control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

### **Incident Commander**

The individual responsible for the management of all incident operations.

**Initial Damage Assessment Report**

A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

**Integrated Communications Plan**

This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

**Joint Field Office**

The central coordination point among federal, state and local agencies and voluntary organizations for delivering recovery assistance programs.

**Local Emergency**

The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

**Local Emergency Planning Committee**

Appointed representatives of local government, private industry, business, environmental groups, and emergency response organizations responsible for ensuring compliance with the hazardous materials planning requirements of the Superfund Amendments and Reauthorization Act of 1986 (SARA Title III).

**Mitigation**

Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, State building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

**Mobile Crisis Unit**

A field response team staffed and operated by mental health professionals specially trained in crisis intervention. The Mobile Crisis Unit is available to provide on-scene crisis intervention to incident victims and to follow up work with victims and formal critical incident stress debriefings for service providers after the incident has been brought under control.

**Mutual Aid Agreement**

A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and/or equipment in an emergency situation.

**National Response Framework**

A guide to how the nation conducts all-hazard response. It is built upon scalable, flexible and adaptable coordinating structures to align key roles and responsibilities across the nation.

**National Weather Service**



The federal agency which provides localized weather information to the population and, during a weather-related emergency, to state and local emergency management officials.

### **Preparedness**

The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including weapons of mass destruction incidents.

### **Presidential Declaration**

A presidential declaration frees up various sources of assistance from the federal government based on the nature of the request from the governor.

### **Situation Report**

A form which, when completed at the end of each day of local Emergency Operations Center operations, will provide the jurisdiction with an official daily summary of the status of an emergency and of the local emergency response. A copy should be submitted to the VEOC via fax or submitted through the Virginia Department of Emergency Management website.

### **Span of Control**

As defined in the Incident Command System, span of control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons. The optimal number of subordinates is five for one supervisor.

### **Special Needs Populations**

Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who are older adults, who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation dependent

### **State of Emergency**

The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the state is of sufficient severity and magnitude to warrant disaster assistance by the state to supplement local efforts to prevent or alleviate loss of life and property damage.

### **Superfund Amendments and Reauthorization Act of 1986**

Established federal regulations for the handling of hazardous materials.

### **Unified Command**

Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by

determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations, and maximizing the use of all assigned resources.

**Victim**

A person who has suffered physical, psychological or economic harm as a direct result of the commission of a felony, assault and battery, stalking in violation, sexual battery, attempted sexual battery, maiming or driving while intoxicated (Source §19.2-11.01B).

**Weapons of Mass Destruction**

Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).

## **ATTACHMENT C – DISTRIBUTION LIST**

### **MECC:**

President  
Vice President of Financial and Administrative Services  
Vice President of Academic and Student Services  
Vice President of Institutional Advancement  
Dean of Arts and Sciences  
Dean of Applied Sciences and Technology  
Dean of Enrollment Services  
Dean of Student Services  
Dean of Workforce Development  
IT Manager  
Coordinator of Community Relations  
Coordinator of Student Outreach and Success  
Coordinator of Financial Aid  
Building and Grounds Manager  
Campus Police Chief  
Business Manager  
Human Resources Manager

### **Locality:**

Wise County Sheriff's Department  
Wise County Emergency Operations Coordinator

### **VCCS:**

Emergency Preparedness & Safety Manager

## **ATTACHMENT D – INCIDENT RESPONSE GUIDELINES**

### **WARNINGS AND NOTIFICATIONS**

In the event that a situation arises, either on or off campus, that, in the judgment of the Emergency Management Team, constitutes an ongoing or continuing threat, a campus wide warning will be issued. This warning will be issued through the college e-mail, text message, and/or telephone systems. Warnings will be issued to alert the campus community to potentially dangerous criminal situations or other threats to persons or to property to enable people to protect themselves.

Upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees, immediate notification will be provided to the campus community as follows:

- A. The fire alarm system will be activated when emergency situations exist that require immediate evacuation of buildings. The alarms will be activated in the event of fire, bomb threats, and danger of explosion or other emergencies posing a potential threat to health or safety.
- B. Sirens will be activated when emergency situations exist that require the immediate lockdown of all or part of the campus or when weather conditions exist that require movement to emergency shelter areas.
- C. All emergency messages will be broadcast through telephones, will be displayed on the college web site, and will be sent via text message and e-mail.

The Emergency Management Team will, without delay, and taking into account the safety of the college community, determine the content of the notification and initiate the notification systems, unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency.

### **COMMUNICATIONS WITH THE MEDIA**

During any activation of the Emergency Operations Plan, the Coordinator of Community Relations will serve as the Public Information Officer (PIO) and will be responsible for any communications with the media. In the event the Coordinator of Community Relations is not available, the Emergency Director shall designate a member of the Emergency Management Team to serve as PIO. Other members of the team shall not communicate with the media or provide statements or information through social media.

### **EMERGENCY ACTIONS - ALL FACULTY AND STAFF**

The success of the college's response to emergency situations is the responsibility of all employees. Unless an employee is directed otherwise by the administrator in charge, at the sound of the fire alarms and/ or emergency sirens, employees not assigned other duties should do the following:

#### **EVACUATION**

1. Assume a life-threatening situation exists and immediately evacuate the building according to the routes posted and proceed to the following designated areas:



- a. Parking Lot B — employees and students in Godwin Hall, Robb Hall, Dalton-Cantrell Hall
  - b. Intramural Field — employees and students on the first floor of Phillips-Taylor Hall
  - c. Parking Lot E — employees and students on the second floor of Phillips-Taylor Hall
2. Instruct students and visitors in the proper means of evacuation and provide assistance as needed. Take any belongings readily available and instruct students to do the same. Do not return to offices or allow students to go to lockers to retrieve personal belongings.
  3. Remain in the designated areas until otherwise directed by the administrator in charge. Do not assume the college will be closed for the day or that classes will be canceled. Do not attempt to return to buildings or to vehicles in lots adjacent to buildings until so directed by the administrator in charge.

### **LOCKDOWN/SHELTER IN PLACE**

When a situation requires that building occupants take shelter inside classrooms and offices, notification will be provided by every appropriate and available method.

- A. Text Message
- B. Telephone Broadcast Message
- C. E-mail
- D. In person

When notified that a lockdown has been ordered, college employees should take the following actions:

- A. Direct students and others out of the hallways and public areas and into classrooms and/or offices
- B. Lock the door and turn off the lights
- C. Close and lock windows and close blinds. Desks can be used to barricade the door if necessary.
- D. Keep everyone quiet and out of view. If possible, cover door window.
- E. Keep telephone lines (including cellular) free for emergency communications. Answer incoming calls if you can get to the telephone safely but keep lines free unless communicating with emergency officials
- F. Remain in the secured area until notified by emergency or college officials.

### **GO TO EMERGENCY SHELTERS**

The following areas have been designated as emergency shelters:

- Occupants of Godwin Hall and Holton Hall\* should go to: G104, G118, G119, G149
- Occupants of Robb Hall should go to: R116, R118, R120
- Occupants of Dalton-Cantrell Hall should go to: First Floor West end of hallway at vending machines and rest rooms
- Occupants of Phillips-Taylor Hall should go to: PT115, PT117, PT121, PT123
- \* Occupants of Holton Hall may be directed to the Testing Center (H139) if it is unsafe or impractical to reach Godwin Hall shelter locations

Building occupants will be directed to the emergency shelter areas by text and telephone broadcast messages and campus police and/or physical plant employees. Employees and students should remain in those areas away from exterior hallways, doors, walls and windows until otherwise directed.

## **EMERGENCY SITUATIONS**

### **A. BOMB THREAT**

Upon receipt of a bomb threat made to the college switchboard operator, the operator will call 911, notify the administrator in charge, Campus Police at extension 473 and the Superintendent of Buildings & Grounds at extension 491.

If the threat call is made to an alternate direct number on campus, the individual receiving the call will follow the following steps:

1. Keep the caller on the line as long as possible.
2. Alert someone else to call the switchboard operator (0) **and** Campus Police (473) from another line to initiate Bomb Threat procedures.
3. Note the "caller ID" number.
4. Take notes, using as many exact words as possible.
5. Describe any background noise you may hear.
6. Describe distinctive features of the caller's voice.
7. Turn off any distractions (radio, iPod, cell phone, etc.)
8. Try to find out where the suspected bomb may be.

As soon as the proper notifications have been made, the operator will arrange to be relieved from the switchboard and complete the Bomb Threat Checklist. The operator should not discuss the threat with anyone other than the administrator in charge. The administrator in charge will assemble the Emergency Management Team and take the following action:

1. Evacuate the building(s) by activating the fire alarms.
2. Alert Campus Police to initiate a search of all public areas utilizing trained employees.
3. Alert the Wise County Sheriff's Office (911), VCCS Chancellor's Office, (804) 819-4903, and Virginia State Police, (800) 542-8716, that the call was received.

### **B. CHEMICAL SPILL AND/OR RELEASE OF HAZARDOUS MATERIAL**

If a chemical spill or release of other hazardous materials occurs in a campus building, evacuate and secure the immediate area and notify the switchboard operator of the nature and exact location of the spill/release. The operator will notify the administrator in charge, Campus Police at extension 473 and the Superintendent of Buildings & Grounds at extension 491.

Campus Police and/or the Superintendent of Building & Grounds will determine if local emergency services must be called to respond and will notify the administrator in charge if additional evacuation(s) must occur. The administrator in charge will execute evacuation procedures.

Buildings and Grounds staff will investigate, repair, or call utility contractors as appropriate. B&G staff will provide assistance to control and secure the impacted area as needed.

### **C. GAS LEAK**

If a gas leak is suspected in a campus building, **do not switch lights on or off**. Follow evacuation procedures and notify the college switchboard operator. The operator will notify the administrator in

charge, Campus Police at extension 473 and the Superintendent of Buildings & Grounds at extension 491.

Campus Police and/or the Superintendent of Building & Grounds will determine if local emergency services must be called to respond and will notify the administrator in charge if additional evacuation(s) must occur. The administrator in charge will execute evacuation procedures.

Buildings and Grounds staff will investigate, repair, or call utility contractors as appropriate. B&G staff will provide assistance to control and secure the impacted area as needed.

#### **D. FIRE**

Individuals discovering or suspecting a fire exists should do the following:

1. If the fire appears confinable, utilize fire extinguishers located throughout halls and shops to extinguish then immediately notify the college switchboard.
2. If the fire poses a threat to safety or if the employee cannot use the fire extinguishers, the employee should activate the alarm system from the nearest pull box and follow evacuation procedures. Activation of the fire alarm system prompts the monitoring service to notify the Big Stone Gap Fire Dept.

The switchboard operator, if notified, will alert the administrator in charge, Campus Police at extension 473 and the Superintendent of Buildings & Grounds at extension 491.

#### **E. HIGH WINDS, TORNADOES, ETC.**

The administrator in charge will activate emergency sirens. Building occupants will be directed to go to emergency shelter areas by text messages, broadcast telephone messages and campus police and/ or physical plant employees. Employees and students should remain in those areas away from exterior hallways, doors, walls and windows until otherwise directed.

#### **F. EARTHQUAKE**

##### **If indoors**

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use the elevators.
- After earthquake tremors subside, the administrator in charge may issue notifications to evacuate buildings if safe to do so.

##### **If outdoors**

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.

#### **G. DEATH OR SERIOUS INJURY OF EMPLOYEE OR STUDENT**

Notify the President and Vice Presidents who will activate the Family Assistance Center Team and notify the Coordinator of Community Relations.

#### **H. VIOLENT, THREATENING OR DISRUPTIVE BEHAVIOR**

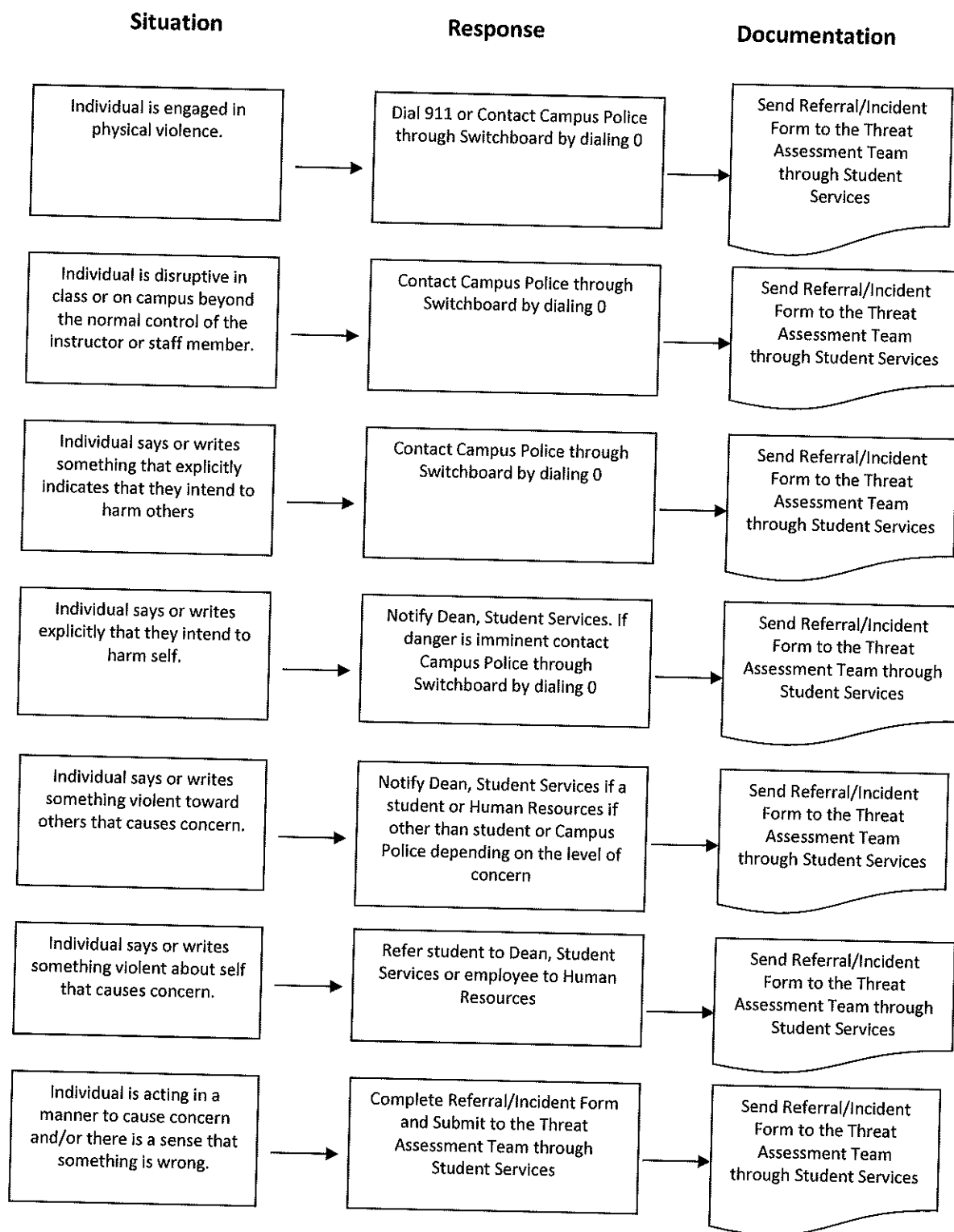
Mountain Empire Community College is committed to providing a safe environment free from violence, threats and harassing and/or disruptive behavior. Any threat or act of violence will be taken seriously and dealt with appropriately. Violations of this policy may result in academic sanctions, disciplinary action, termination of employment, arrest, and/or prosecution.

1. This policy applies to any act of violence, harassment, intimidation, or other threatening behavior including:
  - Physical assault including but not limited to: hitting, pushing, kicking, impeding or blocking the movement of another person, beating, stabbing, suicide or attempted suicide, shooting, rape.
  - Verbal abuse and/or harassment including but not limited to: verbal threats, shouting, swearing, or obscene phone calls or stalking.
  - Threatening behavior and threatening or intimidating writings including: electronic mail, posters, cartoons, publications, drawings, or gestures.
2. Unauthorized possession or use of firearms or other dangerous weapons that could be used to cause harm, threaten, or intimidate are prohibited. This policy does not apply to students or others where possession is a result of participation in an organized and scheduled instructional exercise for a course; or when the weapon is secured in a vehicle. This policy does not apply to law enforcement personnel. Any individual found in possession of firearms or other weapons on MECC property or at college sponsored events is subject to disciplinary action and/or arrest in accordance with the appropriate Standards of Conduct. Possession of a permit to carry a concealed weapon is not an exemption from this policy, and to the extent allowed by law, MECC prohibits carrying weapons on MECC property or at college sponsored events.
3. MECC prohibits any form of retaliation against any employee, student, or other individual making a report under this policy.
4. Employees, students or other individuals who witness or are subjected to behavior prohibited by this policy should immediately report the incident as described in Figure D.1. The Incident Report form is available on the college website.



5. A Threat Assessment Team has been established to review and assess situations of concern that could pose a threat to the safety of the campus community and take or recommend appropriate actions or interventions. Members of the Threat Assessment Team include:
  - Brandon Dotson, Dean of Student Services (Chair) – ext. 251, Mobile: 276-791-4308
  - Kristy Hall, Dean of Enrollment Services – ext. 219, Mobile 276-220-2855
  - Pam Giles, Human Resources Manager – ext. 212 – Mobile: 214-724-1879
  - Russell Cyphers, Chief of Campus Police – ext. 473 – Mobile: 276-207-3683
  - Vickie Ratliff, VP Academic & Student Services – ext. 467 – Mobile: 276-973-6046 - Home: 276-523-6261
  - Ronald Vicars, VP Financial & Administrative Services – ext. 478 – Mobile 276-219-4213
  - Preston Layne, Buildings and Grounds Manager – ext. 608 – Mobile 276-594-5087
  - Michael Halcomb, Emergency Services Director, Frontier Health Services – 276-523-8341 – 276-523-8300
  - Ronnie Large, Lieutenant, Wise Co. Sheriff's Office – 276-328-3566 Mobile: 276-708-1908
  
6. The Violence Prevention and Campus Safety Committee is responsible for advising the Vice President of Financial and Administrative Services on matters concerning the safety of the campus community. The committee will recommend educational and prevention programs as well as policies and procedures that provide guidance to the campus community regarding safety issues. Membership is defined in the MECC Policy Manual.

**Figure D.1 - RESPONSE TO THREATENING SITUATIONS**



## **I. CONCEALED WEAPON/ARMED ASSAILANT/SHOOTING/SHOTS FIRED**

Call 911 immediately and notify Campus Police at 276-523-7473 as soon as possible. Report who you are and your phone number. Provide details of the incident – exact location, description of the assailant(s) (height, weight, clothing, etc.), type of weapon(s), any known injuries, other details.

## **J. PERSONAL INJURY**

In the case of injury which appears to be serious or if doubt exists to the seriousness of the injury:

1. Do not move the individual unless a life-threatening situation exists.
2. Keep the injured person as quiet and calm as possible.
3. Call 911 or contact the switchboard operator who will notify Emergency Dispatch, Campus Police and the administrator in charge.
4. Stay with the injured person until assistance arrives.

In case of a minor injury:

1. Retrieve and use first aid kit located nearest to the injured person or available from Campus Police, or
2. Notify Campus Police.

## **K. SUICIDE ATTEMPT OR THREAT**

1. Treat as a personal injury, if appropriate.
2. Contact the Dean of Student Services at extension 251 or another member of the Threat Assessment Team.
3. Notify Campus Police.

## **L. UNAUTHORIZED ASSEMBLIES OR DEMONSTRATIONS**

Whenever a group gathers without permission on college property for the express purpose of announcing a dissatisfaction or grievance or to express political views, it will be considered an unauthorized assembly. Employees witnessing such an assembly or having prior knowledge of such an assembly should notify the college switchboard operator who will notify Campus Police and the administrator in charge.

## **M. SUSPICIOUS MAIL OR PACKAGES**

It is very important that mail and packages are carefully screened and opened appropriately. Use the following list to assist in identifying possible suspect mail.

1. Excessive weight
2. Excessive security material such as masking tape, string, etc.
3. Excessive postage
4. Mail from foreign country
5. No return address or address cannot be verified as legitimate
6. Protruding wires or aluminum foil
7. Rigid or bulky packaging
8. Oily stains (any color), discoloration or odor
9. Lopsided or uneven envelope
10. Crystallization or powdery substances (any color) on wrapper

11. Ticking sound
12. Damaged envelopes or packages

When a suspicious piece of mail or package is identified, do not open or move the mail item. Contact the switchboard operator who will notify Campus Police and the administrator in charge.

When the administrator in charge has determined that item of mail is dangerous and/or hazardous, the switchboard operator will notify the following as appropriate:

- |   |              |
|---|--------------|
| 1. Emergency Dispatch                             | 911          |
| 2. VA State Police                                | 804/674-2000 |
| 3. Wise County Department of Emergency Management | 276/328-8439 |
| 4. National Response Center – Chemical/Biological | 800/424-8802 |
| 5. National Poison Center                         | 800/222-1222 |
| 6. Postal Inspector                               | 877/846-2455 |

#### **N. MISSING CHILD (CODE ADAM ALERT)**

When a child is reported missing in a building, the following steps should be taken immediately to assist in locating the child:

1. The person receiving the report should get a detailed description of the missing child and immediately provide the following information to the switchboard operator:
  - a. Name
  - b. Age and Sex
  - c. Height and weight
  - d. Distinguishing features, if any
  - e. Clothing color and type
  - f. Shoe color and style (shoes usually are not changed by an abductor)
  - g. Exact location where the child was last seen
  - h. Timeframe of which the child was last seen
  - i. Persons accompanying the child
  - j. A recent photo of the child (if available)
2. The switchboard operator will notify Campus Police and the administrator in charge.
3. The Campus Police and Buildings and Grounds employees will secure and monitor all exits and search classrooms, offices, restrooms, stairs, closets, conference rooms, elevators, and hallways, parking lots and grounds areas immediately adjacent to the building. The Superintendent of Buildings and Grounds will receive search results by radio and will provide the information to the Emergency Management Team as it is received. After normal working hours when few employees are present, the campus police officer on duty will go immediately to the main campus exit and monitor vehicles leaving campus. Campus police will notify the administrator in charge by telephone and the administrator in charge will notify the Wise County Sheriff's Office and the Emergency Management Team.
4. The Emergency Manager will notify the Wise County Sheriff's Office and issue an e-mail alert to all employees providing a description of the child and requesting all available employees to search their immediate areas. Once police arrive, all involved will follow police instructions.



5. If the child is found unharmed, reunite the child with the parent or guardian, cancel the Code Adam Alert by radio and e-mail.
6. If the child is found with a person other than the parent or guardian, use reasonable efforts to delay the person from leaving the building until police arrive.
  - a. Ask the child to state their name. Do not delay the person if the child's name is different, but ask them to remain in the building until the incident is concluded.
  - b. Ask the person with the child to state their name if the child's name is the same as the reported missing child. Ask them to remain in the building.
  - c. Use reasonable efforts to delay a person believed to be with the child who is not their parent or guardian. Do not attempt to forcibly detain the suspect. Request help from fellow employees to notify security.
  - d. Report description of the suspect and child to the officer in charge.
7. The Emergency Manager will conclude the incident with an announcement by radio and e-mail following police instructions or after reuniting child and parent or guardian.
8. The Police Chief or Officer will prepare and submit a written report of the incident to the Vice President of Financial and Administrative Services as soon as is practically possible.

## **ATTACHMENT E – EMERGENCY SUPPORT FUNCTIONS (ESF's)**

The Emergency Support Function (ESF) format is a grouping of department, agencies, or individuals and resources that are tasked with all responsibilities of management of specific overarching subject area and it is recommended by VDEM. It describes expected mission execution for each emergency phase and identifies tasks assigned to members of the ESF, including nongovernmental and private sector partners.

Below are the Emergency Support Functions (ESF's) applicable to the MECC EOP.

- ESF #1 - Transportation
- ESF #2 - Communications
- ESF #3 - Public Works & Engineering
- ESF #4 - Firefighting
- ESF #5 - Emergency Management
- ESF #6 - Mass Care
- ESF #7 - Logistics Management & Resource Support
- ESF #8 - Public Health & Medical Services
- ESF #9 - Search & Rescue
- ESF #10 - Oil & Hazardous Materials Response
- ESF #12 - Energy
- ESF #13 - Public Safety & Security
- ESF #14 - Recovery & Mitigation
- ESF #15 - External Affairs
- ESF #17 - Volunteer & Donations Management

## ATTACHMENT E: ESF's

### Emergency Support Function #1 – Transportation

#### Primary Agencies:

MECC Campus Police

MECC Buildings & Grounds Department

#### Secondary/Support Agencies:

Wise County Emergency Management

Town of Big Stone Gap Fire Department

Wise County Sheriffs' Department

Virginia Department of Emergency Management

Virginia State Police

#### Purpose:

Coordinate MECC's transportation resources to respond to an emergency.

- Identify the need for resources.
- Identify local and state agencies with whom Mountain Empire Community College will coordinate ensure that potential resources are available in the time of an emergency

#### Scope:

The scope of MECC's ESF 1 is to control the response to an emergency at Mountain Empire Community College or in the local community which could impact MECC, which includes but is not limited to:

- Evacuation of building or buildings to protect safety and health of students, faculty and staff
- Lockdown (if required), this ESF will outline any transportation issues that may be necessary
- Maintain ingress/egress onto and off of the campus
- Traffic control on campus

#### Policies:

Mountain Empire Community College serves the local communities and citizens and does not have campus housing for students. Accordingly, students provide their own personal transportation to and from campus and/or utilize local public transportation provided by the Mountain Empire Older Citizens (MEOC) Transit or Four County Transit – Dickenson County.

Mountain Empire Community College coordinates its emergency activities with state and local agencies, but works most closely with Wise County Emergency Management. Once local emergency authorities are notified of an emergency on campus or if there is an emergency that could impact MECC off-campus, Wise County Emergency Management has jurisdiction over the campus response. In these cases, the MECC Emergency Operations Center will relinquish jurisdiction to the Wise County EOC but will remain in place to coordinate and facilitate the College's emergency response.

Mountain Empire Community College does not have a written transportation policy.

- Since most faculty, employees or students provide their own transportation to and from campus using privately owned vehicles (POVs), it is expected that POVs will be used to exit the campus should an evacuation be necessary.
- For those utilizing public transportation, it may be necessary to provide transportation resources to respond to an incident.

## ATTACHMENT E: ESF's

- MECC estimates that a major emergency could require the College to provide transportation resources for approximately 100 to 150 students, faculty and staff.
- MECC will utilize Wise County Emergency Management to order evacuation and provide alternate transportation to those who do not have POVs or rely on public transportation.
- If it is not safe to use public highways or public transportation is not available, MECC and Wise County Emergency Management will provide public transportation.
- MECC Campus Police and local law enforcement officials will provide traffic control on campus to control movement of traffic, to allow access of support personnel, equipment, and supplies and to allow for evacuation of the campus.
- MECC and Wise County Emergency Management will facilitate the prompt deployment of resources; priorities for various incidents are developed and maintained through an interagency process led by MECC.
- MECC maintains equipment for cleaning debris and provide teams to use chain saws to clear parking lots and campus roadways.

### Concept of Operations

#### General:

The Emergency Operations Plan provides guidance for managing the use of transportation services and request for relief and recovery resources.

Access routes off campus should remain clear to permit a sustained flow of emergency relief. In an emergency situation at MECC, the Wise County Emergency Management Emergency Operations Center (EOC) has primary jurisdiction in cases of major emergency events and has responsibility for ordering evacuation of campus in whole or in part. The MECC EOC will coordinate emergency management with the local Wise County Emergency Management EOC. Wise County Emergency Management has MOA/MOUs and Mutual Aid Agreements with local agencies to provide transportation in an emergency. MECC will rely on their agreements if it is necessary to provide transportation from the campus to an off campus location in an emergency. The Wise County EOC will:

- Declare an emergency
- Establish pick-up sites for emergency transportation
- Select evacuation routes and direct emergency evacuation using the routes
- Instruct MECC in evacuation procedures and routes

#### Organization:

MECC is responsible for coordinating the need for transportation infrastructure for on campus emergencies with Wise County Emergency Management.

Wise County Emergency Management is responsible for coordinating resources needed to restore and maintain transportation routes to the institution if necessary to protect lives and property during an emergency or disaster.

#### Responsibilities

- Develop, maintain, and update plans and procedures for use during an emergency;
- MECC personnel will stay up to date with education and training that is required for a safe and efficient response to an incident;
- Alert MECC students, faculty and staff, and local primary agency representative of possible incident, and begin preparations for mobilization of resources;



## **ATTACHMENT E: ESF's**

- Keep record of all expenses through the duration of the emergency;
- Follow emergency policies and procedures for evacuation;
- Work closely with Wise County Emergency Management to identify viable transportation routes to, from and within the emergency or disaster area.

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### Emergency Support Function #2 – Communications

#### Primary Agencies

MECC Office of Vice President of Financial and Administrative Services  
County of Wise Emergency Management  
MECC Information Technology Department  
MECC Office of Community Relations  
MECC Campus Police  
MECC Buildings & Grounds

#### Secondary/Support Agencies

Virginia Department of Emergency Management (VDEM)  
Virginia Community College System (VCCS)  
VITA Help Desk  
Omnilert (e2Campus)

#### Purpose:

To use available communication resources to respond to an incident;

- Alert and warn the MECC campus community of a threatened or actual emergency.
- Continue to communicate with campus community through a variety of means to inform of protective actions

#### Scope:

- Inform the campus community of a threatened or actual emergency.
- Ensure that MECC has the ability to notify the campus community of a disaster or emergency situation and that the emergency notification and warning system is activated
- Support the restoration and reconstruction of telecommunications equipment, computers, and other technical resources.

#### Policies:

The following are examples of policies that may guide MECC's communications policies during or prior to an event:

- The MECC Emergency Operations Center (EOC) will initiate notification and warning of appropriate personnel;
- The EOC staff includes the Emergency Director, key personnel listed in the EOP and key department heads or their designated representatives.
- Support personnel to assist with communications, designated logistics, and administration will also be designated. The MECC Vice President of Financial and Administrative Services will be available to support decision-making as required.

#### Concept of Operations

##### General:

The MECC EOC is not always operational. When it is not operational, the Office of the Vice President of Financial and Administrative Services (the Emergency Director) will direct the MECC response to the emergency. Once implemented, the EOC will remain open until closed by the Emergency Director. Upon implementation of the EOC, it is the primary point of contact for receipt of warnings and notification of stakeholders of actual or impending emergencies or disaster. It is MECC's first point of

## ATTACHMENT E: ESF's

contact by the general public and for support agencies in Big Stone Gap, Wise County and the State of Virginia.

This plan identifies the MECC personnel that will participate in the emergency response and detailed descriptions of their roles. MECC will use the Incident Command Structure (ICS) and the National Incident Management system (NIMS) that include the following structures:

- Incident Commander (the MECC Emergency Manager or his designee)
- Incident Command Posts, on-scene using the ICS system;
- Area Command (if needed);
- Emergency Operations Centers (if necessary);
- Local Director of Department of Emergency Management;

The President will be kept informed of all actions taken to deal with general disasters.

### Lines of Communication

It is the intention of Mountain Empire Community College to notify local community emergency response authorities (911) immediately when the college becomes aware of an emergency on campus. In the event of a general disaster, the primary line of internal communication with faculty, staff, and students is the emergency broadcast function available through the college's VoIP phone system. VoIP phones are located on every full-time employee's desk, in every classroom and are also strategically located in hallways and public areas of each building. In addition, speakers have been attached to the system to broadcast audible messages in outdoor areas of the campus. This system broadcasts an audible message and displays a text message on the phone's display. The Emergency Notification system has default announcements for:

1. Evacuation Emergency
2. Lockdown Emergency
3. Go to Shelter Emergency

The VoIP system also provides the Emergency Director the capability to speak any message through the phone. System functionality may be operated remotely by the following members of the campus administration:

1. President
2. Vice President of Financial and Administrative Services
3. Vice President of Academic and Student Services
4. Vice President of Institutional Advancement
5. Director of IT Services
6. Dean of Workforce Development
7. Dean of Arts and Sciences
8. Dean of Applied Sciences and Technology
9. Dean of Student Services
10. Dean of Enrollment Services
11. Coordinator of Community Relations

The MECC e2Campus alert system will also be used to communicate emergency information to students, faculty, staff and the community. The decision to use the VoIP broadcast system and the e2Campus alert system will be made after consultation with any of the individuals listed above.

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Cellular phones can be of great value in an emergency, but their conversations are not secure and are often not available because of heavy use during an emergency, so no sensitive or critical information will be transmitted on them. All VoIP telephones located in hallways and public areas of buildings may be used to call only the Switchboard Operator, 911 or any on-campus number.

On the declaration of a general disaster alert emanating from the President or his designee, all relevant information that an action has been completed will be called in by the responsible administrator to the Control Center described below. If the telephone system is rendered unusable, then the secondary (or backup) communication system will be that of the two-way radio system utilized by the Maintenance Department and Campus Police. The two-way radio system will be supplemented by use of cellular phone. Other means of communication, bullhorns, etc. will be issued to personnel designated by the President and/or his designee.

When the above two systems are not operable, then the means of communications will revert to a messenger/runner system. Administrators who are responsible for certain actions will insure that a messenger is available to transmit the necessary information by foot to the Emergency Operations Center.

Once community response resources are available on campus during an emergency, communications will be the priority. Any instructions or communications to faculty, employees or students will be coordinated with local emergency officials on site.

### **Communicating an Emergency**

Upon learning of a crisis or emergency situation, the President will inform the Coordinator of Community Relations (the PIO). In the absence of the President, the Emergency Director or, in his absence, the appropriate Vice President will inform the Coordinator of Community Relations. It is the responsibility of the Coordinator of Community Relations, in consultation with the President or his designee, to ascertain potential media involvement.

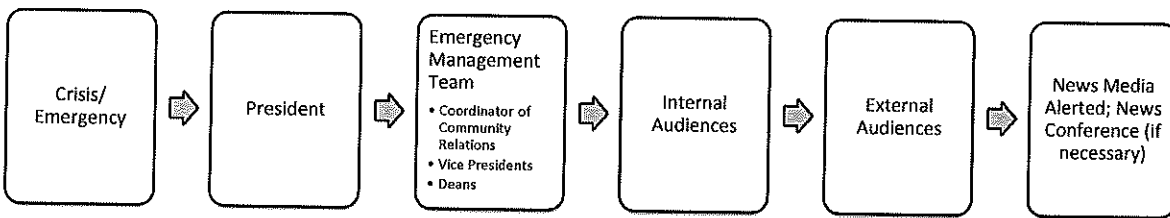
Internal audiences (faculty, staff, students, and visitors) will be contacted first through email or a called meeting; then external audiences (any specific group with vested interests; i.e., parents, community groups, etc.) are addressed.

News media will be alerted through a news release or official college statement. If necessary, a news conference will be convened to respond to media requests. Faculty and staff who are not members of the Emergency Management Team are not authorized to issue statements regarding the crisis and should refer requests from the media to the Coordinator of Community Relations or other designated PIO.



## ATTACHMENT E: ESF's

### Crisis Communications Information Flow Chart



Examples of systems that are available to MECC for alerting students, faculty and staff include:

- e2Campus alert system utilizing text messages and email alerts
- VoIP telephone system broadcast
- Fire alarm system
- Emergency siren system
- On-foot alert routes
- NOAA Radio

Information may be disseminated includes but is not limited to:

- Evacuation notices and related information
- Potential secondary hazards
- Protective actions
- Other information as determined by the event and factors

#### Organization:

#### MECC Actions/ Responsibilities:

- MECC's EOC has a working arrangement with Wise County Emergency Management, the local Emergency Operations Center, and local news media;
- MECC will initiate notification and warning to appropriate personnel.
- The Emergency Director (the Vice President of Financial and Administrative Services) or designated successor must authorize the use of emergency alert systems;
- MECC will develop and maintain an emergency communications program and plan;
- MECC will ensure that the campus is alerted of any emergency warnings received from federal, state or local level that may impact the college or college operations.

#### Emergency Notification Procedures

Until the EOC is activated, the Vice President of Financial & Administrative Services of MECC may notify the Emergency Management Team upon receipt of a severe weather, flash flood or tornado warning.

The media contact is the Coordinator of Community Relations.

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### Emergency Support Function #3 – Public Works

#### Primary Agencies:

MECC Building & Grounds  
MECC Campus Police  
MECC IT Department

#### Secondary/Support Agencies:

Wise County Emergency Management

ESF #3 is public works, but is intended to identify the agencies that would perform similar functions, such as maintenance, buildings and grounds, facilities management.

#### Purpose:

Assess the overall damage to the campus after a disaster.  
Assist with the recovery

#### Scope:

Following an emergency, cleanup of college facilities, a review of damage and estimates of costs to reconstruct the physical facilities will be conducted by the Building & Grounds Superintendent under the direct control of the Vice President of Financial & Administrative Services (the Emergency Director). The assessment will include:

- Estimate of the extent of damage;
- Repair and maintenance needs for each building and the campus;
- Debris removal requirements;
- Engineering-related support requirements;
- Documentation of estimated repair/replacement expenses.

#### Policies:

- Personnel will stay up to date with procedures through training and education;
- MECC will develop work priorities in conjunction with other agencies when necessary;
- MECC and Local authorities may obtain required waivers and clearances related to ESF #3 support;
- MECC will seek outside assistance to repair and reconstitute the facilities that are beyond the capabilities of the college;
- MECC will ensure that this plan is coordinated with the Wise County EOP.

#### Concept of Operations

##### General:

In general, duties required by this ESF include but are not limited to:

- Determine if buildings are safe or need to be closed;
- Coordinate with other ESFs if there is damage to utilities or water or plumbing system;
- Clear debris;
- Ensure campus security secures damaged buildings and adjacent areas that may be unsafe;
- Coordinate with Virginia Department of Risk Management on damage and losses.

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### Organization:

The Emergency Director will determine tasks are to be completed and designate responsible individuals that are responsible:

Examples include but are not limited to:

- Assess damaged facilities
- Inspect for structural, electrical, gas, plumbing and mechanical damages
- Determine the type of assistance needed
- Facilitation of the building permit process
- Debris removal
- Manage contracts with private firms

### Actions/Responsibilities

Actions to be taken during this process include but are not limited to:

- Alert personnel to report to the EOC;
- Review plans;
- Begin keeping record of expenses and continue for the duration of the emergency;
- Prepare to make an initial damage assessment (IDA);
- Activate the necessary equipment and resources to address the emergency;
- Assist in assessing the degree of damage of the institutions
- Assist in coordinating response and recovery;
- Prioritize debris removal;
- Inspect buildings for structural damage; and
- Post appropriate signage to close buildings

## ATTACHMENT E: ESF's

### Emergency Support Function #4 - Firefighting

#### Primary Agencies:

MECC Building & Grounds Department  
Wise County Emergency Management  
Town of Big Stone Gap Fire Department  
Wise County Hazardous Materials Team  
MECC CERT Team  
Commonwealth of Virginia

#### Secondary/Support Agencies:

MECC Campus Police  
Jasper Fire Department  
Emergency Medical Service (EMS)

#### Purpose:

Directs and controls operations regarding fire prevention, fire detection, fire suppression, rescue, and hazardous materials incidents; as well as to assist with warning and alerting, communications, evacuation, and other operations as required during an emergency.

#### Scope:

ESF #4 manages and coordinates firefighting activities including the detection and suppression of fires, and provides personnel, equipment, and supplies to support to the agencies involved in the firefighting operations.

#### Policies:

- Wise County Emergency Management has MOA/MOUs and Mutual Aid Agreements with local and state agencies to respond to emergencies of the nature of the emergency is beyond the capability of the Big Stone Gap Fire Department.
- Priority is given to, the public, institution, firefighter safety and protecting property (in that order).
- For efficient and effective fire suppression mutual aid may be required from various local firefighting agencies to aid in the institution's emergency response team. This requires the use of the Incident Command System together with compatible equipment and communications.
- Personnel will stay up to date with procedures through education and training.
- The MECC Safety Manual and the Incident Response Guidelines attached to the EOP are applicable to this ESF.

#### Concept of Operations

##### General:

MECC contacts 911 if resources are needed to handle the situation, and, in such incidents, are prepared to have the Big Stone Gap Fire Department assume primary operational control in fire prevention strategies, fire suppression, and hazardous material incidents. (See the Hazardous Material Emergency Response Plan.) When the Emergency Support Function is activated all requests for firefighting support

## ATTACHMENT E: ESF's

will be, in most cases, submitted to the Wise County 911 Center for coordination, validation, and/or action.

Fire department personnel who are not otherwise engaged in emergency response operations may assist MECC in warning and alerting the public, evacuation, and communications as is necessary and appropriate during an emergency situation.

The Coordinator of Wise County Emergency Management in combination with the MECC EOC and/or designated Emergency Director will determine the need to evacuate the campus and issue orders for evacuation or other protective action as needed. The department may order an immediate evacuation prior to requesting or obtaining approval, if in their judgment this action is necessary in order to safeguard lives and property. Warning and instructions will be communicated through the appropriate means. MECC will utilize Campus Police, and if needed the Coordinator of Wise County Emergency Management in coordination with the MECC EOC will ask for assists from the local law enforcement to aid in the evacuation.

### **Organization:**

The Fire and EMS Departments will implement evacuations and the Wise County Sheriff's Department in cooperation with the Virginia State Police will assist and provide security for the evacuated area. In the event of a hazardous materials incident, the Incident Commander should implement immediate protective actions to include evacuation as appropriate.

### **Actions**

- Develop and maintain plans and procedures to provide fire and rescue services in time of emergency;
- Document expenses and continue for the duration of the emergency;
- Check firefighting and communications equipment;
- Coordinate activities of fire & emergency responders;
- Request mutual aid from neighboring jurisdictions;
- Follow established procedures in responding to fires and hazardous materials incidents and in providing rescue services;
- Assist with warning and alerting, evacuating, communications, and emergency medical transport.

### **Responsibilities**

- Fire prevention and suppression;
- Emergency medical treatment;
- Hazardous materials incident response and training;
- Radiological monitoring and decontamination;
- Assist with evacuation;
- Search and rescue;
- Temporary shelter for evacuees at each fire station;
- Assist in initial warning and alerting;
- Provide qualified representative to assist in the State EOC;
- Request assistance from supporting agencies when needed;
- Arrange direct liaison with fire chiefs in the area;
- Implement Mutual Aid.



## ATTACHMENT E: ESF's

### Emergency Support Function #5 – Emergency Management

#### Primary Agencies:

MECC Emergency Management Team  
Wise County Emergency Management  
Virginia Emergency Operations Center (VEOC)

#### Secondary/Support Agencies:

MECC Campus Police  
MECC Buildings & Grounds  
MECC CERT Team  
Commonwealth of Virginia State Police  
Criminal Injuries Compensation Fund (CICF)  
Virginia Department of Criminal Justice Services (VDCJS)

#### Purpose:

Directs controls and coordinates emergency operations from MECC's Emergency Operation Center (EOC).

#### Scope:

ESF #5 coordinates the response of all the departments within the institution and the use of the institution's resources to provide emergency response which includes, but is not limited to:

- Identify actions to be taken in the pre-incident prevention phase.
- Coordinate with agencies, organizations, and outside institutions when capabilities are exceeded
- Identify post-incident response phase activities.

#### Policies:

- The MECC Emergency Management Team will work with Wise County Emergency Management to implement mutual aid agreements to ensure seamless resource response. This operational policy to channel resource requests through the local government is consistent with the Code of Virginia §44-146.18, and §23-9.2:9, which mandates a state institution of higher education to maintain an EOP, keep it current and integrate it with the local emergency operations plan
- The local government must make contact with VDCJS and CICF on behalf of MECC in events in which there are criminal victims as defined by Code of Virginia §19.2-11.01. This is consistent with VDEM policy that directs an institution of higher education to contact the local government Emergency Operations Center to make requests to VEOC Provides an institutional-wide multi-departmental command system.
- MECC EOC manages operations at the institutional level; this role may change if the local government is contacted to respond, based on how MECC's plan and the localities plan are coordinated
- The Incident Command System can be used in any size or type of disaster to control response personnel, facilities, and equipment.
- The Incident Command System principles include use of common terminology, modular organization, integrated communications, unified command structure, coordinated action planning, and manageable span of control, pre-designated facilities, and comprehensive resource management.
- The MECC EOP identifies representatives to staff key positions on Emergency Response Teams.

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### Concept of Operations

#### General:

#### MECC Emergency Director:

- Assures development and maintenance of SOPs on the part of each major emergency support function.
- Maintains up to date notification rosters.
- Designates staff to the Emergency Operations Center,
- Establishes procedures for reporting appropriate emergency information.
- Coordinates emergency response plan with the local government.
- Designates a representative to the local EOC if the local plan is implemented and a representative is needed.
- Develops threat levels.
- Assures that all actions are completed as scheduled.

#### Planning Section:

- Produces situation reports, which will be distributed to the EOC staff, on-scene incident command staff, and the locality and VEOC. Supports short term and long term planning activities.
- Develops short/concise plans.
- Records the planned activities
- Tracks their progress. The response priorities for the next operational period will be addressed in the Incident Action Plan (IAP).

#### Organization:

This ESF identifies the MECC personnel that will participate in the emergency response and detailed descriptions of their roles. MECC will use the Incident Command Structure (ICS) and the National Incident Management system (NIMS) that include the following structures:

- Incident Commander (the MECC Emergency Director or his designee)
- Incident Command Posts, on-scene using the ICS system;
- Area Command (if needed);
- Emergency Operations Centers (if necessary);
- Local Director of Department of Emergency Services;

#### College Board

- Ensures the protection of the lives of students, faculty and staff and the property and assets of Mountain Empire Community College;
- Approves the MECC Emergency Operations Plan;
- Designates the President as having ultimate responsibility for emergency management; and

#### President

- Works with law enforcement, other emergency responders and the Emergency Manager to determine the need for evacuation or a lockdown of an endangered area;
- Working with the same officials, considers the need to alter the normal business or class schedule of MECC, including delayed openings, early closings or total closings;
- Designates the Emergency Director to exercise direction and control from the EOC during disaster operations; and

## ATTACHMENT E: ESF's

- Holds overall responsibility for the maintaining, exercising and updating *the plan*.

All other Members of President's Staff will assist to ensure the proper execution of the Emergency Plan. Activities may include:

- Implement the "Orders of Succession" as necessary during an emergency in accordance with the Table 4 of the MECC Continuity Plan
- Identify the role of the MECC's EOC if local plan is implemented
- Identify the EOC staff
- Identify the departments that have a role in the institution's emergency management organization
- Identify succession of authority within these key departments and positions
- Develop and scale the Incident Command System to the particular incident
- Exercise the plan annually as pursuant to The Code of Virginia

The President or his designee may close facilities, programs, and activities in order that employees who are not designated "emergency service personnel" are not unnecessarily placed in harms' way.

### **Emergency Director (Emergency Manager)**

Responsibilities of the Emergency Director include but are not limited to:

(1) serve as the College's Emergency Director, (2) be responsible for assuring that all equipment is in working order and all procedures are clearly published, (3) coordinate the decisions about operating schedules, including closing and resuming classes, and (4) fully brief personnel to cope with a disaster. In addition, he will insure that instructions are written and published to all personnel under his supervision so that they will be knowledgeable of the proper action for them to take. Personnel under the control of the Vice President of Financial and Administrative Services will coordinate all efforts in accordance with instructions received from the Emergency Operations Center (EOC).

Duties include but are not limited to:

- Develop and maintain the Emergency Operations Plan (EOP) and prepare and maintain the Continuity Plan for which MECC is responsible;
- Activate the EOC as appropriate;
- Assume relevant duties as directed by the President;
- Develop and implement a test, training, exercise and drill schedule to assure all involved parties for emergency response and recovery are fully prepared to fulfill their tasks. A relevant exercise should be held at least annually; and
- Ensure that the EOP is reviewed, revised and adopted every four years
- Acting in concert with the President, work with law enforcement, other emergency responders and the local Director of Emergency Services to determine the need to evacuate an endangered area;
- Working with the same officials, consider the need to alter the normal business or class schedule of the institution, including delayed openings, early closings or total closings;
- Serve as the communication liaison between the Office of Commonwealth Preparedness, VDEM and each agency.
- Coordinate with the Department of Emergency Management on emergency preparedness, response, and recovery issues;

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- Prepare and maintain designated parts of the Continuity Plan for which the institution is responsible.
- Prepare and maintain internal plans and procedures to fulfill the responsibilities in the plan;
- Maintain a roster of MECC's faculty and staff to assist in disaster operations and ensure that persons on the roster are accessible and available for training, exercises and activations of the plan;
- Coordinate appropriate training for institution's faculty and staff assigned to disaster operations;
- Prepare and maintain internal emergency preparedness, response, and recovery plans for the institution's resources (facilities, faculty, staff and assets) that outline a comprehensive and effective program to ensure continuity of essential state functions under all circumstances;
- Assure the State Coordinator of Emergency Management that preparedness plans for its facilities are coordinated with the applicable local emergency management agency.
- Manage the day-to-day activities of the emergency preparedness programs.

The Emergency Director will assure the development and maintenance of established procedures on the part of each major emergency support function. The following are examples of items that may be included:

- Staffing responsible for implementing the Emergency Operations Plan (EOP)
- Procedures for reporting emergency information, provide ongoing training to maintain emergency response capabilities

The Emergency Director will assure that all actions are completed as scheduled and will coordinate training for this emergency support function and conduct exercises involving the EOC.

### **The Wise County Emergency Management Coordinator:**

- Communicates with the MECC Emergency Director in maintaining a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency;
- Serves as the point of contact and liaison between MECC and the local Department of Emergency Services;
- Contacts the VEOC with requests for resources on behalf of the institution.

### **Responsibilities:**

- Maintain current contact information for the Criminal Injury Compensation Fund and the Virginia Department of Criminal Justice Information Services, pursuant to Code of Virginia, §23-9.2:9.
- Maintain a notification roster of EOC personnel and their alternates;
- Establish a system and procedure for notifying EOC personnel;
- Maintain plans and procedures for providing timely information and guidance to the public in time of emergency through ESF #2;
  - a. Identify and maintain a list of essential services and facilities, which must continue to operate and may need to be protected;
  - b. Test and exercise plans and procedures;
  - c. Conduct outreach/mitigation programs for the institution's community.
- Ensure compatibility between this plan and the emergency plans and procedures of key facilities and private organizations within the institution;
- Develop accounting and record keeping procedures for expenses incurred during an emergency;

## ATTACHMENT E: ESF's

- Define and encourage hazard mitigation activities, which will reduce the probability of the occurrence of disaster and/or reduce its effects
- Prepare to provide emergency information to the campus community in coordination with ESF #2;
- Provide logistical support to on scene emergency response personnel;
- Maintain essential emergency communications through the established communications network;
- Provide reports and requests for assistance to the local and Virginia EOC;
- Ensure that the institutions Crisis and Emergency Plan is developed and coordinated with the local EOP pursuant to Code of Virginia 3.2 §44-146.
- Activate and convene' institutions emergency assets and capabilities

### EMERGENCY MANAGEMENT ORGANIZATION AND TELEPHONE LISTING for the MECC CAMPUS

Position Name	Work Phone	Cell Phone
Emergency Director (VP Financial and Administrative Services)	276-523-7478	276-219-4213
Deputy Emergency Director (VP Academic and Student Services)	276-523-7467	276-973-6046
MECC Campus Police	276-523-7473	276-207-3683
MECC Chief of Police		276-870-1822
Building & Grounds Supervisor	276-523-2400, X 608	423-956-2792
Coordinator of Community Relations (PIO)	276-523-7480	423-230-0207
Director, IT Services	276-523-2400, X 348	276-791-5755
Dean, Workforce Development	276-523-7489	423-341-0668
Dean, Arts and Sciences	276-523-2400, X 243	423-571-1072
Dean, Applied Sciences and Technology	276-523-2400, X 431	828-712-4221
Dean, Student Services	276-523-2400, X 251	276-791-4308
Dean, Enrollment Services	276-523-2400, X 219	276-220-2855

### PRIMARY EOC STAFFING

Skeletal Staffing  
 Emergency Director  
 Deputy Emergency Director  
 Building & Grounds Supervisor  
 MECC Campus Police  
 Message Clerk / Phone Operator  
 PIO  
 Director, IT Services  
 Student Services



## ATTACHMENT E: ESF's

### Emergency Support Function #6 – Mass Care, Housing, Human Resources

#### Primary Agencies:

MECC Human Resources  
MECC Purchasing  
Local chapter of the American Red Cross  
MECC Buildings & Grounds Department  
MECC Campus Police

#### Secondary/Support Agencies:

State Counsel of Higher Education in Virginia (SCHEV)  
Department of General Services  
Local Department of Social Services

The Vice President of Financial & Administrative Services has the overall responsibility for ESF 6 activities at Mountain Empire Community College.

#### Policies applicable to housing during an emergency:

- MECC does not provide on-campus housing or cafeteria facilities.
- In a major emergency, MECC may provide sheltering based on its resources, facilities and capabilities of staff; shelter may be managed by MECC's staff or outside assistance may be needed for a few hours.
- The Emergency Director may contact the Wise County Emergency Management to activate Mutual Aid Agreements and coordinate MECC's EOP with local government programs.
- Information about persons identified on shelter lists, casualty lists, hospital admission, etc., will be made available to family members to the extent allowable under confidentiality regulations.
- All sheltering activities will be coordinated initially through MECC's EOC.
- MECC will ensure that students with special needs and/or service animals will be accommodated.

#### SCOPE:

ESF# 6 is intended to address non-medical mass care, housing and human service needs for individuals and family members of the campus community affected by a disaster on the campus or one that impacts the larger community or region in which the campus is situated.

The services and programs may include the following:

- Sheltering
- Food service
- Counseling - The capability of the counseling services should be assessed as part of the planning process, most likely as part of the capability assessment and the services should be used in small scale incidents, or incidents that do not result in mass casualties or injuries.
- Family Assistance Center (FAC)
- Reception services - Collecting information regarding individuals in the campus community and making the information available to immediate family members outside the campus or the larger affected area.

## ATTACHMENT E: ESF's

- Virginia Criminal Injuries Compensation Fund

### CONCEPT OF OPERATIONS

#### General:

MECC will provide sheltering if the need is short term and within its capabilities. The Emergency Director is responsible for coordinating food services during an emergency

If necessary MECC may provide the following services:

#### Food Service

- The Emergency Director is responsible for coordinating food services during an emergency

#### Counseling

- The Vice President of Academic and Student Services with the Dean of Student Services as backup is responsible for coordinating counseling services for MECC.
- Provide counseling through MECC's services if appropriate based on the scale of the emergency and the capabilities of the counseling services. The capabilities should be determined during the planning process.
- Counseling services will be limited to be used in small scale incidents, or incidents that do not result in mass casualties or injuries.
- Request outside assistance if MECC's services are not appropriate to the scale of the emergency, or if service providers are personally impacted by the incident. All efforts should be made to ensure that victims do not serve victims, and that victim's rights are protected in accordance with the Code of Virginia.
- Events in which there are mass casualties and injuries that require counseling services should **not** be handled by MECC's counseling staff.
- Direct the local EOC, on behalf of the campus to seek counseling service outside the emergency management jurisdiction in which the campus is located.
- The individual, who is identified by the local government to request resources from the VEOC on behalf of the institution, should also perform this function.
- Outside counseling may be provided via the Department of Criminal Justice's Victims' Services Section, the Department of Behavioral Health and Developmental Services, CSB/BHA Planning District 1 Behavioral Health Services (including Frontier Health – the PD1 BHS contract service provider), and activated by Wise County Emergency Management.

#### Security

- The Supervisor of Building & Grounds and Campus Police are responsible for coordinating security during a disaster.
- Secure evacuated areas.
- Provide security to shelter if on campus sheltering is required.
- Coordinate with local government and local non-profit organizations in the event that the campus is not able to provide sheltering on campus.

## ATTACHMENT E: ESF's

### Transportation:

- The Emergency Director is responsible for coordinating transportation during an emergency event.
- Ensure that students are transported safely and sheltered safely off campus if necessary.

### Press:

- If the campus is sheltering victims, survivors, or family members of an incident, press should be located in a separate area to ensure privacy of those individuals.

### Family Assistance Center (FAC)

A FAC is a facility that is established as the result of a mass casualty/fatality incident, wherein a significant number of victims and/or family members are expected to request information and assistance. It is an organized, calm, professional, and coordinated method of assistance delivery in a safe and secure environment.

The purpose of the FAC is to provide the seamless delivery of services and the effective dissemination of information and assistance to all impacted families, as stated in the Commonwealth of Virginia Emergency Operations Plan, ESF 6 (COVEOP). It will assist family members by providing counseling, information on the current situation, and a location where families can be reached.

The Dean of Student Services will coordinate the Family Assistance Center. The scope of services that the FAC may provide includes: reunification, behavioral health care, medical records collection communication services, benefits application entry points, and personal care.

The Commonwealth of Virginia Family Assistance Center Plan (October 2012) is designed to provide state agencies the management framework under which they will cooperate to establish, operate, and close a FAC. The FAC plan should be coordinated with the local government's emergency management program and based on the Commonwealth of Virginia Family Assistance Center Plan.

All requests for resources on behalf of the institution's FAC should be channeled through the local government. This is consistent with state policy that directs an institution to make resource requests through the local government EOC, in the emergency management jurisdiction in which it is located.

If the services of the Virginia Criminal Injuries Compensation Fund (CICF) are required by the FAC, the State Program should be contacted, who will deploy the appropriate personnel to the FAC. These services will be necessary in cases where there are victims of crime in need of financial or advocacy assistance. VDEM and CICF recommend that the institution adopt the policy of contacting the program directly through the local government.

The current\* contact information for support programs are provided below:

#### **Criminal Injury Compensation Fund**

Jack Ritchie, Director, CICF  
Criminal Injuries Compensation Fund (CICF) Department  
Virginia Workers' Compensation Commission  
1000 DMV Drive

## ATTACHMENT E: ESF's

Richmond, VA 23220  
CICF Toll Free: 1-800-552-4007  
Phone: (804) 367-1018  
Email: [Jack.Ritchie@cicf.virginia.gov](mailto:Jack.Ritchie@cicf.virginia.gov)  
804-307-5431 (after hours)

Leigh Snellings  
CICF Asst. Director  
800-552-4007 (normal business hours)  
804-212-4232 (after hours)

### **Virginia Department of Criminal Justice Services**

Melissa Roberson  
Training and Critical Incident Response Coordinator  
1100 Bank Street  
Richmond, VA 23219  
Phone: (804) 225-3456  
After Hours: (804) 840-4276  
Fax: (804) 786-3414  
Link: <http://www.dcj.virginia.gov/victims-services/report-campus-local-emergency>

### **Planning District 1 Behavioral Health Services**

Sandra O'Dell  
Executive Director  
P.O. Box 1130,  
1941 Park Ave SW  
Norton, VA 24273  
Phone: (276) 679-5751  
Cell: (276)870-6903  
Fax: (276)679-5754  
Link: [www.pd1bhs.org](http://www.pd1bhs.org)

### **Frontier Health Virginia Division (Contract Provider for PD1 BHS Direct Services)**

Emergency: (276) 523-8300  
Eric T. Greene, LPC  
Senior Vice President  
276-523-8341 office  
276-523-6964 fax  
276-219-9966 cell

## ATTACHMENT E: ESF's

### Emergency Support Function #7 - Resource Support

#### Primary Agencies:

Wise County Emergency Management  
MECC Purchasing department  
MECC Human Resource Department

#### Secondary/Support Agencies:

MECC Buildings & Grounds Department  
MECC Campus Police  
Virginia Department of Emergency Management (VDEM)  
Local chapter of the American Red Cross  
MECC Emergency Management Team

#### Purpose:

Identify, procure, inventory, and distribute critical resources, relief supplies and assistance during an emergency.

#### Scope:

- MECC will determine what resources are available and identify potential sites for receiving resources if outside assistance is needed. Resource support may continue until the disposition of excess and surplus property is completed.
- During an incident, if demand for resources exceeds MECC's capabilities, MECC will rely on Wise County Emergency Management for MOA/MOUs and Mutual Aid agreements and state policy.

#### Policies:

- MECC will use its own resources and equipment during incidents and will have control over the management of the resources as needed to respond to the situation;
- Individuals involved in distributing and/or obtaining resources will be aware of emergency procurement policies and have the authority to do so in an emergency situation;
- Each department with an emergency management role will be responsible for identifying its resources that could be used in an emergency;
- MECC's plan will reflect state policy, regarding requesting resources based when that policy is determined.

### CONCEPT OF OPERATIONS

#### General:

- Potential sites for distribution centers will be identified, if necessary, and strategically located to facilitate recovery efforts.
- Priorities will be set regarding the allocation and use of available resources.

#### Organization:

- Departments, with an emergency function, will be responsible for identifying resources, including human resources
- Convey available resources to emergency manager
- Identify potential distributions sites for emergency response



## ATTACHMENT E: ESF's

- Identify policies and personnel responsible for obtaining resources

### **ACTIONS/RESPONSIBILITIES:**

- Designate local department(s) within MECC to be responsible for resource management;
- Develop resource lists that detail type, location, contact arrangements, and acquisition procedures for critical resources;
- Implement and use mutual aid agreements with local and surrounding jurisdictions to aid the institution
- Develop SOP's to manage the processing, use, inspection, and return of resources coming to the institution
- Identify actual or potential facilities and ensure they are ready and available to receive, store, and distribute resources (government, private, donated);
- Develop training/exercises to test plan, and to ensure maximum use of available resources and understanding of policies to obtain resources from outside the institution.
- Ensure the campus community is aware of available resources.

## ATTACHMENT E: ESF's

### Emergency Support Function #8 – Public Health and Medical Services

#### Primary Agencies:

Big Stone Gap Fire Department  
Friendship Ambulance Service  
Lifecare Ambulance Service  
Frontier Health/Planning District 1 Behavioral Health Services  
Lonesome Pine Hospital  
MECC CERT Team  
MECC Nursing/Allied Health Programs  
Wise County Emergency Management

#### Secondary/Support Agencies:

Student counseling services

#### Purpose:

Guide a response using MECC's resources and coordinate a response with the local government and or state agencies when the incident exceeds the School's capabilities.

#### Scope:

The scope is an all hazards approach based on the ability of Mountain Empire Community College to provide medical resources. MECC does not have on-campus emergency services (other than the CERT Team and nursing or other allied health programs), fire & rescue services, or mental health counseling services. Accordingly, any incident that exceeds MECC's capabilities will require outside assistance which will be coordinated with and directed by Wise County Emergency Management. Wise County Emergency Management has the requisite MOUs and mutual aid agreements and will assist MECC in coordinating this plan with local and state government's EOP.

The MECC Emergency Director (the Vice President of Financial and Administrative Services) will coordinate with Wise County Emergency Management to request emergency services when the emergency exceeds the School's capabilities.

#### Policies:

Wise County Emergency Management has MOU/MOA and Memorandum of Agreement with organizations and agencies that are available to MECC. The EOC determines when the Emergency Services will be contacted.

Other resources available to MECC include the Office of the Commonwealth Medical Examiner (OCME) and various subject matter experts (SMEs) who can assist with specific emergencies.

#### Concept of Operations

##### General:

Mountain Empire Community College will respond with available resources as designated in the plan.

Support and assistance from Wise County Emergency Management will be requested based on mutual aid agreements and coordination with local government agencies.

## ATTACHMENT E: ESF's

### **Responsibilities/Actions:**

Provide personnel, equipment, supplies and other resources necessary to coordinate plans and programs for a medical response during an incident;

- Designate the Vice President of Financial and Administrative Services to coordinate medical, health, and rescue services;
- Develop and maintain procedures for providing a coordinated response with institution's resources and then with local government and private organizations.
- Maintain a roster of key officials in each medical support area, including the MECC CERT Team and resources available from the Wise County Emergency Management MOUs.
- Review emergency plans with local governments
- Coordinate with Wise County Emergency Management to implement mutual aid agreements as necessary;

## ATTACHMENT E: ESF's

### Emergency Support Function #9 - Search and Rescue

#### Primary Agencies

MECC Campus Police  
MECC Buildings and Grounds  
MECC CERT Team  
Big Stone Gap Fire Department  
Wise County Emergency Management  
Wise County Sheriff's Department

#### Secondary/Support Agencies

Lonesome Pine Hospital  
Virginia Department of Emergency Management (VDEM)  
Virginia State Police

#### Purpose:

Provide for coordination and effective use of search and rescue activities to assist people in potential or actual distress.

#### Scope:

Mountain Empire Community College may be susceptible to a number of natural and technical hazards that may result in the damage or collapse of structures at the college. Search and rescue must be prepared to respond to emergencies and provide specialized assistance. Operational activities can include locating, extricating, and providing on site medical treatment to victims trapped in collapsed structures. Additionally, students, faculty or staff may be lost, missing, disoriented, traumatized, or injured in which case the agency must be prepared to respond to these incidents and implement appropriate tactics to assist those, in distress or imminent danger.

#### Policies:

- The EOP provides the guidance for notifying Wise County Emergency Management to activate Search and Rescue resources;
- Wise County Emergency Management has MOA/MOU's and Mutual Aid Agreements with local and state agencies to provide services to Mountain Empire Community College;
- All requests for Search and Rescue will be submitted to MECC's EOC, or the Wise County EOC, for coordination, validation, and/or action;
- Communications will be established and maintained with ESF #5 – Emergency Management and VEOC to report and receive assessments and status information;
- MECC will coordinate with local, state, and federal agencies when necessary;
- Personnel will stay up to date with procedures through training and education;
- Search and rescue task forces are considered federal assets under the Robert T. Stafford Act only when requested for a search and rescue for a collapsed structure.

#### Concept of Operations

##### General:

During a search and rescue operation in an emergency, MECC will call upon the local fire and law enforcement departments to provide search & rescue services and will assist in the operation. Wise

## ATTACHMENT E: ESF's

County Emergency Management is primary in providing search & rescue services and MECC's CERT Team will assist as needed.

Wise County Emergency Management has MOA/MOUs and Mutual Aid Agreements with various city, county and state agencies to provide assistance to MECC as necessary during an emergency.

### Organization:

The Big Stone Gap Fire Department will, typically, be the primary agency in any SAR operation. EMS, law enforcement, and the HAZMAT Team will assist when required for structural evaluation of buildings and structures. Local Law Enforcement will be the primary agency in any ground searches. MECC will assist with any equipment, maps and other needs as necessary. In a secondary role local law enforcement will assist with perimeter security, communications, and assistance as required. The Fire Department and EMS as a secondary role will provide medical resources, equipment and expertise.

### Actions

- MECC CERT Team develops and maintains plans and procedures to implement search and rescue operations in time of emergency;
- MECC Emergency Management Team will coordinate emergency medical treatment and pre-hospital care to the injured;
- The MECC Emergency Management Team will assist with the warning, evacuation and relocation of students, faculty and staff during a disaster;
- The designated representatives should report to the Emergency Operations Center (EOC). When necessary assign duties to all personnel;
- All participants will follow established procedures in responding to urban search and rescue incidents;
- The MECC Emergency Management Team will record disaster related expenses.

### Responsibilities

- Work with Wise County Emergency Management resources to manage search and rescue task force deployment to, employment in, and redeployment from the affected area;
- Coordinate logistical support for search and rescue during field operations;
- Develop policies and procedures for effective use and coordination of search and rescue;
- Provide status reports on search and rescue operations throughout the affected area; and
- Request further assistance from the local jurisdiction and Virginia Department of Emergency Management for additional resources.



## ATTACHMENT E: ESF's

### Emergency Support Function #10 - Oil and Hazardous Materials

#### Primary Agencies:

Wise County Emergency Management  
Wise County HAZMAT Team  
Big Stone Gap Fire Department  
MECC Building and Grounds  
MECC Campus Police  
MECC Purchasing  
MECC Coordinator of Community Relations

#### Secondary/Support Agencies:

Wise County Sheriff's Department  
Other fire and rescue departments in Wise and Lee Counties will provide support to the Big Stone Gap Fire Department as necessary, depending on their capabilities.  
Virginia Department of Emergency Management (VDEM)

#### Purpose:

To use available resources to address situations related to the release of oil and other hazardous materials on the MECC Campus or in areas immediately adjacent to the campus.

#### Scope:

The Big Stone Gap Fire Department and Department of Emergency Management will be contacted immediately and the Fire Chief will likely assume primary operational control of all hazardous materials incidents. The initial response will be handled by the Big Stone Gap Fire Department and the Wise County HAZMAT Team. Other state agencies may be called upon depending on the nature of the incident.

Mountain Empire Community College will work closely to identify other resources that have the capability to support a hazard material response.

#### Policies:

MECC's resources as well as its policies and procedures regarding hazardous material incidents will be reviewed and/or updated.

- MECC will maintain MSDS (SDS) records and chemical lists on site as required;
- The MECC Emergency Management Team will notify the campus community of the need to evacuate or shelter in place;
- Wise County Emergency Management will provide MECC with access to mutual aid agreements that could be implemented, depending on the emergency; and
- Establish communications per ESF # 2 and ESF #15.

#### Concept of Operations

##### Organization:

The Big Stone Gap Fire Chief or designee will assume primary operational control of all hazardous materials incidents.

## ATTACHMENT E: ESF's

Wise County Emergency Management has MOA/MOUs and Mutual Aid Agreements with local, county and state agencies to provide assistance to MECC in a chemically related emergency or when chemicals may be involved in an emergency situation.

The Big Stone Gap Fire Chief may request Virginia Department of Emergency Management's (VDEM) Regional Hazardous Materials Officer and Hazardous Materials Response Team.

The fire chief will determine the need to evacuate or shelter in place.

MECC Campus Police will assist the Wise County Sheriff's Department in coordinating the evacuation of the area.

MECC's ESF# 2 and ESF# 15 will coordinate the dissemination of public information.

### **Actions/Responsibilities:**

- MECC will review procedures for hazardous materials incident;
- MECC will maintain procedures aimed at minimizing the impact of an unplanned release of a hazardous material to protect life and property;
- MECC will maintain MSDS (SDS) records and review with the Big Stone Gap Fire Department and Wise County Emergency Management as required;
- MECC will conduct training for personnel in hazardous materials response and mitigation;
- MECC will follow established procedures in responding to hazardous materials incidents;
- MECC's Emergency Management Team will record expenses

## ATTACHMENT E: ESF's

### Emergency Support Function #12 - Energy

#### Primary Agencies:

MECC Buildings and Grounds Department  
Wise County Emergency Management  
Old Dominion Power Company  
MECC Campus Police  
MECC IT  
MECC Emergency Management Team  
MECC Coordinator of Community Relations

#### Secondary/Support Agencies:

Virginia Department of Emergency Management (VDEM)

#### Purpose:

- Ensure that Mountain Empire Community College has adequate fuel and equipment to sustain itself through an emergency.
- Estimate the impact of energy system outages on the campus
- Make decisions about closings based on:
  - a. Duration of the outage
  - b. If portions of the institution are affected or if it the entire institution
  - c. Ability to be operational
  - d. Current weather conditions
- Help to prioritize facilities and infrastructure so that power may be restored or other energy supplies may be provided in such a way to enable campus life to be restored to full capacity as soon as possible.

#### Scope:

MECC will:

- Collect, evaluate, and share information on energy system damage.
- Estimate the impact of energy system outages on the campus.
- Provide information concerning the energy restoration process such as:
  - a. Projected schedules,
  - b. Percent completion of restoration,
  - c. Determine schedule for reopening facilities

The incident may impact MECC only or it may be part of a larger incident that impacts the locality or the region. In the latter cases, MECC will follow its plans, policies and procedures, and coordinate with Wise County Emergency Management to ensure that they are also following local and regional plans.

#### Policies:

- MECC will implement its Emergency Operations Plan in accordance with the Incident Response Guidelines in Attachment D and the MECC Continuity Plan if the college is closed for an extended period of time;
- MECC will contact the locality and utility providers;
- MECC will work with Old Dominion Power to set priorities for allocating commodities;

## ATTACHMENT E: ESF's

- Personnel will stay up to date with procedures through education and training;
- Restoration of normal operations at critical facilities will be a priority;
- Maintain a list of critical facilities and continuously monitor those to identify vulnerabilities;
- Make decisions on closing the School;
- MECC will manage independently, until it needs additional resources.

### Concept of Operations

#### General:

The supply of electric power to customers may be cut off due to either generation capacity shortages and/or transmission/distribution limitations.

Generation capacity shortfalls are a result of:

- Extreme weather conditions; disruptions to generation facilities.
- Other energy shortages (such as natural gas or other petroleum products) may result from:
  - a. Extreme weather
  - b. Strikes
  - c. International embargoes
  - d. Disruption of pipeline system
  - e. Terrorism

And can impact transportation and industrial uses:

- Sever key energy lifelines,
- Constrain supply in impacted areas, or in areas with supply links to impacted areas,
- Affect transportation, communications, and other lifelines needed for public health and safety.
- There may be widespread and prolonged electric power failures beyond the institution. Without electric power, communications could become interrupted. Long term impacts could affect the length of time that MECC is closed.

#### Organization:

Depending on the nature of the energy outage and the cause, Mountain Empire Community College may activate its EOC. MECC will coordinate its response with Wise County Emergency Management and Old Dominion Power who has MOA/MOUs and Mutual Aid Agreements with local, state resources or external resources to provide assistance as necessary.

MECC has established emergency plans and procedures and will implement them through the college's proprietary systems to:

- Provide for the health and safety of individuals affected by the event;
- Comply with local and state actions to conserve fuel, if needed;
- Coordinate with local government and utility providers to provide energy emergency information, education, and conservation guidance to the students, faculty and staff;
- Coordinate information with local, state, and federal officials and energy suppliers about available energy supply recovery assistance;
- MECC will send requests to the local or State EOC for fuel and power assistance, based on current policy
- MECC will coordinate with Wise County Emergency Management and Old Dominion Power if the power outage affects an area beyond the institution.

## ATTACHMENT E: ESF's

The State Corporation Commission (SCC) is the designated commodity manager for natural gas and electric power. The Virginia Department of Mines, Minerals and Energy (DMME) is the commodity manager for petroleum products and for solid fuels.

Following a catastrophic disaster, the Virginia Emergency Operations Center (VEOC), with staff support from SCC and DMME, will coordinate the provision of emergency power and fuel to affected jurisdictions to support immediate response operations. They will work closely with federal energy officials (ESF 12), other Commonwealth support agencies, and energy suppliers and distributors. MECC will identify the providers for each of their energy resources.

### **Actions:**

- Identify, quantify, and prioritize the minimum essential supply of fuel and resources required to ensure continued operation of campuses critical facilities;
- Monitor the status of all essential resources to anticipate shortages;
- Maintain liaison with Old Dominion Power;
- Implement local conservation measures;
- Keep the public informed;
- Implement procedures for determining need and for the distribution of aid;
- Allocate available resources to assure maintenance of essential services; and
- Document expenses.

### **Responsibilities:**

MECC will:

- Review plans and procedures for providing lodging and care for displaced persons (See ESF # 6);
- Keep the public informed and aware of the extent of the shortage, the need to conserve the resource in short supply, and the location and availability of emergency assistance;
- Provide emergency assistance to individuals as required;
- Enforce state and local government conservation programs; and
- Identify resources needed to restore energy systems.



## ATTACHMENT E: ESF's

### Emergency Support Function #13 - Public Safety and Security

#### Primary Agencies:

MECC Buildings and Grounds Department  
MECC Campus Police  
Local and state law enforcement  
MECC Emergency Management Team  
MECC IT

#### Secondary/Support Agencies:

Wise County Emergency Management  
MECC Coordinator of Community Relations

#### Propose:

The ESF# 13 annex will identify the particular Safety and Security functions and capabilities of MECC. Primary agencies responsible for on-site enforcement of campus safety and security are MECC Buildings and Grounds and MECC Campus Police. Local authorities, including Wise County Sheriff's Department and Virginia State Police shall assume jurisdiction when called to an on-campus emergency at MECC.

Several factors may require outside assistance to respond to the event:

- Local government may be called if the event exceeds the institutions capabilities or resources.
- Law or regulation may require involvement of state or federal agencies due to circumstances of the event (e.g. a terrorist event)
- If the campus is impacted by a larger event that affects the local or regional area.

#### Scope:

ESF #13 responds to an emergency at MECC using existing procedures.

The following are examples of the types of activities that make of the scope of the MECC ESF# 13

- Maintain law and order
- Coordinate public warning
- Provide security of campus facilities
- Control traffic under normal conditions
- Control traffic control for special events or disruptive incidents
- Provide security of unsafe areas or potential crime scenes
- Assist with evacuation of buildings or the entire campus.

#### Policies:

- MECC's plan will be coordinated with the local government's plan pursuant to Code of Virginia and the MECC EOP.
- MECC Campus Police will coordinate the response with other ESF's on campus based on the details of the events.
- Should a campus emergency event exceed MECC's capabilities, MECC will coordinate campus security efforts with Wise County Emergency Management who has MOA/MOUs and Mutual Aid agreements with local and state resources for services.
- The MECC plan and the incident command staff may become subordinate if other organizations are called upon.

## ATTACHMENT E: ESF's

### Concept of Operations

#### General:

- Existing procedures in the form of department directives may provide the basis for a law enforcement response in times of emergency.
- During normal operating hours, the campus switchboard is the point of contact for the receipt of all warnings and notification of actual or impending emergencies or disasters.

#### Organization:

- Local law enforcement will utilize their normal communications networks during disasters.
- Designate areas that need to be evacuated.
- Provide traffic control and security
- Coordinate with local law enforcement if the event exceeds the local capability.

#### Actions/Responsibilities:

- Maintain intelligence capability to alert government agencies and the public to potential threats;
- Develop strategies to effectively address special emergency situations that may require distinct law enforcement procedures, such as civil disorders, hostage taking, weapons of mass destruction, terrorist situations, and bomb threats/detonations;
- Test primary communications systems and arrange for alternate systems, if necessary;
- Assist with the implementation of the evacuation procedures for the threatened areas, if necessary;
- Provide traffic and crowd control as required;
- Implement existing mutual aid agreements with other jurisdictions, if necessary;
- Document expenses;
- Coordinate backup support from other areas;
- Issue warnings and alerts;
- Maintain security of emergency site, evacuated areas, vital facilities and supplies;
- Provide traffic control;
- Provide evacuation and access control of threatened areas; and
- Assist the Health Department or Office of the Chief Medical Examiner with identification of the dead.

## ATTACHMENT E: ESF's

### Form 1 - ESF #13 - Public Safety and Security ENTRY PERMIT TO ENTER RESTRICTED AREAS

1. Reason for entry (if scientific research, specify objectives, location, length of time needed for study, methodology, qualifications, sponsoring party, NSF grant number and date on separate page). If contractor/agent--include name of contractual resident party, attach evidence of right of interest in destination. Resident: Purpose.

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2. Name, address, and telephone of applicant, organization, university, sponsor, or media group. Also contact person if questions should arise.

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3. Travel (fill out applicable sections; if variable call information to dispatcher for each entry)

Method of Travel (vehicle, aircraft) \_\_\_\_\_

Description of Vehicle/Aircraft Registration \_\_\_\_\_

Route of Travel if by Vehicle \_\_\_\_\_

Destination by legal location or landmark/E911 address \_\_\_\_\_

Alternate escape route if different from above \_\_\_\_\_

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4. Type of 2-way radio system to be used and your base station telephone number we can contact in emergency (a CB radio or radio telephone will not be accepted).

Resident: cellular or home number. \_\_\_\_\_

Entry granted into hazard area.

Authorizing Signature \_\_\_\_\_ Date \_\_\_\_\_

The conditions for entry are attached to and made a part of this permit. Any violation of the attached conditions for entry can result in revocation of this permit.

The Waiver of Liability is made a part of and attached to this permit. All persons entering the closed area under this permit must sign the Waiver of Liability before entry

# ATTACHMENT E: ESF's

## Form 2 - ESF #13 - Public Safety and Security WAIVER OF LIABILITY (TO BE SIGNED AND RETURNED WITH APPLICATION FORM)

I, the undersigned, hereby understand and agree to the requirements stated in the application form and in the safety regulations and do further understand that I am entering a (high) hazard area with full knowledge that I do so at my own risk and I do hereby release and discharge the federal government, the Commonwealth of Virginia and all its political subdivisions, their officers, agents and employees from all liability for any damages or losses incurred while within the Closed Area.

I understand that the entry permit is conditioned upon this waiver. I understand that no public agency shall have any duty to attempt any search and rescue efforts on my behalf while I am in the Closed or Restricted Area.

Signatures of applicant and members of his field party

Date

Print full name first, then sign.

_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	
_____	_____
I have read and understand the above waiver of liability.	

## ATTACHMENT E: ESF's

### Emergency Support Function #14 – Long Term Recovery

#### Primary Agencies:

MECC Emergency Management Team  
MECC Essential Personnel  
Virginia Community College Systems (VCCS)

#### Secondary/Support Agencies:

Virginia Department of Emergency Management (VDEM)  
Virginia Department of Education  
State Council of Higher Education of Virginia (SCHEV)

#### Purpose:

To facilitate both the short term and long term recovery at MECC following a disaster. Mountain Empire Community College has a written Continuity Plan reviewed by the Commonwealth of Virginia that will assure completion of the School's mission during a lengthy emergency that adversely affects the School's operations. The recovery process includes an impact analysis of the incident and support for available programs and resources and to coordinate programs to assist in the comprehensive economic, social, and physical recovery and reconstruction of the campus impacted by the emergency.

#### Scope:

ESF# 14 is based on MECC's resources, capabilities, and Continuity Plan.

#### Policies:

- ESF #14 will begin the recovery process for any disaster with the implementation of short term disaster relief programs by non-governmental organizations and federal and state programs authorized by a presidential declaration of major disaster.
- The initiatives of the Governor and the Economic Crisis Strike Force will be tailored for the needs of the impacted communities and will utilize new and existing programs.
- Long-term recovery and mitigation efforts are forward-looking and market-based, focusing on permanent restoration of infrastructure, housing, and the local economy, with attention to mitigation of future impacts of a similar nature, when feasible.
- The MECC Continuity Plan describes the School's response to an emergency that impacts its ability to continue performing its mission and is implemented in accordance with procedures described in the plan;
- Federal agencies may be requested to continue to provide recovery assistance under independent authorities to the state and local governments; the private sector; and individuals, while coordinating activities and assessments of need for additional assistance.

#### Concept of Operations

##### General:

Existing procedures or directives may provide the basis for short or long-term planning operations.

##### Organization:

- The Governor will determine the need for high-level oversight of the process of reconstruction and redevelopment of the impacted area.



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- The Governor may activate the Economic Crisis Strike Force (ECSF), led by the Secretary of Commerce and Trade, to organize and direct redevelopment activities.
- The Governor and the Secretary of Commerce and Trade will determine the mission and scope of the Economic Crisis Strike Force based on the sectors of the community that need redevelopment or reconstruction – such as infrastructure, economic structure, human services or special accountability issues.
- The strategy for long-term recovery should encompass, but *not* be limited to, land use, public safety, housing, public services, transportation services, education.
- The ESF will establish the organization, plan the strategies, and oversee the efforts to accomplish the mission.

### **Actions/Responsibilities**

- Partner with disaster recovery agencies to implement recovery programs;
- Coordinate MECC's participation in recovery operations with FEMA, SBA and other federal agencies co-located in the Joint Field Office or other command center;
- Develop a recovery strategy that addresses, but is not limited to, infrastructure (land-use, transportation, housing, public services), economic development, and human services (public health, medical care, behavioral health services)
- Advise on the recovery implications of response activities and coordinate the transition from response to recovery in field operations;
- Identify appropriate Federal programs and agencies to support implementation of the long-term community recovery plan, ensure coordination, and identify gaps in resources available;
- Avoid duplication of assistance, coordinate to the extent possible program application processes and planning requirements to streamline assistance, and identify and coordinate resolution of policy and program issues, and;
- Determine and identify responsibilities for recovery activities.

## ATTACHMENT E: ESF's

### Emergency Support Function #15 – External Affairs

#### Primary Agencies:

MECC President  
MECC Coordinator of Community Relations (Public Information Officer)  
Vice President of Financial and Administrative Services (Emergency Director)  
Wise County Emergency Management

#### Secondary/Support Agencies

Local Television/Radio Stations  
Local Newspaper

#### Purpose:

Provide for efficient and coordinated continuous flow of timely information and instructions to the public using all available communications media prior to, during, and following an emergency or disaster.

#### Scope:

Provide emergency public information actions before, during, and following any emergency. Potential public information response could involve personnel from all jurisdictions, organizations, agencies, and institutions within the affected area.

#### Concept of Operations

##### General:

MECC is responsible for providing the affected community with information on impending or existing emergencies, to include immediate protective actions they should take such as sheltering or evacuation. A Joint Information Center (JIC) may be activated, if the situation warrants. The JIC will likely be at an off-site location under the jurisdiction of Wise County Emergency Management. MECC agencies involved will staff telephones and coordinate media activities under the supervision of the Coordinator of Community Relations (PIO).

All agencies and organizations are responsible for providing the PIO with appropriate timely information about the incident and actions needed to save lives and protect property.

##### Organization:

The Coordinator of Community Relations shall serve as MECC's Public Information Officer (PIO) and serves as the primary campus ESF #15 coordinator. Other campus officials will serve as part of the EOC and shall assist with the communications from the Coordinator of Community Relations.

##### Responsibilities/Actions:

- Develop and conduct public information programs for campus/citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
- Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
- Brief local news media personnel, campus officials, local, state, and federal agencies on External Affairs policies, plans, and procedures;
- Maintain current lists of radio stations, televisions stations, cable companies, websites, and newspapers to be utilized for public information releases;

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- Maintain support agreements and liaison arrangements with other agencies and the news media, if needed;
- Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
- Coordinate with VDEM PIO, Governor's Press Secretary and the Secretary of Public Safety to prepare initial press releases;
- Assist with the preparation/transmission of EAS messages, if needed;
- Disseminate news releases and daily Situation Reports from the State EOC via the agency's website;
- Disseminate information to elected officials through the legislative liaison function;
- Establish, with assistance from VDEM and other agencies, the Virginia Public Inquiry Center for the general public to call for information;
- Monitor the media to insure accuracy of information and correct inaccurate as quickly as possible;
- Plan and organize news conferences with the Governor's staff, if necessary;
- Provide information to the public about available campus disaster relief assistance and mitigation programs;
- Coordinate efforts to provide information to public officials, and;
- Facilitate communications between the public and other agency officials to ensure that affected people have access and knowledge about benefits for which they may be eligible.

## ATTACHMENT E: ESF's

### Emergency Support Function #17 – Donations and Volunteer Management

#### Primary Agencies:

MECC President  
MECC Emergency Management Team  
MECC Vice President of Institutional Advancement  
MECC Coordinator of Community Relations

#### Secondary/Support Agencies

Virginia Voluntary Organizations Active in Disasters (VVOAD)  
MECC Student Services and Student Outreach and Support staff  
MECC Buildings & Grounds staff  
MECC Campus Police  
MECC CERT Team

#### Purpose:

ESF # 17 describes the coordination of the efficient and effective delivery of donated goods and volunteer services to support disaster relief efforts on the MECC Campus and coordinates donated resources and volunteer services so that capabilities will be integrated with other local, state and federal agencies to meet disaster needs on campus.

#### Scope:

Donations and volunteer services in this section refer to two major activities:

- Facilitate the delivery of donated goods to the campus areas of need.
- Work with the MECC Buildings & Grounds staff to facilitate offers and delivery of volunteer services to the MECC campus.
- Facilitate and account for any financial contributions to MECC to support MECC response to an emergency.

#### Policies:

MECC officials, in conjunction and coordination with VVOAD, have the primary responsibility for the management, organization, and distribution of unsolicited donated goods and unaffiliated volunteer services.

The donation management process must be organized and coordinated in such a way to ensure that the affected institution is able to take full advantage of the appropriate types and amounts of the donated materials in a manner that precludes interference with or hampering of other emergency operations.

The Coordinating officials will also:

- Coordinate with Wise County Emergency Management and Virginia Department of Emergency Management (VDEM), other local agencies and state agencies to ensure goods and resources are used effectively;
- Looks principally to those organizations with established volunteer and donation management structures;
- Encourages cash donations, as the best assistance for helping affected stakeholders;
- Communicates with the public, the emergency management community, local and state officials and agencies, and elected officials of MECC's donations and volunteer strategies;

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- Ensures that volunteers are provided direction and control of campus activities with which they may become involved;
- Encourages the use of existing nongovernmental organizational volunteer and donations resources before seeking governmental assistance.

### Concept of Operations

During and following a major disaster, requirements for goods and services may exceed MECC capability and resources. Should this occur, the MECC Emergency Management Team may seek additional resources from the local community, local emergency management officials, volunteer agencies and state officials as needed. Volunteer and Donations Management operations may include, but not limited to the following:

- Volunteer and/or Donations Coordinator
- Phone Bank/Contact Center
- Effective liaison with other emergency support functions, local, state, and federal officials.
- Facility Management
- Organization and Distribution of goods, services, and resources
- Pre-selecting and identifying locations for storage and distribution
- Perform Record Keeping, to include monetary financial tracking and procurement, if need be

### Donated Goods Management Function:

- Officials, in conjunction with VVOAD, are responsible for developing donation management plans and managing the flow of donated goods during the emergency time-frame.
- Communicate what is needed in the disaster area – cash, goods, and/or services
- Know how to transport donations to drop-off site, to storage, to distribution area

### Volunteer Management Function:

- Management of unaffiliated volunteers requires a cooperative effort between institution officials, local, and voluntary, community, and campus based organizations
- Campus officials, in conjunction with VVOAD, are responsible for developing plans that address the management, organization, and staffing of unaffiliated volunteers during the emergency.
- Organize and maintain a database to track volunteer's names, address, contact information, hours worked, and specialty
- Ensure that agencies and organizations accept and manage their own staff/volunteers
- Provide equal access for volunteers to affect community and other agencies
- Identify individuals with specific talents, skills, or training such as doctors, nurses, communication specialist, and utilize them accordingly

### Organization:

Officials will identify several sites and facilities that will be used to receive, process, and distribute unsolicited donated goods. Necessary staff, equipment, communications, resources, and security will be provided by the institution and by other volunteer organizations as needed.

Officials will coordinate the disaster relief actions of quasi-public and volunteer relief organizations. This is necessary to insure maximum effectiveness of relief operations and to avoid duplication of effort and services. The American Red Cross should coordinate operations for providing food, clothing, and shelter to the affect victims.



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Standard operating procedures will be developed to address the screening, processing, training, and assignments of volunteers who arrive following the disaster or emergency. The service to which personnel are assigned will determine the necessary training. Individuals already possessing a specialized skill or trait should be assigned duties that allow for the maximum benefit of their skills and/or traits. Each individual volunteer will be registered, and a log will be maintained of hours worked. Accurate record keeping is an essential function that must be completed on an hourly or daily basis, depending on degree of involvement.

### Responsibilities

- Identify potential sites and facilities such as warehouses, gymnasiums, student unions, etc. to manage donated goods and services being channeled into the disaster area;
- Identify the necessary support requirements to ensure the prompt establishment and operations of facilities and sites;
- Assign the tasks of coordinating auxiliary manpower and material resources;
- Develop procedures for recruiting, registering and utilizing manpower and materials;
- Develop a critical resource list and procedures for acquisition in time of crisis;
- Identify a list of special materials needed, such as medical supplies for special needs population, formula for infants, insulin, and so forth;
- Develop procedures for the management, organization, storage, and distribution of donated goods and items;
- Assist with emergency operations, if requested;
- Assign volunteers to tasks that best utilize their skills and experience;
- Develop and maintain a data-base to track individual volunteers and financial contributions, as well as developing and maintaining a database of received goods;
- Develop and staff a "Donations Hot-Line" for individuals with questions concerning donations and volunteering, and;
- Compile and submit records for all disaster-related events.

**ATTACHMENT E: ESF's**

**Form 1 - ESF #17 - Volunteer and Donations Management Annex**

**Volunteer Registration Form**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Contact Number(s):** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Organization, if applicable:** \_\_\_\_\_

**Skills or Specialized service:** \_\_\_\_\_

**Estimated length of service:** \_\_\_\_\_

**Special equipment needed to perform service:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Languages Known:**

**Verbal Y/N**

**Written Y/N**

**Read Y/N**

**Emergency Contact**

**Name/Number:** \_\_\_\_\_

**Assigned Location:** \_\_\_\_\_

\_\_\_\_\_