

# **COLLIN COUNTY COMMUNITY COLLEGE DISTRICT**

## **District Multi-Hazard Emergency Operations Plan**

### **Basic Plan**



Office of  
**EMERGENCY  
MANAGEMENT**

**October 2, 2025**

#### Security Statement

In accordance with the Texas Government Code 418.177 and Texas Government Code 418.181, this document contains information that is not subject to disclosure under Chapter 552, Government Code

**Emergency Contact Information:**

- 911
- After dialing 911, witnesses or victims can then contact Collin College Dispatch by:
  - Dialing extension 5555 from any campus phone
  - Dial 972.578.5555 from any phone outside campus
  - Press the “Emergency” button located on any campus phone

## Formal Adoption Statement

The Collin County Community College District (Collin College) and its stakeholders expect campuses to remain safe havens for education. While emergencies cannot be predicted, every campus and staff member must be prepared to ensure efficient and effective operations and response to any incident.

The Collin College Multi-Hazard Emergency Operations Plan (EOP) establishes a framework aligned with state and federal standards, incorporating proven practices to maintain a safe, orderly learning environment. It outlines the district's intended approach to managing all types of emergencies through consistent, coordinated, multi-agency response supported by collaboration, training, and exercises.

The EOP is approved by the Collin College President, superseding all previous versions, and is designed for integration with local, regional, state, and federal emergency management plans. It, along with related appendices and campus-specific plans, is reviewed annually and updated at least every three years in accordance with Texas Education Code §37.108 or as district policy changes dictate.

If any portion of the EOP is deemed invalid, the remaining sections remain in effect. Minor changes may be issued by the President, with all revisions and recertifications signed accordingly. This Basic Plan is approved for implementation and replaces all prior versions.

This must be held **annually** by the District President or Interim Presidents.



District President Signature

H. Neit Matkin

District President Name

09/09/2025

Date (mm/dd/yyyy)

## Record of Changes

## Record of Changes and Annual Review

In accordance with Texas Education Code 37.108(a)(7), the President is responsible for ensuring the development, implementation, and promotion of this plan in conjunction with all local, state, regional, and federal emergency management and Homeland Security planning guidance. Prior to the start of each school year, the district will complete a review of the Collin College EOP to include updates to organizational and contact information, plan review, training, and exercise.

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## Table of Contents

<b>Section 1.0 – Purpose, Scope, and Objective .....</b>	<b>1</b>
<b>Section 2.0 – Authority and Guidance.....</b>	<b>2</b>
<b>Section 3.0 – District Hazard Analysis .....</b>	<b>3</b>
<b>Section 4.0 – Situation Overview and Assumptions .....</b>	<b>5</b>
<b>Section 5.0 – Hazard Prevention and Preparedness Strategies.....</b>	<b>3</b>
<b>Section 6.0 – Concept of Operations.....</b>	<b>12</b>
<b>Section 7.0 – Administration and Support .....</b>	<b>22</b>
<b>Section 8.0 – Explanation of Terms .....</b>	<b>25</b>
<b>Section 9.0 – Appendices .....</b>	<b>28</b>
<b>Appendix A. Nonemergency Numbers.....</b>	<b>29</b>
<b>Appendix B. Collin College Facilities.....</b>	<b>30</b>

## Record of Distribution

Updated versions of the Collin College Basic Plan have been distributed to designated district personnel and partner agencies, confirming their receipt, review, and intent to use this EOP during an emergency.

Collin College maintains coordination protocols with the Department of State Health Services (DSHS), local emergency management, law enforcement, health departments, and fire departments. When feasible, these agencies are also included in district drills, exercises, training, and after-action reviews.

This plan will be reviewed annually by Emergency Management. Updates will be distributed to Executive Leadership, Campus Provosts, ERT Leads, and functional area representatives.

**Table 1. Record of Distribution Table**

Record of Distribution Table		
Name of Person Receiving	Name of District or Agency Receiving	Delivery Date
Dr. Neil Matkin	District President	
Dr. Bill King	District Executive Vice President	09/15/2025
Dr. Abe Johnson	District Senior Vice President	09/15/2025
Mrs. Melissa Irby	District Chief Financial Officer	09/15/2025
Dr. Jay Corwin	District Senior Vice President of Student and Community Engagement	09/15/2025
Mr. Christopher Eyle	District Vice President of Facilities and Construction	09/15/2025
Dr. David Stephens	District Chief Information Officer	09/15/2025
Chief Scott Jenkins	District Police Chief	09/15/2025
Evan Vance	Collin County Emergency Management	09/15/2025
Meredith Nudge	Collin County Health Care Services	09/15/2025
Elizabeth Thomas	City of Celina Emergency Management	09/15/2025
Samantha Allison	City of Frisco Emergency Management	09/15/2025
Chief Greg Massey	City of Farmersville Fire Department	09/15/2025
Karen Adkins	City of McKinney Emergency Management	09/15/2025
Carry Little	City of Plano Emergency Management	09/15/2025
Debbie Buccino	City of Wylie Emergency Management	09/15/2025

Updated emergency maps have been submitted to local fire, EMS, DPS, and police as of 09/01/2025.

## Section 1.0 – Purpose, Scope, and Objective

### 1.1 Purpose

The purpose of the Collin College Multi-Hazard Emergency Operations Plan (EOP) is to define roles, responsibilities, and procedures for administrators, faculty (including adjuncts), staff, students, and response or coordinating agencies before, during, and after an emergency.

This plan is intended to:

- Preserve life and protect property
- Ensure continuity of operations
- Provide a consistent framework for coordinated response and recovery across all district facilities

This EOP is developed in alignment with the following guidance:

- FEMA Comprehensive Preparedness Guide (CPG) 101, v3
- FEMA CPG 201 (THIRA methodology)
- Texas Education Code and Texas School Safety Center (TxSSC) standards
- Applicable federal, state, and local emergency management requirements

### 1.2 Scope

This plan applies to all Collin College campuses, facilities, and support operations. It addresses multi-hazard emergency management, including natural, technological, and human-caused events.

The EOP is scalable and adaptable for incidents of any size or complexity to ensure:

- Coordination across departments and jurisdictions
- Support for individuals with access and functional needs
- Integration of prevention, mitigation, preparedness, response, and recovery capabilities

### 1.3 Objectives

This EOP supports the college's mission by strengthening institutional readiness. Its objectives are:

- **Prevention**
- **Preparedness**
- **Mitigation**
- **Response**
- **Recovery**

The plan will be reviewed and updated annually or within 90 days of a significant change to reflect evolving threats, best practices, and institutional needs.

## **Section 2.0 – Authority and Guidance**

### **2.1 Emergency Declaration Authority**

The District President is authorized to declare a campus-specific or district-wide emergency. The Campus Provost may recommend a campus-specific declaration based on local conditions. Once declared, emergency measures—including protective actions and continuity operations—may be implemented as outlined in this EOP and its annexes.

This authority enables coordinated response, clear delegation, and efficient resource management.

### **2.2 Reference Standards**

This EOP is developed in accordance with the following key authorities:

- Texas Education Code §37.108(a): Requires all public junior colleges to adopt and implement a multi-hazard emergency operations plan
- Governor’s Executive Order RP 40 (2005): Establishes the National Incident Management System (NIMS) as the state standard for incident management
- National Response Framework (NRF): Provides national-level guidance for response coordination
- FEMA CPG 101 v3 & CPG 201: Establish planning and hazard assessment standards
- Homeland Security Exercise and Evaluation Program (HSEEP)
- Homeland Security Presidential Directive 5 (HSPD-5)
- National Fire Protection Association (NFPA) 1600, 101, and 3000
- OSHA 29 CFR 1910.38 & 1910.165
- International Fire Code (2021), Sections 403–405
- Clery Act (20 U.S.C. §1092(f))
- Texas Health & Safety Code §502 (Hazard Communication)
- Texas Labor Code §411.103
- Texas Government Code §§418.173 and 418.183(f)
- Texas Administrative Code, Title 37, Chapter 7 (TxSSC Rules)
- Texas Education Code §§51.217, 51.218, 37.114, 37.115
- Guide for Developing High-Quality School Emergency Operations Plans
- “I Love U Guys” Foundation – Standard Response Protocol (SRP)
- U.S. Secret Service & Department of Education – Threat Assessment in Schools
- U.S. Department of Education – REMS TA Center Guidance

All operations under this plan will follow the principles of the Incident Command System (ICS) to ensure unity of command, operational coordination, and continuity of services.



## Section 3.0 – District Hazard Analysis

### 3.1 Hazard Analysis Approach

Collin College adopts the FEMA Whole Community approach to emergency preparedness. As both a stakeholder and contributor in regional emergencies, the college has conducted a comprehensive hazard analysis using FEMA's Threat and Hazard Identification and Risk Assessment (THIRA) methodology.

Inputs include:

- Collin County Hazard Mitigation Plan
- National Weather Service climatological and severe weather data
- Historical incident data from college-owned facilities
- After-action data from internal drills, exercises, and real events

A modified risk index tailored to north Texas higher education was used to evaluate and prioritize hazards by likelihood, magnitude, and impact.

### 3.2 Hazard Overview

This EOP utilizes a multi-hazard framework to address natural, technological, and human-caused threats that may affect life safety, operations, or campus continuity.

**Table 2. Record of Distribution Table**

	Readiness Time	Probability	Health and Life Safety	Impact to Property	Impact on District Continuity	Final Score
<b>Natural Hazards (acts of nature)</b>						
Communicable Disease	Long	Low	Med	Low	Low	<b>Low</b>
Extreme Temperatures	Long	Med	Med	Low	Low	<b>Med</b>
Hailstorms	Long	High	Low	Low	Low	<b>Med</b>
Lightning	Long	High	Med	Low	Low	<b>Med</b>
Pandemic	Long	Low	Low	Low	Med	<b>Med</b>
Severe Winds (Storm /High Winds)	Long	Med	Med	Low	Low	<b>Med</b>
Tornadoes	Med	High	Med	Med	Med	<b>Very High</b>
Winter Weather (Storm/Ice Storm)	Long	Med	Low	Low	Med	<b>Med</b>

Technological Hazards (accidents or the failures of systems and structures)						
Communication System Failure	Long	Low	Low	Low	Med	Low
Contaminated Food Outbreak	Long	Low	High	Low	Low	Med
Fire	Short	Med	High	Med	Low	High
Hazard Release - Chemical	Short	Med	Med	Low	Low	Med
IT Disruption	Short	High	Low	Low	High	High
Pipeline Explosion / Release	Short	Med	Low	Low	Low	Med
Power Failure (Outage)	Short	High	Low	Low	High	High
Train Derailment	Short	Low	Med	Low	Low	Med
Human-Caused Hazards (Adversarial)						
Active Shooter / Assailant	Short	Low	High	Low	High	Very High
Arsonist Attack	Short	Low	High	Low	High	Very High
Biological Attack	Short	Low	High	Low	High	High
Blunt Force Attack	Short	Med	Med	Low	Low	Med
Explosive Device	Short	Low	Med	Low	Low	High
Cyber Attack	Short	High	Low	Low	Low	Med
Law Enforcement Activity (bailout, fugitive search)	Short	High	Low	Low	Low	Med
Mass shooting	Short	Low	High	Low	High	High
Sharp Object Attack (stabbing, slashing)	Short	Low	Med	Low	Low	Med
Vehicle Ramming	Short	Low	Med	Low	Low	Med

### 3.4 Hazard-Related Expense Tracking and Financial Services

Collin College will track all emergency-related expenditures to ensure accountability, enable cost recovery, and support future mitigation planning.

- Assign an Incident Cost Coordinator upon EOC activation or a significant event
- Establish a unique ledger/project code for the incident
- Monitor personnel, equipment, vendor, and material costs
- Reconcile incident-specific records with ICS forms and departmental logs

## Section 4.0 – Situation Overview and Assumptions

### 4.1 Situation Overview

Collin College is committed to a consistent, coordinated, and compliant approach to emergency preparedness, response, mitigation, and recovery across all campuses and facilities. This Multi-Hazard Emergency Operations Plan (EOP) may be activated in part or in full by the College President or their designee, depending on the nature and scope of the incident.

### 4.2. District Emergency Operations Plan (EOP) and Annexes

#### A. District EOP

The District EOP establishes an all-hazards framework for preparedness, response, and recovery. It outlines organizational structure, roles, communication protocols, and coordination strategies to manage incidents effectively.

The Emergency Management Office will review this Basic Plan and all annexes annually to ensure compliance with applicable guidance.

#### 1. Key Features:

- **Scope and Jurisdiction:** The EOP covers district-wide operations across multiple jurisdictions in Collin County, Texas, including the cities of Allen, Celina, Farmersville, Frisco, McKinney, Plano, and Wylie
- **Plan Structure:**
  - **Basic Plan:** Describes the college's emergency management structure and coordination framework
  - **Annexes:** Functional or hazard-specific "playbooks" that may be used individually or in combination
  - **Appendices:** Contained within annexes; include task checklists and site/function-specific procedures
- **Operational Flexibility:** While structured, the plan allows responders to use discretion based on the situation
- **Duration of Operations:**
  - *Short-term:* ≤72 hours
  - *Long-term:* >72 hours; may require extended resource support, alternate facilities, or continuity strategies

#### 2. Departmental Responsibilities:

All campuses and departments must:

- Support and implement the EOP
- Participate in risk assessments, training, drills, and exercises
- Develop and maintain a Continuity of Operations (COOP) Plan (see COOP Annex)
- Ensure executive leadership allocates appropriate resources to maintain compliance and support plan improvement

## **B. Campus Emergency Action Plans (EAPs)**

Each campus must maintain a site-specific **Emergency Action Plan (EAP)**. These are considered Geographic Annexes to the District EOP and are tailored to the layout, occupancy, and hazard profile of the site. These plans will:

- Address evacuation routes, shelter-in-place areas, lockdown procedures, accountability processes, and other location-specific protocols
- Be reviewed and updated annually by campus leadership in coordination with the Emergency Management Department
- Be accessible to all employees via digital platforms, training, and physical binders
- Accurate maps of each district campus are provided to all appropriate local law enforcement agencies, emergency first responders, and when there is a change that affects the precision of the map
- Walkthroughs have been offered to the Department of Public Safety (DPS), all appropriate local law enforcement agencies, and emergency first responders with the district-provided map

## **4.2. Assumptions**

Planning requires a commonly accepted set of assumptions to provide a foundation for establishing emergency management protocols and procedures. Should an assumption prove to be false, this EOP will be modified accordingly.

- Agencies and personnel listed in the Record of Distribution acknowledge receipt and agree to use the EOP during emergencies
- All campuses' emergency action plans are aligned with the District EOP
- Students, faculty, and staff should assess situations and take proactive measures
- Emergencies may occur without warning; personnel must act immediately without waiting for directions
- College leadership may cancel or delay events to prevent injury or loss of life
- Emergency response follows the National Incident Management System (NIMS) adopted by the district
- Collin College takes initial action until external agencies assume control or Unified Command is established; intentional threats activate law enforcement/security response
- Timely, coordinated actions reduce injuries and losses
- Large-scale incidents require coordination with community and public safety; faculty, staff, and ERT members may perform duties beyond normal roles
- Utilities, communications, and transportation may be disrupted, stranding individuals on campus
- Hazards may cause injury, death, displacement, infrastructure damage, service loss, housing shortages, and environmental/economic impacts
- Preparedness and mitigation through planning, training, and exercises improve readiness and reduce losses
- Departmental emergency and continuity plans must align with the District EOP and be submitted to Emergency Management for review

- Participation in risk assessments, training, drills, and exercises are required to validate readiness
- Executive leadership ensures resources to maintain compliance and improve capabilities
- Additional Assumptions are provided in the applicable annexes

#### **4.3. District Population:**

**A. Students:** ~58,800 enrolled

**B. Employees:** ~2,787 (as of August 6, 2025)

##### **C. Emergency Response Personnel**

Personnel already counted in the numbers above who have been assigned roles in emergency management and response

- College Police: ~80 personnel
- Emergency Management: 3 personnel
- Emergency Response Teams: ~350 personnel (District-wide)
- Public Information Officers (PIO): 5 personnel

#### **4.4. Dual Credit Considerations**

##### **A. College Faculty Operating on ISD Property**

Collin College faculty who provides instruction at Independent School District (ISD) campuses or facilities must comply with the host ISD's emergency management protocols. This includes:

- Adhering to site-specific safety procedures
- Participating in required drills and response activities
- Completing ISD-mandated emergency management training

Faculty shall fully cooperate with ISD administrators and emergency responders during both exercises and actual incidents.

**B. Independent School Districts (ISD) Students on College Property** - ISD students participating in dual credit or other academic programs on Collin College property are subject to the College's emergency management protocols.

In the event of an emergency:

- ISD students will follow Collin College directives, including lockdown, evacuation, or shelter-in-place orders
- Students will remain under college supervision until formally released to their respective ISD representatives in accordance with the College's Reunification Procedures outlined in the EOP

#### **4.5 Campuses, Facilities, and Personnel**

Collin College operates ten (10) physical campuses and centers and maintains a total of 55 facilities across the district. See Appendix A. Collin College Facilities

- Instructional: 33
- Non-Instructional: 11
- Mixed use: 4
- Residential: 7

## **4.6 Resources**

Collin College will use district-owned resources to respond to emergency incidents. If these resources prove to be inadequate or exhausted, Collin College has formal agreements (contracts, interlocal agreements, memoranda of understanding, or mutual aid agreements) with agencies and community organizations to provide the district with necessary resources during an emergency incident.

Collin College has formal agreements (contracts, interlocal agreements, memoranda of understanding, or mutual aid agreements) with agencies and community organizations to provide district resources during an emergency impacting the community.

A list of current agreements can be obtained through the Collin College Purchasing Department.

## Section 5.0 – Hazard Prevention and Preparedness Strategies

### 5.1 Emergency Management Framework

Collin College uses a multi-hazard approach with a scalable framework for preparedness, response, and recovery. The Emergency Operations Plan (EOP) may be activated in full or part based on incident scope and complexity.

Each campus maintains and exercises emergency plans aligned with district protocols. Operations may be adjusted during incidents to support protective actions, resource coordination, and continuity.

The District President is responsible for emergency preparedness and response, delegating to the Emergency Management Coordinator (EMC), fulfilled by the Director of Emergency Management and Safety. The EMC manages planning, mitigation, training, coordination, and EOC operations with district leadership and external partners.

### 5.2 Prevention

Actions that include activities to avoid an emergency incident or to intervene to stop an emergency incident from occurring. Prevention involves activities to protect lives and property.

#### A Hazard Detection and Warning

##### 1. Technology and Systems

- **Avigilon Video System** with analytics (facial recognition, LPR, motion tracking)
- **CBORD Access Control** with real-time badge tracking and remote lockdown
- **Alert Systems** including InformaCast, CougarAlert, radios, and PA
- **Anonymous Reporting Tools** to collect early behavioral concerns
- **Regular Police Patrols** including foot, bike, and vehicle rounds
- **CPTED Strategies** to reduce concealment and improve sightlines
- **Maintenance and testing:**
  - **Facility Operations** tests doors and the physical components of the CBORD system annually
  - **Information Technology** tests security cameras and the CBORD wiring annually
  - **CCPD** maintain and test CBORD operations annually. The same responsibilities apply to the CCTV (Avigilon) system, with all components of all systems checked annually to ensure full functionality and readiness

##### 2. Warning Systems

Warnings, notifications, and response activations are initiated through CougarAlert, InformaCast, police radio, email, and internal chain-of-command alerts.

Technology Services tests all communication systems and devices annually, and the Communications Department tests the CougarAlert system annually, to ensure full functionality and readiness during an active threat.

## **B. Specific Roles and Responsibilities**

### **1. Executive Leadership**

- Approve district-level risk management strategies
- Incorporate safety priorities into strategic plans and budgets
- Approve messaging protocols and emergency authority policies

### **2. Campus Provosts**

- Identify and address campus-specific hazards through regular walk-throughs
- Report concerns and support corrective maintenance
- Collaborate with Emergency Management on training and drills

### **3. Emergency Management**

- Lead districtwide hazard analyses and threat assessments
- Identify emerging threats and coordinate public education initiatives
- Conduct tabletop exercises that assess the current threat scenarios
- Coordinate with municipal public safety partners to align prevention strategies

### **4. Communications / Public Information**

- Lead awareness campaigns to reduce reliance on sheltering
- Develop general messaging, rumor control protocols, and stakeholder engagement strategies

### **5. Facilities and Construction**

- Inspect facilities to identify and mitigate hazards proactively
- Pre-stage barricade tools where applicable.

### **6. Technology Services**

- Harden IT infrastructure against cyber threats
- Apply updates and monitor systems to prevent phishing or data compromise

### **7. Student Services and Counseling**

- Promote behavior intervention and counseling services
- Monitor trends that may signal escalating risk
- Maintain current contact records for student accountability and reunification

### **8. Enrollment Services**

- Protect student records and systems
- Train staff to identify suspicious behavior
- Share emergency info during onboarding and maintain updated contact details

### **9. Human Resources**

- Monitor employee behavioral trends and support intervention programs



## **10. Financial Services**

- Protect financial systems from unauthorized access
- Train staff to detect and report financial fraud
- Include emergency protocols in contracts and maintain current contact rosters

## **11. Academic Operations**

- Identify courses with elevated safety risks
- Enforce lab and instructional safety standards
- Incorporate emergency preparedness in faculty orientation
- Train faculty on emergency roles and include preparedness info in syllabi

## **5.3 Preparedness**

Actions that include a continuous cycle of planning, organization, training, equipping, exercising, evaluation, and taking corrective action to ensure effective coordination during emergency incident response.

### **A. Classroom Communication Access**

District employees have access to a classroom telephone with preprogrammed emergency numbers, including direct contact to the Collin College Police Department (CCPD). In addition, all classrooms display the CCPD phone number and the room location for use with a cellular phone. This ensures employees can quickly report emergencies, request assistance, and coordinate with responders without delay. Classroom telephones are maintained and tested annually by Technology Services, while the posted emergency signage is maintained and inspected annually by Facility Operations.

### **B. Procedure to Identify Interior and Exterior Features Susceptible to an Active Threat & Test Physical Security Equipment and Procedures**

The district, led by CCPD, Facility Operations, and Information Technology, conducts security assessments, equipment testing, and annual improvement reviews to protect against active threats and ensure system readiness. CCPD performs annual building walkthroughs; Facility Operations conducts monthly checks and tests doors and CBORD components annually; Information Technology tests cameras and CBORD wiring annually. The same applies to CCTV (Avigilon) systems. Annual reviews prioritize improvements based on risk, performance, and resources.

### **C. Emergency Training**

Collin College conducts regular training with students, faculty, staff, and adjunct faculty on the hazards identified in this EOP.

All training and exercises will follow the Homeland Security Exercise and Evaluation Program (HSEEP) methodology, ensuring consistency with national standards for scenario-based testing, evaluation, and After-Action Report (AAR) development.

Departments across the college are expected to participate in these efforts by supporting evacuation drills, tabletop exercises, and role-specific training. These

activities help build a culture of preparedness and improve the college's ability to respond effectively to emergencies.

**1. Incident Command System (ICS) Training**

All participating personnel will be trained in NIMS/ICS procedures, and incident response shall follow the NIMS doctrine as defined in the 3rd Edition

*Audience:* ERT, College Police, Facilities, and key administrators

*Frequency:* Required upon assignment; refresher every 3 years is suggested

**2. Emergency Response Team (ERT) Training**

Instructs team members on their responsibility as well as communication before, during, and after an incident.

*Frequency:* Initial training upon appointment, with annual refresher sessions and quarterly scenario-based drills

**3. CPR/AED Awareness Training**

Provides awareness level of CPR and AED and certification to those who require it.

*Audience:* ERT members, selected staff, and faculty

*Frequency:* Every 2 years or as required by a certifying body

**4. Stop the Bleed Training**

Provides instructions and hands-on training for applying bleeding control.

*Audience:* ERT members, Emergency Management, Police, Facility Operations, and selected staff and faculty. Suggested for all personnel

*Frequency:* Every 2–3 years or during major training cycles

**5. CRASE (Civilian Response to Active Shooter Events)**

Provides a deeper knowledge of the Avoid-Deny-Defend tactics.

*Audience:* All staff, faculty, adjunct faculty, and administration personnel

*Frequency:* By requires and integrated into new employee orientation

**6. Standard Response Protocol (SRP) Awareness Training**

Covers lockdown, shelter, evacuation, hold, and other emergency preparedness, response information and Campus Emergency Action Plan (EAP)

*Audience:* All students, staff, faculty, adjunct faculty, and administration personnel

*Frequency:*

- Included in new employee/student orientation
- Included in new /student orientation
- Annual Faculty and Adjunct faculty
- Upon Request

## 7. Emergency Notification System Training

Provides instruction on how and when to send various alerts

*Audience:* EM team, Police Dispatch, ERT members, and designated communications personnel

*Frequency:* Initial orientation and a review are provided annually.

## D. Drills.

Table 4 identifies the Target and Mandatory Emergency Drill Table identifies the frequency goal for each drill.

**Table 4. Drill Frequencies**

Target Drill Frequency	
Drill or Exercise	Frequency Goal
Lockdown Drill or TTX	Annually (Fiscal Year) at each campus
Evacuation Drill	Annually (Fiscal Year) at each campus
Shelter-in-place Drill	Annually (Fiscal Year) at each campus
Mandatory Emergency Drill Frequency	
Student Housing Fire Drills*	Two per semester for all occupants <ul style="list-style-type: none"> <li>• One drill within the first ten days</li> <li>• One drill during hours of darkness</li> </ul>
Child Development Laboratory Drills*	<ul style="list-style-type: none"> <li>• One fire drill per month</li> <li>• One shelter drill per quarter</li> <li>• One lockdown drill per quarter</li> </ul>

## E. Exercises.

Exercises are scenario-based events to practice and evaluate emergency response in a realistic, controlled setting. All Collin College exercises include proper coordination, psychological safety measures, and after-action reviews. The goal is to conduct a Tabletop or Full-Scale Exercise at each campus annually.

## D. Preparedness Roles and Responsibilities

### 1. Executive Leadership

- Designate the Emergency Management Coordinator (Director of Emergency Management and Safety)
- Approve and adopt the Emergency Operations Plan (EOP) and major revisions
- Establish a line of succession and communicate emergency priorities
- Ensure plan compliance, audit readiness, and support for drills and exercises

## **2. Campus Provosts**

- Serve as the campus incident authority
- Align campus emergency plans with the district EOP
- Oversee Emergency Response Teams (ERTs), rosters, and quarterly equipment checks
- Require completion of FEMA-recommended courses and Stop the Bleed training
- Coordinate monthly campus readiness reviews and lead campus-wide drills
- Collaborate with local fire and police for pre-incident planning
- Ensure classrooms have posted emergency instructions and emergency contact numbers.
- Schedule drills with emergency management and monitor compliance

## **3. Emergency Management**

- Maintain the EOP, annexes and coordinate districtwide updates
- Lead monthly briefings with leadership
- Plan and execute district exercises, drills, and communications system tests
- Deliver faculty/staff emergency training and awareness programs
- Manage shelter-in-place resources, contact rosters, and coordination with public safety
- Conduct annual security walkthroughs and state-mandated safety audits
- Lead multi-agency tabletop or functional lockdown exercises
- Coordinate emergency response orientation for faculty, staff, and adjuncts
- Evaluate drill effectiveness with performance metrics and feedback
- Conduct drills in collaboration with local responders

## **4. Collin College Police Department**

- Maintain 24/7 coverage and equipment readiness
- Conduct campus security audits and system tests
- Complete and maintain TCOLE certification and conduct refresher training
- Participate in drills and interagency coordination
- Support annex implementation and lead campus lockdown/shelter operations

## **5. Communications / Public Information**

- Test CougarAlert and InformaCast systems each semester
- Support rumor control planning and participate in exercises
- Maintain stakeholder contact lists and emergency visual aids
- Develop pre-scripted messages for all alert platforms
- Coordinate messaging with EM to align with drill phases

## **6. Facilities and Construction**

- Inspect and test all safety systems (alarms, AEDs, etc.)
- Maintain responder access and track maintenance issues in TMA
- Participate in required drills and retrain staff every two years
- Align with key annexes for continuity, utility failure, and evacuation
- Maintain accurate paper/digital floor plans for emergency use

## **7. Technology Services**

- Ensure communication and lockdown systems function under failure conditions
- Provide technical support during drills and real-time operations
- Maintain backups, mobile tech kits, and redundancy for critical systems
- Provide backup power for key systems
- Establish escalation and on-call support protocols

## **8. Student Services and Counseling**

- Train staff on reporting and behavioral intervention
- Coordinate with EM and PIO for post-incident support messaging
- Promote preparedness events and continuity of student support
- Maintain rosters and communications tools for students and housing
- Support post-crisis counseling, shelter, and reunification operations

## **9. Enrollment Services**

- Train front-line staff in emergency procedures
- Conduct role-specific TTXs and ensure support for mobility-impaired students
- Maintain access to alert systems and relevant annexes
- Assign staff to assist with drill accountability

## **10. Human Resources**

- Maintain up-to-date personnel contact rosters and emergency roles
- Integrate preparedness into onboarding and annual training
- Participate in planning, reunification, and threat assessment
- Maintain up-to-date emergency contact information

## **11. Financial Services**

- Identify emergency procurement procedures and expense tracking protocols
- Participate in COOP training and maintain fiscal continuity plans
- Coordinate with Emergency Management and other annex responsibilities

## **12. Academic Operations**

- Maintain academic continuity plans and rosters
- Train instructors in emergency roles and drill participation
- Support safety-specific training in high-risk programs (labs, trades, etc.)

## **5.4. Mitigation**

Actions that include activities to reduce the loss of life and property from natural, technological, and human-caused hazards by avoiding or lessening the impact of an emergency incident and providing value to the public by creating safer communities.

### **A. Executive Leadership**

- Prioritize capital improvement funding for high-risk vulnerabilities (e.g., shelter retrofits, backup power)
- Promote resilient design in new construction and renovation projects

- Define district-level risk tolerance and mitigation expectations
- Approve mitigation-related capital projects based on risk assessments
- Require integration of emergency design standards in all capital projects
- Establish building access control policies (e.g., badge access, lockdown capabilities)
- Support broad-based security improvements across campuses

#### **B. Campus Provosts**

- Identify and report persistent safety concerns during routine walkthroughs
- Recommend mitigation improvements based on facility layout and campus-specific needs
- Support requests for campus-level mitigation funding
- Collaborate with Facilities and Emergency Management to address site-specific vulnerabilities
- Maintain an updated contact list for essential personnel

#### **C. Emergency Management**

- Lead multi-hazard mitigation planning and collaboration
- Maintain a prioritized mitigation project list and funding tracker
- Coordinate hazard assessments across the district
- Ensure mitigation strategies are incorporated into all relevant annexes and campus EAPs
- Ensure physical policies and emergency procedures are aligned across departments
- Develop internal messaging campaigns to raise mitigation awareness

#### **D. Collin College Police Department**

- Maintain and monitor building access controls and surveillance infrastructure
- Report infrastructure vulnerabilities (e.g., lighting, door hardware)
- Use incident data to adjust deployment strategies for higher-risk areas
- Regularly test and inspect lockdown-capable doors and camera systems
- Plan for high-occupancy area response and participate in facility mitigation design reviews.

#### **E. Communications / Public Information**

- Develop emergency communication templates and rumor control plans
- Maintain backup systems for public messaging
- Foster trusted media relationships to support timely and accurate crisis communications
- Support deployment and visibility of signage with Facilities and EM
- Contribute to district-wide mitigation messaging initiatives

#### **F. Facilities and Construction**

- Track and prioritize facility upgrades; maintain a digital mitigation dashboard
- Store printed building floor plans
- Implement structural retrofits
- Secure critical systems and assets (e.g., bracing for rooftop equipment, chemical storage)

- Use TMA to track and verify corrective maintenance related to mitigation
- Post emergency instructions in student-facing areas

#### **G. Technology Services**

- Install battery backup systems and surge protection in critical network areas
- Maintain and test electronic access control systems
- Secure infrastructure systems through cybersecurity protocols
- Deploy tools such as MFA, endpoint monitoring, and network segmentation
- Confirm emergency power backups for all alert systems
- Conduct technology failure drills to validate system resilience

#### **H. Student Services & Counseling**

- Train staff to identify early behavioral or trauma indicators
- Maintain continuity plans to support students after disruptions
- Provide radios, internal communications tools, or processes for staff

#### **I. Enrollment Services**

- Ensure front-facing desks are equipped with emergency procedures signage
- Maintain secure, redundant storage for student records
- Develop paper-based enrollment protocols for outage scenarios

#### **J. Human Resources**

- Maintain telework policies and alternate work procedures
- Integrate mitigation strategies into workplace safety programs
- Ensure continuity of payroll and benefits during operational disruptions
- Post clear emergency procedures in employee areas

#### **K. Financial Services**

- Track incident recovery costs for reimbursement and audit purposes
- Recommend and implement risk transfer methods
- Maintain redundancy for digital financial systems and payment processes
- Confirm safe room capability in locations that store cash, confidential data, or high-value assets
- Ensure staff areas provide internal locking or concealment options
- Purchasing works with CCPD to maintain ILAs with local police and fire departments for coordinated emergency response. These agreements outline mutual responsibilities, shared access to resources, and communications interoperability

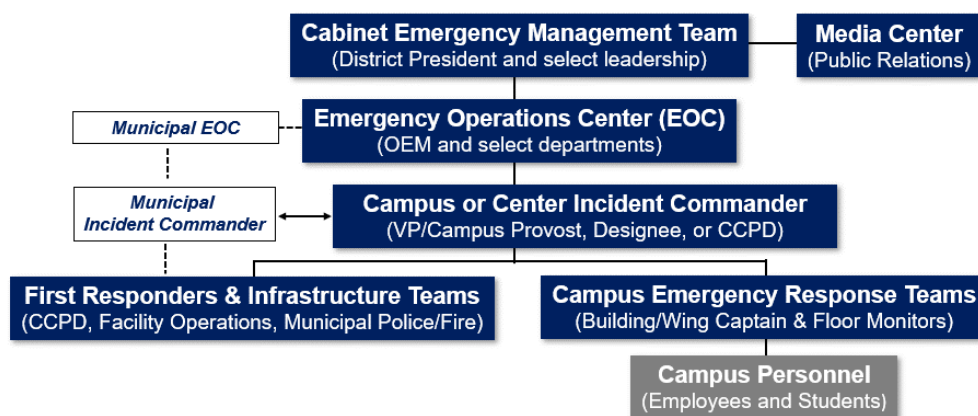
#### **L. Academic Operations**

- Digitally back up course materials and instructional records
- Integrate safety training and hazard awareness into the curriculum where appropriate
- Develop alternate instructional plans for hands-on or high-risk academic programs

## Section 6.0 – Concept of Operations

Emergencies follow a set flow: **Timely notification**, **Command (IC)**, **EOP activation**, **Decisions**, **EOC coordination**, and **Emergency Communications**. Under ICS, response focuses on life safety and incident control; recovery begins when threats subside, restoring operations, supporting well-being, and applying lessons learned through Unified Command and EOC coordination.

**Graphic 1. Collin College Command Chart**



### 6.1. Response

Actions that include activities to address the short-term, direct effects of an emergency incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. The response actions include the execution of Multi-hazard Emergency Operations Plans.

#### A. Response by Type

Threat	Student and Employee Response	CCPD Response	ERT Response
<b>Active Shooter (Lockdown)</b>	Follow <i>Avoid, Deny, Defend</i> protocols; lock or barricade doors; remain silent and out of sight until all-clear is given	Assume Incident Command; coordinate with municipal law enforcement; clear and secure affected areas; authorize all-clear	Support CCPD with lockdown enforcement; assist with accountability and communication



<b>Fire</b>	Evacuate immediately via primary or secondary route; proceed to designated assembly area; do not re-enter until cleared	Investigate alarm source; coordinate with Fire Department; control scene; authorize re-entry	Assist with evacuation; verify all areas cleared; support accountability at assembly area
<b>Gas Leak</b>	Evacuate via safest route away from source; avoid electronics or open flames; proceed to assembly area	Secure affected area; coordinate with Fire Department or utility provider; authorize re-entry when safe	Assist with evacuation and perimeter safety; support accountability
<b>Bomb Threat (Evacuate)</b>	Evacuate using primary or secondary route; avoid suspicious items; proceed to assembly area	Coordinate with bomb squad; secure area; conduct search; authorize re-entry	Assist with evacuation and securing perimeter; support accountability
<b>Shelter – Severe Weather/Tornado Warning</b>	Move to designated severe weather shelter; avoid windows and large open areas; remain until all-clear	Monitor conditions; communicate updates; coordinate with municipal emergency services	Direct occupants to shelter areas; assist with accountability and updates
<b>Shelter – HAZMAT</b>	Shelter-in-place; close doors/windows; turn off ventilation if possible; await further instructions	Coordinate with responding HAZMAT team; monitor air quality; authorize all-clear	Assist with sealing shelter areas; communicate updates to occupants
<b>Winter Weather</b>	Follow closure, delay, or release instructions; remain indoors if on campus; monitor official communications	Monitor weather conditions; coordinate with EM for closures/delays; assist stranded personnel	Communicate instructions to building occupants; assist with securing facilities

## **B. Timely Warning & Standard Response Protocol (SRP)**

The district initiates a timely warning that directs this use of the Standard Response Protocol (SRP), with the Incident Commander (IC) or Police directing the response. Campus Provost issues the initial notification via **CougarAlert** and InformaCast upon confirmation of an incident. All subsequent messages are transmitted by the Public Information Officer (PIO) with IC approval.

**1. Alert Authority.** Table 5 outlines what departments are authorized to transmit the various alerts and messages.

**Table 5. Authorization for Alerts**

<b>Alert Type</b>	<b>Campus Provost Executive Dean</b>	<b>EM</b>	<b>Dispatch</b>	<b>PIO</b>
<b>Lockdown</b>	For Campus Only	Primary	Alternate	Tertiary
<b>Evacuate</b>	For Campus Only	Primary	Alternate	Tertiary
<b>Shelter</b>	For Campus Only	Primary	Alternate	Tertiary
<b>Hold</b>	For Campus Only	Primary	Authorized	Tertiary
<b>All Clear (False Alarm)</b>	For Campus Only	Primary	Tertiary	Alternate
<b>All Clear (Actual)</b>	<i>Not Authorized</i>	Alternate	<i>Not Authorized</i>	Primary
<b>Other</b>	<i>Not Authorized</i>	Alternate	<i>Not Authorized</i>	Primary

**2. Alerts Will Include:**

- Affected campus and status
- Standard Response Protocol

**3. Communication Systems**

- **CougarAlert** - A districtwide mass notification system that delivers alerts via:
  - Text message
  - Email
  - Voice call - This system is used for all life safety and operational alerts that affect the general campus population
- **InformaCast** - A targeted notification system used for:
  - Campus-specific speakers and mass paging
  - Emergency Response Team (ERT) members
  - Police Department (CCPD)
  - Facilities personnel
  - Executive and senior leadership

InformaCast may be used in conjunction with CougarAlert or independently, based on the nature of the incident.

**C. On-Scene Operations** - Depending on the situation, the CCPD and ERT lead operations until relieved by or integrated into a unified operation.

**1. CCPD Responsibilities:**

- Coordinate with fire, EMS, and municipal law enforcement
- Clear and secure buildings
- Coordinate with facility operations and Emergency Management

**2. ERT**

- Relocate (Shelter or evacuate) college personnel as directed

**3. Faculty, Staff, and Students Responsibilities:**

- Follow instructions (ERT, CCPD, municipal responders or Alert)

- Maintain accountability

**D. Command** - Establish command and gather accurate, timely details from the scene to understand the scope, scale, and urgency of the incident.

### **1. Incident Command System (ICS)**

- **Incident Commander (IC):** Initial control is established by the first trained ICS responder, typically:
  - Executive Dean
  - Campus Provost (primary campus or supporting campus)
  - College Police (Sergeant or Lieutenant)
  - Municipal Fire or Law Enforcement IC

**NOTE:** Emergency Management serves as IC for district-wide events, like severe weather, until the incident is localized and command is transferred to the local IC.

- **ICS roles include:**
- Incident Commander (IC): Law enforcement or senior campus official, municipal responder
- Operations: Emergency Response Teams (ERT), Facilities, IT
- Planning: Emergency Management, SITREP coordination
- Logistics: Facilities Support, Procurement, IT
- Public Information Officer (PIO): Communications Office
- Safety: CCPD, Emergency Management
- Liaison: Emergency Management, external agency reps
- **Unified Command** - Unified Command is established when multiple agencies share command responsibilities

### **2 Public Information Officer (PIO):**

Collin College designates the Senior Vice President of Student and Community Engagement, or designee, as the Public Information Officer (PIO) and official district spokesperson. The PIO maintains an updated media roster and delivers accurate, timely, and professional messages. The PIO's additional responsibilities may include, but are not limited to:

- Developing accurate, accessible, and timely information for use in press and media briefings or dissemination via social media platforms
- Monitoring information from traditional and social media platforms is useful for incident planning and forwards it as appropriate
- Understanding any limits on information release
- Obtaining the Incident Commander's approval of news releases
- Conducting media briefings
- Arranging tours and other interviews or briefings
- Creating information about the incident for incident personnel
- Participating in planning meetings
- Identifying and implementing rumor control methods

- Using Community Notification; posts notifications to the district's social media platforms and website within 15 minutes of confirmation. Messages provide general information on the situation, confirm safety actions being taken, and, when applicable, include reunification instructions.
- Emergency Communications** - Delivering clear, authorized information to the right audiences so they can take appropriate action. The Communications Department will distribute closure and delay information to the following outlets:

<b>Radio:</b>
KLIF 93.3 FM, KLTU 94.9 FM, KHYI 95.3 FM, KSCS 96.3 FM, KCTK 96.7 FM, KLUV 98.7 FM, KPLX 99.5 FM, KJCK 100.3 FM, KVIL 103.7 FM, KRLD 105.3 FM, KMKV 107.5 FM, KLIF 570 AM, WBAP 820 AM, KRLD 1080 AM, KCTK 1310 AM
<b>Television:</b>
KDFW (Channel 4), WFAA (Channel 8), KTXA (Channel 21), KXAS (Channel 5), KTVT (Channel 11)
<b>Social media:</b>
X (Twitter), Facebook, and other applicable social media outlets
<b>Collin College</b>
www.collin.edu, and Cougarweb

**E. Emergency Operations Plan (EOP) Activation** - The EOP or its annexes may be activated when:

- A credible threat or incident occurs or is imminent
- The situation exceeds normal response capabilities
- Protective actions (e.g., evacuation, lockdown, shelter) are required
- Emergency Management or external responders recommend coordination
- EOC support is needed to manage the response or recovery

**F. Decision-Making Process.** Using verified information to determine protective actions, operational priorities, and strategic outcomes.

**1. Cabinet Emergency Management Team** - the Cabinet Emergency Management Team convenes when an incident is imminent, occurring, highly likely, operational status changes, or the IC directs EOC activation.

- Cabinet Emergency Management Team Members**
  - District President.** The District President may choose not to attend but retains full authority; when absent, the team serves in an advisory capacity to them
  - Lead public messaging that reinforces the College's commitment to safety, transparency, and recovery
  - Engage with the Board of Trustees, stakeholders, and public forums to communicate recovery efforts, gather feedback, and share lessons learned
  - Approve phased reopening, funding, and long-term recovery initiatives, including task forces and surge mental health support

- Oversee legal review, strategic policy updates, and high-level After-Action Reviews (AARs).
- **Mandatory Members:** Executive Vice President, Senior Vice President of Campus Operations, Chief Financial Officer, Senior Vice President of Student and Community Engagement
- **Optional Members:**
  - Emergency Management. Serves as the EOC manager
  - CCPD Chief
  - Communications. Serves as the PIO,
  - Facilities Operations
  - General Counsel
  - Others as needed

**Succession**

- President
- Executive VP
- Senior VP of Campus Operations

**2. Activation** - Initiated by the District President or Executive VP; may convene virtually or in-person upon recommendation from:

- Campus Provosts – Campus-specific activation and notifications
- Director of Emergency Management – EOC or annex activation
- Police, Fire, or EMS – May recommend activation based on threat conditions

**3. Responsibilities:**

- **Activate** districtwide emergency protocols and decision-making structures
- **Confirm** authority for emergency messaging
- **Designate** and ensure availability of executive alternates
- **Communicate** response priorities to the Cabinet
- **Provide** strategic leadership and continuity across all campuses
- **Approve** emergency expenditures and operational status changes
- **Recommend** operational status changes as needed
- **Coordinate** unified messaging across departments
- **Maintain** continuity of instruction, services, and safety
- **Lead** the Cabinet Emergency Management Team (CEMT) if activated:
  - Priority 1: Support Incident Command and the EOC
  - Priority 2: Coordinate internal and external communications
  - Priority 3: Sustain district operations

**4. Legal and External Coordination**

- Monitor legal and compliance implications of response actions
- Coordinate with general counsel as needed (e.g., detainments, injuries)
- Engage with regional partners and stakeholders
- Liaise with regional and state officials as needed

**F. Operational Changes.** Changes to the District or Campus Operational Status are issued when an incident or emergency is likely to be prolonged.

**Table 6. Operational Changes**

Operational Change	Target Time for Recommendation	Target Time for Message Distribution
<b>Morning Closure or Delay</b>	5:45 AM	6:00 AM
<b>Evening Closure</b>	3:30 PM	4:00 PM
<b>Early Release</b>	TBD	As soon as the decision is confirmed
<b>Immediate Life Safety Incident</b>	None	No delay; sent as soon as possible

**Note:** Standard delays will indicate a 10:00 AM campus opening unless otherwise stated.

### **G. Emergency Operations Center (EOC)**

The EOC supports campus and district response with logistical coordination and interagency integration.

#### **1. EOC Activation Levels**

- Level 1 (Full): Major, multi-campus or regional event
- Level 2 (Partial): Campus-specific or complex response
- Level 3 (Monitoring): Limited threat or minor incident

#### **2. Core EOC Responsibilities**

- Resource tracking and support
- Situation status and common operating picture (COP)
- Strategic coordination with executive leadership and external partners
- Internal and external communication management
- Documentation and cost tracking

#### **3. EOC staffing:**

- Emergency Management (EOC Manager)
- Police, Facilities, IT, Communications, HR, Student Services
- Other departments as needed

#### **4. Succession for EOC Manager:**

1. Director of Emergency Management
2. Emergency Management Specialist
3. Executive Director of Facilities

#### **5. Agency Coordination**

- Provide responders with maps, floor plans, and resource status.
- Monitor external alert systems for emerging or cascading threats.
- Collin College collaborates with regional, state, and federal partners, including:

- Municipal emergency management agencies, emergency operations center, fire department, police department
- ISD Emergency Managers
- County Emergency Management and Health Department
- Collin County Sheriff's Department
- North Texas Fusion Cell
- Texas Division of Emergency Management (TDEM)
- Department of State Health Services (DSHS)
- Federal Bureau of Investigation
- See Appendix A. Nonemergency Numbers

**6. Incident Reporting** - Daily situational reports (SITREPs) are completed by the Incident Command Post (ICP) and distributed by the Incident Commander (IC) or designees during active emergency incidents.

## **H. Response Roles and Responsibilities**

### **1. Facilities and Construction**

- Provide responders with schematics and lockdown information
- Power down systems if requested to support concealment
- Limit contractor movements during lockdown
- Shut off utilities when directed by IC
- Dispatch maintenance for emergency repairs or securing unsafe areas
- Provide emergency equipment access and building schematics
- Assist with key overrides and damaged entry points
- Standby with radios to support emergency repair
- Use portable signage for rerouting
- Assess building conditions for damage, hazards, or utility loss

### **2. Technology Services**

- Maintain up time of all emergency communications and access systems
- Defer system updates that could disrupt the response
- Ensure critical systems remain operational (InformaCast, VoIP, access control)
- Troubleshoot access, surveillance, and alerting systems
- Establish backup communications if systems fail
- Document outages and IT response actions
- Provide responders with camera access and system control as needed
- Provide IT support for EOC, IC, and campus teams

### **3. Student Services and Counseling**

- Ensure student support needs are met (e.g., shelter, transportation)
- Provide behavioral health support during or after incidents
- Coordinate updates to students about safety, services, and recovery
- Collaborate with housing, athletics, and accessibility programs

### **4. Enrollment Services**

- Resume full enrollment services with flexibility for affected students

- Adjust academic calendars and procedures as needed
- Update systems to reflect absences or academic impacts

#### **5. Human Resources**

- Track employee recovery status and return-to-work documentation
- Coordinate support and counseling referrals
- Reconcile emergency work hours for pay and benefits
- Evaluate staffing needs for recovery phase continuity
- Coordinate Employee Assistance Program (EAP) and trauma services
- Support return-to-work processes and modified duties
- Assist in confirming staff attendance and safety
- Support personnel-related documentation
- Recovery of borrowed assets

#### **6. Financial Services**

- Emergency Purchasing - The College's emergency purchasing process ensures the timely acquisition of resources and services
- Manage financial transactions
- Execute contracts for urgent services
- Track emergency purchases, labor costs, and incident-related spending
- Record personnel time and roles
- Ensure compliance with financial regulations
- Preserve all documentation for audit and reimbursement
- Coordinate vendor services and emergency procurement
- Provide access to purchasing cards or emergency payment mechanisms

#### **7. Academic Operations**

- Cancel or adjust instructions in coordination with the IC or EOC
- Implement alternate learning plans (remote, makeup dates)
- Communicate academic expectations to faculty
- Monitor safety for high-risk instructional environments

## **6.2 Reunification and Recovery**

### **A. Reunification**

#### **1. Accountability of Affected Personnel**

Following an incident, Human Resources pulls employee rosters from Workday at the district level, while each department accounts for its own faculty, staff, and substitutes. Student accountability is conducted at the campus level. All results are reported through the EOC, with the goal of completing accountability within 60 minutes.

Once law enforcement clears the scene and declares all-clear, recovery and reunification operations begin.



## 2. Reunification Procedures

- **Activation** – The Incident Commander (IC) authorizes and activates the reunification process
- **Internal Communication** – Students, faculty, substitutes, and staff are notified of reunification procedures via **CougarAlert** and **InformaCast**
- **Parent/Guardian Communication** – The Public Information Officer (PIO) communicates reunification information to parents/guardians through social media and **CougarAlert**
- **Locations** – Primary and alternate reunification sites are identified in each Campus Emergency Action Plan (EAP)
- **Transportation** – The college contracts buses or uses Memorandums of Understanding (MOUs) with ISDs as needed; the IC has ultimate responsibility for reunification
- **Grieving Parent Separation** – Counseling Services, supported by MOUs with partner agencies, manage the separation of grieving parents/guardians from others
- **Support Services for Students/Parents** – Counseling staff and partner agencies provide ongoing support services to students, parents, and guardians after reunification
- **Support Services for Employees** – Counseling staff and partner agencies provide ongoing support services to faculty, substitute teachers, and staff after reunification
- **Public Communication** – The PIO manages all public communication during reunification, ensuring timely, accurate, and approved messaging

## 3. Key Actions:

- **Scene Security**: Maintained by CCPD or municipal agencies
- **Reunification**: Conducted per the Reunification Annex
  - Led by: Law Enforcement (scene), Student Services (verification), Emergency Management (site coordination)
- **Mental Health Support**: Activated for affected populations
- **Continuity Efforts**: Based on COOP plans

## B. Recovery

### 1. Continuity of Operations (COOP)

The District President or designee may activate the Continuity of Operations Plan (COOP) for districtwide or campus-specific incidents. Emergency Management coordinates implementation with all departments participating. A short-term plan (1–3 days) is implemented within 24 hours and a long-term plan within 72 hours.

### 2. Psychological Support Services

The Incident Commander (IC), Emergency Management (EM), Human Resources (HR), and Student Services may activate psychological support services following an incident. Support is provided by district counselors and through MOUs with county providers and ISDs, available both on-site and virtually. Student Services supports students, and HR supports employees.

### **3. Resumption of Routine District Operations**

The District President authorizes resumption of operations after the Incident Commander (IC) has released the scene. Short-term operations (1–3 days) are coordinated by Emergency Management, while long-term operations (72+ hours) are led by the most affected department, with support from all others.

### **4. Information Dissemination**

Reopening and operational updates are communicated to parents and guardians via district social media, and to students, faculty, substitutes, and staff via email or CougarAlert.

### **5. Public Communication for Post-Incident Services**

The Public Information Officer (PIO), with IC approval, issues public updates on available post-incident services, including counseling, academic accommodations, and other resources, using both factual and supportive messaging.

## **Section 7.0 – Administration and Support**

### **7.1 EOP Development and Maintenance**

Collin College maintains a structured process for developing, reviewing, and updating the Multi-Hazard Emergency Operations Plan (EOP) to ensure alignment with current laws, best practices, and operational needs.

#### **A. Annual Review**

The EOP undergoes an annual review involving key stakeholders. Feedback from exercises, After-Action Reviews (AARs), and real-world incidents is incorporated to improve readiness:

- **Minor changes** (e.g., grammar, formatting) do not require stakeholder notification
- **Significant changes** (e.g., role updates, procedural changes) are documented and shared for stakeholder input

#### **B. Maintenance and Approval**

- **Record of Changes:** All updates are documented and categorized in the Annual Review Table
- **Formal Adoption:** Finalized versions are approved by the President
- **Distribution:** Each version is tracked and distributed to stakeholders for use during emergencies

### **7.2 After-Action Reviews (AARs)**

After each drill, exercise, planned event, or emergency, Emergency Management (EM) leads an After-Action Review (AAR) within 30 days, selecting participants with district leadership to identify lessons learned and strengths. Each AAR may result in an

Improvement Plan (IP) that tracks and assigns corrective actions to responsible departments for implementation to improve future performance.

### 7.3 Safety and Security Audits

Safety and security audits are conducted at least once every three years across all facilities using procedures developed by the Texas School Safety Center. Results are submitted to the Board of Trustees and signed by the President.

**Table 7. TxSSC Audits**

<b>Safety and Security Audits</b>			
<i><b>Date Audit Conducted</b></i>	<i><b>Agency or Consultant Conducting the Audit</b></i>	<i><b>Name of Person Conducting the Audit</b></i>	<i><b>Audit Report Submitted to the Board of Trustees</b></i>
Aug 2018	Dept of EM and Safety	M. Messina	Yes
July 2021	Dept of EM and Safety	M. Messina	Yes
July 2024	Dept of EM and Safety	M. Messina	Yes

### 7.4 Recordkeeping

Proper recordkeeping ensures continuity, legal compliance, and eligibility for reimbursement during and after emergencies.

#### A. Operational Records

Each department is responsible for retaining emergency records such as:

- Purchase logs
- Policy activations/deactivations
- Personnel and resource logs
- Resource request or service agreements

#### B. Vital Records Protection

Critical records must be physically protected or digitally backed up to support continuity:

- Legal documents
- Student academic records
- Personnel files

#### C. Essential Records Criteria

Essential records are those that:

- Support response and recovery
- Enable continuity of critical functions
- Protect stakeholder rights or safety
- Are difficult to recreate
- Document institutional and historical actions

**E. Additional Interlocal Agreements**

The Purchasing Department serves as the point of contact for initiating additional ILAs. Agreements may be formed with jurisdictions, nonprofits, or private partners to share emergency services, personnel, or resources.

***Table 8. Interlocal Agreements***

<b><i>Record Type</i></b>	<b><i>Assigned Department</i></b>
Emergency plans, resource lists, and contact rosters	Emergency Management
Facility schematics, utility maps	Facilities Operations
Personnel and payroll files	Human Resources
Financial records, contracts, and insurance	Business Office / Purchasing
Student academic records	Admissions & Records / Registrar
IT system backups, configurations	Information Technology (IT)

## Section 8.0 – Explanation of Terms

### A. Acronyms

AAR	After-Action Review
AED	Automated External Defibrillator
CCPD	Collin College Police Department
CFO	Chief Financial Officer
DSHS	Texas Department of State Health Services
EMS	Emergency Medical Services
EMWG	Emergency Management Working Group
EAP	Emergency Action Plan
EOC	Emergency Operations Center
EOP	Multi-hazard Emergency Operations Plan
ESC	Education Service Center
ERT	Emergency Response Team
FEMA	Federal Emergency Management Agency
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IP	Improvement Plan
ISD	Independent School District
NIMS	National Incident Management System
PIO	Public Information Officer
TDEM	Texas Division of Emergency Management
TxDPS	Texas Department of Public Safety
TxSSC	Texas School Safety Center
UC	Unified Command

### B. Definitions

**Access and Functional Needs:** Temporary or permanent additional needs in functional areas including, but not limited to, maintaining independence, communication, transportation, supervision, and medical care, as well as students with an individualized education program or a plan created under Section 504, Rehabilitation Act of 1973 (29 U.S.C. Section 794).

**Actions:** Critical activities that need to be accomplished during all phases of emergency management.

**Agreements:** Consist of contracts, interlocal agreements, memoranda of understanding, or mutual aid agreements between the district, responding agencies, and whole community organizations to ensure resources are available during an emergency incident.

**Chain of Command:** The line of authority and responsibility.

**Contracts:** Legally binding agreements between parties obligating one to provide goods or services for consideration or payment.

**Coordinating Agencies:** The collaboration between different agencies to address emergency incident concerns or challenges.

**Donations Management:** The coordination processes used to support the state in ensuring the most efficient and effective use of unaffiliated volunteers, unaffiliated organizations, and unsolicited donated goods to support emergency incidents.

**Emergency Management Working Group:** A collaborative team of individuals that is responsible for developing, reviewing, and updating the district's Multi-hazard Emergency Operations Plan (EOP).

**Hazard:** A situation that has the potential to adversely impact the safety of individuals or cause damage to property.

**Human-Caused Hazard:** An adversarial hazard (active shooter, vehicle ramming, etc.).

**Incident:** A situation that adversely impacts the safety of individuals or causes damage to property.

**Incident Action Plan:** A document that is prepared after the first 24 hours of an emergency incident that identifies the goals and objectives that need to be accomplished during a stated time period.

**Incident Command Post:** The location where emergency incident leadership coordinates and communicates decisions to ensure a strategic and effective response to the emergency incident is accomplished.

**Incident Command System:** The standardized approach globally used during an emergency incident to provide a coordinated, efficient, and effective response among multiple individuals and agencies.

**Improvement Plan:** Dynamic documents, with corrective actions continually monitored and implemented as part of improving preparedness.

**Junior College:** A higher education institution that is also referred to as a "public junior college" in Texas Education Code.

**Interlocal Agreement:** Written formal agreements between two governmental entities made in accordance with Texas Government Code Title 7, Chapter 791, that are often binding and include performance expectations. These agreements essentially act like contracts between government entities.

**Incident Commander:** The individual who has overall responsibility for managing the response to the emergency incident.

**Memoranda of Understanding:** An MOU is recognized as binding; however, a legal claim cannot be based on the document. It should be customized to the capability or resources

for which the agreement is developed. It formalizes the commitment of one district, agency, or organization to another and defines the responsibilities of the parties, the scope and authority of the agreement, as well as the terms and timelines. The assistance is approved by leadership.

**Mutual Aid Agreement:** A formal written agreement between the district and another government entity that commits the participating parties to a mutually beneficial, cooperative agreement based on principles of contract law that support protecting lives and property. In most circumstances, participating parties provide resources, materials, or services during emergency incidents with the idea that there will be a future reciprocal exchange of comparable value, if required.

**National Incident Management System:** A set of principles used by agencies across the Nation to coordinate and work effectively during all phases of emergency management to reduce the loss of life or property.

**Natural Hazard:** A hazard caused by an act of nature (tornado, earthquake, etc.).

**President:** The highest-ranking executive officer of a junior college.

**Resources:** Includes personnel, equipment, supplies, and facilities available to be used during an emergency incident.

**Technological Hazard:** A hazard caused by an accident or the failures of systems or structures (major utility loss, train derailment, etc.).

**Texas Division of Emergency Management:** Coordinates the state emergency management program, which is intended to ensure the state, and its local governments respond to and recover from emergencies and disasters. They implement plans and programs to help prevent or lessen the impact of emergencies and disasters.

**Unified Command:** Similar to the Incident Command; however, now two or more individuals, with authority in different agencies, join to create one leadership role that has overall responsibility for managing the response to the emergency incident.

**Whole Community:** Also known as whole community approach, a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests.

## **Section 9.0 – Appendices**



## Appendix A. Nonemergency Numbers

Local Contact Numbers		
Texas Department of State Health Services (DSHS)		512-776-7111
Collin County Emergency Management		972-548-5581
North Texas Fusion Center		972-548-5537
Collin County Health Care Services		972-548-5500
Allen Emergency Management Office		214-509-4402
Allen Non-Emergency Police Number		972-509-4200
Allen Non-Emergency Fire Department		972-509-4400
Celina Emergency Management Office		972-547-2653
Celina Non-Emergency Police Number		972-382-2121
Celina Non-Emergency Fire Department Number		972-382-2653
Farmersville Emergency Management Office		972-782-6141
Farmersville Non-Emergency Police Number		972-782-6141
Farmersville Non-Emergency Fire Department Number		972-782-6142
Frisco Emergency Management Office		972-292-6300
Frisco Non-Emergency Police Number		972-547-6010
Frisco Non-Emergency Fire Department Number		972-292-6300
McKinney Emergency Management Office		972-547-2850
McKinney Non-Emergency Police Number		972-547-2700
McKinney Non-Emergency Fire Department Number		972-547-2850
Plano Emergency Management Office		972-769-4824
Plano Non-Emergency Police Number		972-424-5678
Plano Non-Emergency Fire Department Number		972-941-7159
Wylie Emergency Management Office		972-442-8110
Wylie Non-Emergency Police Number		972-442-8170
Wylie Non-Emergency Fire Department Number		972-442-8110

## Appendix B. Collin College Facilities

Collin College Facilities as of 09/01/2025		
<b>Celina Campus</b>		
Main Building	Instructional	2505 Kinship Pkwy, Celina, TX 75009
<b>Collin Higher Education Center</b>		
Main Building	Mix Use	3452 TX-399 Spur, McKinney, TX 75069
Parking Garage	Instructional	3452 TX-399 Spur, McKinney, TX 75069
<b>Courtyard Center</b>		
Main Building	Mix Use	4800 Preston Park Blvd. Plano, TX 75093
Parking Garage	Instructional	3452 TX-399 Spur, McKinney, TX 75069
<b>Farmersville Campus</b>		
Main Building	Instructional	501 S Collin Pkwy, Farmersville, TX 75442
Green House	Instructional	501 S Collin Pkwy, Farmersville, TX 75442
<b>Frisco Campus</b>		
Library	Instructional	9700 Wade Blvd, Frisco, TX 75035
Alumni Building	Instructional	9700 Wade Blvd, Frisco, TX 75035
Conference Center	Mixed Use	9700 Wade Blvd, Frisco, TX 75035
Founders Building	Instructional	9700 Wade Blvd, Frisco, TX 75035
Heritage Building	Instructional	9700 Wade Blvd, Frisco, TX 75035
IT Building	Instructional	9700 Wade Blvd, Frisco, TX 75035
Lawler Hall	Instructional	9700 Wade Blvd, Frisco, TX 75035
Main Plant	Non-Instructional	9700 Wade Blvd, Frisco, TX 75035
Parking Garage	Non-Instructional	9700 Wade Blvd, Frisco, TX 75035
University Hall	Instructional	9700 Wade Blvd, Frisco, TX 75035
Health Science Lab	Instructional	9700 Wade Blvd, Frisco, TX 75035
Music Hall	Instructional	9700 Wade Blvd, Frisco, TX 75035
<b>McKinney Campus</b>		
Main Building	Instructional	2200 W University Dr, McKinney, TX 75071
Grounds Building	Non-Instructional	2001 Community Ave, McKinney, TX 75071
Main Building	Instructional	2200 W University Dr, McKinney, TX 75071
Parking Garage	Non-Instructional	2200 W University Dr, McKinney, TX 75071
Welcome Center	Instructional	2200 W University Dr, McKinney, TX 75071
M-Building	Non-Instructional	2208 W University Dr, McKinney, TX 75071
Library	Instructional	2252 Community Ave, McKinney, TX 75071
Health Science Center	Instructional	2300 Community Ave, McKinney, TX 75071
Conference Center	Mixed Use	2400 Community Ave, McKinney, TX 75071
Facilities Building	Non-Instructional	2200 W University Dr, McKinney, TX 75071
CM Building	Non-Instructional	2204 W University Dr, McKinney, TX 75071
Shed	Non-Instructional	2200 W University Dr, McKinney, TX 75071
<b>Plano Campus</b>		
Main Building	Instructional	2800 E Spring Creek Pkwy, Plano, TX 75074
Library	Instructional	4000 Jupiter Rd, Plano, TX 75074
Grounds	Non-Instructional	2800 E Spring Creek Pkwy, Plano, TX 75074
<b>Student Housing</b>		

Student Housing 1	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 2	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 3	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 4	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 5	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 6	Residential	5800 Jupiter Rd, Plano, TX 75074
Student Housing 7	Residential	5800 Jupiter Rd, Plano, TX 75074
<b>Public Safety Training Center</b>		
Main Building	Instructional	3600 Redbud Blvd McKinney, TX 75069
House/Apt Building	Instructional	3600 Redbud Blvd McKinney, TX 75069
Pavilion Training Building	Instructional	3600 Redbud Blvd McKinney, TX 75069
Warehouse/Tower	Instructional	3600 Redbud Blvd McKinney, TX 75069
Confined Space Building	Instructional	3600 Redbud Blvd McKinney, TX 75069
<b>Technical Campus</b>		
Building A	Instructional	2550 Bending Branch Way, Allen, TX 75013
Building B	Instructional	2550 Bending Branch Way, Allen, TX 75013
Building C	Instructional	2550 Bending Branch Way, Allen, TX 75013
Building D	Instructional	2550 Bending Branch Way, Allen, TX 75013
Lower-Level Garage	Non-Instructional	2550 Bending Branch Way, Allen, TX 75013
<b>Wylie Campus (4 buildings)</b>		
Campus Commons	Instructional	391 Country Club Rd, Wylie, TX 75098
Student Center	Instructional	391 Country Club Rd, Wylie, TX 75098
Library	Instructional	391 Country Club Rd, Wylie, TX 75098
Central Utility Plan	Non-Instructional	391 Country Club Rd, Wylie, TX 75098