

## **Emergency Response Planning**

In 2004, the United States Department of Homeland Security established the National Incident Management System (NIMS), which identified a systematic, proactive approach to guide all levels of government, non-governmental organizations, and the private sector to work together seamlessly to prevent, protect against, respond to, and recover from the effects of emergencies, regardless of cause, size, location or complexity. The State of Illinois enacted the Campus Security Enhancement Act of 2008, which established guidelines for all colleges and universities in the State of Illinois relative to a basic level of preparation and planning for man-made, technological, and natural disasters.

The College's Emergency Operations Plan (EOP) details the College's response to emergencies. Specific College personnel complete training specific to the task they are expected to perform, and have participated in joint-planning, task-specific training, table-top, functional, and full-scale exercises in order to prepare for assuming their responsibilities to support emergency response efforts.

The EOP contains the College's Immediate Action Guides that describe the specific guidance the College community should consider the first few minutes of an incident or emergency. Immediate Action Guides are in all classrooms, conference and meeting rooms, and are available online.

The EOP is a living document that applies to a broad range of emergency situations. The plan is prepared in conjunction with multiple College departments, outside agencies, and independent consultants. The plan is reviewed periodically by College officials, the College's Emergency Management Planning Committee (EMPC), and local emergency response agencies.

The Department of Public Safety has developed, and made available to the public, a number of references and guidance tools on the College's website ([www.heartland.edu](http://www.heartland.edu)). Employees may also access the Employee Portal and view a number of additional references to help prepare College employees to appropriately respond to emergencies on campus.

### **Line of Succession/Authority**

The College's emergency management functions are managed by the Department of Risk Management and Public Safety, and the Assistant Director, Public Safety-Emergency Management serves as the College's Emergency Manager.

The College established the Emergency Management Planning Committee (EMPC) to serve as a multidisciplinary advisory committee to help guide and direct the emergency preparedness and response efforts of the College. The EMPC reports to the Vice President of Finance and Administration and the Chair of the EMPC is the Assistant Director, Public Safety and Emergency Management.

The College's Executive Leadership Team (i.e. Cabinet) establishes overall goals and objectives, and provides guidance for the College's response efforts, and serves as the College's Executive Policy Group for emergencies impacting the campuses. In addition, the Cabinet is also responsible for establishing continuity of operations planning and implementing said planning. For most traditional emergencies, (e.g., fire, medical emergency, accidents, crimes in progress, etc.) the Department of Public Safety (DPS) assumes the Incident Commander role and controls and directs the response. In some Level 2 or Level 3 emergencies, local first response agencies may be summoned, and they may assume the Incident Commander role upon arrival.

The College is also prepared to establish an Incident Management Team (IMT) and/or open an Emergency Operations Center (EOC) when the incident requires one. The Incident Commander for most traditional emergencies would begin with the ranking DPS Officer on-duty, followed by the Associate Director, Public Safety, the Director of Risk Management and Public Safety, and by the Assistant Director of Public Safety-Emergency Management. For larger or cascading incidents, local agencies may assume the Incident Commander role. The Incident Commander, in consultation with the College President, may activate different Command and General Staff positions as outlined in the principles of the Incident Command System, and the National Incident Management System.

In other emergencies, (e.g., Cyberattack, Public Health event, etc.), the College President may create a separate IMT and appoint another College employee to act as the Incident Commander, and establish an IMT based on the needs of the response. In any case, the College President may also designate the IMT to begin, or implement continuity of operations planning.

In the event the College President, the Incident Commander, or Director Risk Management and Public Safety determine that an EOC should be activated, the Assistant Director of Public Safety-Emergency Management should be directed to establish an EOC as needed. In the absence of the Assistant Director, Public Safety and Emergency Management, the Director, Risk Management and Public Safety assumes the role of EOC Manager or assigns another College employee to the position.

The College has identified the DPS Administrative office suite (SCB 2001) as the primary location for the College's EOC. In the event the DPS suite is unavailable, two additional locations on campus have been identified as alternative locations, and a virtual EOC option using Zoom and the College's SharePoint resources may be utilized. The College has developed a secure SharePoint site for use by the IMT, and a separate secure site for use by the College's EOC personnel. These sites, which are also available for use on a mobile device, contain the basic and supporting documents needed for many emergencies.

## **Introduction**

### **Purpose**

The Heartland Community College Emergency Operations Plan (EOP) provides a framework for the College's response to, and support of a comprehensive, all-hazards approach to emergency management. The plan describes how the College intends to respond to a wide range of emergencies on all three campuses and as necessary, interact with external emergency response agencies. This plan is

designed to help protect life, minimize damage, and support continuity of operations to support the return of the essential services for Heartland Community College.

The overall ability of College personnel to effectively respond to an emergency relies primarily upon having a comprehensive, all-hazard based, EOP. Combined with general information for the College community found in the Immediate Action Guide and other available online resources, and the overall preparedness of personnel to respond to an emergency, the College is well situated to respond to emergencies.

In addition, the ability of the College to recover from an emergency relies primarily upon the efforts of individual departments to develop an effective business continuity plan for their area. These plans are intended to outline how departments plan to continue to provide their specialized services that can be disrupted by an emergency situation or disaster.

This document is intended to provide a common operational overview for the public regarding the College's emergency planning efforts. Additional information may be obtained from the Assistant Director, Public Safety and Emergency Management.

#### Scope

The EOP applies to emergencies that could impact the Heartland Community College campuses (i.e., Normal, Lincoln and Pontiac campuses) including incidents occurring exclusively within College facilities and/or property, as well as local or regional incidents that may include all or parts of the College campus.

In order to be better prepared for emergencies affecting the campuses, the College has completed hazard and vulnerability assessments identifying and rating different types of hazards that may impact the College. The initial hazard analysis was conducted by an external consultant, and subsequent hazard analysis completed internally in order to identify any planning or preparation gaps that exist.

Facilities, Information Technology and Public Safety, along with selected College departments have specific emergency response activities relative to their specific functions. All other campus departments may support the emergency response, undertaking ancillary duties as necessary to help ensure the safety of the College community.

### **College Emergency Response Components**

#### Emergency Objectives and Response Initiatives

In an emergency situation, the overarching goals for the College are:

- Protect life
- Establish incident stabilization

- Ensure property conservation
- Secure critical infrastructure and facilities
- Resume critical missions of the College

General emergency response priorities can be developed from these goals, and the characteristics of a particular emergency may include these priorities:

- Buildings in Use: (i.e. occupied classrooms, offices, childcare center, occupied auditorium, etc.)
- Buildings Critical to Health and Safety (i.e. emergency shelters, food supplies, sites containing potential hazards, etc.)
- Buildings That Sustain Emergency Response Efforts (i.e. Energy systems and utilities, communications services, computer installations, transportation systems, etc.)
- Unoccupied Buildings and Vacant Land

#### Authorities and References

Heartland Community College District #540, is based in Normal, Illinois with additional campuses located in Lincoln and Pontiac, Illinois. The College operates under the Public Community College Act (110 ILCS 805/) and members of the Board of Trustees are elected by the voters from within the geographical boundaries of District #540.

The College Board of Trustees established a policy to ensure compliance with the Jeanne Clery Campus Safety Act (20 USC 1092(f)). In addition, in 2012 the Board passed a resolution where, whenever possible, the College would be compliant with the National Incident Management System, part of which includes use of the Incident Command System.

The College receives police, fire, and emergency medical services from local governments where the College has a campus. All three campuses are served by full-time paid emergency response agencies (e.g. police, fire & emergency medical services)

The College is also governed by legislative acts of the United States, including, but not limited to, the Higher Education Opportunity Act codified at 20 USC 1001.

The College is mandated to comply with the Occupational Safety and Health Act, and their standards under Part 1910.38 which governs, in addition to other activities, emergency planning and training for emergencies.

The State of Illinois has several statutes which govern or influence how the College responds to disasters. The Illinois Emergency Management Agency and Office of Homeland Security is empowered by the Illinois Emergency Management Act (20 ILCS 3305) to oversee and develop emergency planning and response statewide.

Additional guidance is given to institutions of higher education in the Illinois Administrative Code Title 29, Section 305.

In 2008, the Illinois General Assembly enacted the Campus Security Enhancement Act of 2008 (110 ILCS 121) which requires all institutions of higher education in the state to develop an all-hazard based EOP, a Campus Violence Prevention Committee, a College Violence Prevention Plan, and a behavioral threat assessment team.

All three counties that have a College campus have their own emergency management agencies, and the College participates in drills, exercises, training, and planning activities in all three counties. Plans for the College are designed to work seamlessly with the county emergency operations plans and their procedures.

### Situation

Heartland Community College has its main campus in Normal, and outside of Bloomington-Normal the county is predominantly agricultural with limited business and manufacturing. In 2023 the Town of Normal had approximately 53,000 residents, and its sister city, the City of Bloomington, had approximately 79,000 residents. Also in the twin-cities are Illinois State University (22,000 students in Fall 2024) and Illinois Wesleyan University (1,500 students in Fall 2024).

The twin-cities are served by Central Illinois Regional Airport, Amtrak and several rail freight lines. Interstates 39, 55, and 74 merge immediately north of the College and encircle the community. The College occupies 257 acres in the northwest corner of the Town of Normal, is a commuter institution and has no residence halls or living spaces on-campus. The College has approximately 4,498 full-time students (Fall 2024) and 9,670 non-credit students (Fall 2024). The College had 353 full-time employees and an additional 321 part-time employees (Fall 2024).

The College has two satellite campuses, one in Lincoln, Illinois and one in Pontiac, Illinois. Both are approximately 40 miles away from the main campus via Interstate 55, and are in Logan and Livingston County, respectively. Students can, and often do, take classes at both the satellite and the main campus. Employees may work at any or all of the three campuses.

The College has an in-house Department of Public Safety (DPS) located on the main campus. Public Safety Officers are present on the main campus 24-hours a day and on weekends. DPS are the primary first responders for the College until local resources arrive. Officers periodically travel to HCCL and HCCP for specific tasks.

The most likely hazard facing the College is severe weather which includes tornados and snow/ice events. With a large amount of highway, rail, and air service in our community, hazardous materials incidents could easily affect the campuses. In all of these events, College resources would become quickly overwhelmed and additional assets from local agencies are essential. College resources and outside vendors are responsible for clean-up of the campuses and restoration of College services.

## Assumptions

The Heartland Community College Emergency Operations Plan (EOP) outlines initial response and short-term recovery efforts for many incidents that may occur at the College. The following assumptions are considered in planning for emergencies on all campus.

- An emergency or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The College can be severely impacted, and channels of communication, supply sources, and infrastructure may be interrupted.
- With the limited exception of Public Safety, the College as a whole does not have any first response agencies, and therefore relies on first responders (i.e. police, fire, and emergency medical services) from within the community.
- Based on the scope and circumstances of the incident, College resources may be responding from various locations over an extended period of time. The College may activate a virtual Emergency Operations Center to assist the response.
- Local law enforcement or fire service may assume the role of Incident Commander for many incidents that may exceed the capabilities of the College. The College has the obligation to assist and support the response efforts regardless of the Incident Commander's home agency. The College relies on the principles of the National Incident Management System and the Incident Command System, in addition to the College Emergency Operations Center to assist the Incident Command Post, who guides and directs the response.
- The College does not have residence halls and the College does not provide housing to students or employees. The College may provide space as a temporary shelter facility if requested by a county emergency management or the Illinois Emergency Management Agency and Office of Homeland Security. In these situations, the requesting agency is expected to equip and staff any emergency housing/shelter location.
- Many incidents impacting the College may also affect the surrounding communities. This requires the College to plan on managing emergency response and recovery activities with limited external resources for at least the first 72 hours of the response.
- The sequence of events in an emergency or disaster is unpredictable; therefore, the EOP is considered a guidance document and may be adapted accordingly for the specific needs of the emergency incident or event.

## Department/Unit Emergency Planning

In support of the College's overall mission, all departments should review their operations and develop departmental emergency and continuity of operations planning. The plans should be submitted to the Assistant Director, Public Safety-

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Emergency Management, and the Emergency Management Planning Committee (EMPC) for review and approval to ensure all plans for the College are compatible.

All departments within the College should be familiar with the College's EOP, and their specific responsibilities within the plan. It is critical that departmental personnel understand the basic framework of the EOP as well as any departmental planning that has occurred. Familiarity with the plan is important so the emergency response and support operations may be conducted in both a timely and effective manner.

### Emergency Response Levels

Emergency response levels are used as an indicator of the severity of an emergency. While levels are used as a guide, the response actions taken in an emergency would be determined by the exact nature and requirements of the emergency.

**Level 1** emergency is defined as an emergency involving a small portion of the College which can be managed using existing College resources with limited outside assistance, and are typically on College property. Depending on circumstances, conditions initially meriting a Level 1 response may quickly escalate to a Level 2 or 3.

**Level 2** emergency is defined as major emergencies that impact many if not all portions of the College community on one or more of the College campuses, and may significantly affect life safety concerns and/or impacts mission-critical functions of the College. External emergency resources are most likely required, in addition to a major effort from available College resources.

**Level 3** emergency is defined as an incident that by nature and impacted area extends beyond the College; not only disrupting and/or halting campus operations and functions, but also those of the surrounding community. External response agencies are in charge of the emergency response effort for a large area. The College may provide support as requested and when possible, and work toward re-establishing the operations of the College as quickly and efficiently as possible.

### Activation of Emergency Operations

The College has developed response plans for many natural and man-made hazards. Emergency response actions are dependent upon the nature and scope of the incident and its impact on the College community. Emergency operations commence upon notification of the emergency and additional resources are deployed as needed. The College maintains strong working relationship with local emergency response agencies. Because of this, the College is positioned to be able

to respond in conjunction with local agencies using common planning and response plans.

### Public Safety Operations

The Department of Public Safety (DPS) serves as the initial point of contact for reporting emergencies on the Normal campus. In-house DPS staff are available 24-7 at the DPS Desk located on the first floor of the Student Commons Building. For emergency situations reported to DPS, the following Initial Response Actions may be considered in order to develop an appropriate courses of action:

#### Initial Response Actions (Normal campus)

- Public Safety dispatches officer(s) to the site of the emergency for confirmation of the incident and determination of the required level of response and support.
- The ranking Public Safety Officer on duty assumes the role of the Incident Commander until such time as they are relieved by an authorized College official or local first responder.
- Public Safety may establish a perimeter and establish an Incident Command Post at a suitable location when appropriate.
- The Incident Commander contacts the Associate Director of Public Safety, or in their absence, the Director, Risk Management and Public Safety to advise them of the incident.
- The Associate Director, Public Safety, or designee, is responsible for determining the need for issuing an Emergency Notification, Timely Warning, or other emergency alert to the College community.
- Any College employees involved in the incident should respond as outlined in the Immediate Action Guide or as instructed by College officials.
- The College Incident Commander determines what additional resources are necessary to support the response, and make requests as appropriate.
- Based on the needs of the response, the Incident Commander may establish a College Incident Management Team, the College Emergency Operations Center, or other College Incident Response Teams as appropriate.
- Once local police or fire arrive on campus, they assume command of the response and the College Incident Commander transfers command to the local agency while remaining as the College Liaison Officer (representative) to the Incident Command Post.
- The Associate Vice President, Finance and Administration, or designee, may determine the need for issuing additional emergency alerts and the dissemination of information to the College community. Members of the College Emergency Notification Group are available for sending out the emergency message once approved.
- When a countywide Emergency Operations Center is established, or other Emergency Operations Center supporting the response to the incident, the

College may assign a College representative to act as the liaison with the EOC when requested.

For the Pontiac and Lincoln campuses, the initial point of contact is the site Director, or front desk or other staff member on-duty. Staff members are present on both HCCL and HCCP anytime the building is open and classes are in session.

#### Initial Response Actions (Pontiac and Lincoln campuses)

- Directors, full-time staff, or in some limited cases a faculty member, make the determination of the status of an emergency, and make appropriate notifications to local emergency response agencies for assistance. The site Director or other College official assumes the Incident Commander role.
- Upon the arrival of local emergency response agencies, College staff and students should comply with directions given by the local agencies. College employees may provide any reasonable and appropriate assistance.
- The Director for the campus (HCCL or HCCP) or designee, should notify Public Safety as soon as possible of incidents occurring in either the Pontiac or Lincoln campuses. Public Safety notifies the Associate Director of Public Safety of any incidents. The HCCL or HCCP staff may also keep the College administration updated via their chain-of-command.
- When appropriate, appropriate additional College resources may be sent to the remote campus to assist. The College Emergency Operations Center may be activated and College Incident Response Teams may be activated as appropriate. When necessary a representative from the College may be assigned to the local emergency operations center.

#### Site Security

Incident site security and maintaining a secure campus is a joint function of the responding agencies and the College. Specifically, site safety and perimeter security may be controlled by DPS of the Normal campus, and a joint effort with local law enforcement agencies responding to all campuses. In support of law enforcement's site security efforts, College actions may include, but are not limited to, traffic control, bystanders management, or securing a specific area of campus.

#### Mutual Aid Agreements/Intergovernmental Relations

Heartland Community College has an Annexation Agreement with the Town of Normal to provide police, fire, and emergency medical response to the Normal campus. Properties in Lincoln and Pontiac are leased from private persons or public bodies; and police, fire, and emergency medical services are provided as part of the routine tax supported services to the community. All three communities (Normal, Lincoln, and Pontiac) have full-time professional police, fire, and emergency medical services available.

## Media Relations

During an emergency, the Assistant to the President for Public Information and Communications, or designee, may be designated as the Public Information Officer (PIO) for the College, and would be responsible for media releases with approval from the Incident Commander and College administration. If the incident involves other jurisdictions, the communications function of the PIO may be coordinated through an established Joint Information Center or Joint Information System. For information which only affects the operations of the College and not the response, all press releases and public statements should be approved by the President and College Incident Commander.

## Public Emergency Communications

The College developed the Emergency Notification Group, a select group of College employees who are charged with developing, implementing, and maintaining the emergency notification modalities for the College. The Emergency Notification Group can issue emergency messages 24-hours a day, from both on- or off-campus locations.

Heartland Community College has a robust public communications capability and can issue emergency alerts to the Normal campus via a campus-wide system of speakers located inside and outside of the buildings. The Gateway system of speakers on the Normal campus includes both the speakers formerly known as the Emergency Notification System, and the Cisco Phone Paging Option for all phones on the Normal campuses.

Both the Lincoln and Pontiac campuses have the capability to utilize the Cisco Phone Paging Option for emergency messages. Both the College Emergency Notification Group and select members of the Lincoln and Pontiac campuses leadership teams have the ability to send emergency messages to their respective campuses.

In addition, the College has an emergency text alert system that can notify subscribers of emergencies. The College's Emergency Notification Group are able to send emergency text messages through the HCC.Alerts, and these messages can be sent at any time of the day or night. The HCC.Alerts system is an opt-in only system.

Emergency messages may be sent through blast emails and activating the Emergency Information Page for the College website. This notification system allows the campus community to receive emergency notifications through several modes of communication in both a timely and efficient manner. Based on the nature of the emergency, one or multiple methods may be utilized. Messages can also be sent to students through their College emails or Canvas.

In the event of an emergency on the Normal campus, the College typically makes the initial notification to the campus community via the Gateway System as these systems are intended to reach all areas of the main campus immediately and at the same time. The Gateway system allows the College to compartmentalize messages by building if desired.

To reach those on the Normal campus but may not have heard the initial messages through the Gateway system, or those who are in route to the Normal campus, the College's text alert system (HCC.Alerts) may be utilized to warn them of the incident, potential danger and protective measures if appropriate.

For emergencies at the Lincoln and Pontiac campuses, the College's Emergency Notification Group, and staff at both locations, can use the Cisco Phone Paging Option to alert those on HCCL or HCCP campuses to the emergency. To allow the site staff the option of alerting their campus to an emergency, the HCCL and HCCP site staff have been trained to use the Cisco Phone Paging Option at their campus during an emergency.

#### Activation of campus alert

When in the opinion of the College President, or designee, an incident warrants the issuance of an Emergency Notification or Timely Warning as required by the Clery Act, the President or designee may authorize the transmission of an emergency message. The College adopted the Standard Response Protocol from the "I Love You Guys Foundation" as the basis for the emergency messages.

Often, the first priority is to notify the on-campus community and the Gateway System or Cisco Phone Paging Option for HCCL and HCCP, has the widest coverage for emergency notification for those on-campus. Text messages may be sent to notify those who have signed up for the message alerts whether on-campus or off. This allows for members of the campus community to avoid the campus and protect themselves. The need for subsequent emergency alert messages is the decision of the President, or designee. Emergency messages can be disseminated twenty-four hours a day by a member of the College Emergency Notification Group.

#### Follow-up Messages

Updates to emergencies may be provided to the College community via the Gateway System, Cisco Phone Paging Option, text messages, website, emails, and/or other appropriate forms of mass notification. Updates should be approved by the President or College Incident Commander as appropriate. Updates may also be facilitated by the College Emergency Operations Center, if activated, and all messages should be coordinated by the Public Information Officer.

#### College Web Page Switch Over

In the event of a Level 2 or Level 3 emergency, the College website home page, managed by Information Technology, may be utilized as the main repository for

emergency information or updates to the College community. All communications from the College should be coordinated by the Assistant to the President, Public Information and Communications, and with the College Emergency Operations Center (if opened) and approved by the College Incident Commander (if assigned) and the President or designee.

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