

**Procedure: Emergency Closing Procedures and Communication Methods**

**Procedure Date: 11/23/2010**

**1.0 Purpose**

The purpose of this procedure is to provide instruction and guidance to the CCBC community when the college or a campus is required to close, reduce operations or have a delayed opening. This procedure addresses both weather related and safety related closings, as well as utility outages. This document replaces both the CCBC Inclement Weather/Emergency Closing (December 2008) and the CCBC Emergency Closing Procedures (November 2009).

**2.0 Procedure for Decisions**

**2.1 Influences on Decisions**

The decision to close or reduce operations may be based on one or more of the following decision-making factors:

- Public Safety threat assessment
- On-campus conditions
- Driving conditions
- Weather forecast
- Anticipated level of student, faculty and staff absenteeism
- Scheduled campus events and activities (per advance consultation, when possible, with Campus Deans)
- Baltimore County Public Schools decision\*
- Neighboring commuter colleges and university decisions (i.e. UMBC, Towson University)
- Maryland State Government decisions
- Predicted duration of emergency (e.g. In case of power outage, immediate closings are not normally warranted. Closings should be based on consultation with Plant Operations and BGE regarding predicted length of outage.)

\*Note: CCBC decision is independent of that of Baltimore County Public Schools. However, when Baltimore County Public Schools close, all CCBC classes offered at Baltimore County Public School locations are cancelled.

**2.2 Decision-Making Steps**

Step 1 for Weather or Utility Events

- a) The Senior Director of Facilities Management and the campus plant operations directors assess conditions, the weather forecast, ability to open the campus, utility company estimates of repair times, etc.
- b) The Director Public Safety gathers information on the local, county and state conditions.



Step 1 for Safety Related Events

- a) The Director of Public Safety or the Assistant Director of Public Safety in charge of the incident will assess a public safety threat.
- b) If necessary, the Director of Public Safety will confer with local law enforcement, the fire department or other public safety agency.

Step 2

The Senior Director of Facilities Management and/or the Director of Public Safety calls the Vice President of Administrative Services with their recommendations regarding the incident.

Step 3

Vice President of Administrative Services calls President. President accepts, denies, or amends the recommendation.

**2.3 Communication Process and Media:**

- A. Vice President of Administrative Services notifies:
  - 1) Director of Public Safety initiates:
    - a. Campus Alert messaging system.
    - b. Whelan Broadcast speaker system (only for business hour closing or shelter in place).
  - 2) Senior Director of Public Relations notifies:
    - a. Director of Media Relations to contact designated TV media and radio stations.
    - b. Web master to update the college Web site.
    - c. Managing Editor to complete *Daily Post* article and college-wide email notification.
    - d. CEED designee to post announcement on Call Center Line and notify the Executive Dean of CEED.
  - 3) Chief Information Officer initiates:
    - a. Blazer computer alert (only for business hour closings or shelter in place).
  - 4) Senior Director of Facilities Management notifies:
    - a. Campus Plant Operations Directors.
    - b. Assistant Vice President of Administrative Services to notify Food Services and Bookstores.
  - 5) One Designated Campus Dean:
    - a. Updates electronic sign on their campus
    - b. Contacts other campus deans for signage updates
  - 6) Call Center Manager:
    - a. Updates the College Weather Line.
    - b. Sends out broadcast voicemail message.
    - c. Records announcement on Call Center (443-840-CCBC line).

- d. Notifies the Call Center so they can address telephone inquiries for a mid-day or evening closing.
- B. President notifies of final decision:
  - 1) Vice President of Instruction
  - 2) Vice President of Enrollment and Student Services
  - 3) Vice President of Institutional Advancement
- C. Vice President of Enrollment and Student Services notifies:
  - 1) Director of Collegiate Athletics
  - 2) Directors of the Child Care Centers

The Vice President of Administrative Services will be responsible for distributing contact information for the designated staff every October 1 and April 1. Those staff identified as playing a role in the Emergency Closing process must alert the Vice President of Administrative Services of any changes of status and/or contact information throughout the year to ensure smooth decision-making and communication at all times.

### 3.0 Definitions of Closing Levels

For clarity, there are five levels of college closure.

#### LEVEL 1: Catastrophic Event/Shelter in Place

**The college/campus is closed and all classes and activities are cancelled.**

All faculty, staff and students on campus must shelter in place until the all clear is given by Public Safety. To the extent possible, people will be prohibited from entering the campus. Attendance Exception Reports are not required for this loss of time.

Upon the order to shelter in place, everyone should secure their area to the best of their ability and await further instructions. You should secure your area by locking the door, if possible, or by placing objects in front of the entrance to your area. If you are unable to shelter in an office or classroom, or if the room is primarily glass enclosed, look for other locations to safely secure yourself. This could include a restroom (sit down and raise your feet above the stall opening), a closet, behind a large display, under a desk or computer station in a common area, in an unoccupied office or area, or similar places of refuge. If the danger is imminent and you are outdoors, seek shelter behind a tree, building, vehicle dumpster or other similar item.

#### LEVEL 2: Catastrophic Event/Campus Evacuation

**The college/campus is closed and all classes and activities are cancelled.**

It is unsafe to be on campus, e.g. gas leak. Only Public Safety, designated Plant Operations staff, designated IT staff, Senior Staff and other Incident Command staff will be permitted on campus. All other faculty and staff must leave the campus. Attendance Exception Reports are not required for this loss of time.

LEVEL 3

**The college/campus is closed and all classes and activities are cancelled.**

All Public Safety, designated Plant Operations staff and designated IT personnel are to report or remain on campus. Other faculty and staff may report or remain on campus. Since they may be designated as required personnel for emergency, all plant operations staff and IT staff should seek supervisory approval before leaving campus. Supervisory approval to work is required for non-exempt staff other than the Public Safety, Plant Operations and IT departments. Attendance Exception Reports are not required for this loss of time.

Intercollegiate athletic events, theatre productions and use of facilities by renting parties may occur as originally scheduled during a Level 3 event. The Director of Intercollegiate Athletics will make the decision for athletic events. The Director of Performing Arts will make the decision for theatre productions. The relevant campus dean will make the decision for rental events in consultation with the renter.

LEVEL 4

**The college/campus is open but all classes are cancelled.**

All staff must report or remain on campus for their regular duties. Faculty may report or remain on campus. If conditions or safety concerns preclude an employee from reporting, they may use a vacation day or personal day provided they have accrued the time or the day will be without pay. Liberal leave is in effect. An Attendance Exception Report is required for this loss of time.

LEVEL 5:

**College/campus or extension center is experiencing a service interruption.**

If service is not restored within a limited time period, e.g. an hour, further details will be provided as to status level of the college/campus or extension center. **All CCBC employees must remain on duty.**

**4.0 Timeline for Decisions/Announcements**

- 4.1 Advance or next-day weather closing decisions will be made by 10:00 p.m. in order to be announced on the 11:00 p.m. news (when conditions are severe enough to merit next-day closing announcements). Normally, decisions will be made daily, including on the weekends.
- 4.2 Same day weather closing decisions will be made in the following stages in order to best assess changing conditions:
  - First assessment of conditions to be made by 5:00 a.m. (See 2.2)
  - Delayed opening are preferably at standard delayed opening times of 10:00 a.m., noon, or 5:00 p.m.
  - Conditions on campus (es) are to be reassessed 2 ½ hours prior to scheduled late opening.
    - Noon opening determination to be made at 9:30 a.m.
    - 5:00 p.m. opening determination to be made at 2:30 p.m.

- In all cases above, determination will be made to open as decided or close for remainder of the day/evening.
- 4.3 Utility and safety closings will be made as soon as practical.

**5.0 Possible Announcements to be Used**

No announcements will be made via Web site, weather lines or other media unless there is an actual closing or delay message to be delivered (i.e. unless otherwise announced, the college is open during normal operating hours). Exceptions: On days immediately following a closing, CCBC will post a message on the Web site noting that the college is open, operating on normal schedule and make sure that the campus phone lines return to normal message by 5:00 a.m. Also, on days when Baltimore County Public Schools are closed, we will post on the Web site the following message: *All campuses and extension centers operating on normal posted schedule. Continuing Education courses held at Baltimore County Public School locations are cancelled.*

- 5.1 The Community College of Baltimore County (CCBC) will announce one of the following decisions:
- *CCBC is closed due to \_\_\_\_\_. Check [www.ccbcmd.edu](http://www.ccbcmd.edu) for updates.*
  - *CCBC will open at (time) due to \_\_\_\_ Check [www.ccbcmd.edu](http://www.ccbcmd.edu) for updates.*
  - *CCBC will close due to \_\_\_\_ at (time). Check [www.ccbcmd.edu](http://www.ccbcmd.edu) for updates.*
- 5.2 Decisions regarding college or campus closings will be made based on the standard class start times.

**DAY CLASSES (Weekdays)**

	6:55-7:50AM	8:00-9:25AM
	8:00-8:55AM	9:35-11:00AM
	9:05-10:00AM	11:10-12:35PM
	10:10-11:05AM	12:45-2:10PM
Monday/Wednesday/Friday	11:15-12:10PM	Tuesday/Thursday 2:20-3:45PM
	12:20-1:15PM	3:55-5:20PM
	1:25-2:20PM	
	2:30-3:25PM	
	3:35-4:30PM	
	4:40-5:35PM	

**EVENING CLASSES (Weekdays)**

<u>Once a Week</u>	Monday, Tuesday, Wednesday, OR Thursday	5:45-8:40PM 7:20-10:15PM
	Friday Evening Only	5:45-8:40PM 8:50-11:45PM
<u>Twice a Week</u>	Monday/Wednesday OR Tuesday/Thursday	5:45-7:10PM 7:20-8:45PM



**MIDNIGHT CLASSES**

Wednesday/Thursday 12 a.m.-2:55 AM These classes will follow the evening class closing schedule. If the CCBC is closed for evening classes, then the midnight class is closed. In the event of a serious overnight or early morning storm, this class may be cancelled as a Level 4 event.

**WEEKEND CLASSES**

Saturday	9:00-11:55AM 12:05-3:00PM
Sunday	9:00-11:55AM

- 5.3 In the event that the college (or a specific campus) opens late, classes will commence at the announced opening time and resume the normal schedule thereafter for the remainder of the day. Faculty, students and classified staff should report to wherever they would normally be at the announced opening time. For example, if your class begins at 9:35 a.m. and the college opens at 10:00 a.m., you should report to the 9:35 a.m. class at 10:00 a.m.
- 5.4 Classes taught at non-CCBC sites will observe the following:
- When CCBC is closed, classes taught at non-CCBC locations (community centers, senior centers, public schools) will also be cancelled.
  - Note exception: Field placement classes (such as internships, clinical placements, apprenticeships, etc.) held at employer sites to be held and/or continued at the discretion of the employer. Students and faculty engaged in such placement classes should discuss the handling of emergency situations at the beginning of the placement period. Both the requirements of the program and the safety of person involved should be considered in planning a course of action in those cases where students are expected to report to off-campus locations.
  - When Baltimore County Public Schools are closed, all CCBC classes offered at Baltimore County Public School locations are cancelled.
- 5.5 If CCBC is closed for part of a day or an entire day during **Finals Week**, final exams will be made up as follows:
- If a final for Monday, Wednesday or Friday is not given because CCBC is closed for part of a day or an entire day, it will be made up on the following Monday during the same period and in the same room where it was originally scheduled
  - If final scheduled for Tuesday or Thursday is not given, it will be made up on the following Tuesday during the same period and in the same room where it was originally scheduled



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- Weekend exams will be made up on the following week during an evening time slot. Individual faculty will determine the date and time.

**6.0 Reporting Venues**

- 6.1 For the most accurate and up-to-date information regarding college closings and delays, students, faculty and staff are advised to subscribe to Campus Alert. Please note that CCBC cannot control the accuracy or timing of the mass media announcements.
- 6.2 College staff may visit the college Web site: [www.ccbc.md.edu](http://www.ccbc.md.edu) or call the college weather line at 443-840-1711.
- 6.3 Faculty and staff can also access announcements made via the *Daily Post*, college-wide voicemail and college-wide email.
- 6.4 Public Relations have password-protected authorization with the following mass media outlets to make closing and/or delay announcements for CCBC.

**TV Stations**

WBAL-TV	Channel 11 (Baltimore)
WBFF-TV	Fox 45 (Baltimore)
WJZ-TV	Channel 13 (Baltimore)
WMAR-TV	Channel 2 (Baltimore)
WTTG-TV	Fox 5 (Washington, DC)

**Radio Stations**

WBAL-AM	1090
WERQ-FM/AM	92.3
WIYY-FM	97.9
WLIF-FM	101.9
WPOC-FM	93.1
WWMX-FM	106.5