



# Emergency Operations Plan

October 1, 2021 to September 30, 2022

# Executive Summary

The College of Lake County Emergency Operations Plan (EOP) was developed in cooperation by the College Administration, Police Department, and emergency management office. The EOP describes the emergency management system of the College of Lake County, which conforms to state law and accepted practices.

The EOP facilitates delivery of assistance to the College and greater community as they cope with the impact of significant emergencies or disasters. The EOP defines concepts of operations, organizational structures, and interfaces between and among those entities, as well as existing policy that will influence response. It is designed to guide the College's efforts in local response and immediate recovery.

The true value of the EOP is the planning process undertaken by the emergency management professionals in all departments working together to develop and integrate the detailed procedures; participating in training on plan implementation; and testing the plans in simulated disaster exercises and drills. The EOP in its written form serves to document the anticipated response and recovery efforts of the College of Lake County to protect public health and safety.

A continuous effort is required to update and enhance the EOP based on lessons learned from exercises and actual response and recovery operations. Periodic updates to the EOP will include changes due to new technology, new methods of response or additional capabilities. The EOP is a "living" document.

# Contents

EXECUTIVE SUMMARY .....	1
AUTHENTICATION .....	6
CONCURRENCE.....	7
DISTRIBUTION LIST .....	9
RECORD OF CHANGES .....	10
BASE PLAN.....	11
INTRODUCTION.....	11
PURPOSE.....	11
Definition of Emergency.....	11
SITUATION AND ASSUMPTIONS.....	11
CONCEPT OF OPERATIONS .....	12
Incident Management Team (IMT).....	12
Responsibility .....	13
Levels Of Emergency.....	14
DIRECTION AND CONTROL .....	15
Lines of Succession.....	15
Emergency Operations Center .....	15
Emergency Notification Procedures .....	16
Emergency Communications .....	16
PLAN REVIEW AND UPDATE.....	17
TRAINING.....	18
Emergency Preparedness/NIMS Awareness Training .....	18
Exercise.....	18
After-Action Reporting.....	19
RESPONSIBILITY MATRIX .....	20
FUNCTIONAL ANNEXES .....	21

ANNEX A: DIRECTION AND CONTROL .....	22
Purpose.....	22
Situation .....	22
Assumptions.....	22
Concept of Operations .....	22
National Incident Management System (NIMS).....	25
Records .....	27
Responsibilities .....	27
Lines of Succession.....	28
References.....	28
ANNEX B: COMMUNICATIONS .....	31
Purpose.....	31
Situation .....	31
Assumptions.....	32
Concept of Operations .....	32
Responsibilities .....	33
Lines of Succession.....	34
ANNEX C: WARNING & EMERGENCY INFORMATION .....	35
Purpose.....	35
Situation .....	35
Assumptions.....	35
Concept of Operations .....	35
Responsibilities .....	38
Lines of Succession.....	39
ANNEX D: PUBLIC INFORMATION .....	40
Purpose.....	40
Situation .....	40
Assumptions.....	41
Concept of Operations .....	41
Responsibilities .....	42
Lines of Succession.....	43
ANNEX E: DISASTER INTELLIGENCE and DAMAGE ASSESSMENT .....	44

Purpose.....	44
Situation .....	44
Assumptions.....	44
Concept of Operations .....	44
Responsibilities.....	46
Lines of Succession.....	46
References.....	47
ANNEX F: EVACUTATION and SHELTER-IN-PLACE.....	48
Purpose.....	48
Situation .....	48
Assumptions.....	48
Concept of Operations .....	48
Responsibilities.....	50
Lines of Succession.....	51
ANNEX G: MASS CARE.....	52
Purpose.....	52
Situation .....	52
Assumptions.....	52
Concept of Operations .....	52
Responsibilities.....	54
Lines of Succession.....	55
ANNEX H: HEALTH and MEDICAL .....	56
Purpose.....	56
Situation .....	56
Assumptions.....	56
Concept of Operations .....	56
Responsibilities.....	57
Lines of Succession.....	58
References.....	58
ANNEX I: MORTUARY.....	59
Purpose.....	59
Situation .....	59

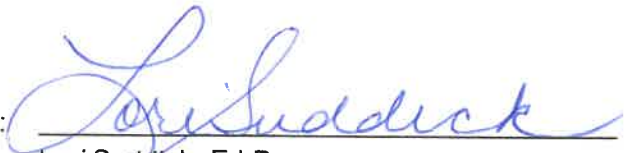
Assumptions.....	59
Concept of Operations .....	59
Responsibilities .....	60
Lines of Succession.....	61
ANNEX J: RESOURCE MANAGEMENT.....	62
Purpose.....	62
Situation .....	62
Assumptions.....	62
Concept of Operations .....	62
Responsibilities .....	64
Lines of Succession.....	64
ANNEX K: HAZARD-SPECIFIC PLANS.....	66
PANDEMIC PREPAREDNESS PLAN .....	66
CAMPUS VIOLENCE PREVENTION PLAN.....	111
CYBERSECURITY INCIDENT RESPONSE PLAN (CIRP) – OVERVIEW.....	120
ACRONYM LIST .....	125
DESCRIPTION OF MOU/IGA .....	128
INDEX.....	129

# Authentication

This Emergency Operations Plan shall be in full force effective on the date of its approval

Approved this 1 day of October, 2021


If any section of clause of this plan shall be held invalid, the invalidity shall not affect any other portion of this plan.

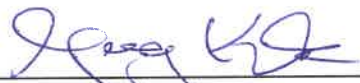
By:   
Lori Suddick, Ed.D.  
President  
College of Lake County

Attested:   
Gregory Kozak  
Interim Vice President of Business Services and Finance/CFO  
College of Lake County

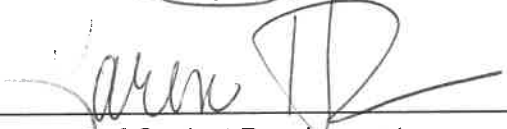
# Concurrence

We the undersigned have read and given input into our respective section(s) of the College of Lake County Emergency Operations Plan (EOP). We accept the duties and responsibilities as assigned and written and acknowledge the relationship established. We further agree to provide resources, both human and material, to perform the assigned tasks, within our scope of ability to do so. We are aware that stated responses and actions may deviate from written at a time and place where it is more practical to do so. We understand that our signature here acknowledges the CONFIDENTIAL nature of this document and that this document, the information contained within it as well as any accompanying job aids will be held confidential by us under For Official Use Only (FOUO) accepted practices.

  
\_\_\_\_\_  
President 10.1.2021  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Business Services and Finance/CFO 9.28.21  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Strategy-Chief of Staff/COS 9/28/21  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Student Development 9/28/21  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Education/CAO 9/28/21  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Vice President of Community and Workforce Partnerships 9.28.21  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Executive Director of Human Resources 9/28/2021  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Chief Information Officer 9.28.21  
\_\_\_\_\_  
Date

CONCURRENCE, continued.



  
\_\_\_\_\_

Chief of Police

9/28/2021  
\_\_\_\_\_

Date

  
\_\_\_\_\_

Environmental Health and Safety Manager

9/28/21  
\_\_\_\_\_

Date

## Distribution List

The College of Lake County Emergency Operations Plan (EOP) is a CONFIDENTIAL document. The plan is not to be distributed, copied, reproduced, e-mailed, printed or released in any manner outside of the College of Lake County without express, written approval of the President. The following complete copies of the EOP have been distributed to these authorized personnel/locations:

President	Hard Copy & e-copy
Vice President of Business Services and Finance/CFO	e-copy
Vice President of Strategy, Planning and Support/Chief of Staff	e-copy
Vice President of Student Development	e-copy
Vice President of Education/CAO	e-copy
Vice President of Community and Workforce Partnerships	e-copy
Executive Director of Human Resources	e-copy
Chief Information Officer	e-copy
Director of Public Relations and Marketing	e-copy
Chief of Police	Hard Copy & e-copy
Director of Facilities	e-copy
Dean of Southlake Campus and CLC Online	e-copy
Dean of Lakeshore Campus	e-copy
Dean of Student Life	e-copy
Director of Health Services	e-copy
Environmental Health and Safety Manager	Hard Copy & e-copy
Emergency Operations Center(s)	Hard Copy
Police Dispatch	Hard Copy & e-copy
College Trustees	e-copy
Lake County Emergency Management Agency Coordinator	e-copy
Illinois Emergency Management Agency	e-copy

Additionally, all College personnel have access to the Base Plan on the intranet.



# Base Plan

## INTRODUCTION

This Emergency Operations Plan (EOP) outlines procedures that will be followed when a state of emergency is declared. An emergency is when a situation at the College could result in any or all of the following events:

- The safety of the College community is at stake.
- College property or infrastructure is threatened.
- There is a major breakdown of communication apparatus or IT infrastructure at the College.

## PURPOSE

This document outlines the emergency response and operations procedures for unforeseen interruptions of the College operations and services. It is intended to be an operational guide for College staff and faculty to use in case of emergencies that threaten the safety and well-being of the College. It does not include detailed tactical or incident –specific steps, business recovery or continuity plans for user offices and activities.

Components of the plan include identification of mission critical systems and services, infrastructure requirements and Emergency Operation Center (EOC) procedures. Other components include functional annexes outlining the areas of responsibility for the College community.

This plan should be tested and updated to reflect lessons learned and address changes in the internal or external environment that may affect the safety and security of the College. Testing should cover a range of potential threats and fire and severe weather drills should be conducted each semester, at all campus locations. Additionally, training on the provisions of the plan should be offered for both full and part-time staff.

### Definition of Emergency

An emergency is defined as any incident or threat of incident at any College of Lake County location that poses a significant risk to the life or safety of individuals or the security of property, infrastructure or operating systems.

## SITUATION AND ASSUMPTIONS

The plan assumes that all designated critical services employees are available to be “on the job” during an emergency without interruption and that they are authorized by the administration to focus on the emergency at hand.

Lake County is located in the northeast corner of the state of Illinois. The College consists of three campuses: Grayslake Campus (Grayslake), Lakeshore Campus (Waukegan), and Southlake Campus (Vernon Hills).

The county is susceptible to seasonal weather, man-made and technological incidents. Additionally, the campus population and surrounding community have expectations that the College have a plan to manage internal needs as well as support the overall community during incidents as described below.

### Establishment Of Emergency

When an incident warrants a declaration of emergency the following protocol will be established:

- Depending on the issue, the Chief of Police, Chief Information Officer, Vice President of Student Development, or designee notifies the President's Office of the incident that may warrant declaration of an emergency and requests convening of the Incident Management Team (IMT).
- The President evaluates the situation and declares an Emergency or Disaster.
- The EOC is established.
- The President, or Designee, notifies the Chairman of the Board of Trustees and other members of the Board of the emergency.

## CONCEPT OF OPERATIONS

### Incident Management Team (IMT)

The IMT is responsible for working with the Incident Commander (IC) (field or on-scene incident supervisor) on the overall coordination of the emergency response. Team members (or designated back-up individuals) are required to report to the EOC (in person, virtually, or by phone) upon notification of an emergency. Team members are as follows:

- President
- College Leadership Team (Vice President of Education/CAO, Vice President of Business Services and Finance/CFO, Vice President of Student Development, Vice President of Community and Workforce Partnerships, Vice President of Strategy/Chief of Staff, Executive Director of Human Resources, Chief Information Officer)
- Chief of Police
- Director of Facilities
- Administrative head of the campus if event is outside the Grayslake Campus
- Director of Public Relations & Marketing
- Environmental Health and Safety Manager

Depending on the nature of the incident, others that may be included in the IMT:

- Dean of Student Life
- Director of Health Services

All critical services staff are those employees whose service may be required to manage the described incidences (identified below). These employees are on-call during the emergency should the EOC feel the need of the resources irrespective of the nature of emergency. Critical services staff are:

- Other Deans and Directors as deemed necessary
- Administrative and support staff as deemed necessary
- Technical and facilities support staff as deemed necessary

## Responsibility

All College personnel are responsible for their own personal safety, for understanding their role in an emergency, and for following directions of responding personnel and supervisory staff. Additional responsibilities of various categories of employees are as follows:

**Administrators:** Assist in any situation requiring evacuation of buildings. Communicate with and provide direction to their areas of responsibility. Inform the IMT through the CLC Police Department (CLCPD) of essential information as it relates to safety and status of persons, facilities and equipment based on specialized knowledge.

**Counseling and Psychological Services (CAPS):** May assist in providing counseling services and referrals for the effective resolution of a crisis incident, including the identification of appropriate community-based counseling for ongoing and post-incident support as needed.

**Faculty:** Assist in any situation requiring evacuation of buildings. Account for students under their charge. Inform the IMT through the CLCPD of essential information as it relates to safety and status of persons, facilities and equipment based on specialized knowledge.

**Office Support Staff:** Assist in any situation requiring evacuation of buildings. Inform the IMT through the CLCPD of essential information as it relates to safety and status of persons, facilities and equipment based on specialized knowledge.

**Facilities Staff:** Assist in any situation requiring evacuation of buildings. May be called upon to maintain an outer perimeter, controlling access to some areas. May be requested to manipulate power, water flow, alarms and elevators, etc. Use radios to report observations relevant to the situation. Inform the IMT through the CLCPD of essential information as it relates to safety and status of persons, facilities and equipment based on specialized knowledge.

**Health Services:** May be called upon to stage in an area to provide immediate medical attention to injured persons or to assist responding medical personnel. Will have primary responsibility for medical situations as indicated and appropriate. Inform the IMT through the CLCPD of essential information as it relates to safety and status of persons, facilities and equipment based on specialized knowledge.

**Information Technology Services:** Responsible for the management of all technological systems and programs during an emergency, including communications, web capabilities, critical information protection, and EOC support as needed.

**Police:** Responsible for the protection of life and to assess the nature and scope of the threat posed by the emergency. Their initial response represents the beginning of a continuing flow of staff, equipment and supplies necessary to protect persons and property from the harmful effects of the emergency. This flow, or mobilization, continues until the challenges presented by the emergency are met and remain until the emergency has ended.

**Safety Coordinators:** Assist in emergencies and evacuations as set forth in emergency procedures. Responsible for accounting for staff members in their work areas. Assist disabled individuals during emergencies.

**Public Relations & Marketing:** Manage the release of information and coordination with the IMT during the incident. Establish a media staging area outside of the affected area. Handle media relations, website updates, and social media.

**Vice President of Student Development and Dean of Student Life:** Inform the CLC Children’s Learning Center Director(s) of the emergency and coordinate psychological services such as short-term intervention leading to referral to community resources. Determine if community resources are needed to be on “stand-by” to provide counseling or related services. May be responsible for contacting parents or guardians. Identify high-risk students, staff and family members likely to be most affected by the event and provide extra support as needed. Provide leadership for organized reflection services/activities, when appropriate. Inform faculty regarding students’ class absences, missed tests, etc.

Levels Of Emergency

Activation Level	Description	Probable Staffing
<b>3</b>  <b>(Monitor – no EOC activation)</b>	Small incident or planned event	EOC Manager
	One site	Public Information Officer
	Two or more departments impacted	Liaison Officer
	Potential threats include: Flood; Severe storm; Snow Storm while classes are in session; other escalating incident; annual commencement or sporting event	Incident Commander Operations Section Chief Others as determined necessary
<b>2</b>  <b>(Partial EOC Activation)</b>	Moderate incident	EOC Manager
	Two or more sites	Limited Incident Management Team
	Several agencies involved	Public Information Officer
	Major scheduled event (e.g., commencement or sporting event w/ VIP)	Liaison Officer
	Limited evacuations	Incident Commander Section Chiefs (as required)
	Resource support required	Limited activation of other EOC staff
<b>1</b>	Major incident	EOC Manager
	Multiple sites/buildings impacted	Policy Group

Activation Level	Description	Probable Staffing
<b>(Full EOC Activation)</b>	Regional disaster	Incident Management Team positions
	All departments and multiple external agencies involved	Public Information Officer
	Potential threats include life threatening incidents: threat of violence or bomb; Tor:Con Index 6 or higher with classes in session; Winter storm with icing or blizzard conditions; Extensive campus or local municipal evacuations; incident impact with population on campus (student or community)	Command and General Staff positions including support from community response agencies
	Resource support required	All EOC functions and positions (as required)  Voluntary and community-based organizations

**DIRECTION AND CONTROL**

**Lines of Succession**

Overall responsibility for an incident normally is the responsibility of the College President. In his or her absence, the assigned Administrator-in-Charge will be responsible for managing an incident. If they are unavailable, the order for assuming responsibility is as follows:

1. President
2. Vice President of Business Services and Finance/CFO
3. Vice President of Strategy/COS
4. Executive Director of Human Resources
5. Chief Information Officer/CIO
6. Vice President of Student Development
7. Vice President of Community and Workforce Partnerships
8. Vice President of Education/CAO

**Emergency Operations Center**

An EOC will be established within minutes of an identified emergency, and the IMT will convene in the EOC, which is located at the Grayslake Campus. If the emergency is at the Lakeshore or Southlake Campus, a decision will be made about whether the EOC will initially be located at that campus location or preliminarily set up on the Grayslake Campus with telephone communication established with the Dean of the affected campus virtually or by phone. CLC has identified primary, secondary and tertiary locations for the EOC on the Grayslake Campus:

- Primary EOC – CLC Board of Trustees Room, 2<sup>nd</sup> floor, C Building, Grayslake Campus  
Access from lot #4, Route 45 campus entrance
- Secondary EOC – CLC Police Department Conference Room, E Building, Grayslake Campus  
Access from lot #6, Washington Street campus entrance



- Tertiary EOC – Facilities Conference Room, A Building, lower level, Grayslake Campus  
Access from lot #1, Route 45 campus entrance

The EOC will establish priorities and will be responsible for notifications and communications, coordination and restoration of services.

### Emergency Notification Procedures

There are seven (7) methods of communication currently available to notify the campus community of an emergency situation and immediate response initiatives:

- Visual/Audible Fire Alarm
- Telephone
- Email (CLC)
- Internet (CLC website)
- Public Address System/Informacast
- In-person with bullhorn
- RAVE (mass notification system (text, email, cell phone, social media))

The College's email system is suitable for emergency communications to faculty and staff. However, the current student email system is best suited for use for follow-up messages rather than during the actual emergency. Technology systems for automated email, text messaging and telephone communication systems are best for rapid communication with students.

Emergency follow up communications will be provided by email, on the CLC website, social media platforms or through announced meetings at the campus involved in the incident.

As appropriate, announcements will be issued to the news media for mass communication.

The Chairman of the Board of Trustees and members of the Board will be informed of the incident and activation of the EOC. Follow up communications with the Chairman and other Board members will continue throughout the emergency by the Chief of Staff, or as delegated by the President.

### Emergency Communications

In an emergency, the primary communications goals are to minimize any adverse impacts of the emergency on the College, students and the community and to facilitate the response to and recovery from the emergency.

In its communications, the College will follow these guidelines:

- The first communications priority will be to ensure the safety and well-being of all members of the campus community.
- Communications will occur at each phase of the emergency to assist in its resolution and to reassure the internal and external community that appropriate steps are being taken.
- The Chairman of the Board of Trustees and members of the Board will receive regular updates on the status of the emergency and be consulted as necessary.

- College communications will be coordinated with public information officers (PIOs) of coordinating agencies such as police departments and county, state and federal emergency response agencies.
- In all its communications, the College will strive for a timely, consistent and candid flow of accurate information to both internal and external stakeholders.
- In consultation with the Chief of Staff, the College's Public Information Officer will prepare all communications to the media and assist the IMT in developing communications to the college community.

Staff preparing emergency communications messages will work from an adjacent space to the EOC or other location as designated. Communications to media will be through established Public Relations methods (email, text, social media, and telephone). Public Relations and Marketing staff will maintain media contact information both in their offices and at home for emergency use.

Internal communications (to students and employees) will use the communications media identified under "Emergency Notification Procedures."

### PLAN REVIEW AND UPDATE

This plan must be reviewed, and if necessary modified, at least annually. In addition, information in the appendices will be updated when changes occur. It is critical to the success of the plan that this information is current, accurate and complete. All staff and faculty will have access to current copies of the Base section of this plan. Students and the public will have Base Plan access through the CLC public website.

## TRAINING

All College of Lake County departments identified to play a key role in the EOP will conduct annual training to ensure their designated primary and alternate staff are trained in the College of Lake County Emergency Operations Plan, Emergency Support Functions and Incident Annexes. This training may be accomplished through organized training sessions, staff meetings, computer-based training or other means designated and deemed appropriate by the department. The Office of Environmental Health and Safety or designee will assist with the awareness training as needed or requested.

### Emergency Preparedness/NIMS Awareness Training

In adopting the principles of NIMS to manage an emergency incident or disaster situation, College of Lake County realizes training is one of the most important activities to ensure full compliance with NIMS guidelines.

The Department of Homeland Security recommends all “key personnel” tasked with involvement of emergency management and response complete the NIMS, ICS and NRF training courses and support the implementation of NIMS. The minimum training standard for department head members is:

- IS-100.HE – Introduction to the Incident Command System for Higher Education
- IS-700 – NIMS, An Introduction

As a first responder agency, College of Lake County Police Department has adopted the policy of compliance with the training standards contained in the State of Illinois NIMS Implementation Plan published by the Illinois Terrorism Task Force. Dependent on a member’s position and authority within the police department and the leadership position in the college, the following training standards are adhered to:

- IS-100.LEb – Introduction to the Incident Command System for Law Enforcement
- IS-200b – ICS for Single Resources and Initial Action Incidents
- IS-300 – Intermediate Incident Command System for Expanding Incidents
- IS-400 – Advanced ICS Command and General Staff—Complex Incidents
- IS-700 – NIMS, An Introduction
- IS-800 – National Response Framework, An Introduction

### Exercise

College of Lake County recognizes the importance of exercises and drills as a vital part of emergency prevention/mitigation, preparedness, response and recovery. The Office of Environmental Health and Safety/CLC Police or designee will conduct a minimum of one tabletop exercise annually. Exercise development support also will be offered to College of Lake County departments, schools and senior leadership as requested. Local response agencies included in the plan also will be included in the tabletop and drill exercises when feasible.

The College of Lake County recognizes the importance of participation in local jurisdiction and departmental exercises to build strong partnerships throughout the College of Lake County community and local, county, State and Federal agencies. The Office of Environmental Health and

Safety, as well as the College of Lake County Police Department, will participate in requests for participation in these exercises when possible.

After incident resolution and the conclusion of an emergency incident or disaster situation, the Office of Environmental Health and Safety shall be responsible to obtain after-action reports from all personnel, departments and schools involved in the incident. These after-action reports will be forwarded to the College President and Chief of Police and College Leadership Team (CLT) members.

#### **After-Action Reporting**

The College President, CLT members and Chief of Police will conduct a debrief meeting to assess the overall effectiveness and efficiency in the College of Lake County response to the emergency incident or disaster situation. College of Lake County departments involved in the exercise will be present to provide information and input on problems encountered and key issues affecting the College of Lake County response. The debrief meeting or “Hot Wash” will identify “lessons learned” to assist in future prevention/mitigation and preparation analysis, and revisions and updates to the emergency operation plans. Three important questions must be asked:

1. What happened?
2. What was the response?
3. What do we need to do better or differently next time?

A final report encompassing all aspects of the emergency incident or disaster situation is prepared and approved by the College President and Chief of Police and CLT.

## RESPONSIBILITY MATRIX

	Technology	Welfare	Shelter	Resource Management	Public Information	Public Health	Law Enforcement	Hazardous Materials	Fire/ Search & Rescue	Evacuation	Emergency Operation Center	Emergency Medical Services	Damage Assessment	Communication & Warning
LEGEND:														
P = Primary														
S = Support														
Public Relations & Marketing					P									
Vice President of Strategy/COS					S									
Environmental Health & Safety						S		P						
CLC Police					P		P		P		S			
Health Services						S					S			
Facilities											S		P	
Vice President of Business Services and Finance/CFO													S	
Lake County EMA									S	S			S	
Area Fire Services								P	P			P		
Area Police Services									S	S				S
Lake County Public Health						P								
Vice President of Student Development						S						S		
Executive Director of Human Resources						S						S		
Chief Information Officer/CIO														P

## Functional Annexes

The College of Lake County utilizes the Functional Needs Framework as an organizational model for addressing the needs of special populations with functional limitations and needs during disasters. The College emergency plans and drills are intended to address the functional

limitations of persons who identify themselves as having a disability and the larger portion of persons who do not identify themselves as having a disability, but have limitations in hearing, seeing, walking, learning, language, and understanding.

The functional needs framework provides a means of addressing the assignment and management of resources to and for functional needs populations. These resources are managed through our Human Resources department and the Office for Students with Disabilities. The following CLC populations are included:

1. Persons with physical disabilities.
2. Persons with serious mental illnesses.
3. Persons who are non-English speakers.
4. Children.
5. Elders.
6. Persons who do not have access to vehicles.
7. Persons with special dietary needs.
8. Pregnant women.

The following annexes have been drafted by the CLCPD, at the direction of the College President. These annexes will be approved by the President and will not conflict with other portions of the EOP.

This plan will be reviewed every year and updated as needed. Revisions will be submitted by the College to county and State authorities for approval.

The operating guideline(s) and procedure(s) for this function will be written and maintained by the CLCPD.

# Index

- Business Services and Finance, 6, 7, 9, 12, 15, 20, 22, 28, 34, 37, 46, 64, 65, 68, 79, 81, 82, 86, 88, 89
- Chief Information Officer, 7, 9, 12, 13, 15, 16, 22, 24, 28, 33, 34, 80, 113, 122, 123
- Chief of Staff, 7, 9, 12, 15, 17, 20, 22, 28, 36, 37, 38
- College Leadership Team, 1, 12, 13, 19, 52, 67, 68, 71, 73, 79, 92, 124
- Community and Workforce Partnerships, 7, 9, 12, 15, 28, 37
- Education/CAO, 7, 9, 12, 13, 15, 28, 37, 68, 69, 73, 74, 86, 88, 90, 91, 92, 112, 113
- Environmental Health and Safety, 8, 9, 12, 13, 18, 19, 20, 23, 24, 28, 54, 55, 57, 61, 68, 113, 117
- Facilities, 9, 12, 13, 16, 20, 24, 28, 44, 45, 46, 52, 53, 64, 65, 68, 69, 70, 71, 72, 73, 79, 82, 84, 86
- Food Services, 53, 81, 82, 89
- Health Services, 9, 12, 13, 20, 28, 52, 55, 57, 58, 61, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80, 81, 82, 83, 84, 86, 92, 95, 96, 112, 113, 115, 116, 118
- Human Resources, 7, 9, 12, 15, 20, 21, 28, 36, 68, 69, 79, 84, 86, 88, 92, 106, 107, 112, 113, 115, 116, 117, 118
- Illinois Emergency Management, 9, 28, 34, 45, 47
- Incident Management Team, 12, 13, 14, 15, 17, 22, 23, 24, 27, 28, 32, 34, 35, 36, 37, 38, 42, 43, 44, 45, 46, 49, 51, 52, 53, 54, 55, 58, 64, 65, 67, 68, 69, 71, 72, 77
- Information Technology, 24, 31, 36, 54, 64, 70, 71, 120, 122, 123, 124
- Lake County Emergency Management, 9, 20, 34, 38, 44, 45, 49, 53
- Lakeshore, 9, 15
- Police, 1, 8, 9, 12, 13, 15, 18, 19, 20, 21, 22, 23, 24, 28, 31, 33, 34, 36, 37, 38, 39, 42, 46, 49, 50, 51, 52, 53, 55, 58, 60, 61, 63, 68, 69, 71, 72, 79, 81, 82, 83, 86, 89, 90, 91, 95, 96, 112, 113, 114, 115, 116, 117, 118
- President, 6, 7, 9, 12, 15, 16, 19, 21, 22, 23, 25, 28, 36, 37, 40, 41, 42, 43, 49, 50, 53
- Public Relations and Marketing, 9, 12, 14, 17, 20, 23, 27, 28, 35, 36, 37, 38, 39, 40, 41, 43, 49, 57, 68, 69, 70, 71, 72, 73, 74, 75, 76, 79, 80, 92, 113
- Purchasing, 46, 84, 86, 109
- Southlake, 9, 15
- Student Development, 7, 9, 12, 14, 15, 20, 22, 28, 36, 37, 77, 78, 86, 88, 91, 94, 95, 112, 115, 116
- Student Life, 9, 12, 13, 14, 28, 51, 57, 69, 72, 95, 112, 113, 114, 116
- Trustees, 9, 12, 15, 16, 24, 25, 115

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