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Division: Technology & Operations	Reviewed: 7/04, 8/2009, 2/2010, 2/2018, 4/2019, 12/2020, 3/3024 Revised:3/2024	

7.3.10 GT Incident Management System

Overview

The Incident Management System (IMS) provides Gwinnett Technical College faculty, staff and students with up to date information about emergency situations that affect the operations of the college.

An "emergency" means a situation that poses an immediate threat to the health or safety of someone in the institution or system community or significantly disrupts institution programs and activities. The institution will conduct emergency notification tests at least once each quarter.

Students are permitted to leave cell phones on during class to receive emergency notifications unless instructed otherwise by faculty. If a faculty member instructs students to turn off their cell phones, the faculty member must be able to receive emergency notifications by one of the following methods:

- Registered personal cell phone that is turned on
- Registered campus email if a computer or other electronic communication device is active
- Campus classroom intercom or phone
- Nearby office personnel instructed to notify faculty

The Gwinnett Tech IMS committee is responsible for defining emergencies that warrant system use. Access to deploy messages will be granted to the president, member of the president's cabinet, facilities director and delegates of the Gwinnett Tech Police Department.

Students, employees, and visitors should report all emergency situations by dialing 911

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1. Level One

Events of this type are catastrophic in scale. At the discretion of the IMS, a full-scale response may be launched, utilizing the full extent of Gwinnett Tech capabilities, in conjunction with municipal emergency facilities. Substantial civil disturbances, tornadoes, intruders, a weapons event or acts of war would be examples of this type.

2. Level Two

Level Two events are those that affect multiple departments of Gwinnett Tech. These events, at the discretion of the emergency director, may convene portions or all of the Policy Group and the Emergency Management Group. Typical of Level Two events would be small manageable fires, significant electrical outages, severe snowstorms and/or other severe weather.

Inherent within this plan is the necessary structure at Gwinnett Tech to declare an emergency and to deal with it as effectively as possible under the circumstances. An emergency director, a member of the president's cabinet, should be appointed, and along with an alternate, is the main contact point for the declaration, categorization, and activation of the plan. The emergency director works closely with the other members of the IMS team. In addition, an Emergency Site Operations Group, consisting of an Incident Commander and staff members more closely associated geographically with the location of the emergency, provide front-line technical coordination of necessary on-campus responses. A necessary part of the plan is the establishment of an Emergency Operations Center, with several alternate sites depending upon the location or extent of the emergency itself. These sites are provisioned to provide expanded communications capabilities for use by the teams. The Business Continuity group should meet regularly to review technical aspects of the plan and to recommend more effective methods of communication/notification.

3. Incident Management System Operations

The College has engaged the services of Everbridge, a third party electronic emergency notification provider, in order to support and facilitate immediate notification of an imminent, critical danger or an operational disruption on the Gwinnett Tech campuses. Everbridge is well established with a long and exhaustive list of college clients. This is the first phase of a two phase implementation plan.

In case of an incident all full and part-time employees may be notified by the automated Incident Management System. The system provides message updates at regular intervals to employee email as well as all other employee provided methods (personal email, texting capable numbers, and automated calls). Once you respond to **any one** of the messages, the system will cease to send messages unless a new message is forwarded to you with updated information about the event. Notification options vary by individual employees based on information provided by employee.