SUPPORT SERVICES

Incident Command Center (ICC) Operations

I. Purpose

To establish recognized incident command procedures regarding critical incidents affecting the School Division and to provide guidance and direction to key operational staff members to effectively respond to crises.

During activation, the ICC shall become the center for information gathering, dissemination, and issuance of operational instructions. The ICC shall act in support of the Prince William County Emergency Operation Center (EOC) and the Prince William County Emergency Operations Plan.

The Director of Risk Management and Security Services shall provide training for staff to ensure familiarity with ICC equipment and operations.

II. Procedure

A. Location and Accessibility

1. The ICC is located on the Independent Hill Complex at 14800 Joplin Road and housed in building #19.

2. The Office of Risk Management and Security Services (RMSS) shall provide access to the ICC during activation.

3. If the ICC is not accessible, the primary alternate location shall be the Kelly Leadership Center (KLC), conference room 3011, and the secondary alternate location shall be Forest Park High School.

B. Activation

1. The ICC may be activated by the Superintendent of Schools (or designee) during any crisis affecting School Division operations. Crises may include, but are not limited to:

   a. In-school crises affecting the safety and security of Prince William County Public Schools (PWCS) staff, students, or visitors;
b. Severe conditions including, but not limited to, tornadoes, hurricanes, snow/ice storms, flooding, and earthquakes;

c. Any event that requires PWCS to support EOC operations; and

d. Any other event that may grossly affect School Division operations such as issues regarding, but not limited to, utilities, technology, transportation, terrorism, and government.

2. Notification of ICC Activation

a. RMSS shall ensure immediate notification is made to the following staff for any activation:

(1) Deputy Superintendent;
(2) Associate Superintendent for Finance and Risk Management;
(3) Associate Superintendent for Support Services;
(4) Associate Superintendent for Communications and Technology Services;
(5) The affected level associate superintendent; and
(6) Any personnel requested to report to the ICC by staff noted above to support the crisis at hand.

b. After-hour activation shall be achieved by contacting the Director or administrative coordinators with RMSS. They may be contacted directly or via the security patrol office at 703.791.8805.

C. Set Up Roles of Responsibilities

1. RMSS shall activate the ICC upon notification of the Superintendent of Schools (or designee).

2. RMSS shall ensure all components of the ICC are operational in the event of an emergency.

3. The Director of Information Technology Services shall provide technological support on a continuous basis when the ICC is activated.

4. The Director of Facilities Services shall provide building engineer support on a continuous basis when the ICC is activated.

5. The Director of School Food and Nutrition Services shall coordinate meals for ICC staff, when requested.
6. The Director of Transportation Services shall coordinate fuel deliveries, as needed, for the ICC back-up generator to ensure continuous operation during power outages. The generator holds approximately 140 gallons of diesel fuel which provides the electrical needs for 24 to 48 hours.

D. Operations

PWCS management of crises follows the incident command system protocols which establishes specific areas of responsibility based on function. These include, but are not limited to:

1. Superintendent of Schools (or Designee)
   a. Overall leadership and decision-making responsibilities;
   b. Coordination of overall communication direction and mitigation action plans; and
   c. Assignment of operational control of action plans to designees.

2. Deputy Superintendent (or Designee)
   a. Primary designee in the absence of the Superintendent of Schools; and
   b. Continuity of the educational process.

3. Associate Superintendent for Finance and Risk Management (or Designee)
   a. Coordination of rotation of 12-hour work shifts for ICC staff during continuing events;
   b. Damage assessments and debris removal;
   c. Liaison with EOC and police/fire for on-site crisis communication;
   d. Tracking of incident expenditures for potential future reimbursement; and
   e. Coordination of secretarial support for ICC.

4. Associate Superintendent for Support Services (or Designee)
   a. Coordination of meals for ICC staff; and
   b. Coordination of fuel delivery for the ICC generator in the event of a power outage to ensure continuous operation.
5. Associate Superintendent for Communications and Technology Services (or Designee)
   a. Coordination of overall communication messaging to community and staff;
   b. Liaison with all PWC public information officers to ensure continuity of messaging and approvals for release of information regarding criminal acts; and
   c. Providing technological support to the ICC.

6. Director of the Office of Risk Management and Security Services (or Designee)
   a. Assignment to the police command center, when or if established. An administrative coordinator shall be assigned to the ICC in this instance;
   b. Provide for immediate secretarial support in the ICC;
   c. Coordination of appropriate requests for additional assistance from the EOC using C-SALT (capability, size, amount, location, time, and type) requests;
   d. Coordination of incoming requests from the EOC for mass care/sheltering, transportation, and food services (sheltering) with appropriate ICC staff;
   e. Assignment of additional RMSS staff to the EOC, incident scene, and/or alternate shelter, if needed, to provide immediate communications at those locations with the ICC; and
   f. Make timely communication with insurance providers when appropriate.

7. Level Associate Superintendent(s) (or Designee)
   a. Primary responsibility shall be to assist the building principal(s) during any crisis event;
   b. In the likely event that the principal (or designee) is called to the police command center or removed as primary supervisor of the school/students, the appropriate level associate superintendent(s) shall take over on-site operational control of school response activities, as defined in the “Crisis Management Plan” manual; and
   c. Coordinate alternate sheltering activities.
E. Deactivation

1. The Superintendent of Schools (or designee) shall decide when to deactivate the ICC.

2. Upon deactivation, all staff shall sign out of the ICC upon exit.

3. RMSS shall advise the EOC, county emergency contacts, and School Division contacts of deactivation, as needed.

4. RMSS shall inventory all equipment and replenish any supplies used during the activation.

F. Resources

The ICC inventory includes multiple modes of communication to include 800 MHz radios, telephones, satellite phones, televisions, and computers with wireless connectivity, and various school and county crisis plans, school and local maps, office supplies, smart board, fax, and copier. There is a limited supply of water and food items available.

The Associate Superintendent for Finance and Risk Management (or designee) is responsible for implementing and monitoring this regulation.

This regulation and related policy shall be reviewed at least every five years and revised as needed.