



Emergency Operations Plan

Revised: February 2018



Foreword

The California State University San Bernardino's (CSUSB) Emergency Operations Plan (EOP) defines the scope of preparedness and incident management activities which CSUSB has taken to preserve life and property at CSUSB. This EOP describes organizational structures, roles and responsibilities, policies, and protocols for providing emergency support.

This EOP is designed to be consistent with Homeland Security Presidential Directive (HSPS-5), the National Incident Management System (NIMS), the California Standardized Emergency Management System (SEMS), and Incident Command System (ICS) guidelines. The material presented in this Plan has been written in accordance with current federal and state guidelines, and strives to incorporate best practices utilized by other Institutions of Higher Education, U.S. Department of Education guidance documents, and Executive Orders issued from the California State University Chancellor's Office.

This plan cannot anticipate all possible emergency events and situations or emergency responses. However, planning and training for a wide range of events that could occur on the University campus will allow for a coordinated, thoughtful response to the given situation. This is a working document that will be updated when new requirements, conditions, or organizational structures or procedures are developed.

Letter of Promulgation

February 2nd, 2018

To: OFFICIALS, FACULTY, STAFF, AND STUDENTS OF CSU SAN BERNARDINO

The preservation of life and property is an inherent responsibility of CSU San Bernardino. CSU San Bernardino has prepared an Emergency Operations Plan to ensure the most effective and efficient use of resources for the protection of CSUSB faculty, staff, students, and visitors in an emergency situation.

While no plan can totally prevent death and destruction during an emergency, good plans carried out by knowledgeable and well trained personnel can and will mitigate losses. This Plan has been developed to encompass the challenges and responsibilities of pre-event mitigation and post-event recovery, in addition to preparedness and response.

This Plan conforms to the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and incorporates principles from the Incident Command System (ICS) for handling both natural and man-made emergencies.

The objective of this Plan is to incorporate and coordinate all the resources, facilities, and personnel of CSUSB into an efficient organization capable of responding to any emergency. Personnel assigned specific emergency response capabilities must have a working knowledge of functions and actions described in this Plan.

CSUSB officials give full support to this Plan and urge all CSUSB faculty, staff, and students individually and collectively to continue their ongoing efforts in planning, training, and emergency preparedness to enhance the University's capability to respond and recover from potential disasters and crisis events.

Concurrence of this Promulgation letter constitutes the adoption of the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and the Incident Command System (ICS) by CSUSB. This CSUSB Emergency Operations Plan revision will become

effective immediately after approval by the CSUSB Emergency Operations Executive (Vice President, Administration and Finance) and will supersede all previous CSUSB Emergency Operations Plans.

Douglas Freer
Vice-President, Administration and Finance,
Emergency Operations Executive
CSU San Bernardino

Approval Date

CSUSB Emergency Operations Plan Record of Changes

[illegible]

CSUSB Emergency Operations Plan
Distribution List

Department/Division/Position

Emergency Operations Center - Management
Emergency Operations Center - Operations
Emergency Operations Center - Planning / Intelligence
Emergency Operations Center - Logistics
Emergency Operations Center - Finance/Administration
Manager, Emergency Management and Business Continuity
Assistant Vice President, Risk Management
President
Provost and Vice President, Academic Affairs
Vice President, Administration & Finance
Vice President, Student Affairs
Vice President, Information Technology Services
Vice President, University Advancement
Chief, University Police
Lieutenant, University Police
Sergeant's Office, University Police
University Police, Dispatch Supervisor
Associate Vice President, Human Resources
Executive Director, Santos Manuel Student Union
Senior Director, Facilities Services
Director, Environmental Health and Safety
Director, Office of Public Affairs
Director, Student Health and Psychological Counseling Center
Director, Housing and Residential Life
Director, Parking Services
CSUSB Building Marshals
Internal Auditor, Administration and Finance Division
CSU Chancellor's Office

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Purpose and Objectives

The safety and welfare of the CSU San Bernardino students, faculty and staff are of major concern to the University and the effective management of campus resources during a disaster is a high priority. The campus community is keenly aware of the potential dangers associated with natural and man-made disasters, specifically fire, flood, earthquake, wind, explosion, and terrorism. It is therefore essential that planned actions in an orderly environment be maintained following a disaster. For these reasons, the University has prepared this CSUSB Emergency Operations Plan in accordance with CSU Chancellor's Office Executive Order No. 1056, to ensure the most efficient and effective use of all available resources for the protection of people and property.

The purpose of this multi-hazard emergency operations plan is to provide the framework for coordination and full mobilization of university and external resources. It establishes an emergency management system for the main campus in San Bernardino and all campus off-site centers. Additionally, it clarifies strategies to 1) prepare for, 2) respond to, and 3) recover from an emergency or disaster incident that could impact the campus or the region.

This Emergency Operations Plan (the Plan) describes and directs the University's response to emergency situations and disasters. It becomes effective for California State University, San Bernardino (CSUSB) when a hazardous condition reaches or has the potential of reaching proportions beyond the capacity of normal campus operations to handle.

The objectives of this plan are to incorporate and coordinate all of the resources and personnel of the university into an efficient organization capable of reacting quickly in the event of a disaster of any type, and to conduct emergency operations as required by the nature of the disaster.

Scope and Situation Overview

This Plan is intended as an operational document for emergency management at CSUSB. This plan provides guidance to the CSUSB main campus and to the CSUSB Palm Desert campus. The Palm Desert campus falls under this Emergency Operations Plan, however, the campus also has an Emergency Action Plan specifically for their campus which addresses emergency operations, evacuations, and closures.

The primary audience of this Plan is intended to be the CSUSB's emergency management organization, with the CSU Chancellor's Office and other CSU campus emergency responders supporting this Plan.

This Plan is also a reference for emergency management professionals from surrounding local jurisdictions, the County of San Bernardino, and the State of California, along with volunteer agencies and interested members of the public.

This Emergency Operations Plan addresses the planned response to extraordinary emergency situations associated with natural or man-made disasters. The operational concepts reflected in this plan focus on potential large-scale disasters which can generate unique situations requiring a tailored response. This plan is designed to provide information for emergency response personnel and is in essence an administrative guide outlining action steps for those offices and departments contributing essential services in emergency situations. The plan, which incorporates the concepts and principles of the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the Incident Command System (ICS), is specifically designed to be flexible, as the scope of a disaster is unpredictable.

Authorities and References

California State University, San Bernardino's emergency planning must be consistent with applicable statutes and administrative orders. CSUSB must ensure that all personnel assigned specific responsibilities in support of this Plan are adequately trained and prepared to assume those responsibilities. Below are relevant and applicable authorities and references.

California Emergency Plan

This plan is promulgated in accordance with the provisions of the Emergency Services Act, which provides statewide authority and responsibility, and describes the functions and operations of government at all levels during extraordinary emergencies.

Sections 8567, 8587 and 8614 (a) provide the Governor with the authority to direct Executive Departments of the State to support such planning and preparedness and other emergency activities. Executive Order Number W-9-91 directs each agency to be responsible for "emergency planning, preparedness and training". Each agency shall establish a line of succession "and train its employees to properly perform emergency assignments."

The State's Emergency Plan uses a standard management approach allowing for individual plans of State agencies, to interact effectively. The California State University System is part of this effort. The Governor's Executive Order D-25-83 calls for the CSU to develop, maintain and support emergency planning and operations. The CSU Chancellor promulgated Executive Order No. 1013, which gives the campus Presidents the responsibility to implement a multi-hazard emergency management program. The Executive Order was issued pursuant to Chapter II of the Standing Orders of the Board of Trustees of the California State University and in concert with the California Emergency Services Act in Chapter VII, commencing with Section 8550, of Division I of Title II of the Government Code. This Plan is, therefore, considered to be an extension of the State Emergency Plan.

Declaration of Emergency

University

- a. The authority to govern The California State University and to maintain its buildings and grounds has been given to the Board of Trustees by the Legislature (California Education Code, Sections 66600, 66606, and 89031). In turn, the campus President has been delegated the authority to regulate the buildings and grounds of his or her individual campus (see California Administrative Code, Title 5, Sections 41302 and 42402).
- b. Title 5, California Administrative Code, Section 42404, states: "The President of each campus is responsible for the educational effectiveness, academic excellence, and general welfare of the campus over which he presides."
- c. Title 5, California Administrative Code, Section 41302, states: "During periods of campus emergency, as determined by the President of the individual campus, the President may, after consultation with the Chancellor, place into immediate effect any emergency regulations, procedures, and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property, and maintain educational activities."

State

- a. California Emergency Services Act, California Government Code, Sections 8550-8668.
- b. California Natural Disaster Assistance Act, California Government Code, Sections 8680-8692.
- c. Flood Fighting, California Water Code, Section 128.

Federal

- a. Federal Disaster Relief Act of 1974 (Public Law 93-288).
- b. Federal Civil Defense Act of 1950 (Public Law 920), as amended.
- c. U.S. Army Corps of Engineers--Flood Fighting (Public Law 84-99).

Mutual Aid References/Resources

- California Disaster and Civil Defense Master Mutual Aid Agreement
 - <http://www.calema.ca.gov/PlanningandPreparedness/Documents/CAMasterMutAid.pdf>
- California Fire and Rescue Emergency Plan.
 - <http://www.calema.ca.gov/FireandRescue/Documents/Fire%20Division%20Documents/Histor%20and%20Organization.pdf>
- California Law Enforcement Mutual Aid Plan.
 - <http://www.calema.ca.gov/LawEnforcement/Pages/Mutual-Aid.aspx>
- CSU Mutual Aid Agreement.
 - <http://www.calstate.edu/eo/EO-1046.html>
- Federal Disaster Relief Act of 1974.
 - STAFFORD ACT
 - <http://www.disastersrus.org/fema/stafact.htm>

National Incident Management System (NIMS)

www.fema.gov/pdf/emergency/nims/NIMSFAQs.pdf

California State University Chancellor's Office Executive Orders (E.O.)

Executive Order 1056, dated March 7, 2011, supersedes E.O. 1013

- Response to the recommendations of the Emergency Preparedness Systemwide Audit 09-43.
- Requires that emergency operations and procedures must be compliant with related provisions of the Higher Education Opportunity Act (HEOA:
<http://ifap.ed.gov/dpcletters/attachments/GEN0812FP0810AttachHEOADCL.pdf>)

Below notes the primary features of previously issued Executive Orders relating to Campus Emergency Management Programs:

Executive Order 524, dated April 5, 1988

- Delegates the responsibility to the campus President to implement the multi-hazard emergency program on his or her campus.

Executive Order 696, dated January 29, 1999, supersedes E.O. 524

- Adds that each campus shall write an emergency plan that uses Incident Command System and the California State Emergency Management System.

Executive Order 921, dated November 12, 2004

- Delegates the implementation and maintenance of an emergency management system that is activated when an event has the potential for reaching proportions beyond the capacity of routine operations.

Executive Order 1013, dated September 7, 2007

- Designation of a campus Emergency Coordinator or Emergency Manager.

California State University, San Bernardino

A young, vibrant university, California State University, San Bernardino is one of the fastest growing universities in California, largely because of its rapidly expanding service area of San Bernardino and Riverside counties, which covers 27,000 square miles – a territory larger than 10 states in the nation. More than 65,000 students have graduated from CSUSB, including many who work in Southern California and make a major positive impact on the economy. Founded in 1965, CSUSB currently enrolls more than 17,500 students and employs more than 2,100 faculty and staff.

Located equidistant between Los Angeles and the Palm Springs area, the university offers more than 70 traditional baccalaureate and master's degree programs along with a wide variety of education credential and certificate programs to a student body of about 17,000, including many that have earned national recognition. Its business and entrepreneurship programs are nationally respected, as evidenced by CSUSB's 2006 ranking of fourth in the United States for graduate entrepreneur programs. Cal State San Bernardino is distinguished as the first Inland Empire university with prestigious national accreditation for its College of Business and Public Administration.

The university's programs in computer science, geographic information and decision sciences, psychology, health, kinesiology, English, public administration, accounting and finance, and many others are all highly regarded. The university is one of the nation's largest teacher-training institutions, and 95 percent of the College of Education's graduates with teaching credentials are employed full-time within a year of graduation. Moreover, the College of Education now offers the university's first doctoral program, an Ed.D. in educational leadership. CSUSB's extended education programs in business writing and language skills, technology, entrepreneurship and conference management are among the busiest in the state.

The university's student population is one of the most diverse in California, with a student enrollment so diverse that there is no majority ethnic group on campus.

The growth of the region has meant continued capital development for the university, which continues to construct new facilities to provide students, faculty and staff with an excellent learning and working environment equipped with superior technological capabilities. Recent projects include the Chemical Sciences Building, Student Recreation and Fitness Center, University Village student housing complex, the expanded Santos Manuel Student Union, the renovated biological sciences and physical sciences buildings, the College of Education Building, two new parking structures and a new perimeter road to serve the 430-acre campus.

CSUSB has residential housing for more than 1,500 students and claims the largest indoor arena in San Bernardino and Riverside counties (Coussoulis Arena) and a renowned visual arts gallery and museum in the Robert V. Fullerton Art Museum, one among only four percent that are accredited by the American Association of Museums.

Part of the CSUSB disaster preparedness program is the continual monitoring of transportation and other key resources located in close proximity to the university that pose a potential threat to the campus community, including the major rail lines and gasoline pipelines that travel through the Cajon Pass to connect to the Alameda Corridor and the Devil's Canyon Power Plant (located adjacent to the campus) that serves the Metropolitan Water District of Southern California and five other water agencies. The Devil's Canyon Power Plant has the highest hydraulic head among the hydroelectric power plants of the State Water Project, discharging 1,260,000 gallons per minute for delivery to the various agencies.

It is clear that the university is susceptible and vulnerable to an array of natural and man-made disasters, which is why being prepared to respond appropriately in the event of an emergency is an inherent responsibility of the campus community.

Concept of Operations

The President of California State University, San Bernardino, is the ultimate decision maker during an emergency. The President will be promptly informed of any emergency and, if necessary, convene the Policy Group/Command Staff and Emergency Operations Executive to coordinate with the Emergency Operations Center (EOC). The Vice President for Administration and Finance will serve as the Emergency Operations Executive. When multiple departments are involved and the EOC is not activated, the Emergency Operations Executive will coordinate the efforts of the University Police, Facilities Services, and other departments needed to respond to the disaster. Changes and revisions to this plan will be made as needed and/or required. Final approval for all changes will rest with the President of California State University, San Bernardino or his/her designee.

Should a major disaster occur at CSUSB, the need for a coordinated effort by the campus community is essential to mitigating potential losses and quickly recovering from the disaster. It may even be necessary for CSU personnel to manage the disaster scene with on-site university resources until additional support is available, which may prove to be an extended period of time.

In an emergency situation, a number of pre-planned actions will take place. The Emergency Operations Executive will convene with the Policy Group/Command Staff and the Emergency Operations Center will be activated. The President, Emergency Operations Executive and the Policy Group/Command Staff will provide the necessary leadership and guidance. The Emergency Operations Center will gather intelligence on the emergency, develop plans, coordinate field units, and provide logistical assistance. The President or his/her designee will keep the CSU Chancellor, General Counsel, and Risk Manager informed of the status of the emergency situation on campus.

The CSUSB Emergency Organization understands, and takes into account, the needs of individuals with disabilities and others with access and functional needs during an emergency situation. During an emergency, the CSUSB Emergency Organization will utilize the CSUSB Accessibility Guide, developed to assist those individuals with disabilities and others with access and functional needs.

Emergency Management Periods

Emergency management includes (4) four periods of activity: Mitigation, Preparedness, Response, and Recovery.

Mitigation:

The primary purpose of mitigation activities is to alleviate the effects of a major disaster/emergency or long-term potentially adverse effects of future disaster in affected areas. Facilities will maintain equipment necessary to respond to disaster. Structural mitigation actions change the characteristics of buildings or the environment; examples include flood control projects, raising building elevations, and clearing areas around structures.

Preparedness:

The primary purpose of actions taken before an emergency is to prevent, protect from, and mitigate the impact on life or property. The Campus Emergency Management Staff will maintain communications systems and the EOC in operable condition. Plans, procedures, and resource data will be kept up to date. If an emergency situation is likely, the Emergency Management Organization will take necessary actions to increase readiness.

Response:

The primary purpose of actions taken during an emergency is to respond to the emergency and minimize its impact on life or property. If a threatening situation develops, the Emergency Operations Executive will be notified immediately. The elements of the Emergency Management Organization will be activated as required at the direction of the Emergency Operations Executive. Incident management will be established to direct field units. Operations will be coordinated in a centralized or decentralized mode, depending on the magnitude of the emergency situation. Actions will be directed to save lives and protect property. If the situation warrants, a Campus Emergency may be declared.

If an emergency occurs without warning, on-duty personnel will manage the initial response in a decentralized mode. Centralized management, if required, will be established as rapidly as conditions permit. Assistance will be requested through mutual aid channels as needed. A Campus Emergency may be declared. Neighboring jurisdictions will be notified and, if deemed essential, will be requested to proclaim a Local Emergency.

Recovery:

The primary purpose of actions taken after an emergency is to recover from its impact on life or property. As soon as practical following a major emergency, normal management of campus operations will be restored. The CSUSB Business Continuity Plan will be utilized, immediately following a disaster, to facilitate recovery operations. If major damage has occurred, a recovery committee will be formed to coordinate planning and decision making for recovery and reconstruction efforts.

CSUSB Emergency Operations Center (EOC)

In normal conditions, day-to-day operations are conducted by departments and business units that are widely dispersed throughout the University. In a major emergency or disaster, the University will utilize an Emergency Operations Center (EOC), from which centralized disaster/emergency management can be performed. This facilitates a coordinated response by the University and representatives of other organizations who are involved in the emergency response and recovery. The level of EOC staffing will vary with the specific disaster/emergency situation.

EOC Location and Capabilities

The primary CSU San Bernardino EOC is located at the CSUSB University Police Training Room. This facility will be utilized in the event of Level One or Level Two activation. If an event escalates to Level Three activation, the University Enterprise Corporation (UE) Boardroom (Room 102) will be activated as the alternate EOC. The University Police Training room provides ample space for Level One or Level Two personnel. The University Police building is equipped with an emergency generator, has an adjacent kitchenette and restrooms, and has multiple offices that could be utilized if necessary.

The UEC Boardroom (alternate EOC) affords sufficient room to accommodate CSUSB EOC personnel. The University Enterprise (UE) building is equipped with an emergency generator, has an adjacent kitchenette and restrooms, and has multiple offices that could be utilized if necessary. The EOC is equipped with phones and Internet capability to assist EOC staff in their roles. In addition, the EOC is equipped with communications capabilities to support emergency operations and coordinate with outside agencies.

EOC Staffing

The Emergency Operations Center is comprised of managers representing the Executive Staff, Emergency Management, Risk Management, University Police, Facilities Services, Environmental health and Safety, Student Health Center, Capital Planning, Design and Construction, Purchasing, etc. This is a skilled pool of professionals capable of dealing with the myriad of technical, medical, logistical, and human relations issues certain to arise during a disaster. The CSUSB EOC Organizational Chart, which utilizes NIMS and SEMS principles, is outlined in Appendix 3. The CSUSB EOC organizational structure and a summary of EOC position descriptions is outlined in Appendix 4.

EOC Role and Function

The campus EOC is equipped with various capabilities and resources to support emergency operations and coordinate with outside agencies. The EOC will essentially serve as the operations center for timely situational analysis and needs assessment. Specifically, the following functions may be performed in the University's EOC:

- Managing and coordinating disaster/emergency operations.
- Receiving and disseminating warning information.
- Developing emergency policies and procedures.
- Collecting intelligence and information from the incident.
- Continuing analysis of disaster information.
- Preparing intelligence summaries, situation reports, and operational reports.
- Maintaining maps, display boards and other disaster related information.
- Coordinating operational and logistical support.
- Maintaining contact and coordination with department operations centers (DOCs), other local government EOCs and the Operational Area.
- Providing emergency information to the public and official releases to the news media.
- Coordinating Resource dispatching and tracking.

Response Plan and Levels of Activation

The University Police Computer Aided Dispatch system has the ability to notify pre-selected personnel when certain incidents are entered into the computer. In addition, a manual page may be sent to a specific audience for notification purposes. Utilizing this method will ensure that key individuals will be made aware of potential responses. Once the alerts have been sent, the police Watch Commander, the Emergency Manager, or another position of authority should consider the additional actions outlined below.

Pre-event mitigation procedures:

When pending disaster conditions exist, or an incident has the potential to escalate, the EOC Director and/or the EOC Coordinator may convene an Operations conference call to assess readiness and response. The call should be comprised minimally of representatives from the following Sections and Branches:

- Manager, Emergency Management and Business Continuity Planning, or designee
- Risk Management,
- Facilities Services,
- University Police (Watch Commander)
- Strategic Communications

A decision will be made at this time regarding activation of the EOC, dependent on several factors including but not limited to, duration, potential impact, and severity. Additional notifications may include:

- Telecommunications and Network Services
- Services to Students with Disabilities
- Environmental Health and Safety
- Other divisions or departments as deemed necessary.

EOC Activation Guide

<ul style="list-style-type: none"> ■ <u>Severe weather warning</u> ■ <u>Earthquake Advisory</u> ■ <u>Flood Warning/Watch</u> ■ <u>Localized power failure</u> 	<u>Limited</u>	<ul style="list-style-type: none"> ■ EOC Director (or designee) ■ EOC Coordinator 	<ul style="list-style-type: none"> ■ <u>Virtual</u>
<ul style="list-style-type: none"> ■ <u>Moderate Earthquake</u> ■ <u>Wildfire Affecting Campus</u> ■ <u>Major wind or rain storm</u> ■ <u>Extended campus-wide power outages</u> ■ <u>Evacuation of campus building or dormitories</u> 	<u>Partial</u>	<ul style="list-style-type: none"> ■ EOC Director (or designee) ■ EOC Coordinator ■ Section Chiefs as required ■ Branch Directors as required 	<ul style="list-style-type: none"> ■ <u>UP Training Room</u>
<ul style="list-style-type: none"> ■ <u>Major campus or regional emergency</u> ■ <u>Active Shooter on campus</u> ■ <u>Major earthquake</u> ■ <u>Significant Terrorist event</u> 	<u>Full</u>	<ul style="list-style-type: none"> ■ All EOC positions 	<ul style="list-style-type: none"> ■ <u>UP training room</u> ■ <u>UEC Boardroom</u>

EOC Activation Levels

The CSU San Bernardino Emergency Operations Center may be activated partially or fully, depending on the need and the determination made on the conference call at the following levels:

Limited Activation Limited activation may be a minor to moderate incident wherein local resources are adequate and available. A Local Emergency may or may not be proclaimed. The University EOC may be activated at a minimal level (i.e. Management Section and Section Chiefs) or may not be activated. If deemed necessary, additional conference calls may be convened. Off-duty personnel may be recalled. The CSUSB Manager, Emergency Management and Business Continuity will closely monitor the situation and make verbal or written situational reports to the CSUSB EOC Director and/or the CSUSB Risk Manager, who will then report to the CSUSB Emergency Operations Executive (Vice President, Administration and Finance).. **Partial Activation** Partial activation may be a moderate to severe emergency/disaster wherein campus resources are not adequate and mutual aid may be required on a local, regional, or statewide basis. Key management level personnel from necessary Divisions/Departments will report to the CSUSB EOC to provide incident response and recovery coordination. The EOC should be activated. Off-duty personnel may be recalled. A Local Emergency may be proclaimed by the University, City/County and a State of Emergency may be proclaimed by the Governor. Typically, at this level the EOC Director, EOC Management Staff, and Section Chiefs will be needed to respond and report to the campus EOC, as requested by the EOC Coordinator or Manager.

Full Activation

Full activation may be a major local or regional disaster wherein resources in or near CSU San Bernardino are overwhelmed and extensive state and/or federal resources are required. A Local Emergency (University) City/County and a State of Emergency (Governor) will be proclaimed and a Presidential Declaration of an Emergency or Major Disaster will be requested. All response and early recovery activities will be conducted from the EOC. Most off-duty personnel will be recalled. Typically, at this level the entire EOC management and staff will be notified and needed to respond and report to the campus EOC.

Purpose/Mission of Incident Management Team

The purpose and mission of the PDC EOC is to provide adept, concise, and organized assistance and support in the face of a campus emergency.

Role and Function

The Incident Management team is comprised of managers representing various functions, departments, and divisions throughout campus. This is a skilled pool of professionals capable of dealing with the myriad of technical, medical, logistical, and human relations issues certain to arise during a disaster.

The PDC IMT Organizational Chart, which utilizes NIMS and SEMS principles, is outlined in this Reference Guide. The organizational structure and a summary of position descriptions is also provided.

The Incident Management Team will converge at the Incident Command Post location on the PDC campus to support emergency operations and to coordinate with outside agencies. The PDC ICP will serve as the operations center for timely situational analysis and needs assessment. Specifically, the following functions may be performed at the PDC's ICP:

- Manage and coordinate disaster/emergency operations.
- Receive and disseminate warning information.
- Collect intelligence and information from and about the incident.
- Continue to analyze disaster information.
- Prepare intelligence summaries, situation reports, and operational reports.
- Maintain maps, display boards and other disaster related information.
- Coordinate operational and logistical support.
- Maintain contact and coordination with department operations and CSUSB campus and other local government agencies.
- Provide emergency information to the public and official releases to the news media.
- Coordinate resource dispatching and tracking.

EOC Location

Primary: Student Health and Psychological Counseling Center (Health Center)

Secondary: Rogers Building Conference Room, Second Floor (Room 203R)

EOC Set-up Procedures and Equipment, Supplies, and Resources

- Communication Equipment:
 - Phones (voice over IP Network, cellular phones, satellite phone,
 - Radios
- Computer (laptop located in Room 203R, desktop)
- Internet Access
- Emergency Manual
- Water (kitchen access)
- Food and Coffee (kitchen access)

- Surge protector
- Fax Machine (supply room access)
- Copier (supply room access)
- First Aid (supply room access)
- Maps (campus, freeway, building layouts, gas lines, water lines, shut off valves) (in manual)
- Power Source (mini generator???)
- Maglite Flashlights (8)
- Writing Supplies
- White board and Markers

IMT Activation Chart

Event/Situation	Activation Level	EOC Staffing	Location
<ul style="list-style-type: none"> ■ <u>Event with potential impact on campus community including:</u> ■ <u>Severe weather warning</u> ■ <u>Earthquake Advisory</u> ■ <u>Flood Warning/Watch</u> ■ <u>Localized power failure</u> ■ <u>Building Fire</u> 	<u>Limited</u>	<ul style="list-style-type: none"> ■ IMT Director (or designee) ■ IMT Coordinator 	<ul style="list-style-type: none"> ■ <u>Virtual</u>
<ul style="list-style-type: none"> ■ <u>Event with significant impact on campus community including:</u> ■ <u>Moderate Earthquake</u> ■ <u>Wildfire Affecting Campus</u> ■ <u>Major wind or rain storm</u> ■ <u>Extended campus-wide power outages</u> ■ <u>Evacuation of campus building or dormitories</u> 	<u>Partial</u>	<ul style="list-style-type: none"> ■ IMT Director (or designee) ■ IMT Coordinator ■ Section Chiefs as required ■ Branch Directors as required 	<ul style="list-style-type: none"> ■ <u>Health Center</u>
<ul style="list-style-type: none"> ■ <u>Major campus or regional emergency</u> ■ <u>Active Shooter on campus</u> ■ <u>Major earthquake</u> ■ <u>Significant Terrorist event</u> 	<u>Full</u>	<ul style="list-style-type: none"> ■ All IMT positions 	<ul style="list-style-type: none"> ■ <u>Health Center</u> ■ <u>Rogers Conference Room</u>

The CSU Palm Desert Campus Incident Management Team will be activated, according to the type and severity of the incident at a limited, partial, or full status as described below.

Limited Activation:

Limited activation may be a minor to moderate incident wherein local resources are adequate and available. The IMT and University EOC may be activated at a minimal level (i.e. Management Section and Section Chiefs) or may not be activated. If deemed necessary, additional conference calls may be convened. Off-duty personnel may be recalled. The CSUSB Manager, Emergency Management will closely monitor the situation and make verbal or written situational reports to the CSUSB EOC Director and/or the CSUSB Risk Manager, who will then report to the CSUSB Emergency Operations Executive (Vice President, Administration and Finance).

Partial Activation:

Partial activation may be a moderate to severe emergency/disaster wherein campus resources are not adequate and mutual aid may be required on a local, regional, or statewide basis. Partial activation might also be considered in circumstances where multiple departments or buildings are impacted; on-campus resources must be coordinated; or response is likely to continue an extended amount of time. Key management level personnel from necessary Divisions/Departments will report to PDC to provide incident response and recovery coordination. Staffing decisions are made by the Manager and depend on the circumstances surrounding the incident. Off-duty personnel may be recalled. Typically, at this level the Incident Commander, IMT Management Staff, and Section Chiefs will be needed to respond and report to campus, as requested by the Incident Commander.

Full Activation:

Full activation may be a major local or regional disaster wherein resources in or near PDC are overwhelmed and extensive state and/or federal resources are required. A Local Emergency (University) City/County and a State of Emergency (Governor) will be proclaimed and a Presidential Declaration of an Emergency or Major Disaster will be requested. All response and early recovery activities will be conducted at the direction of the PDC IMT and the CSUSB EOC. Most off-duty personnel will be recalled. Typically, at this level the entire IMT and staff will be notified and needed to respond and report to the campus.

IMT Initial Critical Considerations and Tasks

Activation and Set-Up

- ☐ Activate and determine initial IMT Level of Activation
- ☐ Notify CSUSB EOC:
 - ☐ Manager, Emergency Management and Business Continuity
 - ☐ University Police Dispatch
- ☐ Set up EOC consistent with floor plan; secure and connect phones, radios, and computers.

Situation Assessment and Incident Documentation

- ☐ Assess situation and develop and communicate Initial Situation Status Report
- ☐ Contact Building Marshals and obtain incident status report; issues, damages, injuries etc.
- ☐ Name the incident and begin Incident Action Plan
- ☐ Initiate and maintain documentation of incident
- ☐ Set-up situation status boards, maps, and charts

Mutual Aid Requests for Resources

- ☐ Request and coordinate local fire department or medical resources as necessary
- ☐ Request and coordinate local law enforcement resources as necessary
- ☐ Request and coordinate local public health resources as necessary

Alert and Notifications and Public Information

- ☐ Make notification to campus via email, Blackboard Connect, Informacast,
- ☐ Prepare and issue press releases and conduct media briefings as necessary

Campus Evacuation and Closure

- ☐ Make determination of and initiate Campus evacuation (partial or full)
- ☐ Make determination of and initiate Campus closure (partial or full)
- ☐ Initiate Traffic Evacuation Plan
- ☐ Coordinate law enforcement and traffic control operations during the disaster, coordinate site security as needed
- ☐ Work with Services for Students with Disabilities to ensure necessary evacuation and transport is provided
- ☐ Work with Children's Center to ensure necessary evacuation and transport is provided

Sheltering / Shelter-in-Place

- ☐ Determine if there is a need to provide sheltering for anyone affected by the incident
- ☐ Determine if sheltering can be done/will be done by campus staff or American Red Cross
- ☐ Contact American Red Cross (or other appropriate agencies) if needed to request their services for obtaining any needed food, water, clothing, or shelter

Logistical Considerations

- ☐ Coordinate the procurement and allocation of requested equipment/supplies
- ☐ Coordinate any necessary vendor contracts
- ☐ Maintain inventory of staff resources used in incident
- ☐ Handle personnel issues and coordinate volunteers (placement, tracking etc.)
- ☐ Develop, and revise as needed a Transportation Plan for the incident

- ☐ Arrange for acquisition/use of required transportation resources
- ☐ Coordinate all student housing needs during the incident, including any possible evacuation or relocation
- ☐ Coordinate food and water needs during incident, including coordinating with other agencies

Damage Assessment and Recovery Operations

- ☐ Conduct damage assessment of campus buildings, collect and collate damage assessment information
- ☐ Draft/issue emergency declaration; requesting County, State (gubernatorial) and/or Federal (presidential) declarations
- ☐ Develop liaison with, and coordinate response and recovery activities with applicable local, State, Federal agencies, non-profit support agencies, and private sector resources
- ☐ Activate campus Business Continuity Plan and begin recovery operations

Miscellaneous Considerations

- ☐ Determine if campus water and sanitation systems are operational and safe
- ☐ Determine if hazardous conditions exist due to chemicals / hazardous materials housed on campus
- ☐ Check with any labs or classes which house/use chemicals on campus



Palm Desert Campus Incident Management Team Job Descriptions

Management Section:

Responsible for establishment of incident priorities, overall direction of response, and command of entire incident.

Incident Commander:

- Establish the appropriate EOC staffing level for the incident.
- Support field operations at the scene.
- Coordinates all incident related information released to the campus and the public with the Public Affairs Officer.

Public Affairs Officer:

- Coordination point for all CSUSB EOC media releases, official information updates, and press conferences.
- Ensure students, faculty, and staff receive timely, necessary information.
- Manage media presence to ensure that reliable and consistent information is being disseminated.

Safety Officer:

- Ensure that all buildings used in support of the EOC are in safe operating condition.
- Monitor the safety of incident personnel, and advise the Incident Commander on issues regarding incident safety.
- Create safety messaging for the incident action plan.

Liaison Officer:

- Coordinates communications between PDC EOC and CSUSB EOC and outside agencies, campus groups, and the Policy group.
- Initiate and maintain communication with relevant campus organizations, including agency representatives, campus officials, and other entities as needed.

EOC Recorder:

- Assist with EOC set-up during activations and coordinate any EOC logistics needs.
- Record EOC activities.
- Collect and archive all incident documents.

Emergency Operations Center Coordinator:

- Facilitates the overall functioning of the EOC.
- Assists and advises EOC staff as needed, provides technical guidance and functional support, validate compliance with University plans and procedures.

Operations Section:

Develop, coordinate, and manage tactical operations to meet incident objectives.

Operations Section Chief:

- Supervise Operations Section including coordinating functions, objectives, staffing, & resources.
- Ensure the functions of law enforcement, fire & rescue, medical, facilities, environmental health and safety, and care and sheltering are carried out.
- Establish the appropriate level of staffing for the Operations Section and notify EOC Operations staff to report to the EOC as needed.
- Ensures Operations Section and Branch Status Reports are provided as needed.
- Ensure Operational Objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Operational needs or issues are including in the Incident Action Plan and addressed accordingly.

Law Enforcement Unit Leader:

- Establish and maintain communications with law enforcement field operations (both internal and external).
- Coordinates requests for law enforcement mutual aid resources.
- Respond to field requests for law enforcement resources.
- Monitor and track law enforcement resources utilized during the incident.

Fire & Rescue Unit Leader:

- Establish and maintain communications with fire and rescue field operations (both internal and external).
- Coordinates fire & rescue, hazardous materials, and search & rescue operations, including mutual aid resources.
- Respond to field requests for fire, rescue, hazardous materials resources.
- Monitor and track fire, rescue, hazardous materials resources utilized during the incident.

Medical Unit Leader:

- Coordinate disaster medical resources and mobilize as required.
- Monitor any campus triage teams deployed.
- Organize and administer patient transportation to medical facilities.
- Coordinate and arrange for any on-campus temporary morgue facilities.

Facilities Unit Leader:

- Survey all campus buildings, utility systems, infrastructure, roadways, and facilities.
- Coordinate any repair & restoration functions of campus buildings, facilities, utilities, roadways, and grounds, including utility providers.
- Coordinate any necessary emergency power needed during the incident.

Environmental Health & Safety Unit Leader:

- Coordinates assessments of potential and actual hazardous conditions or situations resulting from incident.
- Ensure safety of campus' potable water, functioning sanitation system, & vector control services during incident.
- Coordinate appropriate clean-ups or remediation for minor spills occurring from incident.

Care & Sheltering Unit Leader:

- Coordinate all student housing needs during the incident, including any possible evacuation or relocation.
- Coordinates the assessment and procurement of any logistical resources needed pertaining to student housing and/or CSUSB personnel requiring housing in support of the response and recovery operations of the incident.
- Provides emergency shelter, food, and basic necessities for campus residents following a disaster, as needed.
- Determine on-campus requirements for care and shelter and feeding.
- Work with on and off campus resources to ensure emergency shelter, food and basic needs are met, in the event of an on-campus shelter.
- Manages shelter operations, as needed.

Planning Section:

Maintain current situational awareness and potential forecast of incident.

Planning Section Chief:

- Supervise Planning Section including; coordinating functions, objectives, staffing, and resources.
- Ensure the functions of situation status; damage assessment, recovery/business continuity, and demobilization are carried out.
- Establish the appropriate level of staffing for the Planning Section and notify EOC Planning staff to report to the EOC as needed.
- Ensures Planning Section and Branch Status Reports are provided as needed.
- Ensure Planning Objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Planning needs or issues are including in the Incident Action Plan and addressed accordingly.

Situation Status Unit Leader:

- Oversees the collection, organization, & analysis of disaster situation information.
- Assess the incident's situation and develop the Initial Situation Status Report.
- Contact Building Marshals and obtain incident status report; issues, damages, injuries etc.
- Initiate and maintain documentation of incident.
- Set-up situation status boards, maps, and charts.
- Maintain contact with building marshals as incident progresses.

Damage Assessment Unit Leader:

- Coordinates damage assessment inspections.
- Collects, collates, and disseminates damage assessments.
- Initiates requests for CSU Chancellors Office engineers.

Recovery/Business Continuity Unit Leader:

- Collect incident documentation for reimbursements.
- Develop Recovery Plan for incident.
- Develop liaison with, and coordinate recovery activities with applicable local, State, Federal agencies, non-profit support agencies, and private sector resources.
- Activate campus Business Continuity Plan and begin recovery operations.
- Coordinate business continuity planning activities (based on Department's continuity plans).

Demobilization Unit Leader

- Direct demobilization efforts, including releasing of personnel and equipment back to primary agency or campus department.
- Establish communications with off-site partners as needed to release personnel and equipment.

Records/Documentation Branch

- Collect, organize, and maintain all records and documentation pertaining to the incident.

Logistics Section:

Providing facilities, materials, and services in support of the incident response.

Logistics Section Chief:

- Supervises Logistics Section including coordinating Logistics Section functions, objectives, staffing, and resources.
- Ensure the functions of transportation, communications and IT support, procurement, equipment & supply management, personnel & volunteer management, and food services are carried out.
- Establish the appropriate level of staffing for the Logistics Section and notify EOC Logistics staff to report to the EOC as needed.
- Ensures Logistics Section and Branch Status Reports are provided as needed.
- Ensure Logistical Objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Logistical needs or issues are including in the Incident Action Plan and addressed accordingly.

Transportation Branch:

- Coordinates any transportation needs to support the incident's emergency operations.
- Manage parking services as needed for incident.
- Develops and revises as needed the Incident Transportation Plan for the incident.
- Arranges for acquisition/use of required transportation resources.
- Working in coordination with care and sheltering branch leader, assist with transportation of students, staff, and faculty off campus as needed.

Communications/Information Technology Unit Leader:

- Install, activate, troubleshoot, & maintain information technology systems for Campus EOC during incident.
- Maintain coordination with Information Technology Services on campus in the event the incident affects other ITS on campus.

Procurement Branch:

- Supervise all purchasing related to the incident, including vendor contracts, purchase orders, and additional expenses as needed.
- Coordinates with EOC Equipment & Supplies Branch on purchases.
- Handles donations management, including incoming and outgoing donations related to the incident.

Equipment & Supplies Branch:

- Oversees procurement and allocation of requested equipment/supplies.
- Coordinates supplies/materials delivery to appropriate area/personnel.

Human Resources/Volunteers Branch:

- Maintains inventory of staff resources used in incident.
- Handles any necessary personnel issues.
- Coordinates volunteers (placement, tracking etc.).

Food/Water Supply Branch:

- Coordinate all food and water needs during the incident, including coordinating with other agencies.
- Support Care & Sheltering Branch Manager as needed for on-campus sheltering needs.

Organization and Assignment of Responsibilities

Chain of Command

The President of the University has the authority and responsibility to govern the campus at all times, including during the period of a disaster. The President is in command of the Policy Group. The President may seek advice or consultation from the Policy Group, Emergency Operations Executive, or others, but remains the ultimate decision-making authority of the campus.

Should the President not be present on campus or is unable to be contacted, the current decision-making authority shall be delegated in the following order:

1. Provost/Vice President for Academic Affairs
2. Vice President for Administration and Finance
3. Vice President for University Advancement
4. Vice President for Student Affairs
5. Vice President for Information Technology Services
6. Associate Vice President for Financial Operations

The delegation may be reviewed at a later time.

The President or his designee, as indicated above, shall assume a Command position over the campus during the period of a disaster. The President, Emergency Operations Executive, and the Policy Group/Command Staff will comprise the executive management group during a disaster. The President, if necessary, will convene the Policy Group/Command Staff and the Emergency Operations Executive in order to make decisions, set policies, and coordinate responses. The Emergency Operations Center (EOC) shall be activated as needed, and will provide the operational activities needed during the period of a disaster. When the EOC is not activated and multiple departments are involved, the Emergency Operations Executive will coordinate the efforts of the University Police, Facilities Services, and other departments responding to the disaster.

In the event that an emergency occurs outside of the normal operating hours of the University and the President and Vice Presidents are not on campus, the police officer or police supervisor on duty will normally be the first responder. The most senior police officer or police supervisor shall remain in charge of the disaster scene and coordinate a number of immediate emergency tasks. For example:

- Identify the type, scope, and location of the disaster
- Take steps to protect life and property
- Take action to keep the disaster from becoming larger
- Advise of the need for emergency services and appropriate safe routes to the scene
- Order the dispatcher on duty to contact the police chief and inform him of the incident. If the chief is not available, the dispatcher will contact the lieutenant.

Police management shall, in turn, contact the Emergency Operations Executive and the Manager, Emergency Management and Business Continuity, and communicate the type, scope, and location of the disaster. The Emergency Operations Executive shall advise the President of the emergency and provide periodic disaster status updates.

Note:

If the lieutenant is not available, the dispatcher will contact the Vice President of Administration and Finance. If the vice president is not available, the dispatcher will contact the university president directly.

The police officer or police supervisor shall remain in charge of the disaster scene until relieved of command by police management. Police management shall remain in charge of the disaster scene until relieved of command by the President, the Emergency Operations Executive, and/or the Policy Group/Command Staff.

President

Responsibilities:

1. Act as the highest level of authority during the disaster on campus
2. Establish a communication link with the Chancellor's Office, if necessary
3. Collaborate with the Policy Group/Command Staff to ensure that their responsibilities are carried out
4. Set policies and procedures to support and coordinate the multi-agency disaster response effort
5. Level of command:
 - In the absence of the President, the current decision-making authority shall be delegated in the following order:
 - Provost/Vice President for Academic Affairs
 - Vice President for Administration and Finance
 - Vice President for University Advancement
 - Vice President for Student Affairs
 - Vice President for Information Technology Services
 - Associate Vice President for Financial Operations

Activation Phase:

- Contact all members of the Policy Group/Command Staff and/or their designee, and brief them as to the situation
- If any of the Policy Group/Command Staff are unavailable, their designees will assume their duties
- Advise the Policy Group/Command Staff where and when to meet

Operational Phase:

- Assess the situation
- Obtain information from the Emergency Operations Executive (EOE), and from the EOC Director
- Activate the campus emergency plan
 - Cancellation of affected classes
 - Relocation of classes and personnel
 - Partial or full closure of campus
 - Issue evacuation order if necessary
- Document major actions taken during incidents, specifically, pertaining to actions taken during the incident by the President and/or Policy Group/Command Staff
 - Assist the Policy Group/Command Staff with their secondary responsibilities:
 - Alert and warn students, faculty, staff and community
 - Public Information Supplies/Procurement
 - Coordinate with the Public Information Officer (PIO)
 - Special Messages
 - Scheduling of classes and location
 - Scheduling of press conferences and/or releases of information

**Emergency Operations Executive –
Vice President, Administration and Finance**

Responsibilities:

1. Provide a report and recommendations to the President or his/her designee regarding the emergency situation, to include the status of students, faculty and staff, buildings, evacuees, assets, etc.
2. Act as the primary liaison between the Emergency Operation Center (EOC) and the Policy Group/Command Staff
3. Maintain the independence between the EOC, the President, and the Policy Group/Command Staff during the disaster
4. Collaborate with the Policy Group/Command Staff to ensure that their responsibilities are carried out

Activation Phase:

- Identify yourself as the EOC Emergency Operation Executive
- Check in with the President on a regular basis
- Notify the Policy Group/Command Staff, if needed
- Establish and maintain a situational log, which chronologically describes actions taken during the incident
- Assess the situation aided by information from the EOC Director
- Contact members of the Policy Group/Command Staff

Operational Phase:

- Obtain briefings from the EOC Director and EOC Section Chiefs regarding the situation. Assess and formulate appropriate response objectives and priorities
- Brief the President or his designee on the situation
- Establish contact with the Public Information Officer (PIO)
- Exercise overall management and coordination between divisions within the

University

- In conjunction with the EOC Director and EOC Section Chiefs, set priorities for response efforts
- Determine the scope, schedule and cost for measures needed to achieve normal business operations
- Consult with the professional staff to:
 - Determine if and when the campus and buildings can reopen
 - Determine the extent of damages, scope of work and cost to repair
 - Determine the appropriate course of action to determine when it is safe to re-open the campus
- Assist the Policy Group/Command Staff with their secondary responsibilities:
 - Public information
 - Supplies/Procurement
- Document major actions taken during the event:
 - Time on duty and assignments
 - Major incident duration (prognosis)
 - Decisions, actions taken and justification
 - Names and phone numbers of key contacts
 - Requests granted or denied
 - Other important information

**Policy Group/Command Staff –
University Vice Presidents**

Responsibilities:

1. Provide advice and recommendations to the President or his designee
2. Collaborate with the members of the Policy Group/Command Staff on actions taken
3. Ensure that policy decisions are carried out within each administrative division
4. Communicate with Division Chiefs if necessary

Activation Phase:

- Check in at a location and time as determined by the President
- Notify the Policy Group/Command Staff, if needed
- Establish and maintain a situational log, which chronologically describes actions taken during the incident
- Collaborate with members of the Policy Group in the assessment of the situation aided by information from the EOC Director
- Contact members of the administrative divisions that may be affected
- Plan a course of action required for any situation that may arise

Operational Phase:

- Obtain a briefing from the Emergency Operation Executive regarding the situation.
- Assess and formulate appropriate response objectives and priorities
- Brief the President or his designee of the situation, as it applies to each respective division
- With the assistance of the Emergency Operation Executive, set priorities for response efforts
- Determine the operational resources needed for any particular response
- To periodically review and evaluate progress of remedial activities and respond as needed

- Monitor and document information essential to meet the requirements for reimbursement by the California Office of Emergency Services (OES) and the Federal Emergency Management Agency (FEMA)
- Accurately document the following data:
 - Time on duty and assignments
 - Major incident of significant events
 - Decisions, actions taken and justification
 - Names and phone numbers of key contacts
 - Supplies/Procurement
 - Other important information

Building Evacuation Teams

The Building Evacuation Team (B.E.T.) program is designed to provide for the safe and rapid evacuation of CSUSB buildings in the event of an emergency. The teams are organized at two levels: Building Marshals and Floor Marshals. The primary responsibility of the B.E.T. is to facilitate the safe evacuation of their assigned building as dictated by the circumstances. The Building Marshal is responsible for updating his/her respective building's Emergency Action Plan (EAP), including contact list whenever personnel changes occur. Master copies are to be maintained in the respective buildings. A copy of the plan and updates must be submitted electronically, on an annual basis, to the University's Manager, Emergency Management and Business Continuity.

Building Marshals

Building Marshals and their designees or alternates are CSUSB employees who have either been appointed by their manager or have volunteered, with permission of their manager, to serve in this position. They receive basic emergency training at a level sufficient to understand their role in employee safety. Building Marshals are responsible for assisting the University's Manager, Emergency Management and Business Continuity in developing and maintaining individual, site-specific evacuation and containment plans for the building in which they are assigned.

General Responsibilities:

- Attend training sessions
- Attend quarterly Building Marshal meetings to review procedures and duties
- Conduct a minimum of quarterly meetings with the Floor Marshals in their building
- Know the location and quantity of hazardous materials in the building
- Be aware of employees with mobility problems
- Know the location of emergency pull alarms, fire extinguishers, emergency telephones and exits
- Be aware of evacuation sites/routes and alternate evacuation sites/routes
- At least annually, review emergency evacuation route maps for accuracy
- Ensure the display of emergency evacuation route maps

- Coordinate building evacuation drills with the University's Office of Emergency Management (UOEM), including alerting building occupants to practice drills and the specific evacuation site for the building
- Identify Floor Marshals, when necessary, to assist in accounting for the occupants of each floor
- Complete the federally mandated ICS-100, ICS-200, and ICS-700 courses

Incident Management:

In an evacuation or emergency incident within a building assigned to them, the Building Marshal is expected to:

- Ensure their building has been checked for damages and injuries
- Provide the University Office of Emergency Management (UOEM), (or University Police if UOEM is unavailable, with a situation assessment of their building
- Inform the University Office of Emergency Management of all incident status changes
- Notify Floor Marshals of the need to relocate to another evacuation site
- Provide guidance to Floor Marshals in handling unique situations
- Assist occupants in quickly proceeding to a pre-established evacuation site
- Ensure buildings are checked and re-checked for occupants before declaring a building "clear" and evacuated.
- Notify the University Office of Emergency Management (or University Police if UOEM is unavailable) of occupants sheltering in areas of refuge and in need of rescue assistance
- Alert Floor Marshals at the evacuation site if there is a need to move to another site
- Assist the EOC (or University Police depending on the incident) in completing the assessment report following the termination of the incident

Floor Marshals

Floor Marshals and their designees or alternates are CSUSB employees who have either been appointed by their manager or have volunteered, with permission of their manager, to serve in this position. They receive additional training in basic public safety.

Floor Marshals are responsible for assisting their respective Building Marshals in the performance of their assigned duties and in the development of evacuation and containment plans for the building in which they are assigned.

General Responsibilities:

- Assist the Building Marshal in the performance of their assigned duties
- Ensure copies of the CSUSB Disaster Preparedness Quick Reference Guide are prominently posted in all offices, classrooms, and public areas in their area of responsibility
- Know where persons with disabilities are located within their area, what their alarm response will be, and what assistance they might require in the event of an evacuation
- Inform disabled persons as to the location of areas of refuge for persons with limited mobility
- Coordinate with other Floor Marshals to avoid duplication of effort
- Attend training sessions
- Attend meetings conducted by Building Marshals to review emergency procedures and duties
- Know where hazardous conditions or situations may exist within their area
- Know the location of flammable, radioactive and other hazardous materials
- Know the location of emergency pull alarms, fire extinguishers, emergency telephones and exits
- Alert building occupants of practice drills and the specific evacuation site for their building
- Walk their primary and secondary evacuation routes at least monthly to familiarize themselves with emergency exits and routes to the assembly area, and report any new construction or other obstacles that may impede an orderly evacuation
- Complete the federally mandated ICS-100, ICS-200, and ICS-700 courses

Incident Management:

In an evacuation or containment of the occupants of a building, the Floor Marshal is expected to:

- Assist occupants in quickly proceeding to the assigned evacuation site
- Ensure buildings are checked and re-checked for occupants before declaring a building “clear” and evacuated
- Notify the Building Marshal of occupants sheltering in areas of refuge
- Inform evacuation site occupants if there is a need to move to another site
- Ensure their floor has been checked for damages and injuries

- Provide their Building Marshal with a situation assessment of their floor

Direction, Control, and Coordination

CSUSB has adopted and utilizes the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and Incident Command System (ICS) for incident management and emergency preparedness, prevention, response, recovery, and mitigation programs and activities. CSUSB's utilization of these incident management and emergency preparedness systems provides the framework for the direction, control, and coordination of activities during an emergency incident at CSUSB.

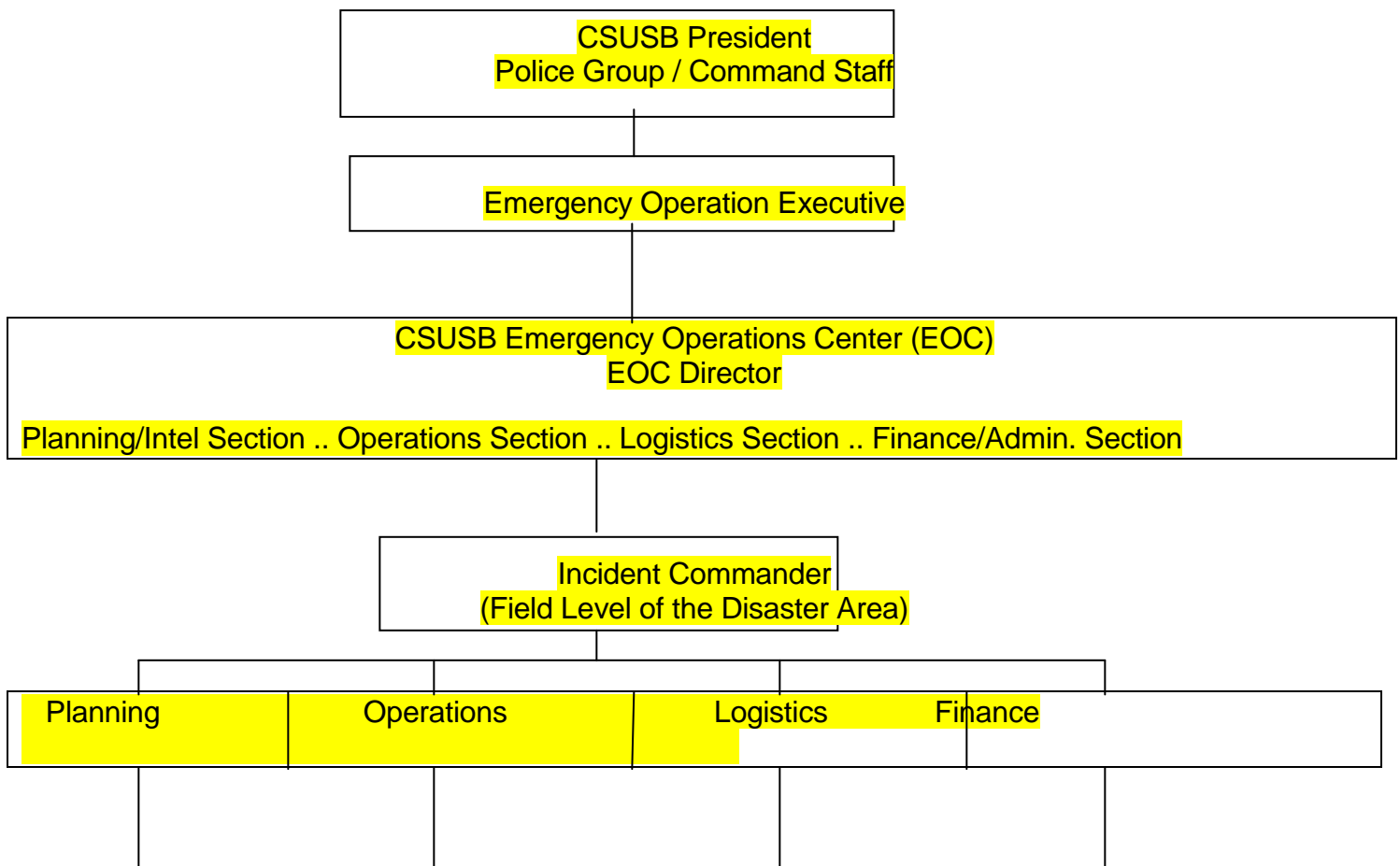
National Incident Management System (NIMS)

Homeland Security Presidential Directive (HSPD)-5 called for the development of a National Incident Management System (NIMS). This system provides a consistent, flexible, and adjustable framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location, or complexity. This flexibility applies across all phases of incident management: prevention, preparedness, response, recovery, and mitigation. The NIMS is currently being used in conjunction with the Standardized Emergency Management System (SEMS), which is required by California Government Code 8607(a) for the purpose of providing an effective and coordinated response to multiagency and multijurisdictional emergencies.

The University has adopted NIMS for incident management and emergency preparedness, prevention, response, recovery, and mitigation programs and activities. The NIMS includes concepts, principles, terminology, and technologies covering the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources; qualifications and certification; and the collection, tracking, and reporting of incident information and resources. The NIMS integrates existing best practices into a consistent nationwide approach to domestic incident management that is applicable to all jurisdictional levels and across functional disciplines in an all-hazards context.

The NIMS has adopted the basic tenets of the Incident Command System (ICS), which is designed to enable effective and efficient incident management by integrating a combination of resources including facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. It is normally structured to facilitate activities in five major functional areas: command, operations, planning/intelligence, logistics, and finance/administration.

The ICS is interdisciplinary and organizationally flexible. It expands or contracts to meet the needs of incidents of any type or complexity; allows personnel from a variety of offices, departments, and/or agencies to meld rapidly into a common management structure with common terminology; provides logistical and administrative support to operational staff; and, is cost effective by avoiding duplication of effort. Below is an abridged organizational chart denoting CSUSB's emergency management organization:



Standardized Emergency Management System (SEMS)

The Standardized Emergency Management System (SEMS), which is required by California Government Code 8607(a), provides for the purpose of providing an effective and coordinated response to multiagency and multijurisdictional emergencies. The University has adopted SEMS for incident management and emergency preparedness, prevention, response, recovery, and mitigation programs and activities. SEMS is used for managing responses to multi-agency and multi-jurisdictional emergencies in California. The four major elements of SEMS are 1) the use of the Incident Command System (ICS), 2) inter-agency coordination, 3) the utilization of the State's Mutual Aid Program and 4) the coordination with and use of Operational Areas. Together they create a system for local governments or entities, such as CSUSB, to respond to emergencies cooperatively with other agencies or jurisdictions.

SEMS is intended to be flexible and adaptable to the needs of all emergency responders, and allow for entities to request and receive assistance from higher jurisdictions and agencies as the situation expands beyond the field and local levels.

Senate Bill 1841 established the Standardized Emergency Management System (SEMS) effective January 1, 1993 for all state agencies. By law, agencies must use SEMS to unify all elements of California's emergency management organization into a single integrated system. Additionally, SEMS must be used to be eligible for any reimbursement of response-related costs under the state's disaster assistance programs. Below is a chart illustrating the primary functions of SEMS and ICS:

SEMS Functions
and the
Incident Command System

PRIMARY SEMS/ICS	FIELD RESPONSE LEVEL	EOC LEVELS
Command/ Management	Responsible for the directing, ordering, and/or controlling of resources by virtue of explicit legal, agency or delegated authority.	Responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations.
Operations	Responsible for the coordinated tactical response of all field operations directly applicable to, or in support of, the missions(s) in accordance with the Incident Action Plan.	Responsible for coordinating all jurisdictional operations in support of the response to the emergency through implementation of the
Planning/ Intelligence	Responsible for the collection, evaluation, documentation, and use of information about the development of the incident, and the status of resources.	Responsible for collecting, evaluating, and disseminating information; developing the organizational level's action plan in coordination with the other
Logistics	Responsible for providing facilities, services, personnel, equipment, and materials in support of the incident.	Responsible for providing facilities, services, personnel, equipment, and materials.
Finance/ Administration	Responsible for all financial and cost analysis aspects of the incident, and for any administrative aspects not handled by the other	Responsible for financial activities and administrative aspects not assigned to the other functions.

Incident Reporting

Major Incident Reporting

As soon as possible after a major incident has occurred, the President is required to notify the Chancellor, General Counsel, and Risk Manager of the status of the emergency situation on campus. The notification needs to include the scope of the disaster, description and the total number of serious or fatal injuries. Additionally, the Chief of Police is required to notify the CSU Police Coordinator.

A “major” incident is any incident involving the campus, students, faculty and/or staff that may be newsworthy or potentially sensitive. Major incidents include crimes such as homicide, rape, robbery, assault, burglary (involving large sums of money or valuables), arson, bombs, bomb threats where buildings need to be closed, riots, disturbances, embezzlement of funds or misuse of funds, serious or fatal injuries or illnesses or suicides. Major incidents also include disasters or emergencies, such as fire, earthquake, power outage, hazardous materials spill, or any incident which creates the need to close all or part of the campus. Below are the relevant CSU contacts, pertaining to required notifications:

Contact Information:

Sandra George, Executive Assistant to the Chancellor

Phone: (562) 951-4705

Fram Virjee, Executive Vice Chancellor and General Counsel

Phone: (562) 951-4500

Zachary Gifford, Associate Director, System-wide Risk Management

Phone: (562) 951-4580

Cell: (562) 577-1632

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Office location: Chancellor's Office, Long Beach

Cell phone (562)-400-6115

Anne Glavin

E-mail

Office phone

Office location

Fax #

CSU Police Coordinator

anne.glavin@csun.edu

(818) 677-2201

CSU Northridge

(818) 677-5816

Campus Police Chief Incident Reporting

- CSU Presidents or the Campus Police Chiefs are to report all serious and/or fatal injuries and emergency incidents to the offices of the Director of Public Affairs, General Counsel and Risk Management at the Chancellor's Office.
- The Campus Police Chief is to notify the system wide CSU Police Coordinator of major incidents, by telephone or e-mail.
- The CSU Police Coordinator will notify the Vice Chancellor of Human Resources who will in turn inform individuals and/or departments within the Chancellor's Office.
- As time permits, the Police Chief or designee is to telephone or e-mail the CSU Police Coordinator a report of what occurred, using the attached Report of Major Incident form as a guide (Refer to pages 17 and 18). The report may be brief and should be made at a time when accurate facts have been obtained.
- If the incident is ongoing, telephone or e-mail reports should be provided periodically, as needed.
- The Final Report of Major Incident should be in writing and mailed or faxed to:
CSU Police Coordinator Liaison – Anne Glavin, Chief
CSU Northridge
18111 Nordhoff Street, Northridge, CA 91330
Phone: (818) 677-2201 Fax: (818) 677-5816
Email: anne.glavin@csun.edu
- The Police Chief will ensure that administrative information is directed as required to the State of California, the Chancellor's Office, campus administrators, and other entities as deemed appropriate.
- The Police Chief is responsible for retrieving information and updating data files within the California Law Enforcement Telecommunication System and monitoring and analyzing campus information to ensure that relevant campus and CSU procedures are followed.

Injury:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Description:
Age:	Sex:	Status-Location
Additional Information:		

Suspect Information: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name:	<input type="checkbox"/> Student	<input type="checkbox"/> Faculty/Staff	<input type="checkbox"/> Other
Custody	<input type="checkbox"/> Yes <input type="checkbox"/> No	Charges:	
Age:	Sex:	Status-Location	
Additional Information:			

Emergency Notifications and Communications

The president or his designee shall authorize communications to be sent to the campus community. The Public Affairs official will provide information to the press. The following systems may be used for internal and external communication.

- Campus Emergency Hotline: (909) 537-5999 (Updated by Public Affairs)
- Campus Websites: <http://news.csusb.edu> and <http://www.csusb.edu> (Updated by Public Affairs)
- “Flash” e-mail list serve (Updated by Public Affairs)
- Berbee
- Connect-Ed
- Campus Loud Speakers
- CSUSB policy regarding Internal/External Communication Procedures for Critical Incidents: <http://policies.csusb.edu/crtinc.htm>
- CSUSB policy regarding Emergency Notification of Faculty and Staff: <http://policies.csusb.edu/emerplan.htm>

Campus Closure and Evacuation Procedures

The university president or designee may authorize a closure of the campus due to a health or safety concern or due to the interruption or failure of a utility such as electricity or water service. An evacuation may be declared in the event of a major threat or emergency.

There is a difference between an evacuation and a campus closure. A campus closure occurs when a decision has been made to close the campus because of a specific event, such as high winds or a power outage, which make normal campus operations impossible or unsafe. These are not considered to be immediate emergency situations. An evacuation occurs when it is essential to clear the campus as quickly as possible as in the case of a fire or an earthquake.

In either case, campus communication systems will be used to notify the campus community and provide specific instructions as to how to proceed.

Campus Closure:

Should a campus closure be ordered, the administrator in charge may elect to close the campus in the following manner:

1. Unless otherwise noted, classes already in session shall continue until their scheduled conclusion, at which time students will be asked to leave the campus in a safe and orderly manner
2. Employees will be instructed to remain on campus until after students have exited the campus. Employees will then receive information regarding when they should leave
3. Students living in campus residence halls may remain in the housing units, unless instructed otherwise.

Students or employees who need transportation or must wait for transportation are asked to report to the campus main entrance, in front of the flagpoles where public transportation is located. Police or parking officers will organize the transportation effort from this location. Should it be determined that this location is not habitable, the alternate transportation location will be communicated to the campus community through regularly used emergency notification systems.

The campus will re-open on the following morning, unless other notice is given. Since a campus closure does not constitute an evacuation, departures may be timed to avoid potential traffic congestion on and leaving the campus.

Evacuation Procedures:

In the event of an “evacuation,” all students, faculty and staff, with the possible exception of emergency operations personnel, will be asked to immediately leave the campus in a safe and orderly manner.

An evacuation from campus will result in heavy traffic congestion. In addition, extraordinary traffic mitigation measures may also be taken by Public Safety personnel to facilitate the flow of traffic off the campus. As such, a Traffic Evacuation Plan and map has been created to disperse traffic down a number of different paths (see Appendix 7).

The administrator in charge may elect to declare an evacuation from campus in the following manner:

1. Students will be asked to leave the campus immediately
2. Employees will be instructed to remain on campus until the students have left
3. Students living in campus residence halls may be evacuated

Students or employees who need transportation or must wait for transportation are asked to report to the campus main entrance, in front of the flagpoles where public transportation is located. Police or parking officers will organize the transportation effort from this location. Should it be determined that this location is not habitable, the alternate transportation location will be communicated to the campus community through regularly used emergency notification systems. Notice will be provided about when the campus will reopen.

Return to Campus - Emergency Workers:

During a campus evacuation, all emergency workers who are directed to return to campus to assist in the crisis, as directed by management, will be required to enter and exit through a central checkpoint located at Information Center 1 at the main entrance on University Parkway. A log entry will be made to document the presence of the employee. This process will enable the University Police Department to ensure the safety of employees on campus during an emergency situation.

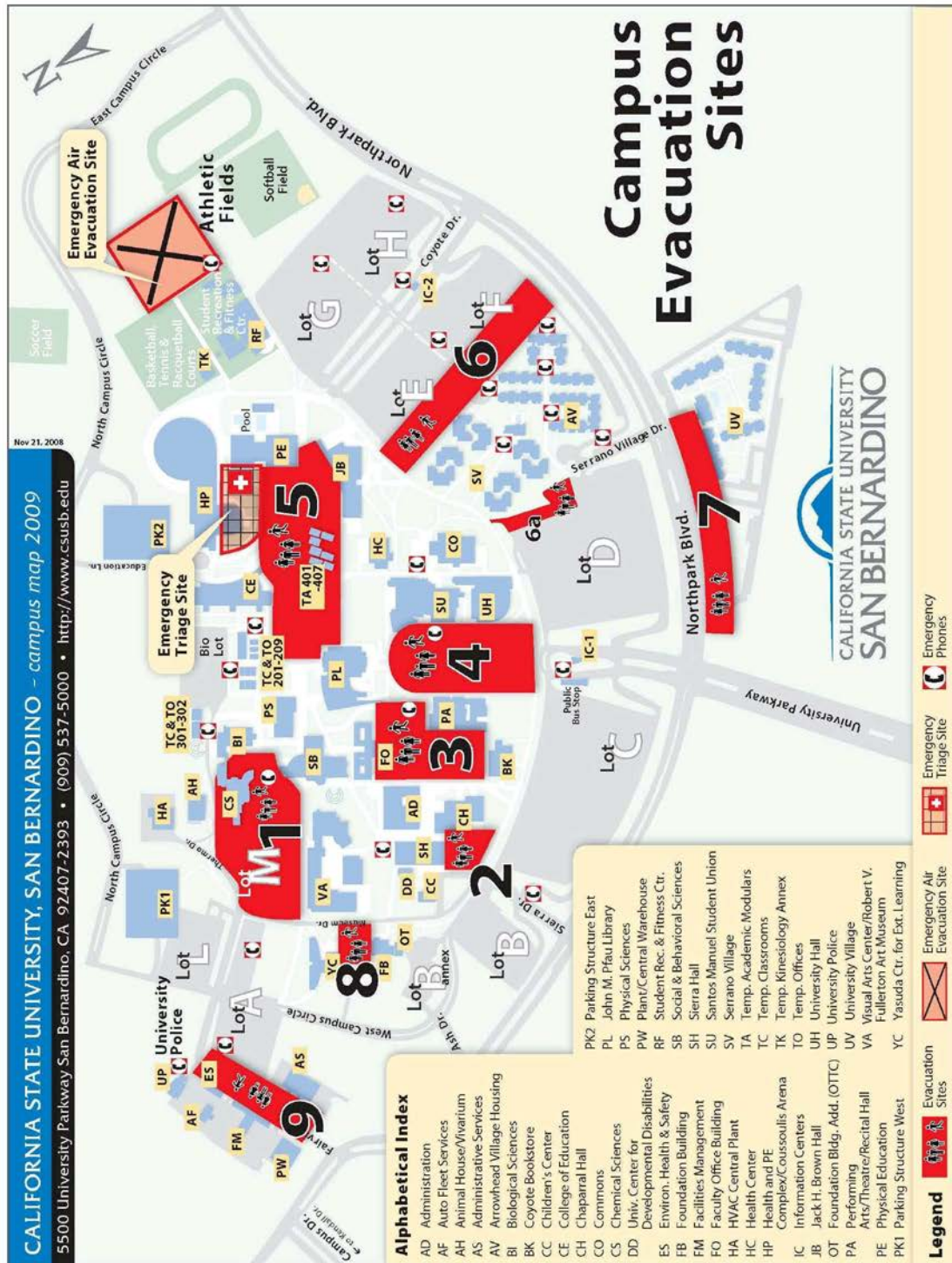
Return to Campus - Non-Emergency Workers:

Non-emergency workers who have an urgent need to re-enter the campus during an evacuation will be required to obtain authority from his/her division vice president and shall enter and exit the campus using the process described above. Re-entry will be granted only for the purpose of tending to an urgent situation that demands their presence, such as caring for animals or conducting research.

The Public Affairs Department will arrange for public notices (such as radio announcements, e-mail, voice message, hot line messages and Web-based notifications) regarding the cancellation of classes, campus closures and evacuations.

Instructions for attendance and payroll reporting will be provided to the campus community via e-mail after the closure or evacuation.

CAMPUS EVACUATION SITES



Continuity of Operations

It is the intent of California State University, San Bernardino to respond quickly and effectively to emergencies and disasters. California State University, San Bernardino has a Business Continuity Program and is currently in the process of developing a campus Business Continuity Plan. The primary objective of this plan is to protect lives and property. The plan also seeks to continue/preserve instruction to students, maintain essential services where feasible, and return to normal operations as quickly as possible. Decisions related to this goal will focus on the restoration and maintenance of essential services and systems.

Essential/Core Services and Systems:

Essential/core services and systems are defined as those necessary to (1) preserve lives (human and animal), (2) maintain the physical plant/infrastructure, (3) provide for campus safety and security, and (4) continue essential business services until an emergency has abated. In addition, essential/core services are those which must be carried out on a regular basis and where an interruption of such services cannot exceed 28 days. Examples of essential/core services include, but are not limited to the following:

- Food/Dining services on or near the campus
- Potable water supplies for drinking and sanitation
- Sewer/wastewater systems for human health and sanitation
- Energy sources including electricity, natural gas, fuel for vehicles
- Availability of emergency medical care on/near campus
- Police patrol, emergency response, and dispatch services
- Emergency Fire/Rescue services
- Sound and effective Administrative, Housing, and Academic leadership
- Safe classroom/lecture/lab spaces for instruction
- Safe office/meeting spaces for administrative functions
- Faculty, lecturers, and administrative support for Academic Instruction
- Academic Information Technology Support, Academic Computing
- Disposal of waste, hazardous materials, and custodial cleaning of restrooms
- Engineering and maintenance functions for buildings, heating/ventilation maintenance for failures of electrical, mechanical and structural assets

- Workable communication systems within campus community
- Effective communication systems to CSU and students/families elsewhere
- Computer systems and programs for administrative functions
- Payroll services, revenue collection, accounts payable, financial reporting
- Financial aid services
- Maintaining academic and research facilities, equipment, supplies, lab animals, etc.

Plan Development and Maintenance

The planning process for this Emergency Operations Plan is a coordinated endeavor of campus personnel with guidance from local government, state agencies, and with the CSU System.

The campus Emergency Manager has responsibility for maintenance of this Plan, and its review and modification. Reviews and exercising of the Plan will be conducted at least annually or as needed.

The periodic review of the Plan with no or minor changes require only the signature of the Emergency Manager. Major changes or revisions to the Plan require the approval and signature of the University President (or his/her designee), upon the recommendation from the Vice President for Administration and Finance.

Copies of this Plan will be distributed as noted in the Plan Distribution List.

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