



# Emergency Operations Plan

Revised: April 2019



## Disclaimer

Every effort has been made to write this plan in accordance with current state and federal guidelines and was designed to meet industry standards. However, this plan cannot anticipate all possible emergency events or situations requiring an emergency response. Nothing in this plan should be interpreted as barrier(s) or obstructions to knowledge and experience, capability, or resourcefulness of responders in overcoming the complexities of real emergency situations.

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This document supersedes all previous versions of the:  
CSU Emergency Operations Plan

**Letter of Promulgation (2018) signed by:**

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

**Some versions of the plan may be modified due to  
privacy policy or for web formatting purposes.**

Date of last revision:

April 15<sup>th</sup>, 2019  
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# INITIAL EMERGENCY RESPONSE

Every member of the CSUSB campus community should be prepared for emergencies by learning basic emergency procedures and maintaining a personal disaster kit in their office and/or vehicle. Immediately following a disaster or emergency:

- ☐ Make sure you and those immediately around you are safe.
- ☐ Remain calm and assess the severity of the situation. If appropriate, or when ordered, evacuate in an orderly and calm manner. Faculty should try to keep their class together during an evacuation and work with Floor/Building Marshals to report any missing or injured persons.
- ☐ Render First Aid to the injured to the extent of training and ability.
- ☐ For all on campus emergencies contact the University Police. The department is a full service 24 hour a day, 365 day a year emergency response agency.

**Emergency . . . . . CALL 911**

**Campus Emergency Hotline . . . . . (909) 537-5999**

**Police Dispatch (TDD Available) . . . . . (909) 537-5165**

**Non-Emergency . . . . . (909) 537-7777**

**Parking and Transportation . . . . . (909) 537-5912**

**Business line . . . . . (909) 537-5165**

**When calling to report an emergency please provide:**

- The type of emergency.
- Specific location of the emergency including building and room/area.
- Number of known victims, injured persons, or trapped individuals.
- Your name, location, and phone number.
- Do not hang up. The dispatcher will end the conversation; other information may be needed.

- ☐ Refer to the Table of Contents for further information on specific emergencies.

# **PART 1: BASIC PLAN**

**Some versions of the plan may be modified due to privacy policy or for web formatting purposes.**

## **UNIVERSITY ADMINISTRATION AND UNIVERSITY POLICE AUTHORITY**

Immediately following the discovery of an emergency or disaster the University Police will begin coordinating an appropriate level of response. The Chief of Police will confer with the Vice President of Administration and Finance and/or the Emergency Operations Policy Group as well as on-scene Incident Commander(s) for determination in the opening of the CSU San Bernardino (CSUSB) Emergency Operations Center (EOP).

The President, Vice President of Administration and Finance, Chief of Police, Emergency Manager, and the on-scene Incident Commander(s) have the authority to activate all or parts of the Emergency Operations Plan.

On-scene Incident Command for all emergency events on the CSU San Bernardino campus will be the responsibility of the University Police. Transfer of Incident Command (IC) to another agency or person will be done when appropriate and in accordance with the Incident Command System (ICS) model.

In accordance with California Government Code Section 8607 the CSU San Bernardino shall use the Standardized Emergency Management System (SEMS) in response to any long-term, multi-agency, or multi-jurisdiction emergency. In accordance with Homeland Security Presidential Directive 5 (PPD-5), domestic incident response at the CSU San Bernardino will comply with the requirements with the National Incident Management System (NIMS)

## **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, provide stabilization of the incident, minimize potential damage, allocate for protection of property, preserve the environment of the campus, and other priorities of the university assigned by oversight protocols 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 5 (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. It 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 any 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 2<sup>nd</sup>, 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.



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

2/12/18

Approval Date

## **APPROVAL AND IMPLEMENTATION**

The CSUSB EOP is an all-hazards plan that establishes a comprehensive framework for management of emergency events that occur on or near University property or may have a significant impact on the University community. This plan supersedes all previous plans and may not be reproduced without prior authorization from the CSUSB Office of Emergency Management.

The plan assigns roles and delegates responsibilities to certain University departments and other agencies and organizations that will provide support. Agreement to this plan represents a major commitment by the university's leadership to support the CSUSB concept, collaborate with the Emergency Manager to provide effective oversight of emergency operations, form partnerships with a variety of external entities, and continue to develop and refine planning, exercise, and training activities specific to the execution of this EOP.

The CSUSB EOP is an extension of the California Emergency Plan and should be reviewed and exercise annually for necessary revisions to meet changing conditions. All recipients are requested to advise the Emergency Manager of any changes necessary to improve the plan. Changes to the plan will be transmitted to appropriate entities and recorded on the Record of Changes and Record of Distribution lists.

## RECORD OF CHANGES

All updates and revisions to the plan will be tracked and recorded in the following table. This process will ensure that the most recent version of the plan is disseminated to and implemented by those with roles and responsibilities within this plan.

Date	#	Section	Type of Change	Author
01/23/17	1	Concept of Operations	Updated Emergency Management (EM) Terminology	Wing
11/06/17	2	Entire Document	Reviewed for Content	Wing
02/02/18	3	Appendix 3	Organizational Chart updated	Wing
02/02/18	4	Appendix 4	Structure & Position Description Updated	Wing
02/02/18	5	Appendix 6	CSUSB EOC Set-up Procedures	Wing
02/02/18	6	Appendix 7	CSUSB Map Updated	Wing
07/16/18	7	Entire Document	EOP Update - New Version V.2 – Start Date	Wing/Loden
08/16/18	8	Entire Document	EOP Update - Revision V.7	Wing/Loden
08/28/18	9	Entire Document	EOP Revisions V.13	Wing/Loden
09/11/18	10	Entire Document	EOP Revisions V.17 (488 pgs)	Wing/Loden
09/20/18	11	Entire Document	EOP Revisions V.20 (491 pgs)	Wing/Loden
02/15/19	12	Entire Document	EOP Revisions V.21	Wing
04/15/19	13	Annex 1-12	Updates	Wing

## **RECORD OF DISTRIBUTION**

In accordance with Executive Order No. 1056, the University's EOP will be distributed to the emergency management team members and others identified by the University. Distribution of the plan to emergency management team members will be documented by the Office of Emergency Management. The master copy of the University's plan will be maintained by the Office of Emergency Management.

The Basic Plan and any other non-sensitive parts of the EOP shall be posted on the CSUSB Emergency Management and Preparedness sections of the CSUSB website; which is accessible to the general public.

### **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 & Business Continuity  
President  
Provost  
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  
University Police, Dispatch Supervisor

## **PUBLIC EMPLOYEE DISASTER SERVICE WORKER (DSW) DESIGNATION AND STATUS**

The State of California Disaster Service Worker (DSW) Program includes all public employees impressed into service by a person having authority to command the aid of citizens in the execution of his or her duties during a state of war, a state of emergency, or a local emergency.

Any California city, county, or state agency or public district employee, may be called upon as a disaster service worker in the event of an emergency. Any public employees performing duties as a disaster service worker shall be considered to be acting within the scope of disaster service duties while assisting any unit of the organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency. Public employees are assigned disaster service activities by their superiors or by law to assist the agency in carrying out its responsibilities during times of disaster.

In an emergency, non-essential public employees (those that are not required for continuity of operations) may be released from their usual duties so that they can be reassigned to assist any agency or organization carrying out its emergency response duties. Employees acting as DSWs will be assigned duties within their scope of training, skill, and ability.

### **Compensation**

Disaster Service Workers are paid for work done as a Disaster Service Worker only if they have taken and subscribed to the Loyalty Oath. Overtime and other compensation are provided in accordance with established MOUs and the nature of the disaster declaration.

### **Loyalty Oath**

Public employees in the State of California are required to take a Loyalty Oath.

*"I, \_\_\_\_\_, do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without mental reservation or purpose of evasion; and that I will well and faithfully discharge the duties upon which I am about to enter."*

*California Constitution, Article XX, Section 3*

## **California Government Code Section(s) 3100-3109**

“It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, man-made, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources is of paramount state importance... in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers... All disaster service workers shall, before they enter upon the duties of their employment, take and subscribe to the oath or affirmation...”

### **3100.**

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

*(Amended by Stats. 1971, Ch. 38.)*

### **3101.**

For the purpose of this chapter the term “disaster service worker” includes all public employees and all volunteers in any disaster council or emergency organization accredited by the Office of Emergency Services. The term “public employees” includes all persons employed by the state or any county, city, city and county, state agency or public district, excluding aliens legally employed.

*(Amended by Stats. 2013, Ch. 352, Sec. 104. (AB 1317) Effective September 26, 2013. Operative July 1, 2013, by Sec. 543 of Ch. 352.)*

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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 campuses in San Bernardino and Palm Desert, and other off-site locations as identified. Additionally, it clarifies strategies to prepare for, respond to, and recover from an emergency or disaster incident that could impact the campus or the region. This includes providing accurate documentation required for cost recovery efforts.

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. This includes the rapid continuation of normal business operations and services in the shortest possible time period.

## **ORGANIZATION OF THE EMERGENCY OPERATIONS PLAN (EOP)**

The University's EOP consists of the following parts:

- PART 1 – Basic Plan
- PART 2 – Annexes
- PART 3 – Appendices

The basic plan serves as an overview for elements of response which are common to all types of emergencies. Policies and objectives for the University are set forth in this section and revisions shall be approved by the University President and or the University Policy Group.

The supplemental Annexes and Appendices (Part 2 and Part 3) may be considered stand-alone documents and should be maintained independent of the other parts of the EOP. Access to these documents may be restricted, based on privacy and security concerns. Changes and additions to these documents are the ultimate responsibility of the Emergency Manager.

## **SCOPE AND 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 plan falls under this Emergency Operations Plan.

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

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 (the 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, expanding and contracting to meet the needs of any given incident as the scope of a disaster is unpredictable.

This plan is written in compliance with SEMS, NIMS, and ICS protocols, and is intended for Incident Commanders (IC's) and Emergency Operations Center (EOC) director/managers to retain the flexibility to modify and/or organization structure as necessary to accomplish the emergency/disaster response and recovery mission in the context of a particular hazard scenario.

**THIS PLAN:**

- Defines the scope of preparedness and incident management activities.
- Addresses emergency response to natural and man-made disasters.
- Describes the organizational structures, roles and responsibilities, policies and protocols for providing emergency support.
- Facilitates response and short-term recovery activities.
- Is flexible enough for use in all emergencies/disasters.
- Incorporates an all-hazards approach to incident management.
- Describes the purpose, situation and assumptions, concept of operations, organization and assignment of responsibilities, administration and logistics, plan development and maintenance, and authorities and references.
- Pre-designates jurisdictional and/or functional area representatives to the Incident Command (IC), Unified Command and the EOC, whenever possible, to facilitate responsive and collaborative incident management.
- Includes pre and post-incident public awareness, education and communications plan(s) and protocols.
- Provides SEMS, NIMS, and ICS guidelines pertaining to the University.
- Incorporates several resource guides, for additional references.
- Explains terminology from EM perspective for relaying to the public sector; which leads to better understanding and successful implementation.
- Uses updated FEMA models to better predict flooding, and other hazard mitigation concerns.

## **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.

### **AUTHORITIES**

#### **FEDERAL**

- Americans with Disabilities Act of 1990 (ADA)
- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050)
- Occupational Safety and Health Standards (OSHA)
- Action Guide for Emergency Managers Department of Education required documentation.
- Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG)
- Federal Civil Defense Act of 1950, Public Law 920, as amended
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)
- Homeland Security Presidential Directive No. 5, February 28, 2003
- Homeland Security Presidential Directive No. 8, December 17, 2005
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. §§ 14501-14505)

#### **STATE**

- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Government Code, Title 19, Public Safety, Div. 1, CAL EMA, Chapter 2, Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program

- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- California Education Code Sections 66600, 66606, 89031
- California Administrative Code Section 42402 and 41302
- California Natural Disaster Assistance Act, Chapter 7.5 of Division 1 of Title 2 of the Government Code
- Executive Order S-2-05, National Incident Management System Integration into the State of California
- “Good Samaritan” Liability in accordance with California Health and Safety Code Section 1799.102
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)

### **LOCAL**

- CSU Executive Order 943, which denotes Student Health Center in the Emergency Operations Plan (EOP).
- CSU Executive Order 1013 has been superseded by Executive Order 1056.
- CSU Executive Order 1056, adopting the National Incident Management System (NIMS)/Standardized Emergency Management Systems (SEMS).

## REFERENCES

### FEDERAL

- An ADA Guide for Local Governments, U.S. Department of Justice
- Hazardous Materials Emergency Planning Guide, NRT-1 and Plan Review Guide, NRT-1A, Environmental Protection Agency's National Response Team
- Local and Tribal NIMS Integration, U.S. Department of Homeland Security
- National Fire Protection Association (NFPA) Standard 1600
- National Incident Management System (NIMS), U.S. Department of Homeland Security
- National Response Framework, U.S. Department of Homeland Security
- NIMS Emergency Operations Plan (EOP) Compliance Checklist
- Pets Evacuation and Transportation Standards Act, H.R. 3858

### STATE

- California Emergency Plan
- California (CAL EMA) Disaster Assistance Procedure Manual
- California (CAL EMA) Emergency Planning Guidance for Local Government
- California (CAL EMA) Emergency Planning Guidance for Local Government–Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- California (CAL EMA) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan
- California Master Mutual Aid Agreement
- California (CAL EMA) State Emergency Plan (SEP) – Checklist Review (Based on Checklist for a NIMS-Compliant EOP from the Template for NIMS Implementation Plan)

### LOCAL

- CSU Emergency Management Coded Memo RM 2018

## **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.

California Government Code GOV § Sections 8567, 8587, 8614(a), and 8650 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. 1056, 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**

- 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).
- 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."
- 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**

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

### **Federal**

- Homeland Security Presidential Directive No. 5, February 28, 2003
- Homeland Security Presidential Directive No. 8, December 17, 2005
- Federal Disaster Relief Act of 1974 (Public Law 93-288).
- Federal Civil Defense Act of 1950 (Public Law 920), as amended.
- U.S. Army Corps of Engineers--Flood Fighting (Public Law 84-99).
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. § 14501-14505)

## **Mutual Aid References/Resources**

California Disaster and Civil Defense Master Mutual Aid Agreement (MUA)

<http://www.caloes.ca.gov/PlanningPreparednessSite/Documents/CAMasterMutAidAgreement.pdf>

California Fire and Rescue Emergency Plan

<http://www.caloes.ca.gov/FireRescueSite/Documents/CalOES%20-%20Fire%20and%20Rescue%20-%20Mutual%20Aid%20Plan%20-%2020141201.pdf>

California Law Enforcement Mutual Aid Plan

<http://www.caloes.ca.gov/LawEnforcementSite/Documents/1Blue%20Book.pdf>

CSU Mutual Aid Agreement

<http://www.calstate.edu/eo/EO-1046.html>

Federal Disaster Relief Act of 1974 (Public Law 93-288)

Robert T. Stafford Disaster Relief and Emergency Assistance Act

<https://www.fema.gov/media-library-data/1519395888776-af5f95a1a9237302af7e3fd5b0d07d71/StaffordAct.pdf>

National Incident Management System (NIMS)

[www.fema.gov/pdf/emergency/nims/NIMSFAQs.pdf](http://www.fema.gov/pdf/emergency/nims/NIMSFAQs.pdf)

## **California State University Chancellor's Office**

Executive Orders (EO)

Executive Order 1056, dated March 7, 2011, supersedes Executive Order 1013

- Response to the recommendations of the Emergency Preparedness System wide Audit 943.
- 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>

## **GEOGRAPHIC SITUATION INFORMATION**

### **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 20,000 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 20,000, 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.

Emergencies and disasters, especially those involving weather-induced conditions, pose a high priority risk to San Bernardino County, including California State University San Bernardino and its campus. These conditions include, but are not limited to:

- Major Earthquake
- Hazardous Materials
- Structure Fire(s) & Wildfire(s)
- Transportation – Train Derailment
- Terrorism
- Active Violence Perpetrator(s)
- Public Health Emergency (Pandemic)

## ASSUMPTIONS

- California State University San Bernardino, or CSU San Bernardino, may be referred to as CSUSB or the University for purposes of this plan, annexes or appendices to this plan.
- The Emergency Management and Business Continuity Planning Manager shall be referred to as the Emergency Manager for the purposes of this plan.
- The Emergency Manager (EM) shall be responsible for developing and maintaining a roster of campus resources, contracts, and agreements for materials and services that may be needed in an emergency situation; including, emergency response equipment, emergency power, communications equipment, care and shelter equipment, food and water.
- CSUSB is responsible for emergency/disaster actions and will commit all available resources to to preserve life, provide stabilization of the incident, minimize potential injuries and damage, allocate for protection of property, preserve the environment of the campus, and other priorities of the university assigned by oversight protocols at CSUSB until which time the EM/EOE determines the allocated resource(s) are not adequate to mitigate the disaster or the incident has been upgraded, requiring the addition of other/more organizations/agencies.
- CSUSB will utilize SEMS and NIMS in emergency/disaster response operations.
- CSUSB will use ICS at all incidents and events.
- CSUSB will be compliant with California State University (CSU) Executive Order No. 1056 – Emergency Management Program.
- As specified in this plan, the Emergency Manager will coordinate the University's disaster response.
- Mutual aid assistance will be requested when disaster response, recovery and/or relief requirements exceed the University's ability; which is determined by the Incident Commander (IC), EM, or EOE.

## **CONCEPT OF OPERATIONS**

The President of California State University, San Bernardino, is the final decision maker during an emergency. The President will be promptly informed of any emergency and, if necessary, convene the Policy Group 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 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 and the Emergency Operations Center will be activated. The President, Emergency Operations Executive and the Policy Group 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 considers the needs of individuals with disabilities and others with access and functional needs during an emergency situation. During an emergency CSUSB 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 four (4) 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. Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Facilities will maintain equipment necessary to respond to disaster. Prevention strategies will vary based upon relevant risk assessments. 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 Manager will maintain communications systems and the EOC in operable condition. Plans, procedures, and resource data will be kept up to date.

The campus community's response to any emergency/disaster is based on an understanding of the nature of the emergency/disaster, the potential hazards, the likely response of emergency services, and knowledge of what individuals and groups should do to increase their chances of survival and recovery.

Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies. These programs must be coordinated in the campus community to ensure their contribution to emergency preparedness and response operations. If an emergency situation is likely, the Emergency Manager will take necessary actions to increase readiness.

The preparedness phase involves activities taken in advance of an emergency/disaster. These activities help develop operational capabilities for disaster response. These actions might include mitigation activities, emergency/disaster planning, training, exercises and public education. The departments identified in this plan as having either a primary or support mission relative to response and recovery should prepare Standard Operating Procedures (SOPs) and checklists detailing personnel assignments, policies, notification rosters and resource lists. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation and use of procedures.

Planning may include:

- Developing hazard analysis.
- Writing mutual aid plans.
- Developing SOPs and checklists.
- Training personnel and volunteers.
- Improving public information and communications systems.
- Developing systems for logistical support and financial accountability (i.e., disaster accounting system, pre-approved disaster contacts, vendor lists).
- Developing and implementing a plan for photo documentation of pre-disaster condition of public buildings and infrastructure.

### **Increased Readiness**

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency/disaster situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to:

- Review and update emergency/disaster plans, SOPs and resources listings.
- Review emergency purchasing agreements and contractor/vendor lists.
- Review disaster cost accounting procedures.
- Review plans for photographic documentation of disaster damages.
- Disseminate accurate and timely public information.
- Accelerate training of all staff and volunteers.
- Recruit volunteers as Disaster Service Worker
- Prepare resources for possible mobilization
- Test warning and communications systems.

### **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 (EOE) will be notified immediately. The elements of the Emergency Operations Center will be activated as required at the direction of the Emergency Operations Executive, Emergency Manager, and/or the Incident Commander. Incident management will be established to direct and support

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.

When an incident occurs without warning, on-duty personnel will manage the initial response. 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.

### **Pre-Emergency/Disaster**

When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency/disaster and notifying them of safety measures to be implemented
- Advising the City of San Bernardino Emergency Operations Manager and the County Operational Area of the emergency/disaster
- Advising the CSU Chancellor's office of the emergency/disaster
- Identifying the need for and requesting mutual aid
- Considering activation of the University EOC

### **Emergency/Disaster Response**

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the disaster. Immediate response is accomplished within the affected area by University management, local government, the private sector and volunteer agencies.

The following may apply to the University during this phase:

- The University is minimally impacted or not impacted at all and is requested to provide mutual aid to other affected entities.
- The situation can be controlled without mutual aid assistance from outside the University.
- The situation requires mutual aid from outside the University.
- The emergency/disaster management organization will give priority to the following operations:
  - Dissemination of accurate and timely information and warning to the campus
  - Situation analysis

- Resource allocation and tracking
- Evacuation and rescue operations
- Medical care operations
- Coroner operations
- Care and shelter operations
- Perimeter and access control
- Public health operations
- Photographic documentation of all disaster damage to public property
- Restoration of vital services and utilities

When local resources are committed or are anticipated to be fully committed and additional resources are required, requests for mutual aid will be initiated through Incident Command (IC) to the Emergency Operations Center (EOC), advising the CSU Chancellor's Office of all requests. Fire and law enforcement agencies will request or render mutual aid directly through existing mutual aid channels, including the EOC.

Depending on the severity of the emergency/disaster, the University EOC may be activated and a Campus Emergency may be proclaimed.

### **Sustained Disaster Operations**

In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons and damage assessment operations will be continued until conditions are stabilized.

### **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.

Recovery includes both short-term activities intended to return critical systems to operation and long-term activity designed to return life to normal in the community. Depending on the impact of the event, recovery can take from several weeks or months in a smaller incident to decades in a larger, catastrophic event. However, regardless of size, it is a complex process which will ultimately involve not only the resources of the community but those of county, state and federal agencies and departments, private

sector and non-profit organizations.

**Recovery begins immediately at the onset of an event.**

The focus is to restore services and return the University to a functional condition as quickly as possible. Phases of recovery will include activities and tasks which will need to be accomplished in the Immediate, Short, Mid and Long-Term timeframes.

Recovery begins almost immediately, and the first activities will be coordinated from the EOC. Recovery operations will at some point transition from the Planning/Intelligence Section to a separate organization, which will be the Recovery Team.

The Recovery Team will be composed of various individuals, departments, other governmental organizations and outside agencies, as needed, to effectively coordinate and manage policy decisions, public information needs and recovery operations. Representatives from the following departments and organizations may include, but not be limited to, all campus departments, University Cabinet, California State University Chancellor's office, American Red Cross and community groups. Campus business continuity plans will be implemented to promote recovery. Campus departments will review impacts on programs, and the University will aggressively pursue state and federal assistance for recovery.

Outside agencies and nongovernmental organizations will provide some short-term assistance to disaster victims. Local Assistance Centers (LACs) or telephone call centers may also be established, providing a "one-stop" service to begin the process of receiving federal, state and local recovery assistance for the community.

The recovery period has four (4) major objectives, which may overlap, including:

1. Restore University and community services.
2. Rebuild damaged property.
3. Identify and mitigate hazards caused by the disaster.
4. Recover disaster costs associated with response and recovery 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 (UP Room 104). This facility will be utilized in the event of activation. Resources related to the operations of an EOC, including additional copies of the EOP are located at the specified locations; which includes with hardline phones and printed maps.

If an event escalates to full activation, either the University Police Training Room or the alternate University Enterprise Corporation (UEC) Boardroom (UE Room 102) will be activated as the EOC.

The University Police Training Room provides space for a partial EOC activation. 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 Corporation (UEC) 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.

The university Police Department (UPD) Training Room or the alternate University Enterprise Corporation (UEC) Boardroom will be activated as the EOC:



## **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, the Student Health Center, and other campus departments as needed. This is a skilled pool of professionals capable of dealing with the myriad of technical, medical, logistical, and human relations issues certain to rise during a disaster. The CSUSB EOC Organizational Chart, which utilizes NIMS and SEMS principals, is outlined in Appendix 3. The organizational structure and a summary of position descriptions is outlined in the respective appendix.

## **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

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

## **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 will not be claimed. 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 or departments will report to the CSUSB EOC to provide incident response and recovery coordination.

Should the EOC 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. Twenty-four hour operations may be needed.

## **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 (EOE), or others, but remains the ultimate decision-making authority of the campus.

The Policy Group includes the following individuals:

- The President
- The Provost or designee (Vice President of Academic Affairs)
- Vice President of Information Technology Services
- Vice President of University Advancement
- Vice President of Administration and Finance serves as Emergency Operations Executive (EOE)

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
2. Vice President for Academic Affairs
3. Vice President for Administration and Finance
4. Vice President for University Advancement
5. Vice President for Student Affairs
6. Vice President for Information Technology Services
7. 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 (EOE), and the Policy Group will comprise the Policy Group during a disaster.

The President, if necessary, will convene the Policy Group and the Emergency Operations Executive (EOE) in order to make decisions, set policies, and coordinate responses.

The Emergency Operations Center (EOC) shall be activated as needed and will provide the appropriate support needed during the period of a 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.
- Act to keep the disaster from becoming larger.
- Advise of the need for emergency services and appropriate safe routes to the scene.
- Direct the dispatcher on duty to contact the police chief and inform him or her 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 (EOE) and the Manager, Emergency Management and Business Continuity, and communicate the type, scope, and location of the disaster. The Emergency Operations Executive (EOE) 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.

## **President**

### **Responsibilities**

2. Act as the highest level of authority during the disaster on campus
3. Establish a communication link with the Chancellor's Office, if necessary
4. Collaborate with the Policy Group to ensure that their responsibilities are carried out
5. Set policies and procedures to support and coordinate the multi-agency disaster response effort
6. Level of command:

In the absence of the President, the current decision-making authority shall be delegated in the following order:

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

### **Activation Phase**

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

**Support the Command Staff with their primary responsibilities, as needed:**

- Alert and warn students, faculty, staff and community.
- 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.
3. Maintain the independence between the EOC, the President, and the Policy Group during the disaster.
4. Collaborate with the Policy Group 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, 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.

#### **Operational Phase:**

- Obtain briefings from the EOC Director 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 Command Staff with their primary 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 duties as assigned.

## **Policy Group – University Vice Presidents**

### **Responsibilities:**

1. Provide advice and recommendations to the President or his designee.
2. Collaborate with the members of the Policy Group on actions taken.
3. Ensure that policy decisions are carried out within each administrative division.

### **Activation Phase:**

- Check in at a location and time as determined by the President.
- 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.
- Periodically review and evaluate progress of activities and respond as needed.
- Monitor and document information essential to meet the requirements for reimbursement by the California Office of Emergency Services (CALOES) 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.

## **Building Evacuation Teams**

### **Program Scope and Purpose**

#### **Authority and Oversight**

The Building Marshal Program has been developed in accordance with the California Code of Regulations, Title 8, Section 3220 Emergency Action Plan which covers those designated actions employers and employees must take to ensure safety from fire and other emergencies, and California State University Emergency Management Program – Executive Order 1056. The Emergency Manager administers the Building Marshal Program.

The effectiveness of the campus Building Marshal Program is determined by the willingness of the marshals to assume responsibility for the safety and security of each building, to the extent possible. There shall be a minimum of one Marshal per building, but the number is dependent on the size and function of the respective buildings. Marshals must be willing to assume responsibility for the building evacuation during actual emergency events as well as evacuation drills. Those individuals who volunteer have both the willingness and the interest to serve effectively in this capacity.

#### **Purpose**

The Building Marshal 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 team 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 maintaining current contact lists. 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 Emergency Manager.

#### **Scope**

The responsibilities of the campus Building Marshal Program are fourfold:

- First, when prompted by a drill or actual emergency situation, assist in the orderly evacuation of the building population from the structure.
- Second, secure building entrances, direct personnel away from the building, and deny re-entry until informed by authorities that it is safe to do so.

- Third, report building and personnel status to the appropriate authority. Serve as the lead evacuation official and liaison to the EM or EOC for your building.
- Fourth, if necessary, assist in the movement of persons to indicated campus evacuation sites. Aid persons with disabilities as required.

### **Area Marshals**

Area Marshals are CSUSB employees who have either been appointed by their manager or have volunteered, with permission of their manager, to serve in this role. Area marshals are key campus personnel during evacuation (real or drills) and other incidents on campus. General roles and responsibilities are outlined below.

#### **General Responsibilities:**

- Attend training sessions.
- Attend scheduled Marshal meetings.
- Support building marshals with an assigned area, including assistance with building emergency action plans, recruitment and retention of teams, training, and other help as needed.
- As available, provide additional program support, including special projects, team building, and other missions as needed.
- Complete the federally mandated ICS-100 course.

#### **Scene Management:**

In an evacuation or containment of a building assigned to them, the Area Marshal may:

- Alert building occupants to evacuate the building as quickly and efficiently as possible and proceed to the pre-established evacuation site.
- Provide authorities with a basic damage assessment of the building.
- Inform authorities of the building situation assessment and/or any incident status changes.
- Provide guidance to Building and Floor Marshals in handling unique situations.
- Assist the marshals in completing any necessary paperwork.
- Serve as the liaison between the building marshals and the EOC or Emergency Manager, as determined by the size and the scope of the incident.

## **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. Building marshals are key campus personnel during building evacuations (either drill or actual emergency) and serve as the lead evacuation official. General roles and responsibilities are outlined below.

### **General Responsibilities:**

- Attend training sessions.
- Attend scheduled Building Marshal meetings to review procedures and duties.
- Conduct a minimum of quarterly meetings with the Floor Marshals in their building.
- Know the location of emergency pull alarms, fire extinguishers, emergency telephones, exits, evacuation sites and routes, alternative evacuation sites and routes, and hazardous materials in the building.
- Maintain emergency supplies as needed for the building.
- At least annually, review emergency evacuation route maps for accuracy and ensure that they are properly displayed in the building.
- At least annually, review and update as needed, the building Emergency Action Plan and submit it to the Emergency Management office for review.
- Be aware of building occupants with mobility considerations; know where they are located, and what assistance they might require in the event of an emergency.
- Know the locations of areas of refuge (AOR) in the building and attend area of refuge training.
- Know the location of building evacuation chairs and attend training on proper use and procedures.
- Coordinate building evacuation drills with the Emergency Management office, 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 course.

**Scene Management:**

In an evacuation or containment of a building assigned to them, the Building Marshal is expected to:

- Alert building occupants to evacuate the building as quickly and efficiently as possible and proceed to the pre-established evacuation site.
- Assist in the safe evacuation of people with disabilities where possible, including directing and/or assisting them to the nearest exit, evacuation chair, or area of rescue.
- Document and notify authorities of occupants sheltering in areas of rescue.
- Ensure that the building has been checked for damages and injuries.
- Provide authorities with a basic damage assessment of the building.
- Inform authorities of the building situation assessment and/or any incident status changes.
- Notify Floor Marshals of the need to relocate to another evacuation site if necessary.
- Provide guidance to Floor Marshals in handling unique situations.
- Ensure buildings are checked and re-checked for occupants before declaring a building “clear” and evacuated.
- Complete the after action 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.

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.
- Attend meetings conducted by Building Marshals to review emergency procedures and duties.
- Know the location of emergency pull alarms, fire extinguishers, emergency telephones, exits, evacuation sites and routes, alternative evacuation sites and routes, and hazardous materials in the building.
- Ensure that the CSUSB Emergency Procedures poster is prominently displayed in all offices, classrooms, and public areas in their area of responsibility.
- Be aware of building occupants with mobility considerations; know where they are located, and what assistance they might require in the event of an emergency.
- Know the locations of areas of refuge (AOR) in the building and attend area of refuge training.
- Know the location of building evacuation chairs and attend training on proper use and procedures.
- Coordinate with other Floor Marshals to avoid duplication of effort.
- 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.

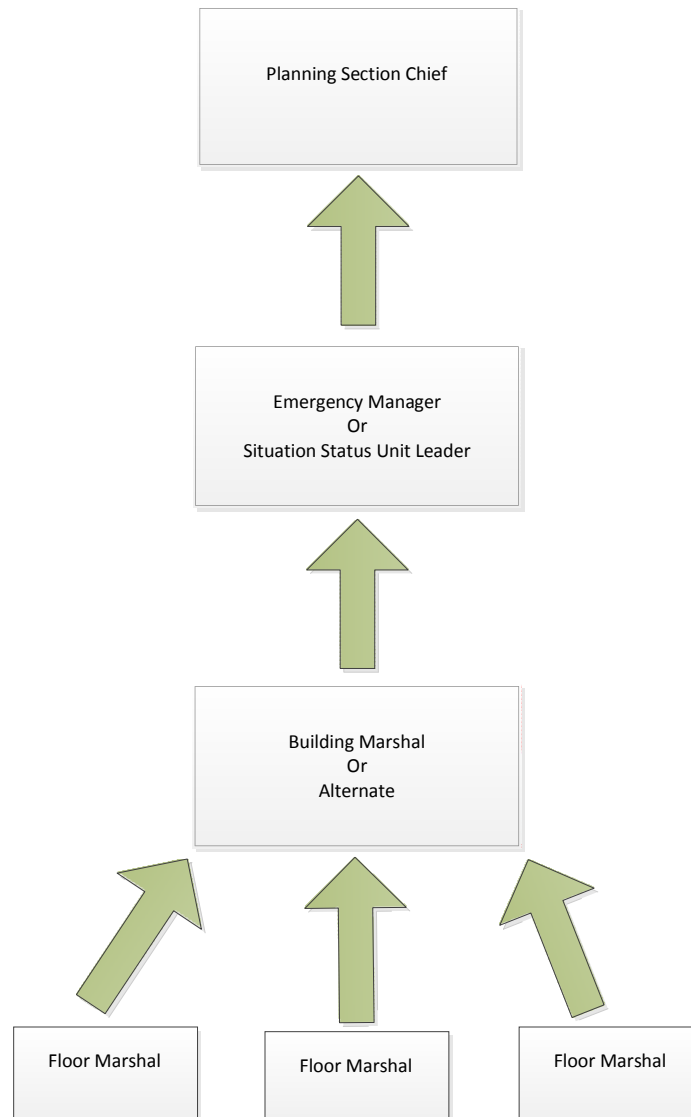
**Scene Management:**

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 or safe location during a shelter-in-place incident.
- 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.
- Ensure their floor has been checked for damages and injuries.
- Provide their Building Marshal with a situation assessment of their floor.

## **Chain of Command**

### Information Flow after EOC Activation



Until EOC activation, Building Marshals will report to the Incident Commander or the Emergency Manager or designee.

Once the EOC is operational, Building Marshals will report to the Situation Status Leader, who will provide status updates to the Planning Section Chief.

## **Incident 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, response, and recovery 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.

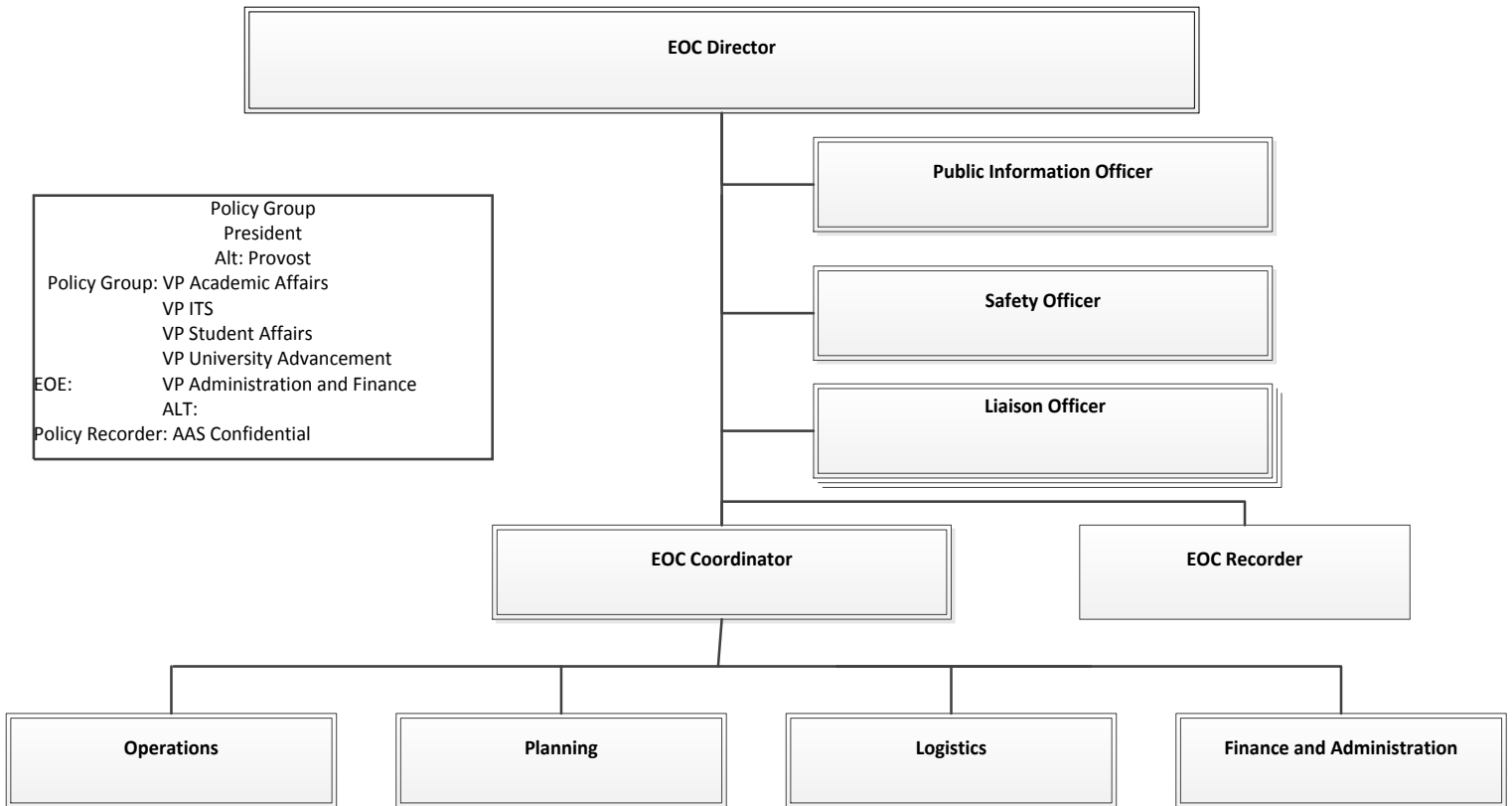
### **National Incident Management System (NIMS)**

Homeland Security Presidential Directive (HSPD)-5 calls 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: preparedness, response, recovery, and mitigation. 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. 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. 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.

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. 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.

## CSUSB NIMS Incident Command Structure (ICS):



## **Standardized Emergency Management System (SEMS)**

The Standardized Emergency Management System (SEMS), which is required by California Government Code 8607(a), provides 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 (4) major elements of SEMS are:**

- 1. Use of the Incident Command System (ICS)**
- 2. Interagency coordination**
- 3. Utilization of the State's Mutual Aid Program**
- 4. 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.

## Standardized Emergency Management System (SEMS) Functions & the Incident Command System (ICS)

Below is a chart illustrating the primary functions of SEMS and ICS:

PRIMARY SEMS / ICS FUNCTION	ICP (Incident Command Post)	EOC
<b>Command/ Management</b>	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.
<b>Operations</b>	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 organizational level's action plan.
<b>Planning/ Intelligence</b>	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 functions, and maintaining documentation.
<b>Logistics</b>	Responsible for providing facilities, services, personnel, equipment, and materials in support of the incident.	Responsible for providing facilities, services, personnel, equipment, and materials.
<b>Finance/ Administration</b>	Financial and cost analysis and administrative aspects not handled by the other functions.	Broad fiscal and recovery responsibility as well as overall fiscal accountability.

## **Policy Group**

This group consists of the University President, the Provost or designee (Vice President of Academic Affairs), Vice President of Information Technology Services, Vice President of University Advancement, Vice President of Student Affairs, Vice President of Administration and Finance, or his/her respective designees.

Not all members of the Policy Group are activated for every emergency. The determination of who should be activated is based on whether the emergency affects one or more functions in the scope of responsibility of that group member.

Responsibilities include:

- Makes policy decisions (e.g., class cancellation, campus closure, cancellation of University activities).
- Makes other strategic decisions and sets broad priorities.
- Considers factors such as life safety, environmental, economic, legal, political, and reputational impacts of an incident.
- Coordinates with the Public Information Officer (PIO) to communicate with external stakeholders.
- Coordinates with the PIO to participate in media interviews and conferences, as required.
- Plans for and prioritizes any long-term continuity and recovery issues.

## **Command Staff**

### **EOC Director**

This position is filled by the Chief of Police, Police Lieutenant or designee.

Responsibilities include:

- Has delegated authority to act in the best interest of the University, on behalf of the University President and during immediate response operations.
- First point of contact to report potential and ongoing incidents, which will need coordination across one or more departments.
- Responsible for the overall management of the emergency.
- Responsible for initial notification and activation of EOC members.

- Determines which EOC members and departments are needed to activate.
- In conjunction with the University President, determines whether to convene the Policy Group virtually or in person.
- Provides ongoing situational status information to both Operations and Policy Groups.
- Reviews and approves overall priorities and action strategies for the emergency.
- Interacts with and provides regular situation updates to the Policy Group, when activated.

### **EOC Coordinator**

This position is filled by the Emergency Manager or the Assistant Director of Police Services.

Responsibilities include:

- Overall management of the physical EOC.
- Provides staff support to the EOC.
- Assists with EOC set-up and coordinates internal EOC operations.
- Ensures the EOC is fully equipped and functional.
- Resolves any equipment or technical issues staff members are experiencing.
- Provides staff support to activated EOC roles, regardless of department or function.

### **Incident Commander**

This position is filled by the Lieutenant (UPD) or the Chief of Police.

Responsibilities include:

- Determine the location of the Incident Command Post from where tactical response operations will be managed.

- Work directly with the Incident Commanders from external support agencies to employ immediate life-saving actions and satisfy tactical objectives.
- Determine the need for, establish, and participate in unified command, when multiple jurisdictions and/or external agencies are supporting University Incident Response.
- Authorize protective action statements, which will be disseminated by the University Police Department Emergency Notification System(s).
- Determine incident resource needs and requests from the EOC.
- Establish parameters for resource requests and release, including the process by which University emergency personnel activate working at the incident site will request resources including more personnel
- Maintain an accurate log of resources currently being utilized for response operations; provide this to the EOC as requested
- Determine a schedule of incident reporting to the EOC
- Keep an open line of communication with the EOC; keep the EOC Director informed on incident related progress and any issues that arise

### **Public Information Officer (PIO)**

At CSUSB, this position is filled by the Director or Strategic Communications or the Assistant Director of Strategic Communications.

Responsibilities include:

- Serve as the coordination point for all media releases, official information updates, and press conferences for CSUSB.
- Ensure that the public within affected areas receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
- Represent CSUSB at the local jurisdictional level and Operational Area as the lead Public Information Officer.
- Prepare information releases, brief media representatives, and provide for press conferences.
- May coordinate media releases with Public Information Officers representing other affected emergency response agencies within the Operational Area.
- Establish a Joint Information Center (JIC) and coordinate the JIC activities, if needed.
- Organize the format for press conferences in conjunction with the EOC

Director.

- Maintain a positive relationship with the media representatives.
- Establish a system to manage rumor control.
- Determine additional PIO staffing needs, and request assistance as needed.
- Handles informal and Freedom-of-Information Act (FOIA) requests from outside the University and responds to them accordingly.
- Depending on the type and magnitude of the event, the PIO may serve as the spokesperson for the University or may serve as the coordinator, facilitator, and advisor to the University President, Cabinet Members, or other key staff who are designated spokespersons.
- Monitors media sources (broadcast, print, web, and social) to track and address inconsistencies in information, rumor control, and timeliness of messaging, and to ensure reputation management.

All media and public inquiries shall be vetted by the PIO. All inquiry responses, press releases, media advisories, and other University information developed for dissemination shall be approved by the University President or designee prior to delivery.

### **Safety Officer (SO)**

At CSUSB, this position is filled by the Environmental Health & Safety Director or the Environmental Safety Specialist.

Responsibilities include:

- Identifies hazardous situations associated with the incident, per existing procedures, processes and tools.
- Identifies corrective actions and ensures implementation.
- Coordinates corrective action with the on-scene Incident Commander and Operations.
- Coordinates critical incident stress, hazardous materials, and other debriefings, as necessary.
- 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.
- Develop and recommend measures for assuring personnel safety. Assess and anticipate hazardous or unsafe operational conditions or situations.

- Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
- Ensures adequate levels of protective equipment are available and being used.
- Stop or modify all unsafe operations.
- Investigates safety incidents that have occurred within incident areas per normal procedures.
- Create safety message for the Incident Action Plan (IAP).

### **Liaison Officer**

This position is filled by the Director of Executive Affairs or the Chief of Staff.

Responsibilities include:

- Responds to the County or Operational Area EOC, as requested by the County or OA EOC Director.
- Coordinates resource requests by the University to the County, or vice versa.
- Working with the PIO, provides the County and other external stakeholders with periodic updates of the incident.
- Coordinate communication between the CSUSB EOC and outside agencies, campus groups, and the Policy group.
- Serves as the point of contact between the University and the city and/or county emergency operation centers.
- Initiate and maintain communication with relevant campus organizations, including agency representatives, campus officials, and other entities as needed.
- Ensure that all communications with appropriate emergency response personnel is established and maintained.
- Serve as the point of contact for representatives of other agencies, both on and off campus, in order to facilitate clear, concise lines of contact with involved organizations.
- Maintain direct contact with Emergency Operations Executive on issues relating to the incident.
- Ensure that agency representatives working in the EOC are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their roles.

- In conjunction with the EOC Coordinator, assist with orientations and tours for VIP's.
- Handle requests from other agencies for EOC representatives.

## **EOC Recorder**

This position is filled by a Administrative Services Coordinator.

Responsibilities include:

- EOC recorder ensures all actions and activities related to the EOC operations are properly and accurately documented and supports the EOC Coordinator with proper functioning of the EOC.
- Assist the EOC Coordinator with any set-up needs.
- Maintain a master activity log for the EOC, capturing all general activities and specific incident information.
- Support EOC members in accurately maintaining their activity logs.
- Work with the records and documentation unit to capture pertinent information to EOC operations.
- Assist the EOC coordinator ensuring all required forms and reports are being completed and turned into the record and documentation unit during demobilization of resources.
- Once EOC Director announces the de-activation of the EOC, assist the EOC Coordinator with returning and storing all EOC equipment.
- Organize and package all EOC operations documentation, clearly identifying it as such, and turn into records and documentation unit.

## **General Staff**

### **Planning & Intelligence Section Chief**

The Planning Section Chief is filled by the Director of Facilities Management or the Director of Planning Design and Construction.

The Planning Section is responsible for collecting, evaluating, and displaying incident intelligence and information, the use of which supports the development of the Incident Action Plans (IAPs) for the operational period(s). The Planning Section is also responsible for tracking resources assigned to the incident, maintaining incident documentation, and developing plans for demobilization.

Responsibilities Include:

- Responsible for overall situational awareness, including formulating a complete picture of the incident, determining incident strategy and tactical objectives, and predicting the probable course of incident action.
- Responsible for collecting, evaluating, and disseminating all event information, maintaining incident documentation, and providing updated status reports to the EOC management and field operations.
- Gather and assess information to understand the current situation, predict probable course of incident impact, and prepare alternative strategies for the incident.
- Supervise Planning Section branches of situation status, damage assessment, advanced planning, recovery/business continuity, and demobilization including functions, objectives, staffing, and resources.
- Ensure Planning objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Planning needs or issues are included in the Incident Action Plan and addressed accordingly; Ensures Planning Section and Branch Status Reports are provided as needed.
- Conduct planning meetings as needed.
- Prepare and disseminate Situation Status updates as needed or requested.
- Prepare and disseminate Incident Action Plan.

In a large, complex incident, the Planning Section may be expanded to include task-specific units that address functions like resources, situation awareness, documentation, demobilization, and/or technical specialists such as weather, cartography, and intelligence.

## **Operations Section Chief**

The Operations Section Chief position is filled by the Associate Vice President of Facilities Management or the Director of Facilities Management.

The Operations Section manages the University's emergency operations to achieve the incident objectives for the operational period. The Operations Section is usually the first to be activated to coordinate University activities in response to the incident. This Section has access to and responsibility for the most resources (people, equipment, and information) and may designate special teams to complete the emergency objectives. In a large incident with significant impacts, the Operations Section may be expanded to include task-specific branches, groups, or teams to address specific needs.

Responsibilities include:

- Coordinate all response operations and actions on the incident.
- Supervise Operations Section branches of law enforcement, fire & rescue, medical, facilities, EH&S, and care and sheltering, and housing and residential life, including functions, objectives, staffing and resources.
- Establish appropriate level of staffing and notify staff to report to the EOC as needed.
- Ensures Operations Section objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Operations Section needs or issues are including in the Incident Action Plan and addressed accordingly; Ensures Operations Section and Branch Status Reports are provided as needed.
- Ensure, based on the incident that all necessary operational functions have been activated and are staffed.
- Develop and manage tactical operations to meet incident objectives.
- This position can be filled by any one of the branch directors, depending on the size, scope, and extend of the incident.

## **Logistics Section Chief**

The Logistics Coordinator position is filled by the Director of Parking and Transportation or his/her designee (TBD).

The Logistics Section is responsible for ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies. Logistics also provides communication planning and resources, food services for emergency personnel, incident facility management and maintenance for the incident.

Responsibilities include:

- Responsible for providing facilities, services, and materials in support of the incident response.
- Supervise Logistics Section branches of transportation, communications/ITS, procurement, equipment & supplies, human resources/volunteers, and food services, including functions, objectives, staffing, and resources.
- Establish appropriate level of staffing and notify staff to report to the EOC as needed.
- Ensure Logistic objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Logistic needs or issues are including in the Incident Action Plan and addressed accordingly; Ensures Logistic Section and Branch Status Reports are provided as needed.
- Responsible for procuring equipment, supplies and personnel to conduct emergency and recovery operations.
- Coordinate with Operation Section Chief to establish priorities for resource allocation.

## **Finance and Administration Section Chief**

The Finance and Administration Section Chief is filled by the University Controller or Associate Vice President of Finance and Administrative Services.

The Finance Section is responsible for contract negotiation and monitoring, timekeeping, cost analysis, compensation for injury and property damage, and documentation for reimbursement (e.g. MOUs, FEMA).

The Finance Section may be expanded, as needed, to include task specific units including: purchasing, timekeeping and payroll, claims, and procurement.

Due to the nature of most emergency situations, finance operations will often be carried out within compressed time frames and other factors that require non-routine procedures. However, it is critical that sound financial accounting practices be maintained throughout the incident activation, including expenditures for readiness, response, and recovery.

Responsibilities include:

- Responsible for all financial and cost analysis aspects of the incident.
- Supervise Finance Section branches of timekeeping & payroll, workers compensation/claims, cost & budgeting, and records & documentation including functions, objectives, staffing, and resources.
- Establish appropriate level of staffing and notify staff to report to the EOC as needed.
- Ensure Finance objectives identified in the EOC Incident Action Plan are carried out effectively; ensures Finance needs or issues are including in the Incident Action Plan and addressed accordingly; Ensures Finance Section and Branch Status Reports are provided as needed.
- Provide fiscal and administrative direction and procedures to support incident response, including documentation of work performed and associated costs, time sheets for employees assigned to the incident, and the procurement of equipment and supplies.
- Maintain records of incident actions, including all personnel, equipment, and supplies for reimbursement purposes, if applicable.
- Provide payment services for any and all response and recovery related costs.
- Prepare budget for emergency response and recovery phases.
- Ensure that all CSUSB fiscal policies and procedures are followed during the incident.

## **Coordination**

### **University-wide Coordination**

Localized emergencies (e.g., medical incident, fire affecting a small portion of an unoccupied building) may not require EOC activation. EOC level(s) of activation will be at the discretion of the incident commander or involved department. Any incident that affects only a single department, in which only a response is needed by that department's staff, may not require EOC activation and notification to the Emergency Manager is at the discretion of the department head.

When an incident affects multiple departments, multiple University buildings, and/or a large part of University population, the Emergency Manager, will manage the coordination and communication among University response personnel, the EOC, and departments affected by or involved in the response. This EOP provides the guidance necessary to coordinate a University-wide response, supplemented by relevant SOPs and other department-level plans.

If a department within the University establishes a Department Operations Center (DOC) to coordinate and support its own departmental field activities, the location, time of establishment and staffing information will be communicated to the University EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the EOC. DOCs act as an intermediate communications and coordination link between field units and the University EOC.

### **Multi-Jurisdictional Coordination**

Coordination among SEMS levels; field, local, operational area, region, and State; is necessary for effective emergency response. In a major disaster, the University's EOC may be activated to coordinate the overall response, while the ICS is used by field responders directly engaged in immediate response and life-saving priorities.

When a disaster or emergency occurs, the University will initially use its own internal assets to provide emergency services. Internal assets include supplies and equipment available from local vendors.

Upon initial activation of the CSUSB EOC, the city of San Bernardino Emergency Manager or Emergency Operations Center shall be notified. Depending on size and scope of the incident, the EOC Director may or may not decide that additional notifications are required. In accordance with SEMS principals, the city will make notifications to the County Operational Area and the OA will make notification to the State Office of Emergency Services.

Resource requests will follow SEMS procedures. Requests for additional resources and equipment will be made through the City of San Bernardino EOC and forwarded to the County OA as needed.

Communications should be established among all affected cities, special districts and the Operational Area. SBPD will then be responsible for sending the information to the Operational Area (OA) EOC.

## **Mutual Aid**

Mutual aid is designed to ensure that adequate resources, facilities and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act.

This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California. The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate and prepare mutual aid agreements.

## **Mutual Aid Requirements**

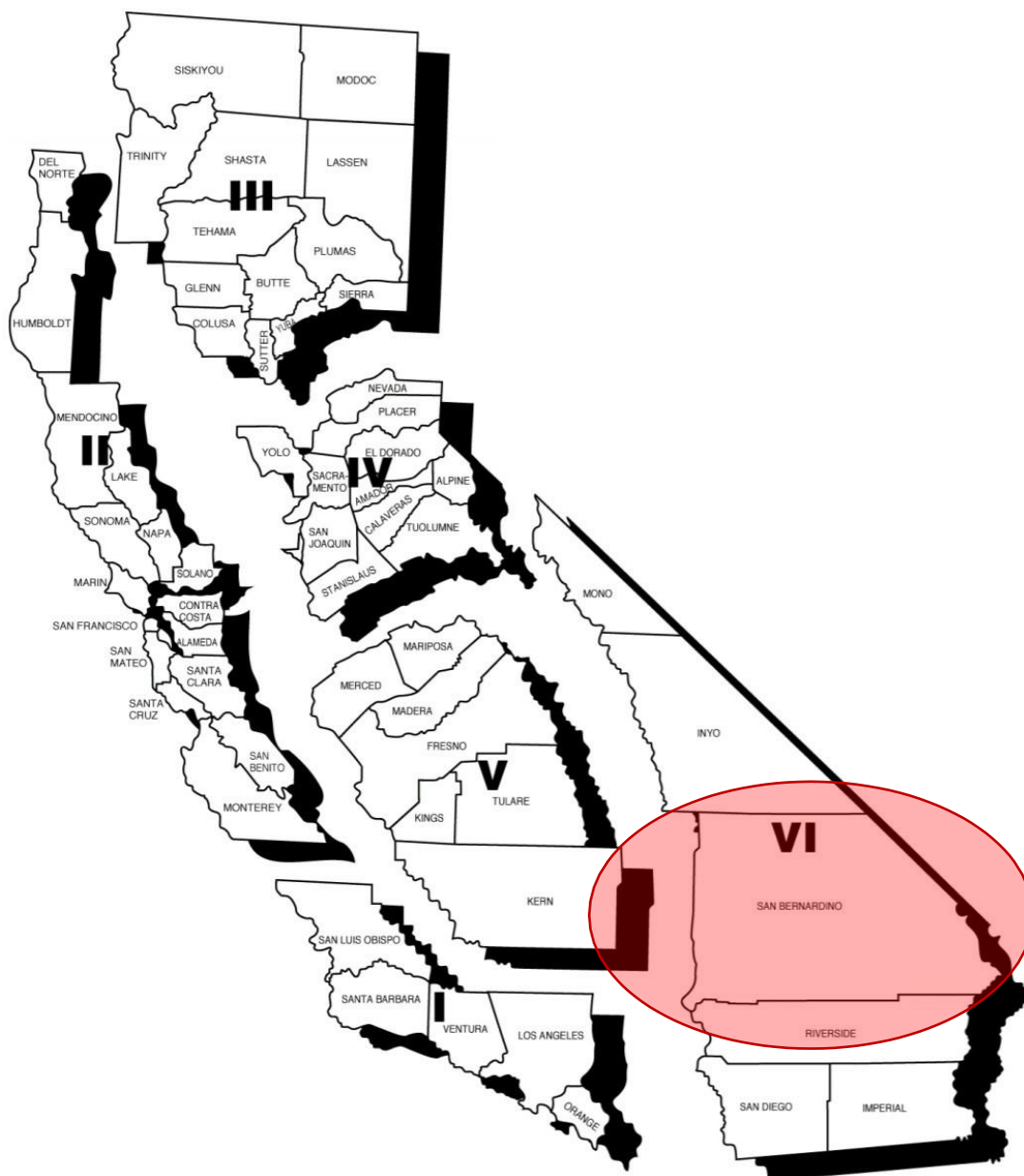
- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement.
- During a proclaimed emergency/disaster, inter-jurisdictional mutual aid will be coordinated at the County, operational area or mutual aid regional level.
- The University will ensure that a communications plan is in place for response activities.
- The University will make all non-law and non-fire mutual aid requests via designated countywide emergency reporting systems. Requests should specify, at a minimum:
  - Number and type of personnel needed
  - Type and amount of equipment needed
  - Reporting time and location
  - To whom resources should report
  - Access routes
  - Estimated duration of operations
  - Risks and hazard

A statewide mutual aid system, operating within the framework of the State's Master Mutual Aid Agreement, allows for the mobilization of resources to and from local governments, operational areas, regions and State to provide requesting agencies with adequate resources.

## **Mutual Aid Regions**

Mutual Aid Regions I-VI were established in California under the Emergency Services Act and each contains designated counties. San Bernardino County and its cities are in Mutual Aid Region VI. See map below to reference the regions and respective counties.

### **California Mutual Aid Regions**



### **Mutual Aid Coordinators**

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional and state levels. In the Operational Area, this would be coordinated through the San Bernardino County Office of Emergency Services.

Mutual aid system-coordinators at an EOC may be located in various functional elements (e.g., communications, public works, health) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.

### **Mutual Aid with Volunteer, Non-Governmental and Private Agencies**

Volunteer, non-governmental and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources.

The University's emergency preparedness partnerships, including volunteer agencies such as the American Red Cross, Salvation Army, Disaster Communications Services, CERT, community and faith-based organizations and others are an essential element of local, state and national emergency response to meet the needs of disaster victims.

Volunteer agencies and non-governmental organizations mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies and non-governmental organizations with extensive involvement in the emergency response should be represented in EOCs.

Some private agencies have established mutual aid arrangements to assist other private agencies and government within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal and private agencies. Mutual aid arrangements may include both governmental and private agencies.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

### **Succession of Key Positions (Continuity of Government)**

A major disaster could result in great loss of life and property, including the death or injury of key University officials. At the same time, there could be partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major disaster, law and order must be preserved and essential University services must be maintained. This preservation is best accomplished by University staff.

Applicable portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of state and local government.

The University President is responsible for providing continuous, effective leadership and authority under all aspects of emergency services operations (prevention, preparedness, response, recovery and mitigation). Under California's concept of mutual aid, local officials remain in control of their own jurisdiction's emergency operations while other jurisdictions may provide additional resources upon request. A key aspect of this control is to be able to communicate official requests, situation reports and emergency information during any disaster a community might face.

The first step in assuring continuity of operations is to have personnel who are authorized and prepared to carry out emergency actions for the University in the event of a natural, technological or national security disaster.

Article 15, Section 8643 Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property
- Reconstitute itself and any subdivisions
- Perform functions in preserving law and order and furnishing local services

### **Policy Group Executive (University President)**

Should the Policy Group Executive be unavailable or unable to serve, the positions listed below, in order, shall act as the Policy Group Executive:

- Vice President of Administrative Affairs and CFO
- Provost and Vice President of Academic Affairs
- Vice President of Student Affairs
- Vice President of University Advancement
- Vice President of Information Technology and CIO

The individual who serves as acting Policy Group Executive shall have the authority and powers of the Policy Group Executive to serve in that capacity until the Policy Group Executive is again able to serve, or until a successor has been appointed by the Office of the California State University Chancellor.

Notification of any successor changes shall be made through the established chain of command and notification shall be made to the CSU Chancellor's Office.

### **Emergency Manager**

Should the Emergency Manager be unavailable or unable to serve, the positions listed below, in order, shall act as the Emergency Manager:

- Associate Director of Police Services
- Chief of Police (UPD)
- Lieutenant (UPD)

## **Information Collection, Analysis, and Dissemination**

Smooth information flow within the response and emergency management organization is critical to successfully managing an incident. Whether it is a forecast event, an escalating situation, or no-notice incident, there are standard types of information that need to be monitored, collected, and analyzed for dissemination in all facets of the EOC.

### **Threat Monitoring**

UPD regularly monitor multiple sources of information to maintain a readiness posture and provide for early detection of an incident that may affect the University. Although not all threats can be discovered in advance, monitoring can reduce the likelihood and impacts of emergencies.

Information sources:

- Direct communications from faculty and staff (including cellphone calls, texts, and email messages)
- Campus CCTV surveillance system
- Campus LiveSafe app
- Behavioral Threat Assessment team student behavioral concerns
- National Weather Service or other weather alerts
- University Police Department, San Bernardino Police Department, and San Bernardino Sheriff's Department crime reports and social media accounts

## **Initial Incident Awareness**

When any member of the campus community becomes aware of an incident with the potential to impact life, safety, or property that cannot be contained by that individual or by using normal day-to-day procedures, that person immediately alerts the University Police Department using the most direct and convenient mode at the time. The staff or faculty member will then notify his or her immediate supervisor of the situation.

Possible methods of communication include:

- In-person, verbal notification
- Campus (landline) telephones
- Cell phone
- Text message
- LiveSafe app messaging

## **Ongoing Information Collection and Analysis**

In order to develop response objectives and mitigate an incident, incident managers need robust situational awareness; this is achieved by constant observation, collection, and analysis of incident-related information. The Emergency Manager, with the assistance of EOC Planning Section members, is responsible for actively monitoring and maintaining situational awareness of impending or ongoing incidents. Such information is organized into a situation report.

The situation report describes metrics specific to the incident, potentially including (but not limited to):

- Status of the threat/ hazard
- Number of students, faculty, and staff in various locations (e.g., sheltered, evacuated, off campus), or unaccounted individuals.
- Progress of objectives and tasks
- Responding outside first responders

## **Ongoing Operational Communications**

The Emergency Manager provides accurate and timely information on impending or ongoing incidents to EOC team. This includes information from external partners (police, fire, EMS, etc.).

When the EOC is activated, the Emergency Manager provides initial notification and ongoing communications using the established communications methods among EOC members. If this mode is unavailable, the Emergency Manager advises a back-up mode:

- Group text message
- Group email message
- Personal cell phones

## **Operational Communications with External Partners**

The University Police Department maintains direct radio contact with local response agencies (police, fire, EMS). Pre-incident communications with external partners can be via both radio communications and telephone. During an incident, ongoing operational communications with University first responders may occur via 2-way radio, telephone, in-person, or via public safety radio communications.

Additionally, potential or ongoing incidents in the surrounding community or outside University property may have an impact on the University. These may also require coordination with external partners. The Emergency Manager will request information from the public agency handling the incident on an ongoing basis and until the incident has been resolved. There may be instances during which the external agency may request a University liaison to keep in continual communication with them or respond to a local EOC. The Emergency Manager will report to the local EOC or designate someone with relevant experience from the University to do so.

## **Emergency Notifications and Communications**

In the event of an emergency at Cal State San Bernardino, the campus home page and the front page of the CSUSB news website (<https://inside.csusb.edu>) will provide timely information for students, parents, faculty, staff, and other members of the CSUSB family, as well as the news media.

Emergency information will be updated regularly.

If the university website is temporarily disabled due to unforeseen circumstances, you will be automatically re-directed to a special emergency information website through the California State University.

Cal State San Bernardino's Office of Strategic Communication is the official provider of information in the event of an emergency at or related to the university. A representative from the Office of Strategic Communication is designated as the university's official spokesperson and will communicate information to the news media and the campus community.

It is the practice of the Office of Strategic Communication to inform the campus community and news media of campus closures and other emergency situations.

In the event of an emergency or conditions that could cause the university to close or cancel classes, please refer to the following communication channels.

- Text messages sent to cellular phones
- Automated messages to cellular, home and/or office phones
- Announcements over office and classroom speakerphones
- Public address announcements on campus
- Cal State San Bernardino emergency hotline: (909) 537-5999
- Cal State San Bernardino website (<https://www.csusb.edu>)
- Cal State San Bernardino news
- Faculty and staff office telephone voice messages
- Faculty and staff email (CSUSB accounts)
- Student email (CSUSB accounts and also Blackboard and MyCoyote.
- Cal State San Bernardino campus operator (if available): (909) 537-5000
- Marquee sign at entrance to the campus
- Local radio stations (information communicated through local radio is up to the discretion and schedule of individual stations)
- News media websites (information communicated is up to the discretion of individual media outlets)
- Newspapers (information communicated through newspapers is up to the discretion of individual newspapers and will reflect information as of press time)

### **International & Limited English Proficiency (LEP) Students, Staff, and Visitors**

The University addresses Limited English Proficiency (LEP) students, staff, and visitors in emergency planning by providing electronic emergency materials in five different languages other than English, including Arabic, Vietnamese, Chinese, Korean, and Spanish on the Emergency Management website.

### **Access and Functional Needs Students, Staff, and Visitors**

The University maintains a list of students who have reported to have an access or functional need, maintained and regularly updated by the Office of Services to Students with Disabilities. In addition, all Resident Assistants (RAs) also have a current list of Access and Functional Needs (AFN) students within their dorms of responsibilities. Refer to the Resident Assistant Manual for hazard-specific procedures in assisting AFN students during an emergency.

CSUSB offers a wide range of services to individuals with disabilities. The accessibility guide is designed to help individuals with disabilities navigate safely through the campus. The guide you includes valuable information; including locations of accessible parking, exterior paths of travel and accessible entrances to building facilities, along with policies, emergency evacuation procedures, areas of refuge and descriptions of a wide range of facilities and services available to students, faculty, staff and visitors with disabilities. Information contained in the guide is available in print and online at <https://www.csusb.edu/campus-accessibility-guide>.

### **Campus Accessibility Guide**

Throughout the guide are references to various offices and departments on campus that may be able to provide additional information. The campus community is welcomed and encouraged to contact any of these offices directly with any questions or concerns regarding policies or accessibility issues. Although every effort has been made to include the most up-to-date policies and information, individual policies, office hours and services may change from time to time. Offices and departments responsible for the services/policies in question will be able to provide the most current information, which supersedes the information contained within the accessibility guide.

## **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**

A campus closure occurs when a decision has been made to close the campus due to a specific event which makes normal operations impossible or unsafe. A closure may be campus wide or may involve only specific areas of the campus.

Procedure:

1. The university president or designee may authorize a closure of the San Bernardino and/or Palm Desert campus.
2. CSUSB will notify the campus community using the Emergency Notification System (ENS) upon confirmation of the decision to close the campus. The campus community should be prepared to follow the messaging as to how and when to begin exiting campus.
3. Employees required to remain on campus after the official closure will be notified by their immediate supervisor.
4. Departments with operations involving external groups are responsible for communicating information regarding the campus closure to these groups.
5. Students living in campus residence halls may remain in the housing units, unless instructed otherwise.

6. Students and employees should follow their usual procedures for exiting campus, such as arranging transportation as they would under normal circumstances or using local public transportation. In a closure to campus, ingress is not restricted.
7. Notice will be provided via ENS as to when campus will reopen. Instructions for attendance and payroll will be provided to the campus community via e-mail after the closure.

## **Evacuation Procedures**

A campus evacuation will occur when a decision has been made that all persons must leave campus immediately in the interest of public safety.

Procedure:

1. The university president or designee may authorize an evacuation of the San Bernardino and/or Palm Desert campus.
2. CSUSB will notify the campus community using the Emergency Notification System (ENS) upon confirmation of the decision to evacuate the campus. The campus community should follow the messaging as to how to immediately exit the campus.
3. Employees required to remain on campus after the official closure will be notified by the Emergency Operations Center (EOC). Evacuation may involve a tiered system of egress based on location or impact. The administrator in charge may elect to declare an evacuation from campus in the following manner:
  - a. Students may be asked to leave the campus immediately.
  - b. Employees may be instructed to remain on campus until students have exited the campus.
  - c. Employees may be instructed to leave campus immediately thereafter.
4. Detailed egress routes can be found on the Traffic Evacuation Map.
5. Departments with operations involving external groups are responsible for communicating the status of campus to these groups.
6. Students living in campus residence halls will receive specific direction from the Office of Housing and Residential Education.
7. Depending on the nature of the evacuation, points of egress from campus may be limited. The Emergency Notification System (ENS) will provide information on egress controls and the location of a pickup zone for those awaiting transportation off campus. During an evacuation, ingress to campus will be restricted. OmniTrans bus routes may be modified depending on the nature of the evacuation.

9. Notice will be provided via ENS as to when campus will reopen. Instructions for attendance and payroll will be provided to the campus community via e-mail after the closure.

## **Emergency Evacuation**

CSUSB has adopted a system of evacuation management that will be specifically designed for each building. Each building will have an Emergency Action Plan (EAP) and individuals who function as building or floor marshals. During an evacuation the marshals, using the EAP as a reference tool, will systematically scan their areas to ensure everyone has evacuated and report to the next level marshal. The responsibilities of these marshals are explained in the Campus Emergency Operations Plan. The emergency evacuation alarm systems in most university facilities include visual and/or audible signaling devices, which should alert sensory impaired persons to alarm conditions. If, while evacuating, you notice someone not responding to the alarm, please be sure they are aware of the emergency. Areas of Refuge have been identified (typically near emergency egress stairways) within each CSUSB building requiring an Area of Refuge. These areas can be reached by wheelchair users on their own. Once there, they can await assistance from rescue personnel in a position which does not impede or prevent emergency egress by other occupants. Buildings required to have an Area of Refuge are as follows:

- Biological Sciences building
- Faculty Office building
- Jack Brown Hall
- University Hall

# CAMPUS EVACUATION SITES



<b>Evacuation Zone &amp; Area</b>	<b>Building Name (Code)</b>
<b>1. Lot M</b> (Chemical Sciences Grass Area)	Animal House (AH) Biological Sciences (BS) Chemical Sciences (CS) HVAC Central Plant (HA) Social & Behavioral Sciences (SB)
<b>2. Sierra Hall Grass Area</b>	Children's Center (CC) University Center for Developmental Disabilities (DD)
<b>3. Administration Quad</b> (Faculty Office Grass Area)	Administration (AD) Chaparral Hall (CH) Coyote Bookstore (BK) Faculty Offices (FO) Sierra Hall (SH)
<b>4. Pfau Library Mall</b> (Lawn)	Commons (CO) Performing Arts/Theater/Recital Hall (PA) Pfau Classrooms (PC) Pfau Library (PL) – West Santos Manuel Student Union (SU) University Hall (UH) Wedge (W)
<b>5. Camphor Walkway</b> (College of Education Grass Area)	College of Education (CE) Health Center (HC) Health & PE Complex/Coussoulis Arena (HP) Jack Brown Hall (JB) Pfau Library (PL) – East Physical Education (PE) Student Rec. & Fitness Center (RF) Physical Sciences (PS) Temporary Classrooms (TC) Temporary Offices (TO)
<b>6a. Lot E &amp; Lot F</b> (West End)	Arrowhead Village Housing (AV) Serrano Village Housing (SV) Information Centers (2)
<b>6b. Lot D</b> (East Corner)	Alternate for Arrowhead (AV) & Serrano (SV) Residents
<b>7. Open Area West of UV Housing</b>	University Village (UV) Information Centers (1)
<b>8. University Enterprises Lawn</b> (FB Grass)	Academic Research (AR) University Enterprises (UE) Yasuda Center (YC)
<b>9. Lot A</b> (Grass Median)	Administrative Services (AS) Auto Fleet Services (AF) Environmental Health & Safety (ES) Facilities Management (FM) Plant/Central Warehouse PW) University Police (UP)
<b>10. Murillo Family Observatory</b> (Lot)	Murillo Family Observatory (OB)

## **Continuity of Operations and Essential Core Services**

### **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 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 30 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.

## **Administration, Finance, and Logistics**

There are general support requirements for the availability of services and support for all types of emergencies, as well as general policies for managing resources. This section identifies administrative controls (e.g. budget and acquisition policies and procedures) and requirements that will be used to provide resource and expenditure accountability.

### **Financial Tracking**

All disaster or emergency related expenditures will be tracked for possible reimbursement or outside funding. Individual departments are responsible for tracking all costs related to emergency response including force account work, force account equipment, materials and supplies, and contract work. Units will submit a spreadsheet with all emergency related costs by type.

The Finance/Administration Section, of the EOC will be responsible for collecting department expenditures and work orders, as well as tracking costs related to emergency expenditures. Incomplete information will be returned to the department for resubmittal.

Day-to-day (outside of EOC activation) financial tracking is managed by the Accounting and Budget Services.

### **Emergency Charge Accounts**

Procurement is responsible for purchasing supplies per University policy.

Generally, purchases are made by utilizing Purchase Order(s) or established through a Contract where an invoice is submitted and charged against the contact amount.

CSUSB maintains a procurement plan, which includes a list of all vendors, emergency operations procedures, and emergency PO numbers for specific types of purchases (e.g. water).

### **Existing Contracts**

CSUSB maintains certain contracts to carry out day-to-day business. When possible and practical, these existing contracts should be used to obtain services and supplies needed during emergency preparedness, response, and recovery operations.

### **Essential Personnel & Disaster Pay**

California Labor Code §3211.92(b) identifies public agency employees, as Disaster Service Workers. Consequently, all on-duty University employees are expected to remain at work when an emergency occurs. Off-duty employees should report for work in accordance with University policy. If at home when a disaster occurs, employees are expected to ensure the welfare of their families and homes before reporting to work.

At the time of an emergency, all University employees are eligible to be called upon to assume an emergency assignment. Should that become necessary, the University President may suspend normal University business activities. The Human Resource branch, in the Logistics Section will coordinate recruiting, orienting, and assigning employees and volunteers to emergency tasks, as directed by the Emergency Manager.

In addition to being available for an emergency assignment, it is the responsibility of all staff to:

- Be familiar with the University emergency organization, concept of emergency operations and the procedures outlined in this EOP
- Be familiar with department emergency procedures
- Attend required emergency training and exercises
- Maintain proficiency in any special skills needed for emergency assignment

## **Vital Records**

A major disaster could result in damage to administrative offices and destruction of records fundamental to day-to-day University operations. To assist in the records reconstruction period following a disaster, proactive measures must be taken to protect essential records.

Vital records are defined as those records that are essential to:

- **Protect the rights and interests of individuals.** Examples include student transcripts, business records, personnel records, student patient records, Hazardous Materials Business Plan, and criminal record information.
- **Conduct emergency response and recovery operations.** Records of this type include individual personnel rosters, Emergency Operating Procedures, utility system maps, and the location of emergency supplies or equipment.
- **Business continuity plans or standard operating procedures.** Included in this group are financial records, payroll records, purchase orders, and departmental or campus-wide continuity plans.
- **Education data records.** Examples include faculty and staff research, journal articles, grant material, and examination grades.

Each department is responsible for designating a custodian for vital records and ensuring that vital record storage and preservation is accomplished. Vital storage methods that might be utilized include but are not necessarily limited to:

- Duplication (either hard copy or removable computer disk)
- Dispersal
- Fireproof containers
- Vault storage (both on and off campus)

## **Training and Exercises**

The Emergency Manager in collaboration with the University Police Department will conduct regular training and exercising of this plan and other specific training as required for compliance with both SEMS and NIMS, along with coordinating; scheduling and documenting training, exercises, and After-Action Reports.

The objective is to train and educate students, campus personnel, emergency/disaster response personnel, and volunteers. Both training and exercises are important components to prepare personnel for managing disaster operations and are necessary to maintain the readiness of operational procedures. They provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems which, will be used in a disaster.

## **Training Program**

The University's Emergency Manager, or designee, has the responsibility to:

- Arrange and provide minimum training requirements for EOC personnel and other University staff with roles and responsibilities during an emergency or disaster. Training for EOC personnel should also be conducted annually.
- Encourage and support training for the University's faculty, staff, and students.
- Develop and assist Human Resources and Academic Affairs in providing training on emergency preparedness during the orientation process for new hires.
- Develop and assist training specific to Student Health Center and Counseling Center staff with responsibilities for Emergency Management functions, and how they will interface with emergency operations.
- Consult with the county and/or state emergency management offices in developing training courses.
- Receive technical guidance on latest techniques from county, state, and federal sources as appropriate and request assistance as needed.

## **Information and Requirements for Training Programs**

- Meet training requirements established in Executive Order (EO) 1056.
- Include information on the characteristics of hazards and their consequences and the implementation of emergency response actions including protective measures, notification procedures, and available resources.
- Include SEMS and ICS training, focusing on individual roles. All Emergency Operations Center responders are required to complete FEMA IS-100, Introduction to the Incident Command System ICS100.
- Provide EOC personnel and other University staff with the variety of skills necessary to help reduce or eliminate hazards and increase their effectiveness to respond to and recover from emergencies of all types.

## **EOC and Emergency Personnel**

Current training and operational requirements set forth under SEMS and NIMS have been adopted and implemented by the University. The Emergency Manager, or designee, maintains records and lists of training received by University personnel.

## **Building Marshals and Other Response Personnel**

The University has developed a Building Marshal Training Program. Refer to the University's Building Marshal Training program for detailed information on the training, roles and responsibilities of Building Marshals and other personnel responsible for supporting response at specific facilities/buildings. Currently, building marshals and personnel with responsibilities for building evacuation receive training on a regular basis with minimum topics including but not limited to:

- The University's EOP and subsequent updates
- The Building Emergency Action Plans and subsequent updates
- Immediate Protective Actions
- Specific role and responsibilities of the Building Marshal program
- Familiarization of the building of responsibility, with physical walk-through
- Supply and equipment kit locations

## **Exercise Program**

The University will conduct exercises to test and evaluate this EOP. Records shall be maintained by the Emergency Manager in coordination with University Police.

Whenever feasible, the University will coordinate with neighboring municipalities, the county, and state and federal governments to participate in joint exercises. These exercises may consist of a variety of tabletop exercises, drills, functional exercises, and full-scale exercises.

The Emergency Manager, or designee, will work with University departments to identify and implement corrective actions and mitigation measures, based on both University- and external agency-sponsored exercises.

Regular exercises are required by both SEMS and NIMS. There are several forms of exercises:

- **Tabletop** - Informal discussion of simulated emergency, no time pressures, low stress, useful for evaluating plans and procedures and resolving questions of coordination and responsibility. Testing of at least one hazard event should be done once a year.
- **Drill** - Single emergency response function, single agency involvement, often a field component. Testing should be done at least once a year.
- **Functional Exercise** - Policy and coordination personnel practice emergency response, stressful, realistic simulations, takes place in real time, emphasize emergency functions, EOC is activated. Testing should be done every other year.
- **Full scale Exercise** - Takes place in real time, employees treat real people and use emergency equipment in the field, coordinates many agencies, including testing of mutual aid and assistance agreements, tests several emergency functions, EOC is activated, and produces a high stress environment. Testing should be done every five years, however activation of the EOC in response to an actual emergency or disaster will meet this testing requirement.
- **Campus building evacuation drills** - Conducted at least annually, or more frequently as needed.
- **Fire Drills** – Shall be conducted on buildings per state fire code regulations.

The University will conduct tabletop exercises as required by Executive Order 1056. The exercises conducted should allow the various administrative departments an opportunity to assess their capabilities in an emergency or disaster. These departments

include but are not limited to those, which have personnel as part of the EOC group and which are identified as having emergency support functions.

When practical, and as time and resources permit, the Emergency Manager will also assess and evaluate the EOC personnel's capabilities to carry out their roles and responsibilities as part of the EOC through a combination of drills, functional exercises, and full-scale exercises. These types of operational-based exercises will allow EOC personnel to practically apply their knowledge to a given scenario through actual physical simulation of EOC operations.

After an exercise or actual event, the Emergency Manager will be responsible for ensuring that debrief is conducted with participating personnel, departments, and external agencies and an After-Action Report (AAR) is developed.

At the completion of each exercise, or simulated emergency incident, the Emergency Manager shall be responsible for full documentation of test results, lessons learned shall be documented in the form of an After-Action Report. The Plan or Report shall be reviewed with the campus emergency management team and maintained by the emergency manager or emergency coordinator consistent with guidelines found in EO 1031.

Such reports will be made available to the System-wide Office of Risk Management upon request. Activation of the EOC in response to an actual emergency or disaster will count as training in meeting the requirements of this section provided such emergency is well documented and discussed with the campus emergency management team.

### **Individual Preparedness Information**

The Emergency Manager will continually encourage the greater campus community to participate in emergency preparedness training. When available, the Emergency Manager will identify and provide information on training opportunities to the University community.

The Emergency Manager has developed emergency preparedness training for new hires, auxiliary and contracted staff and volunteers. In coordination with Human Resources and Academic Affairs, the Emergency Manager conducts orientation for new hires; during the orientation process or within one year from the date of hire. This training includes topics such as:

- The summary of potential threats and hazards to the campus
- General emergency procedures and protective actions (e.g., lockdown, building evacuation, shelter-in-place)
- The University's emergency operations
- Individual preparedness information (e.g., go-kits, work policies during emergency/disaster)
- It should be noted that auxiliary hires are trained by supervisors of auxiliary units and maintain their own employee records.

## **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.

On an annual basis, or more frequently as needed, the plan should be reviewed, updated, and distributed to the emergency management team members, and others as identified by the campus. Documentation of review, update and distribution must be in the form of a signed and dated written acknowledgement by the Emergency Manager.

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 Vice President for Administration and Finance.

Specific responsibilities to maintain the plan include:

- Review of the plan with approval of necessary changes.
- Distribution and record of the plan.
- Assignment of personnel to fulfill roles & responsibilities of the plan.
- Exercising the plan annually, at minimum.
- Providing frequent training opportunities so that CSUSB staff and students will know how to respond in emergency situations.
- Identify and maintain methods of how the university community and the public can be informed of public parts of the plan.

Any individual or department can forward any proposed changes to the plan to the University's Emergency Manager for consideration. This allows other departments and external support agencies with a vital interest in California State University (CSU), California State University San Bernardino (CSUSB), and/or the Emergency Operations Plan (EOP) to provide input to the document.

As part of the process to maintain and enhance consistency in all emergency planning and preparedness practices, when practical, the Emergency Operations Plan (EOP) plan review should be performed concurrently with review of other related University emergency plans and procedures.

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