



# **SAN JOSÉ STATE UNIVERSITY**

## **EMERGENCY OPERATIONS PLAN**

Updated May 2, 2017

For More Information Please Contact  
University Police Department,  
Operations Division  
408 924-2222

2017 EMERGENCY OPERATIONS PLAN

**TABLE OF CONTENTS**

Forward .....iv  
 Letter of Promulgation.....v  
 Approval and Implementation .....vi  
 Distribution List .....vii  
 Record of Changes.....viii  
 Situation and Assumptions .....ix

**SECTION I: INTRODUCTION .....1**  
 A. Purpose .....1  
 B. Scope .....1  
 C. Mission.....2

**SECTION II: CONCEPT OF OPERATIONS .....3**  
 A. Declaration of Emergency (Presidential) .....3  
 B. State of War Emergency .....4  
 C. Employee Oath of Allegiance .....4  
 D. Plan Development and Maintenance .....4

**SECTION III: ACTIVATION, COMMAND AND CONTROL .....5**  
 A. Authority .....5  
 B. Order of Succession .....5  
 C. Activation .....5  
 D. EOC Action Plans .....6  
 E. EOC After-Action Report .....7

**SECTION IV: MANAGEMENT OF EMERGENCY OPERATIONS .....8**  
 A. Campus Emergency Organization .....8  
 B. The Emergency Operations Center .....8  
 C. EOC Organization and Command .....10  
     1. Management.....11  
     2. Operations .....13  
     3. Planning/ Intelligence .....13  
     4. Logistics.....14  
     5. Finance.....15  
 D. Management Unity and Delegation of Authority .....15  
 E. Incident Command/Field Teams (IC) .....15  
 F. Inter-Agency Coordination in EOC .....16  
 G. Local Government .....16  
 H. Disaster Service Workers.....16  
 G. Operational Area.....17

**SECTION V: OFF-CAMPUS ASSISTANCE AND MUTUAL AID .....18**  
 A. California State University System.....18  
 B. Non-University .....18  
 C. Mutual Aid.....18

**SECTION VI: CRISIS COMMUNICATIONS .....20**

SECTION VII: TRAINING DRILLS AND EXERCISES .....21

SECTION VIII: CAMPUS PROTECTIVE ACTION GUIDELINES .....23

    A. Shelter in Place and Lockdown.....23

    B. Evacuations .....23

    C. Evacuation for People with Disabilities.....23

    D. Supporting International Students.....26

SECTION IX: ROLES IN A DECLARED EMERGENCY.....27

    A. Students.....27

    B. Administrators, Deans, Department Chairs, Associate Vice Presidents,  
    Directors and Supervisors .....27

    C. Faculty and Staff .....27

    D. Building Owners .....28

    E. Building Coordinators.....28

    F. Building Emergency Teams .....28

    G. Campus Emergency Supplies .....29

SECTION X: TERMINATION AND RECOVERY.....30

    A. Phases of Recovery .....30

    B. After Action Report .....31

SECTION XI: AUTHORITIES AND REFERENCES .....32

SECTION XII: ANNEXES .....34

Functional Annex (1): EOC Management Structure and Checklist Guides ..... 1-1

Functional Annex (2): Responder / Staff Communications..... 2-1

Functional Annex (3): Public Information Alert and Warning..... 3-1

Functional Annex (4): Mass Care ..... 4-1

Functional Annex (5): Health and Medical ..... 5-1

Functional Annex (6): Mitigation ..... 6-1

Functional Annex (7): Recovery and Restoration ..... 7-1

Functional Annex (8): Hazard Specific ..... 8-1

    • Earthquake ..... 8-1

    • Hazardous Materials ..... 8-3

    • Fire ..... 8-7

    • Terrorism..... 8-8

    • Active Shooter/Violent Intruder ..... 8-10

    • Civil Disorder..... 8-11

Functional Annex (9): Deny Entry/Lock Down ..... 9-1

Appendix (1): Emergency Operations Center Roster .....Appendix 1-1

## Foreword

This San José State University (SJSU) Emergency Operation Plan is a guide on how to conduct an all-hazard response. It is built on scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities on the campus. The plan describes specific authorities and best practices for managing emergencies ranging from catastrophic natural disasters and active shooter incidents to large scale terrorist attacks.

The centerpiece of comprehensive emergency management for San José State University is the Emergency Operation Plan (EOP). The EOP defines the scope of preparedness activity necessary to make it an effective operational guide. In order to become familiar with their responsibilities and acquire the skills necessary to perform the required tasks, emergency personnel must attend training sessions regularly. In addition, exercises provide a means to validate plans, checklists and procedures and evaluate the skills of response personnel.

The EOP facilitates response and short-term recovery activities, streamlining long term recovery.

An effective response hinges upon well-trained leaders and responders who have invested in emergency preparedness, developed engaged partnerships on campus, and are able to achieve shared objectives. This Emergency Operation Plan is intended to supply these essential components.

## *Memorandum*

**To:** Faculty, Staff, and Students  
**From:** Mary A. Papazian, San José State University President  
**Date:** May 2, 2017  
**Re:** Letter of Promulgation

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The preservation of life and property is an inherent responsibility of San José State University. While no plan can completely mitigate all risk, reasonable plans carried out by knowledgeable and well trained personnel can and will minimize losses.

San José State University has prepared this Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) compliant Emergency Operations Plan to ensure effective and efficient allocation of resources for the benefit and protection of the SJSU population during times of emergency

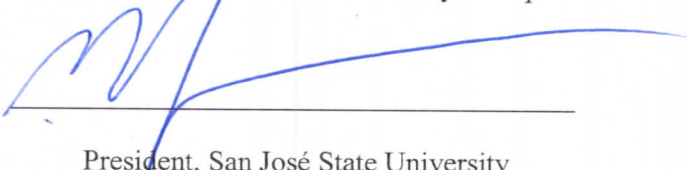
This plan establishes the San José State University's emergency organization, assigns tasks, specifies policies and general procedures and provides for the coordination of planning efforts.

This plan will be reviewed annually, exercised periodically and revised as necessary to satisfy changing conditions and needs.

The President delegates to the Chief of Police the authority to modify the plan as needed.

The President gives her full support to this plan and urges all Faculty, Staff and Students – individually and collectively – to participate in San José State University's emergency preparedness efforts.

This promulgation letter constitutes the adoption of the National Incident Management System and Standardized Emergency Management System by the University. Thereby, it grants authority to the Emergency Operations Executive and the Chief of the University Police Department to use this Emergency Operations Plan to conduct the University's response and recovery efforts, effective immediately.

  
\_\_\_\_\_  
President, San José State University

5-8-17  
\_\_\_\_\_  
Date

### Approval and Implementation

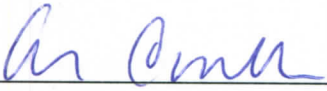
This Emergency Operations Plan (EOP) was prepared by San José State University (SJSU) to guide a viable all-hazards response capability and to establish a comprehensive approach to providing consistent effective and efficient coordination across a spectrum of activities and jurisdictions.

This plan shall apply to all University personnel participating in mitigation, preparedness, response, and recovery efforts. Furthermore, the EOP may be applied to any University sponsored event whether on or off-campus and all public or private University-sanctioned activities.

The University's Vice President of Administration and Finance as the university's Emergency Operations Executive shall be responsible for plan oversight and coordination with applicable stakeholders. This EOP is based on the all-hazards concept and is applicable to a wide range of natural and man-made incidents. The plan is flexible allowing for part or the entire plan to be activated based on the specific needs of the situation.

This EOP is hereby approved and supersedes all previous editions. It is effective immediately upon signing by the authorities noted below.

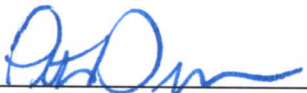
Revised/Reviewed By:

  
\_\_\_\_\_

Operation Bureau Commander, University Police Department

5/2/17  
\_\_\_\_\_

Date

  
\_\_\_\_\_

Chief of Police, University Police Department

03/02/17  
\_\_\_\_\_

Date

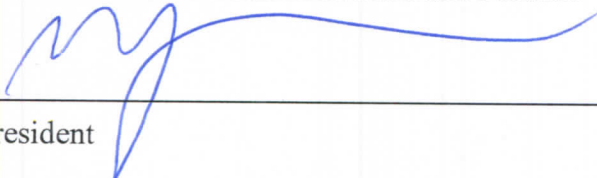
Approved by:

  
\_\_\_\_\_

Vice President for Administration and Finance

5/2/17  
\_\_\_\_\_

Date

  
\_\_\_\_\_

President

5/8/17  
\_\_\_\_\_

Date

**Distribution List**

<b>Name</b>	<b>PDF</b>	<b>Binder</b>
University President		X
Provost		X
Vice President, Administration and Finance	X	X
Vice President, Student Affairs	X	X
Vice President, University Advancement	X	X
Chief of Staff, President's Office	X	
Assistant Vice President, Strategic Communications/Public Affairs	X	X
Assistant Vice President, Human Resources	X	X
Assistant Vice President, Finance and Administrative Technology	X	X
Assistant Vice President, University Information and Technology Services (ITS)	X	
Assistant Vice President, Facility Development and Operations	X	X
Associate Vice President, Faculty Affairs	X	
Chief of Police, University Police	X	X
Operation Bureau Commander, University Police		X
Executive Director, Spartan Shops	X	
Director, Media Relations	X	
Director, Intercollegiate Athletics	X	
Director, Facility Planning Design & Construction FD&O	X	
Director, Accounting Services	X	
Director, Environmental Health and Safety	X	
Director, Internal Control, Finance	X	
Director, University Housing	X	X
Director, Student Health Center	X	X
Medical Chief of Staff, Student Health Center	X	
Manager, Risk & Compliance	X	
Manager, Purchasing Procurement	X	
Manager, General Ledger, Accounting Services	X	
Manager, Accounts Payable Procurement	X	
Manager, UPD Dispatch	X	
Budget Analyst, University Police	X	
Emergency Services Coordinator, University Police	X	X
Environmental Health Specialist	X	
Architect/Construction Specialist FD&O	X	
Hazardous Materials Specialist, FD&O	X	
Contract Analyst/Lead Buyer Procurement	X	
Executive Assistant, University Police	X	
UPD Dispatch	X	
SJSU Emergency Operations Center	X	X
Santa Clara County Office of Emergency Services	X	X
San José Office of Emergency Services	X	X
<b>TOTALS</b>	<b>37</b>	<b>17</b>

**Note: A redacted copy of the approved plan is posted on the SJSU public website.**



**Record of Changes**

<b>Date</b>	<b>Name of Person Making Changes</b>	<b>Action</b>
7/12/16	A.Acevedo	Formatting changes throughout document
7/12/16	F.Belcastro & A.Acevedo	Added Mitigation Annex
7/12/16	F.Belcastro & A.Acevedo	Added Deny Entry/ Lockdown Annex
7/12/16	F. Belcastro & A. Acevedo	Added Prevention/Mitigation to the Hazard Annexes
7/12/16	F. Belcastro	Spelling, grammar and punctuation changes throughout document
7/18/16	F. Belcastro	Added Civil Disorder Annex
3/08/17	A.Acevedo	Updated Order of Succession
3/08/17	A.Acevedo	Added Section VIII D, Supporting International Students
3/08/17	A.Acevedo	Updated Distribution List
3/08/17	A.Acevedo	Updated Position Checklists
3/08/17	A.Acevedo	Updated EOC Roster
5/02/17	A.Acevedo	Submitted for approval



## **Situation and Assumptions**

### **A. Situation**

- San José State University is subject to hazards that would require the use of a centralized emergency operations center (EOC) to facilitate policymaking, coordination, and control of response resources in a large-scale emergency/disaster situation.
- San José State University will normally manage large scale emergency/disaster operations from its EOC.
- Field operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene.
- The EOC has the capability to communicate with the necessary local and county agencies needed in times of emergency.
- Significant incidents could happen at any time and on any day, therefore policies and procedures must be in place in order to call back staff during off hours and holidays.

### **B. Assumptions**

- The EOC procedures will be adequate for most disaster conditions that could arise at San José State University.
- The Emergency Operations Center Coordinator will coordinate a review of EOC procedures and update as necessary.
- The EOC procedure provides for the centralized locating of five functional sections of incident response consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.
- Close coordination must be maintained between San José State University, the City of San José and Santa Clara County and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

## **Section I: INTRODUCTION**

### **A. Purpose**

This Emergency Operations Plan (EOP) is meant to aid the San José State University Emergency Operations Center's (EOC) efforts to develop and maintain a viable all-hazard emergency operations plan. The campus EOP reflects what the campus will do to protect itself from hazards with the resources it has or can obtain. It is strictly a guide, it establishes no requirements, and its recommendations may be used, adapted, or disregarded. The EOC should use this guide to supplement guidance from campus specialists in the formulation of an emergency specific response.

The EOP incorporates operating procedures from the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS) for handling major emergencies which could disrupt normal campus operations such as, but not limited to: fires, earthquakes, hazardous material incidents, terrorist threats, active shooters and other disasters.

The EOP consists of this Basic Plan as well as incident specific and support annexes providing additional details on specific functions, responsibilities and activities. Additionally, Appendices are provided that include references and other supporting material.

The EOC is considered a multi discipline/department coordination entity and is intended to support the field forces by providing overall coordination and prioritizing of resources. In addition, the EOC is expected to coordinate and work with the appropriate federal, state, and local government agencies as well as applicable segments of private sector entities and volunteer agencies to assess situation status, monitor resource needs, and coordinate requests for resources from outside agencies and jurisdictions.

### **B. Scope**

This Emergency Operations Plan is a campus-level plan that guides the emergency response of appropriate SJSU personnel and resources during an emergency. It is the official Emergency Operations Plan for SJSU and supersedes previous plans and precludes employee actions not in concert with the intent of this plan or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices and annexes hereto.

The Plan and organization shall be subordinate to State or Federal plans during a disaster declaration by those authorities.

This EOP applies to all activities conducted by SJSU personnel, students and visitors. The emergency management procedures for specific buildings/facilities and departments are consistent in framework but may vary in scope based upon the individual activities, operations and hazards.

## C. Mission

It shall be the mission of SJSU to respond to an emergency situation in a safe, effective and timely manner. University personnel and equipment will be utilized to accomplish the following priorities:

- Priority I: Life Safety
- Priority II: Incident Stabilization
- Priority III: Property Conservation
- Priority IV: Restoration of Essential University Services and Operations

It is anticipated that, as operations progress from Priority I through Priority IV responses, the administrative control of the campus will transition from the NIMS/SEMS/ISC structure back to the SJSU organizational structure.

When an emergency occurs, this plan is invoked for the emergency and a multiple-tier graded approach is utilized for response. Initially, the SJSU Police Department (UPD) assumes Incident Command (IC), makes the appropriate notifications and initiates mitigation and protective actions.

When the event requires support for Police, Fire or Emergency Medical Services (EMS) operations, appropriate agencies/organizations are notified and respond. Depending upon the nature of the event and in accordance with NIMS, the UPD IC may utilize a “Unified Command” structure with other agency response personnel.

When required, the Emergency Operations Center (EOC) may be activated to support the ongoing response. The SJSU EOP has been developed and personnel have been trained and assigned to the EOC to promote integration for a multi-organizational response.

## Section II: CONCEPT OF OPERATIONS

### A. Declaration of Emergency (Presidential)

#### Constitution of an Emergency

The California Emergency Services Act and NIMS/SEMS defines an emergency as “*conditions of disaster or of extreme peril to the safety of persons and property...*” by natural or human causes. Environmental considerations are also a factor.

In California, an emergency has been defined as “... *an unforeseen situation calling for immediate action.*” It can also be called, “...*a situation of grave character and serious moment...*” which contains “...*an imminent and substantial threat to public health and safety.*”

#### Presidential Declaration of an Emergency

The concept of operations dictates that the San José State University campus is responsible for the initial response operations. During initial response operations, emergency responders will focus on life safety and stabilizing the incident. As operations continue, field activities will progress from life safety and incident control to property conservation and the restoration of essential services.

The Incident Command System (ICS) will be used to manage and control the response. The disaster/event may be controlled solely by the campus emergency responders or with assistance from other agencies through mutual aid systems. If the resources on the field response level are not sufficient to mitigate the situation, the Incident Commander may request the Emergency Operation Center be activated to support field operations.

Based on the severity and magnitude of an event, the San José State University President may declare a campus emergency. The University President may proclaim a State of Emergency when:

- Conditions of a disaster or extreme peril exist which threaten the safety of persons and property on campus caused by natural or man-made incidents.
- The President is requested to do so by campus authorities.
- Extraordinary measures are immediately required to avert, alleviate, or repair damage to University property or to maintain the orderly operation of campus.
- The President finds that the university responders have inadequate resources on campus to cope with the emergency.

All entities on campus are required to comply with the lawful orders and regulations of the University President which are made or given within limits of his authority as provided for through the California State University Office of the Chancellor. When a state of emergency is declared, the campus may be closed or access restricted to certain buildings. Persons who do not have an emergency response role or who cannot show proper identification or authorization may be denied entry.

## **B. State of War Emergency**

A state of war emergency “*exists immediately, with or without a proclamation thereof by the Governor, whenever this State or nation is attacked by an enemy of the United States, or upon receipt by the State of a warning from the federal government indicating that such an enemy attack is probable or imminent.*”

All state agencies and political subdivisions are required to comply with the lawful orders and regulations of the Governor made or given within the limits of his authority as provided for in the Emergency Services Act.

## **C. Employee Oath of Allegiance**

The Oath of Allegiance is required of US Citizens only. Employees of the State of California may be required to become Disaster Service Workers in the event of a local, state or national disaster or emergency. (California Government Code sections 3100 – 3109)

## **D. Plan Development and Maintenance**

The San José State University Emergency Operation Plan (EOP) is an all hazards document describing the University’s emergency operations organization, compliance with relevant legal statutes, other guidelines, and critical components of the San José State University’s emergency response system. This system is activated during extraordinary emergency situations associated with an incident affecting the university’s operations and/or the safety of its students and staff.

Annually, the entire EOP will be reviewed, updated as necessary, republished and redistributed. The Emergency Services Coordinator within the Operations Bureau will maintain records of revision to this plan. The plan may be modified as a result of post-incident analyses and/or post exercise critiques. It may also be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change. It is anticipated that most updates to this plan will be made by UPD staff, but a planning team made up of representative from throughout the University will be assembled on an as needed basis.

## **Section III: ACTIVATION, COMMAND AND CONTROL**

### **A. Authority**

The manner in which San José State University conducts emergency operations on campus is governed by State and Federal legislation. The ability to declare a campus State of Emergency is governed by SJSU policy. The President has the authority to declare a State of Emergency. Usually, such a declaration will be made upon the recommendation of the Emergency Operations Center Director (EOC Director) with the advice of the Chief of Police and other administrators. The SJSU Emergency Operations Plan fulfills the University's responsibilities to adhere to the:

- Standardized Emergency Management System (SEMS)
- Incident Command System (ICS)
- National Incident Management System (NIMS)

### **B. Order of Succession**

Based upon Presidential Directive 2012-01, issued October 10, 2012, the official delegation of both authority and responsibility is conferred to the following administrators to make decisions on behalf of the President in emergency situations in which the President is not available or disabled. The "Chain of Command" is as follows:

1. President
2. Provost and Vice President for Academic Affairs
3. Vice President for Administration and Finance/CFO
4. Vice President for Student Affairs
5. Vice President for University Advancement
6. Associate Vice President, Facilities Development and Operations
7. Deputy Provost
8. Chief of Police

### **C. Activation**

The overall objective of emergency management is to ensure the effective management of response resources in preparing for and responding to situations associated with catastrophic emergencies. To carry out its responsibilities, the Emergency Operation Center (EOC) will accomplish the following objectives during an emergency/disaster:

- Support and coordinate emergency response and recovery operations.

- Coordinate and work with appropriate federal, state, and local government agencies, as well as applicable segments of the private sector, monitor resource needs and coordinate requests for resources from outside agencies and jurisdictions.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to alert, warn, and inform the campus.
- Collect and disseminate information regarding life safety, property damage and other essential data about the event. Fulfill our obligation for intelligence gathering and information flow as described in SEMS, NIMS, and other procedures.
- Provide logistic support for the emergency response.
- Oversee and manage activities incurring costs and expenditures. Collect records needed for successful cost recovery.

The San José State University EOC has adopted the three response levels established by the Governor's Office of Emergency Services. These graded levels provide planning guidance for a phased response approach to specific situations. Upon notification of the existence of a threat to public safety, property or the environment, (e.g., winter storm, earthquake, fire), the University President will call together key University staff to discuss the scope of the incident/emergency and make a decision regarding EOC activation and the level of activation. Specifically, these response levels are:

- Level I (Minimal)
- Level II (Partial)
- Level III (Full)

#### **D. EOC Action Plans**

An EOC Action Plan focuses on supporting field response personnel by providing reports on their activities, mutual aid, and intelligence information, including historical data regarding the incident. The Plan also projects needs and identifies required resources not readily available for field operations.

An EOC Action plan is a written document which is produced at the first activation of the EOC and then again at the beginning of every operational period, as long as the EOC is activated. It is a collaboration of information from the Command Staff and the Section Chiefs, with the Planning and Intelligence Section Chief responsible for producing the document. The purpose of the Action Plan is to:

- Establish Direction - Set Priorities
- Establish Operational Objectives



- Determine the Operational Period
- Add Accountability by having a standardized, written document
- Reduce Redundancy
- Provide Valuable Documentation

The plan will identify the University, the emergency and the operational period. It will summarize the current situation, detail the EOC objectives related to the emergency or event, and identify responsible parties. Objectives should be realistic, measurable and identifiable.

The Action Plan is approved by the EOC Director.

## **E. EOC After-Action Report**

An After-Action Report (AAR) will be written. The AAR will provide, at minimum, response actions taken, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. The AAR will be completed within 90 days of the close of the incident period.

The AAR will serve as a source for documenting San José State University's emergency response activities, identifying areas of concerns and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

The AAR is a public document and will be made available. The AAR will be written in simple language, well structured, brief and well presented, and geared to multiple audiences.

## **Section IV: Management of Emergency Operations**

### **A. Campus Emergency Organization**

Information and communication flows up and down within the organizational structure. The EOP framework consists of three (3) major elements:

- The Chancellor's Emergency Directives
- The Emergency Operations Center (EOC)
- Field Teams/Incident Command Post

The President has the ultimate responsibility for the activation, oversight and termination of the Emergency Operations Center (EOC). The President may declare a State of Emergency throughout the campus or a portion of the campus and can officially downgrade the State of Emergency to normal business operations. In the absence of the President, please refer to Section III-B Order of Succession.

Upon determination that a State of Emergency or Extraordinary situation exists, the highest ranking Police Commander may activate the Emergency Operations Center if the EOC Director and/or the Chief of the University Police Department are unavailable for consultation.

### **B. The Emergency Operations Center (EOC)**

The EOC serves as the centralized facility in which the predetermined Emergency Operations Staff will gather, check in and assume their emergency response roles.

The overall objective of emergency management is to ensure the effective management of response resources in preparing for and responding to situations associated with natural disasters, terrorist attacks, major technology failures, and national security emergencies. To carry out its responsibilities, the EOC organization will accomplish the following objectives during a disaster/emergency:

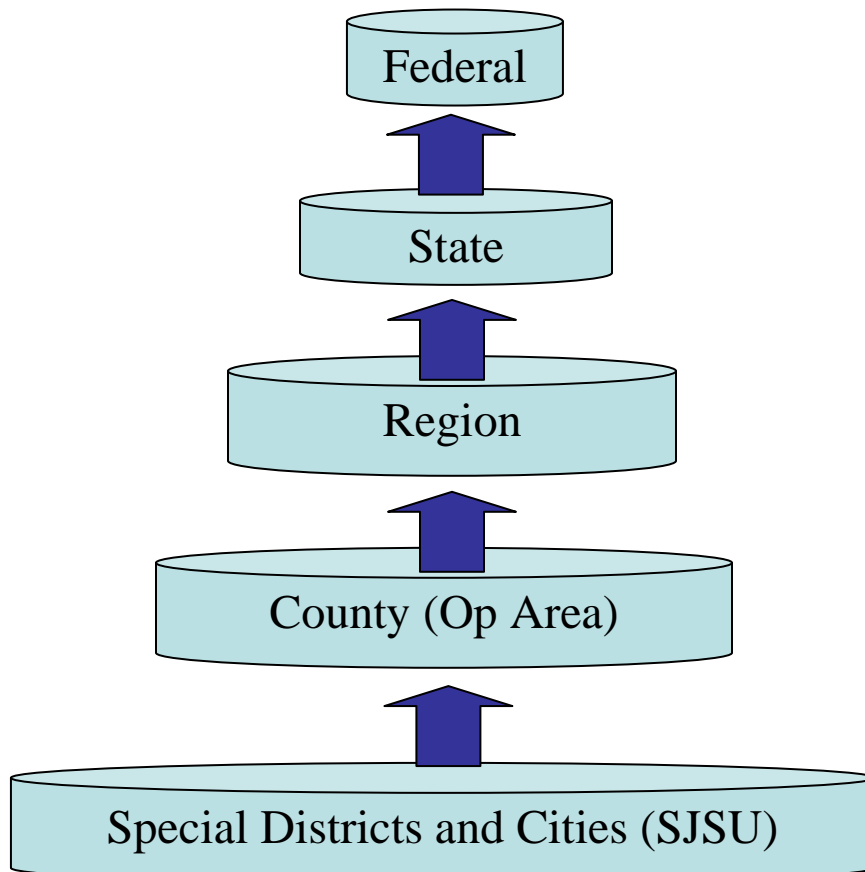
- Support and coordinate emergency response and recovery operations.
- Coordinate and work with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies to assess situation status, monitor resource needs, and coordinate requests for resources from outside agencies and jurisdictions.
- Establish priorities and resolve any conflicting demands for support.
- Prepare and disseminate emergency public information to alert, warn, and inform the campus
- Collect and disseminate damage information and other essential data about the situation.
- Fulfill obligations for intelligence gathering and information flow as described in SEMS/NIMS.
- Provide logistics support for the emergency response.
- Oversee and manage activities incurring costs and expenditures. Collect records needed for successful cost recovery.

Units in the field receive tactical direction from an Incident Command Post (ICP) in accordance with the Incident Command System (ICS) principles. The EOC is considered a Multi-Department Coordination Entity and is intended to support field forces by providing overall coordination and resource acquisition and allocation.

The role of the EOC is to provide strategic support to the tactical, on-scene first responders, not to guide the decisions of the Field Incident Command. NIMS provides a support hierarchy where, if an incident grows beyond the capability of the university first responders, activation of the University EOC provides for requests for aid from the Santa Clara County OES Emergency Operations Center. The purpose for activating the University EOC is to request aid in support of solicitations from First Responders. When any Special District or City in the County activates their EOC, the County must activate their EOC in order to provide that support.

The California Office of Emergency Services divides the State into three Emergency Operations regions, Inland, Coastal and Southern. SJSU is located in the Coastal Region, which is headquartered in Walnut Creek. If an incident grows beyond the capability of the County EOC, they can request aid from the Regional EOC (REOC). If the REOC requires aid they can request it from the State EOC. In the case of a major disaster, such as hurricane Katrina, the State Emergency Operations Center will request aid from the Federal Government.

### EOC Assistance Request Hierarchy



When requested, designated EOC personnel should report directly to the EOC. If an EOC member is unsure whether to report, they should first contact the UPD Communications Center at 408-924-2222 to determine when and where to report.

The primary EOC is located at the SJSU Police Department on Seventh Street, adjacent to the South Parking Garage, Room 214 and 215. During normal “business-as-usual” operations, this facility is used for training and conferences, and is maintained in a state of readiness for conversion and EOC activation.

The conference room/EOC is outfitted with four permanent cabinets which securely attach to the walls; one each designated to Logistics, Administration/Finance, Planning/Intelligence and Operations sections. Each cabinet opens to expose a bookshelf containing all of the equipment necessary for the operation of each section.

In the event that the primary EOC in the SJSU Police Department cannot be used, personnel should report to the alternate EOC located in the Executive Boardroom, on the fourth floor of the Martin Luther King Library. In the event that neither the primary or alternate sites are available, the EOC staff will report to the Simpkins Athletic Building ABS Video Room.

The EOC team is composed of a broad cross section of campus personnel, selected for their expertise and the needs of the EOC. The EOC Director determines the appropriate level of activation and calls out the required EOC staff.

Each designated EOC position optimally has at least two (2) trained personnel ready for response. Many of these positions are cross-trained to understand the functions of the other EOC positions. Position checklists (located in binders in the EOC and distributed to EOC staff) allow staff trained in other positions to step in and accomplish the primary duties of each position, when necessary.

### **C. EOC Organization and Command**

Personnel assigned to the EOC are organized in accordance with NIMS/SEMS guidelines. The five Sections within the EOC are:

- Management Section
- Operations Section
- Planning and Intelligence Section
- Logistics Section
- Finance Section

Each EOC section is comprised of specific functions referred to as Branches and Units. Each Section Chief reports directly to the EOC Director. It is essential that each EOC participant understands the reporting procedures and follows them throughout the course of an emergency incident as below:

- The EOC Director is in charge of the overall campus emergency response, reports to the President and oversees the EOC Section Chiefs and Management Section staff.

- Personnel assigned to the Management Section are referred to as Command Staff and are overseen by the EOC Director.
- The Section Chiefs of the Operations, Planning & Intelligence, Logistics, and Finance sections are collectively referred to as the General Staff.
- The EOC Section Chiefs report to and take directions from the EOC Director and work with their Branches/Units and other EOC Section Chiefs.
- Branch Directors/ Division Supervisors report to and take direction from their EOC Section Chief. Members work with their staff and other Branches/Units within their Section.
- Units report to and take direction from their Branch Directors and work with other Units within their Branch.
- Unit members report to and take direction from the Unit Leader.

Training is vital to the success of this plan and is an essential part of ICS/SEMS/NIMS. All EOC participants and alternates will receive training in ICS/SEMS/NIMS, the functioning of the EOC and their primary roles/responsibilities in the EOC. They will also participate in exercises and drills.

### **1. Management Section Overview**

The Management Section is responsible for overall management and administration of the incident. Management also includes certain support staff functions required to support the Management function. The Management Section consists of the following positions, although not all of the positions may be filled depending on the nature or extent of the emergency situation. Emergency Operations Center Director assumes the responsibilities of those positions which are vacant.

The Management Section is comprised of the following positions:

#### Emergency Operations Center Director (EOC Director)

The Vice President of Administration and Finance or alternate appointed by the President serves as the Director of the Emergency Operations Center. The Director is responsible for the overall management of the operation. The Director assists in developing and approves the Incident Action Plan (IAP). In addition, the Director coordinates the activity of all command and general staff. When the EOC is deactivated, the Director ensures that an After Action Report is prepared and that all corrective actions noted in the report are completed in the specified time frame.

#### Liaison Officer

Incidents that are multi-jurisdictional, or have several agencies involved, may require the establishment of the Liaison Officer position on the EOC Command Staff. The EOC Liaison Officer is the contact for the personnel assigned to the incident by assisting or cooperating agencies. These are personnel other than those on direct tactical assignments or those involved in a Unified Command.

Public Information Officer

The Public Information Officer acts as an advisor to the EOC Director and coordinates University public information activities. The PIO ensures that the media and citizens are fully informed on all aspects of the emergency. In the case of a multi-jurisdictional event, the PIO coordinates public information within a Joint Information Center (JIC).

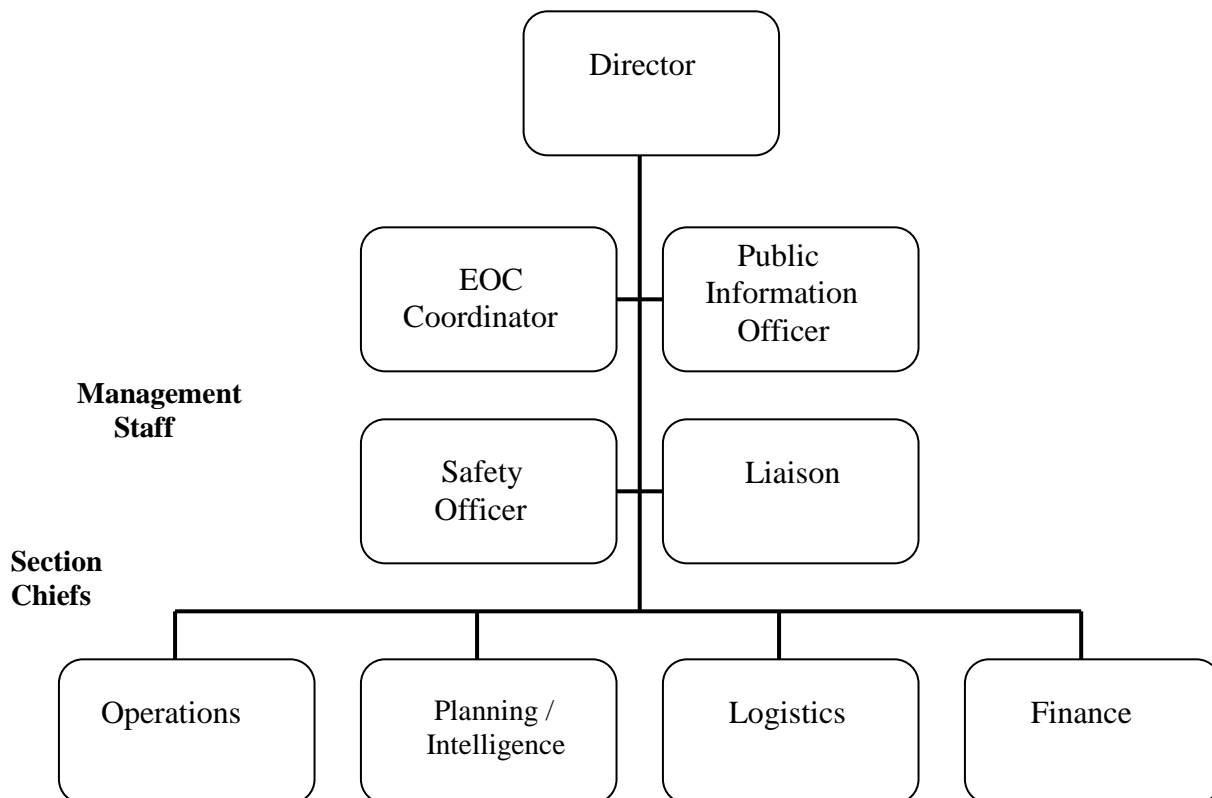
Emergency Operations Center Coordinator

The EOC Coordinator assists the Management Staff as needed and is responsible for facilitating Emergency Operations Center operations. In addition, the Coordinator maintains the readiness of the EOC.

Safety Officer

The Safety Officer monitors incident operations and advises the EOC Director on all matters related to operational safety including the health and welfare of assigned personnel. The Safety Officer has the emergency authority to stop or prevent unsafe acts during incident operations.

**Organization of the Management Staff and Section Chiefs in the EOC**



## 2. Operations Section Overview

The Operations Section is under the supervision of the Operations Section Chief and is responsible for the execution of the Incident Action Plan. (IAP)

The Operations Section is comprised of the following Branches under the supervision of a Director:

- Public Safety
- Construction and Engineering
- Health Care
- Care and Shelter

These positions will be staffed depending on the nature and extent of the emergency. The Operations Section Chief assumes the responsibilities of positions not staffed.

### Operations Section Chief Description

The Operations Section Chief is responsible for assisting in the preparation of the Incident Action Plan (IAP), directing the execution of the IAP and oversees the preparation of unit operational plans. In addition, the Operations Section Chief activates and executes the Site Safety and Health Plan. Further, the Operations Chief is responsible for requesting and releasing resources.

## 3. Planning and Intelligence Section Overview

The Planning and Intelligence Section is under the direction of the Planning Section Chief. It's responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources, the development of the action plan in coordination with other functions, and the collection and maintenance of incident documentation. The Planning Section maintains an incident log, display maps and charts. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting EOC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After Action Report when the EOC is deactivated.

Information and Intelligence are important to:

- Understand the current situation
- Predict the probable course of incident events
- Prepare strategies for the incident
- Provide status reports to management to evaluate the effectiveness of the Incident Action Plan and the need for additional resources
- Prepare incident documentation

Documentation is important to:

- Track resources and personnel



- Record injuries to personnel
- Support insurance claims
- Support requests for reimbursement from the State and Federal governments
- Create an After Action Report, identify equipment shortcomings, identify ways to improve operational readiness, and highlight strengths and areas for improvement.

The Planning and Intelligence Section consists of the following Branches under the supervision of a Director:

- Damage Assessment
- Situation Status
- Recovery
- Documentation
- Advanced Planning
- Demobilization

#### Planning / Intelligence Section Chief Description

The Planning / Intelligence Section Chief collects, analyzes and processes information about the incident and supervises the preparation of all Incident Action Plans.

#### **4. Logistics Section Overview**

The Logistics Section Chief is responsible for supporting incident response through the acquisition, transportation and mobilization of resources. He/she reviews the Incident Action Plan and estimates needs for the next operational period. Also, the Logistics Chief maintains the Unit/Activity Log (ICS 214).

The Logistics Section consists of the following positions:

- Procurement
- Information Technology
- Human Resources
- Communications
- Medical Unit

#### Logistics Section Chief Description

This position is responsible for supporting the field response effort through the acquisition, transportation and mobilization of resources. The Logistics Section Chief also insures that the Logistics Section provides facilities, transportation, supplies, equipment maintenance and fueling, personnel support and communications for field incident personnel.

## **5. Finance Section Overview**

The Finance Section is responsible for all financial and cost analysis components of the incident. This section tracks personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections.

The Finance section consists of the following branches under the supervision of a Director:

- Risk Management, Compensation and Claims
- Time Keeping
- Cost and Accounting
- Purchasing

### Finance Section Chief Description

The Finance Section Chief manages the financial aspects of the emergency. The Finance Chief provides input in all planning sessions on financial and cost analysis matters. The Finance Chief ensures that all local, state and federal regulations are followed with regard to expenditures.

## **D. Management Unity and Delegation of Authority**

EOC organization is flexible and can be expanded or diminished as required depending on the size and scope of the incident. The EOC Director is responsible for accomplishing the EOC mission and may delegate responsibility into the four (4) main functions (Sections) Operations, Planning/Intelligence, Logistics and Finance/Administration.

The Section Chiefs are responsible for delegating responsibility within their Branches and for staffing their section to the appropriate level to accomplish the EOC goals.

## **E. Incident Command/Field Teams (IC)**

The Incident Commander has overall responsibility for on-scene operations/activities and reports directly to the Operations Section Chief. An Incident Command Post (ICP) will be established as close to the event scene as practical. The ICP is staffed by University Police Department personnel and other agency personnel, as appropriate and will provide a standardized process for site incident command of emergency operations in the field. If appropriate, a Unified Command will be established with outside agencies and organization. Command posts provide a contact point for response teams and arriving resources, radio communications with the EOC, a process for requesting resources and on-site assistance for the University regarding emergency services (i.e. medical care and shelter).

The University Police Department's main objectives during an emergency include:

- Protect Life
- Restore order
- Protect property

Services the University Police Department provides include:

- Crime Prevention
- Campus patrols and escorts
- Emergency Response
- Traffic enforcement
- Arrests and detention for criminal offenses
- Criminal intelligence, surveillance and investigations
- Crowd and riot control
- Public dispute resolution
- Protection of critical infrastructure
- Traffic Enforcement

San José State University's Police Department will maintain Incident Command responsibility for emergencies within their jurisdiction.

The University Police Department has Mutual Aid Agreements with the City of San José Police and Fire Departments and with the County of Santa Clara, and will operate under Unified Command when it is appropriate.

## **F. Inter-Agency Coordination in the EOC**

A primary focus of SEMS/NIMS is effective inter-agency coordination at all levels. Inter-agency coordination is the participation of agencies and disciplines working together in a coordinated effort to facilitate decisions for overall emergency response activities including the sharing of resources and the prioritization of incidents.

## **G. Local Government**

Overall responsibility for emergency management activities within any local jurisdiction, agency, or special district rests with the established leadership of that organization. Designated members of the appropriate local staff will conduct emergency management functions within each jurisdiction. In the County of Santa Clara, the emergency management organizations are responsible for coordination and direction of response and recovery operations within their respective jurisdictions.

## **H. Disaster Service Workers**

By law, (California Government Code Section 3100-3109) all State employees are Disaster Service Workers (DSW). In the event of an emergency the expectation is that they will secure their own homes and families and then, if possible and if they are so instructed, they will return to the campus to assist in response activities. Continuity of campus operations is a critical response area during disasters, and state employees will play a major role in this function. DSWs may also include Amateur Radio Emergency

Services (ARES) members, Radio Amateur Civil Emergency Services (RACES) members, Campus Emergency Response Team (CERT) members, and other campus volunteers

## **I. Operational Area**

The Operational Area is the umbrella entity that provides support to and coordination of emergency operations within its area. Emergency management systems actively exist in the incorporated cities of Santa Clara County. San José State University is in the City of San José and is considered a special district.

The Operational Area (OP Area) consists of the special districts and cities within the County of Santa Clara. In accordance with SEMS regulations, the County of Santa Clara Office of Emergency Services (Santa Clara County OES) is designated as the OP Area Coordinator for Santa Clara County. Under SEMS, the OP Area serves as an intermediate level of the state's emergency service organization, encompassing the county and all political subdivisions located within the county.

In an emergency, Santa Clara County OES can be contacted by any of the special districts within Santa Clara County and requested to activate their EOC. Their role is to coordinate among local political subdivisions and act as the single point of contact for State and Federal agencies. If two (2) or more jurisdictions are affected by an emergency, the OP Area activates automatically. The level of activation can range from an on-call County OES Coordinator to a full-scale activation of the Santa Clara County OES Emergency Operations Center (EOC).

When activated, the Santa Clara County EOC will act as the point of contact for assistance requests from local EOC and Special Districts to the Coastal Region and the Governor's Office of Emergency Service

## **Section V: OFF-CAMPUS ASSISTANCE AND MUTUAL AID**

As the need for assistance escalates beyond the resource capacity of the campus, outside assistance may be requested from a variety of sources. The University may request assistance from San José City resources, Santa Clara County resources and from the Santa Clara County Operational Area EOC.

### **A. California State University System**

The California State University System maintains a Critical Response Unit (CRU). This is a highly trained unit with representation from most of the CSU campuses. The unit is available upon request to assist CSU campuses with critical incidents, emergencies and disasters. CRU officers are trained in crowd control, dignitary protection, and disaster relief.

### **B. Non-University**

In the case of EOC requests for aid and equipment, the SJSU Purchasing Department has a database of registered local vendors who have, on a voluntary basis, agreed to keep in stock sufficient inventory to supply the University in an emergency, such as heavy equipment, medical equipment and pharmaceuticals, and industrial supplies.

The database is updated yearly and backed up in hard copy and electronic versions.

In most cases where Mutual Aid is required, SJSU would work with the City of San José and the Santa Clara County Operational Area EOC for assistance, however in some incidents, such as an act of terrorism, Federal agencies may participate.

### **C. Mutual Aid**

To facilitate mutual aid, discipline-specific mutual aid systems work through the designated mutual aid coordinator at the operational area, region, and state levels. For San José State University, the Emergency Services Coordinator will request contact from the Santa Clara County Operational Area mutual aid coordinator. 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.

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions and/or special districts, such as San José State University, 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 agreements exist for:

- Law enforcement
- Fire services
- Medical
- Emergency Management
- Public Utilities
- Building Inspectors
- Coroner, and others

Mutual aid may also be obtained from other states. Interstate mutual aid may be obtained through direct state-to-state contacts, pursuant to interstate agreements and compacts, or may be coordinated through federal agencies.

## **Section VI: CRISIS COMMUNICATIONS**

The Emergency Operation Center (EOC) will initially focus on the dissemination of information and instructions to the people at risk on the campus. For some hazards the campus may have only a few minutes to alert those at risk. Pre-scripted information may go out with the initial warning. These messages will be followed up with what is happening, what the response organization (police, fire, etc.) is doing, and what else the campus should do for its safety. The EOC will feed information into an established media-public link, and give updates to the media and the campus as warranted. The Public Information Officer (PIO) will be the primary person responsible for this function.

The principal means by which the PIO will be disseminating crisis communication will be television, radio, social media, newspapers and specially printed material. The PIO will set forth priorities for the production and dissemination of a response to a campus inquiry, monitoring and rumor control, and media relations. It also will set forth a campus policy to have a single release point such as a public information center, to focus on specific emergency related information, and to provide positive and reassuring information when possible.

The PIO will ensure coordination between individual departments on campus, public affairs, and first responders on scene. Coordination will include procedures for verifying and authenticating information, and for obtaining approval to release information.

As the emergency expands to the State and Federal level, maximum coordination is essential. At this point the PIO will participate in a Joint Information Center (JIC). The JIC is established to ensure consistency and accuracy. The JIC is a single location where the media has access to information and public affairs personnel of various agencies, county and state wide, can consult with one another. This is the best way to ensure that local, State, and Federal officials are using the same information and are not making inconsistent statements.

If a single local-State-Federal JIC is not a viable option, the PIO, public affairs personnel, decision-makers, and news centers are to be connected by electronic mail, fax, and telephone in a "Joint Information System" (JIS). In a JIS, release of information will be coordinated to ensure that everyone is using the most recent and accurate data.

Special needs groups such as the hearing-impaired, sight-impaired, physically disabled, and/or groups with language barriers, may require special attention to ensure crisis communication. In the event this is identified by the PIO, an immediate appeal to activate the Santa Clara County Operations Area will be made and resources necessary to accommodate these needs will be requested.



**Section VII: TRAINING, DRILLS AND EXERCISES**

The goal of SJSU Emergency Management training, drills and exercises is to ensure the EOC and campus community are prepared to carry out emergency response functions during any emergency situation. Training, drills and exercise are designed to meet the following goals:

- Provide general instructions to the campus population regarding potential hazards, methods of alerting and protective actions.
- Familiarize the campus community with evacuation procedures and routes to reduce panic during an actual emergency.
- Provide training to members of the EOC staff
- Regularly conduct drills and exercises to help the members of the EOC to enhance their skills.
- Continually improve emergency management and response training; incorporating new ideas and lessons learned.

Training, drills, and exercises are conducted in a no-fault learning environment wherein systems and processes, not individuals, are evaluated. An After Action Report will be written after a training, exercise and/or drill. The After Action Report will provide an opportunity to identify weaknesses, enhance strengths and improve capabilities. Because San José State University tests emergency plans, skills, resources, and relationships in response to a dynamic homeland security environment, drills and/or exercises may result in multiple findings and recommendations for improvement.

San José State University has a full time Emergency Services Coordinator. The Emergency Services Coordinator will ensure San José State employees are aware of this plan, and are trained to the levels required by the guiding directives in SEMS and relevant national plans. Current training requirements include ICS, SEMS, and NIMS as required by State and Federal guidelines. The Emergency Services Coordinator will inform SJSU Emergency Operation Center Staff of training opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities.

The schedule of training, drills, and exercises follows:

Activity/Event Description	Objective	Responsible/ Frequency	Participants/Persons Affected
AlertSJSU	Transmit test message to verify the reliability of the Campus Emergency Alert Systems of individuals registered with <i>AlertSJSU</i> by alerting their cell phone/ text messaging, also includes communication with class room facilities via the telephone system.	UPD Operations Bureau <i>Bi-annual October &amp; March</i>	<ul style="list-style-type: none"> <li>• All registered AlertSJSU</li> <li>• UPD</li> <li>• Faculty/Staff</li> <li>• Students</li> </ul>
			UPD Dispatch and

Blue Light Phones Campus Emergency Radio Test	Manual Test Test the functionality of radios issued to Building Emergency Coordinators, providing direct communication capability to the Emergency Operation Center.	UPD - Monthly UPD Operations Bureau and Communications <i>1<sup>st</sup> Wed. of Month</i>	Operations <ul style="list-style-type: none"><li>• Building Emergency Team Coordinators</li></ul>
Campus Evacuation Drill	Conduct evacuation drills in an effort to ensure the safe evacuation and account for staff, faculty, students and the general public.	UPD Operations Bureau <i>Full campus drills in Fall and Spring</i>	<ul style="list-style-type: none"><li>• Campus Wide</li><li>• UPD</li><li>• FD&amp;O</li><li>• Faculty/Staff</li><li>• Students</li><li>• Visitors</li></ul>
Emergency Operation Center Drill (EOC)	Emergency management team will engage in an annual tabletop exercise to test the ability of the University's response to a catastrophic event.	UPD Operations Bureau <i>Annual table top drill for EOC</i>	<ul style="list-style-type: none"><li>• Emergency Operation Center Staff (President and Executive Team will be advised)</li></ul>
Electronic Door Lock	Test the capability of the exterior electronic locking mechanisms of campus buildings.	UPD Operations Bureau and Communications <i>Once per semester during Fall Evacuation Drill</i>	<ul style="list-style-type: none"><li>• UPD Emergency Services Coordinator</li><li>• UPD Dispatch</li><li>• Operations Bureau Commander</li></ul>
New Employee Orientation, Emergency Preparedness Training	Designed to establish a learning environment for students, faculty and staff on plans and procedures for responding to an emergency	UPD Operations Bureau <i>Monthly</i>	<ul style="list-style-type: none"><li>• UPD Operations Bureau Commander.</li><li>• UPD Emergency Services Coordinator</li></ul>
Satellite Phone Test	Ensure communication capability of satellite phones issued to the Office of the President, Office of the Vice President of Administration and Finance, UPD Chief of Police and the Emergency Operation Center	UPD Operations Bureau <i>Second Thursday of each month</i>	<ul style="list-style-type: none"><li>• UPD Emergency Coordinator</li><li>• Office of the President</li><li>• Office of the Vice President for Administration and Finance</li><li>• UPD Chief of Police</li></ul>

## **Section VIII: CAMPUS PROTECTIVE ACTION GUIDELINES**

### **A. Shelter-in-Place and Lockdown**

Shelter-in-Place is a precaution used to enhance safety by staying indoors. (This is not the same thing as going to a shelter in case of a storm.) It means take refuge in a room and close the doors and windows. It does not mean sealing off the building or lockdown. Shelter-in-Place is an effective protective response measure in the event of a serious incident in the area surrounding campus which does not represent a direct threat to the campus community.

Shelter-in-Place may be ordered when an evacuation is not feasible due to an emergency incident in the area surrounding campus such as an active shooter, chemical release or as determined by first responders.

Lockdown is a precaution used when there is a direct threat to campus safety and evacuation is not feasible due to the proximity of the threat. It means close, lock and barricade doors using desks, chairs, etc., close and lock windows, close blinds/shades, turn off lights, silence cell phones and seek protective cover.

Lockdown is used when there is an ongoing threat such as an active shooter on campus. See Functional Annex 9 for additional lockdown procedures.

### **B. Evacuations**

In a campus-wide emergency the decision to implement evacuation procedures rests with the EOC Director, if the EOC is activated. In situations requiring immediate action, public safety responders (Police/Fire) can also order a local area evacuation. When evaluating possible evacuation, consideration will be given to the specific threat (bomb, fire, storm, earthquake, explosion, hazardous materials incident, etc.), its context (time of day, likelihood, etc.), and the recommendation of the public safety officials. In a major earthquake, individuals should “duck, cover, and hold”: take cover until the shaking stops, and then evacuate the building if necessary.

The procedures for a campus-wide evacuation will vary, depending on the nature of the event. In all cases when the decision has been made to evacuate, the campus will likely be evacuated in stages, beginning with the areas that are in the immediate vicinity of the threat. Other areas may then be evacuated, depending on the nature of the threat. This graduated evacuation is preferable to a total, immediate evacuation, as it triages the populations most in danger, minimizes likelihood of gridlock and congestion, and provides for ingress of emergency vehicles and personnel. In all cases, evacuees would be directed away from the vicinity of the threat.

### **C. Evacuations for People with Disabilities**

Building Coordinators are familiar with these procedures in order to assist in planning for the evacuation of people with disabilities.

**1. All Emergencies, after an Evacuation has been ordered:**

- A. Evacuation of people with disabilities will be given the highest priority in all emergencies. Evacuating a disabled or injured person by only one person with no assistance is a last resort.
- B. Attempt a rescue evacuation ONLY if you have had rescue training.
- C. Use an evacuation chair, if available and able to do so safely.
- D. Check on people with disabilities during an evacuation, determine if they have established a "buddy system," and ensure their safe evacuation.
- E. Always ASK someone with a disability if he/she requires help BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- F. Immediately notify emergency responders of the location of any disabled/injured persons who were unable to evacuate.
- G. Do NOT use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.

**2. Emergency Responses by Disability**

- A. Blindness or Visual Impairment
  - a. Most visually impaired persons will be familiar with the immediate area they are in and may have learned locations of exits and fire alarms in advance.
  - b. Tell the person the nature of the emergency and offer to guide him/her by offering your left/right elbow (this is the preferred method when acting as a "Sighted Guide"). Do NOT grasp a visually impaired person's arm.
  - c. Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms or information (i.e., elevators cannot be used or if there is debris or a crowd.)
  - d. As you walk, tell the person where you are and advise of any obstacles, e.g. stairs, overhanging objects, uneven pavement, curbs, narrow passageways.
  - e. When you have reached the designated Emergency Assembly Point, orient the person to where he/she is and ask if any further assistance is needed.

- f. Some individuals may have dog guides that may be disoriented during the emergency, and may require additional assistance.

B. Deafness or Hearing Loss

- a. Offer visual instructions of safest route or directions by pointing toward exits or evacuation map.
- b. People who cannot speak loudly, or with voice/speech impairments, may be carrying a whistle or have other means of attracting attention of others.

C. Mobility Impairments

- a. Mobility impaired persons should NOT be evacuated by untrained personnel unless the situation is life-threatening. It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- b. If people with mobility impairments cannot exit, they should move to a safer area, e.g., most enclosed stairwells.
- c. Notify police or fire personnel immediately about any people remaining in the building and their locations.
- d. Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary.
- e. If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique. Carrying options include using a two-person lock-arm position, if you have rescue training, or having the person sit in a sturdy chair, preferably with arms. Before taking action, always ask the person their preferred method of assistance.

D. People Using Crutches, Canes or Walkers

The same procedure outlined for the Mobility Impaired should be used. Crutches, canes and walkers should NOT be left behind.

E. Non-Ambulatory

- a. Frequently, non-ambulatory persons have respiratory complications or rely on electric artificial respirators. They should be given priority assistance if there is smoke or fumes as their ability to breathe is seriously in danger.

- b. Power wheelchairs may have heavy batteries, which are difficult to remove. In this situation, the best response may be to ask the person to transfer to an evacuation chair, if one is available, so that they can be moved immediately. If it is not possible for the person to be removed from the chair (i.e., if the person uses respiratory equipment that is attached to the chair), wait for assistance. If attempting to move a power wheelchair, remove the batteries.
- c. If the person prefers to be removed from their wheelchair, their needs and preferences will vary. Always consult the person as to his/her preference with regard to:
  - 1. Ways of being removed from a wheelchair
  - 2. The number of people needed for assistance.
  - 3. Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasticity, braces, etc.
  - 4. If a seat cushion or pad should be brought along with him/her when he/she is removed from the wheelchair.
  - 5. Being carried forward or backward on a flight of stairs.

#### **D. Supporting International Students**

International students present a unique challenge. Although most possess English skills, cultural differences and an unawareness of local hazards may render international students more vulnerable during emergencies. In addition they often do not have ready access to local support networks. Therefore, special considerations must be taken in both preparing for and responding to emergencies to ensure international students are receiving appropriate communications.

All international students who come to the United States in F, M, or J visa classes are monitored through the Department of Homeland Security's online database, SEVIS. During day to day operations, designated school officials are tasked with assisting students in providing updates into SEVIS.

During emergencies, the university maintains this responsibility and must produce timely updates and the status and location of international students to the DHS and might be required to provide information to the State Department as well as consular officials from the student's home countries. .

Special emphasis must be placed on reaching out to international students and ensuring the communication of their location, safety concerns, and short and long-term plans.

EOC staff should work with the Office of International Student and Scholar Services to ensure that needs of international students are being addressed and ensure that the university is meeting its reporting requirements.

## **SECTION IX: ROLES IN A DECLARED EMERGENCY OF CAMPUS COMMUNITY MEMBERS**

Every SJSU employee and student can potentially play a role in the campus Emergency Operations Plan. Perhaps the most critical aspect of the Emergency Operation Plan is communication and accurate reports from the scene of an incident which is essential to providing adequate emergency services. Similarly, the campus community must receive up-to-date instructions concerning emergency response procedures and news of evolving events.

### **A. Students**

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. The UPD Operations Bureau provides information and training to help students know what do in emergencies and how to prepare ahead of time. The UPD Operations Bureau will work with International House staff to ensure that any unique needs of international students are met. UPD Dispatch has been provided with a notification protocol for incidents involving international students.

### **B. Administrators, Deans, Department Chairs, Associate Vice Presidents, Directors and Supervisors**

General Responsibilities consist of:

- Prepare their facilities and personnel for potential emergencies by disseminating and implementing Emergency Procedures and by adhering to contemporary standards of safety and preparedness.
- Work cooperatively with the Emergency Services Coordinator, Building Owner, Building Coordinator, Building Emergency Team and Emergency workers in preparing for and responding to any campus emergency.

### **C. Faculty and Staff**

Every member of the faculty and staff should familiarize themselves with Campus Emergency procedures, Emergency Exits and Building Evacuation Routes. Employees should be prepared to assess situations quickly and thoroughly and use common sense in determining a course of action. They should immediately report fires or other emergencies to the University Police Department.

Faculty members are seen as leaders by students and should be prepared to direct their students to assembly points in the event of an emergency. They may be asked to perform duties differing from those in their normal job description until the State of Emergency no longer exists.

### **D. Building Owners**

- Implement procedures to identify and correct potentially hazardous or unsafe working conditions. Mitigate risk where appropriate through knowledge of policies and procedures.



- Maintain emergency contact lists for your BET members and any other contacts critical to emergency response or recovery.
- Maintain, at all times, a Building Coordinator and enough Building Evacuation Team members to perform an evacuation sweep of their building(s) within five minutes of a fire alarm/emergency.
- Provide assessment and feedback to your BET and encourage lessons learned and constant refinement of your building evacuation plan.
- Cooperate with the Emergency Services Coordinator to provide BET with any evacuation equipment and supplies you deem necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.
- Coordinate training with UPD.

#### **E. Building Coordinators**

- Identify and enlist BET members, those individuals within buildings who would be diligent in performing BET responsibilities.
- Work with BET members to create a comprehensive BET evacuation and communication plan.
- Be familiar with and ensure the BET members are familiar with the location and operation of Evac-u-Trac chairs for use in evacuating persons with disabilities who require assistance.
- Schedule regular meetings with your BET to review best practices and lessons learned and continue to refine the evacuation plan.
- Participate in monthly emergency radio tests. (First Wednesday of each Month at 0900 Hours)

#### **F. Building Emergency Teams**

Each building or facility shall maintain a Building Emergency Team (BET) which are identified by wearing orange vests, under the supervision of a Building Coordinator (BC), which will respond to and assist in the evacuation of their assigned building upon activation of the fire alarm or at the first notice of a life-threatening condition requiring the immediate evacuation of a building's occupants whether or not the alarm is sounded.

BET team members:

- Support and work with your Building Coordinator to create and practice a comprehensive evacuation plan.
- Practice with their fellow team members to develop the most thorough and timely evacuation procedures.
- Perform a sweep of your assigned area, consistent with personal safety, to ensure that all persons are alerted to evacuate the building when such an evacuation is required.
- Ask persons with disabilities if they need assistance to evacuate the building.
- Escort persons with special needs, who cannot self-evacuate to stairwells and alert the Building Coordinator and Emergency responders of their locations.
- If able to do so safely, utilize the evacu-trac to evacuate disabled persons who require assistance.
- Prevent persons, other than Emergency responders, from entering an evacuated building until notified by the Building Coordinator that the building is safe and cleared for re-entry.
- Notify Building Coordinator of any obvious hazardous conditions within their building.



## **G. Campus Emergency Supplies**

San José State University maintains cache emergency supplies in disaster resistant containers referred to as Arks. The Arks are located at different areas on campus and are sufficient to support campus emergency response and disaster rescue operations. The tracking and procurement of Emergency supplies is coordinated by the UPD Operations Bureau Commander.

SJSU has three shipping containers on campus, one at the Central Plant, one at Dudley Moorhead Hall and one in the south campus. Each of the containers has a cache of first aid and emergency equipment.

## **Section X: TERMINATION AND RECOVERY**

The EOC Director, will determine when to terminate the emergency, deactivate the EOC and transition to normal campus governance and operations. All San José State University entities will be involved in recovery operations. In the aftermath of a disaster, faculty, students and staff will have specific needs that must be met before they can return to pre-disaster lives. Typically, there will be a need for such services as the following:

- Assessment of the extent and severity of damages to buildings on campus
- Restoration of services generally available on campus-water, food, and medical assistance
- Professional counseling to help students, staff and faculty cope with traumatic events and major disruptions to the campus community.

San José State University will ensure that these services are available and seek additional resources beyond campus if necessary.

### **Phases of Recovery**

Recovery occurs in two phases: short-term and long term. Short-term recovery operations will begin during the response phase of the emergency.

The major objectives of short-term recovery are to restore campus services to at least minimal capacity. Short-term recovery includes:

- Utility restoration
- Rapid debris removal and clean-up
- Orderly restoration of essential services
- Expanded social, medical and mental health services
- Re-establishment of University administrative operations
- Debris removal and clean-up operations
- Abatement and demolition of hazardous structures

The major objective of long-term recovery operations include:

- Coordinate delivery of long-term social and health services
- Re-establishing the University's economy to pre-disaster levels
- Recovery of disaster costs
- Effective integration of mitigation strategies into recovery planning and operations
- An improved Emergency Operation Plan

Documentation is a key element in recovering expenditures related to emergency response and recovery operations. For the university, documentation must begin at the field response level and continue throughout the operation of the Emergency Operation Center as the disaster unfolds.

## **After-Action Report**

The AAR will provide, at minimum, response actions taken, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. The AAR will be completed within 90 days of the close of the incident period.

The AAR will serve as a source for documenting San José State University's emergency response activities, identifying areas of concerns and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

The AAR is a public document and will be made available. The AAR will be concise, well constructed, written in simple language and geared to multiple audiences.

## Section XI: Authorities and References

This plan addresses San José State University (SJSU) emergency responsibilities. SJSU Emergency Management Program (as administered by the University Police Department) is authorized and governed by the following:

### Federal:

- Federal Civil Defense Act of 1950, Public Law (PL) 81-950 as amended.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 93- 288, as amended.
- Code of Federal Regulations (CFR), Title 44. Emergency Management Assistance.
- Critical Infrastructure Information Act 2002.
- Higher Education Opportunity Act of 2008
- Family Education Right and Privacy Act
- Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), in § 485(f) of the HEA (20 U.S.C. § 1092(f))
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Homeland Security Presidential Directive 5, February 28, 2003.
- Homeland Security Presidential Directive 7.
- Homeland Security Presidential Directive 8, December 17, 2003.
- The National Incident Management System (NIMS), as prescribed by Homeland Security Presidential Directive-5 – Management of Domestic Incidents.
- National Infrastructure Protection Plan (NIPP).
- Presidential Decision Directive/NSC-63.
- Protected Critical Infrastructure Information (PCII) Program.
- FEMA State and Local Guide 101 (SLG 101) *Guide for All-Hazard Emergency Operations Planning*.

### State of California:

- The Standardized Emergency Management System (SEMS) as described by California Government Code Section 8607(a).
- Code of Regulations Title 19, Division 2, Chapter 5, NDAA, §2900(y).
- "Local government level" manages and coordinates the overall emergency response and recovery activities within their jurisdiction. (California Code of Regulations Title 19 Standardized Emergency Management System).
- Local government must use the California Standardized Emergency management System (SEMS) to be eligible for state funding of response- related personnel costs (California Code of Regulations, Title 19, §2920, §2925, and §2930).
- The adoption of the National Incident Management System by State and local organizations is a condition for Federal preparedness assistance. (Department of Homeland Security, National Incident Management System, March 1, 2004.
- The State Oath of Allegiance affirms CSU employees are, by law, Disaster Service Workers. (California Labor Code 3211.92(b)).

**California State University:**

- Executive Order 1056: CSU Emergency Management Program.

**Santa Clara County:**

- Santa Clara County, Operational Area Emergency Operation Plan.

## **SECTION XII: ANNEXES**

Functional Annex (1): EOC Management Structure and Checklist Guides

Functional Annex (2): Responder / Staff Communications

Functional Annex (3): Public Information Alert and Warning

Functional Annex (4): Mass Care

Annex (5): Health and Medical

Annex (6) Mitigation

Annex (7): Recovery and Restoration

Annex (8) Hazard Specific

- Earthquake
- Fire
- Terrorism
- Hazardous Material
- Active Shooter
- Civil Disorder

Appendix:

Emergency Roster

## **FUNCTIONAL ANNEX (1): EOC MANAGEMENT STRUCTURE AND CHECKLIST GUIDES**

The five SEMS functions; Management, Operations, Planning, Logistics and Finance/Administration are the basis for structuring of San José State University EOC organization.

*Management* is responsible for overall emergency policy and coordination based on the information provided from the field via the Operations section. Management has a staff that includes a Safety Officer, Liaison, Emergency Operations Center Coordinator (EOC Coordinator), Public Information Officer.

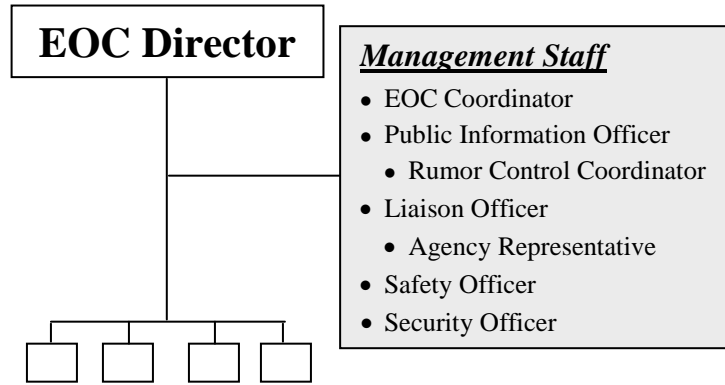
*Operations* is responsible for coordinating all field operations in support of the emergency response through implementation of the University's EOC Action Plan

*Planning/Intelligence* is responsible for collecting, processing, and disseminating information; assisting in developing the EOC Action Plan and After-Action Report, maintaining documentation and other functions.

*Logistics* is responsible for supporting operations, providing facilities, services, personnel, equipment and materials.

*Finance/Administration* is responsible for financial activities and other administrative aspects of the EOC.

## EOC Director



### Function Description:

The EOC Director has overall responsibility and authority for the operation of the EOC. He/she will assure that the EOC is staffed and operated at a level commensurate with the emergency.

The position of EOC Director at San José State University is filled by the Vice President of Administration and Finance.

### Responsibilities:

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.
3. In conjunction with the General Staff, set campus priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.
4. Ensure that inter-agency coordination is accomplished effectively.

### Activation Phase:

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from whatever sources are available.



- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
  - Operations Section Chief
  - Logistics Section Chief
  - Planning/Intelligence Section Chief
  - Finance/Administration Chief
- Determine which Management Staff positions are required and ensure they are filled as soon as possible.
  - EOC Coordinator
  - Safety Officer
  - Public Information Officer
  - Security Officer
  - Liaison Officer
- Ensure that telephone and/or radio communications with other EOCs are established and functioning.
- Schedule the initial Action Planning meeting.
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

**Operational Phase:**

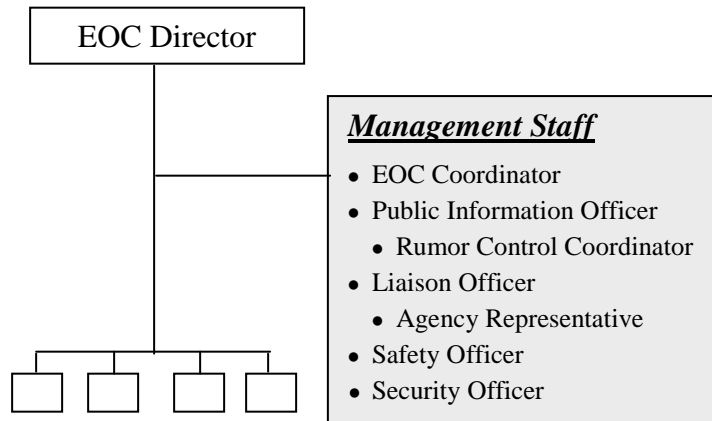
- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- Based on current status reports, establish initial strategic objectives for the EOC.
- In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.

- Convene the initial Action Planning meeting. Ensure that all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section.
- Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for University and elected officials or their representatives.
- Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

**Demobilization Phase:**

- Authorize demobilization of sections, branches and units when they are no longer required.
- Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.

## EOC Coordinator



### Function Description:

The EOC Coordinator is typically the person who has the overall best knowledge of the functioning of the EOC. At San José State University the position is filled by the UPD Emergency Services Coordinator. Because of his/her working knowledge of the EOC facility, emergency communications, support services, and the jurisdictions emergency plan, the EOC Coordinator can be an invaluable asset to the EOC Director who may not be as well versed in the day-to-day inner workings of the facility.

### Responsibilities:

1. Facilitate the overall functioning of the EOC.
2. Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with operational area emergency plans and procedures.
3. Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

### Activation Phase:

- Follow generic Activation Phase Checklist.
- Assist the EOC Director in determining appropriate staffing for the EOC.
- Provide assistance and information regarding section staffing to all general staff.

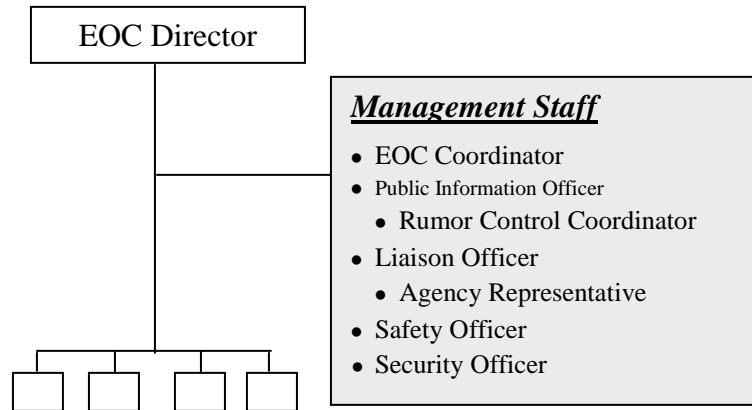
### **Operational Phase:**

- Assist the EOC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Advise the EOC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning/Intelligence Section in the development, continuous updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to General Staff as required.
- Provide general advice and guidance to the EOC Director as required.
- Ensure that all notifications are made to the Operational Area EOC.
- Ensure that all communications with appropriate emergency response agencies is established and maintained.
- Assist the EOC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media, and the general public.
- Assist the EOC Director and Liaison Officer, in establishing and maintaining Inter-agency Coordination Groups as necessary.
- Assist the Liaison Officer with coordination of all EOC visits.
- Provide assistance with shift change activity as required.

### **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## Public Information Officer



### Function Description:

The Public Information Officer serves as the primary point of contact between the EOC, the media and the public. The Public Information Officer will prepare information releases, brief media representatives, and provide for press conferences. Normally, the Public Information function will also oversee the Rumor Control activity.

### Organizing the Information function in an EOC:

The Information function within an EOC may have special organizational needs due to the possible size of the organization required to meet the agency or jurisdictional information needs.

Normally, the Information function is handled by the Information Officer who is a member of the Management Staff. Assistant Information Officers may be assigned as needed. The Assistants may represent other jurisdictional departments, agencies, other jurisdictions, and/or they may also be assigned to handle specific Information functions.

### Responsibilities:

1. Serve as the central coordination point for San José State University media releases.
2. Ensure that the campus within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.

4. Develop the format for press conferences, in conjunction with the Manager.
5. Maintain a positive relationship with the media representatives.
6. Supervise the Public Information Branch.

**Activation Phase:**

- Follow generic Activation Phase Checklists.
- Determine staffing requirements and make required personnel assignments for the Public Information function as necessary.

**Operational Phase:**

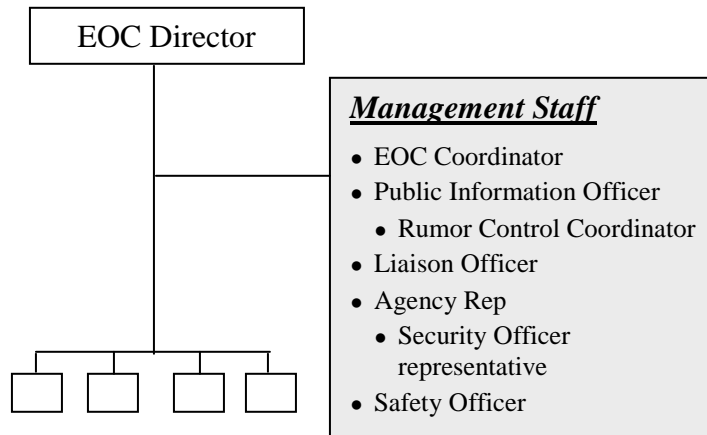
- Obtain policy guidance from the EOC Director with regard to media releases.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Analysis Unit and identify the method for obtaining and verifying significant information as it is developed.
- Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Information Center, as required, providing necessary space, materials, telephones and electrical power.
- Maintain up-to-date status boards and other references at the media information center. Provide adequate staff to answer questions from members of the media.
- Interact with other EOC PIOs and obtain information relative to public information operations.
- In coordination with other EOC sections, and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- At the request of the EOC Director, prepare media briefings for members of the agencies or jurisdiction policy groups and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information.

- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the affected areas.
- Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Prepare, update, and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing-impaired etc.).
- Monitor broadcast media, using information to develop follow-up news releases and rumor control.
- Ensure that file copies are maintained of all information released.
- Provide copies of all media releases to the EOC Director.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## Liaison Officer



### Function Description:

The Liaison Officer function is to provide a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director is informed as to what agencies are represented in the EOC.

During major emergencies, and depending upon the SEMS level, it is not uncommon to find many agencies representatives reporting to the EOC. American Red Cross, Community Based Organizations, National Guard, other state/local agencies, federal agencies, etc., all may send representatives. The Liaison Officer will be the primary contact, and relieve the EOC Director from overseeing their activities.

### Responsibilities:

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs for EOC agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3. Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to Agency Representatives upon check-in.
4. In conjunction with the EOC Coordinator, provide orientations for VIPs and other visitors to the EOC.
5. Ensure that demobilization is accomplished when directed by the EOC Director.

### Activation Phase:



- Follow generic Activation Phase Checklist.
- Obtain assistance for your position through the Personnel Unit in Logistics, as required.

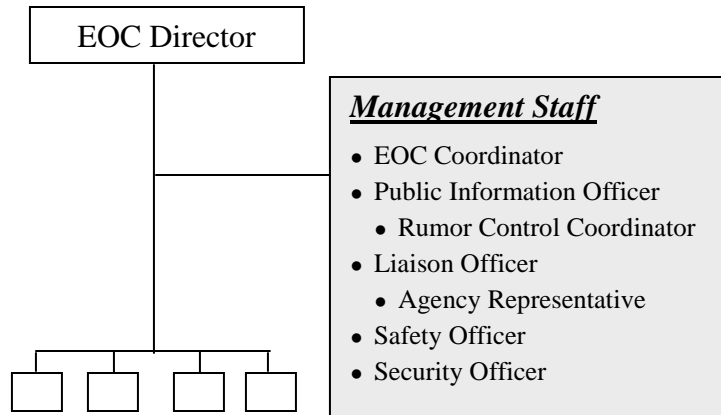
**Operational Phase:**

- Contact Agency Representatives already on-site, ensuring that they:
  - Have signed into the EOC,
  - Understand their role in the EOC,
  - Know their work locations,
  - Understand the EOC organization and floor plan.
- Determine if additional representation is required from:
  - Community based organizations,
  - Private organizations,
  - Utilities not already represented,
  - Other agencies.
- In conjunction with the EOC Director and EOC Coordinator, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the EOC Director and EOC Coordinator in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the EOC Director, provide agency representatives from the EOC to other EOCs as required and requested.
- Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.
- Release agency representatives that are no longer required in the EOC when authorized by the EOC Director.

# Safety Officer



## Function Description:

When activated, the Safety Officer position at the EOC is to ensure that a safe working environment is established and maintained within the facility. The Safety Officer will routinely inspect and correct any deficiencies in the operating environment of the EOC. The Safety Officer will also ensure that personnel working in EOC positions are not over stressed or working for extended periods that may jeopardize their health.

## Responsibilities:

1. Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.
3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

## Activation Phase:

- Follow generic Activation Phase Checklist.

### **Operational Phase:**

- Tour the entire EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions that might result in liability, unsafe layout or equipment set-up, etc.
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance/Administration Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

### **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## Operations Section

### Function Description:

The Operations Chief, a member of the General Staff, is responsible for the management and coordination of all EOC related operational functions. The Operations Chief will ensure, based on the emergency that all necessary operational functions have been activated and are appropriately staffed.

### Responsibilities:

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Reports (utilizing the RIMS formats if available).
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Chief; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section and designate Branch Directors as necessary.
  - Fire & Rescue
  - Construction/Engineering
  - Law Enforcement
  - Health & Welfare

- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the section as necessary for a 24-hour operation.
- Obtain a current communications status briefing from the Communications Branch Director in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning/Intelligence Section Chief to determine the need for any Technical Specialists.
- Establish radio or phone communications with Department Operations Centers (DOCs), and/or with Incident Commander(s) as directed, and coordinate accordingly.
- Determine activation status of other EOCs in the Operational Area or adjacent areas and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- Adopt a pro-active attitude. Think ahead and anticipate situations and problems before they occur.

**Operational Phase:**

- Ensure Operations Section position logs and other necessary files are maintained.
- Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.
- Ensure that all media contacts are referred to the Public Information Officer.

- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Director's Action Planning meetings.
- Provide the Planning/Intelligence Section Chief with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Director to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Directors is made available to the Planning/Intelligence Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning/Intelligence Section.
- Brief Branch Directors periodically on any updated information you may have received.
- Share status information with other sections as appropriate.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Fire & Rescue Branch

### Function Description:

The Fire and Rescue Branch in the EOC Operations Section is responsible for linking the EOC to Fire Department Operations Centers, Dispatch Centers, the fire and rescue mutual aid system and, as appropriate to the jurisdiction Incident Command on incidents under the management of the fire services. The Branch Director reports to the Operations Section Chief. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to fire department operations. The Branch will supply fire DOCs and ICs as appropriate, with information and directives developed in the EOC.

Smaller jurisdictions may not activate separate units for fire operations, emergency medical, fire and rescue and hazmat.

### Responsibilities:

1. Coordinate fire, emergency medical, hazardous materials, and urban search and rescue operations in the jurisdictional area.
2. Assist in acquiring mutual aid resources, as necessary.
3. Coordinate the mobilization and transportation of all resources through the Logistics Section.
4. Complete and maintain status reports for major incidents requiring or potentially requiring operational area, state and federal response, and maintains status of unassigned fire & rescue resources.
5. Coordinate with the Law Enforcement Branch Director on jurisdiction Search & Rescue activities.
6. Implement the objectives of the EOC Action Plan assigned to the Fire & Rescue Branch.
7. Supervise the Fire & Rescue Branch.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Based on the situation, activate the necessary Units within the Fire & Rescue Branch:
- If the mutual aid system is activated, coordinate use of fire resources with the Operational Area Fire & Rescue Mutual Aid Coordinator.

- Prepare and submit a preliminary status report and major incident reports as appropriate to the Operations Section Chief.
- Prepare objectives for the Fire & Rescue Branch; provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase:**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Obtain and maintain current status on Fire & Rescue missions being conducted in the jurisdictional area.
- Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Fire & Rescue Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Fire & Rescue Status Report on RIMS forms if available.
- Refer all contacts with the media to the Public Information Officer.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Fire & Rescue Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change; inform him/her of all on going activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.



## Law Enforcement Branch

### Function Description:

The Law Enforcement Branch in the EOC Operations Section is responsible for linking the EOC to law enforcement agencies Department Operations Centers, Dispatch Centers, the law enforcement mutual aid system, and, as appropriate to the jurisdiction, with Incident Command on incidents under the management of law enforcement agencies. The Law Enforcement Branch Director reports to the Operations Section Chief. The Branch will obtain situation reports, requests for resource support (outside of the mutual aid system), and be the primary link from the EOC to law enforcement operations. The Branch will supply law enforcement agency DOCs and ICs as appropriate, with information and directives developed in the EOC.

Smaller jurisdictions may not activate separate units for coroner or search and rescue.

### Responsibilities:

1. Coordinate movement and evacuation operations during an emergency.
2. Alert and notify the public of the impending or existing emergency.
3. Coordinate law enforcement, search and rescue, and traffic control operations during the emergency.
4. Coordinate site security at incidents.
5. Coordinate Law Enforcement Mutual Aid requests from emergency response agencies through the Law Enforcement Mutual Aid Coordinator at the Operational Area EOC.
6. Supervise the Law Enforcement Branch.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Based on the situation, activate the necessary Units within the Law Enforcement Branch:
- Contact and assist the Operational Area EOC Law Enforcement and Coroner's Mutual Aid Coordinators as required or requested.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives, prepare objectives for the Law Enforcement Branch

and provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase:**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Maintain current status on Law Enforcement missions being conducted.
- Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Law Enforcement Branch operations periodically or as requested during the operational period.
- On a regular basis, complete and maintain the Law Enforcement Status Report..
- Refer all contacts with the media to the Public Information Officer.
- Determine need for Law Enforcement Mutual Aid.
- Determine need for Coroner's Mutual Aid.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/ Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Law Enforcement Branch for the subsequent Operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Construction/Engineering Branch

### Function Description:

The Construction/Engineering Branch coordinates all infrastructure related activities during an emergency. The Branch Coordinator reports to the Operations Section Chief. The Branch title may vary depending on the jurisdictional organization. Typically it may include coordination of utility services (public and private), public works, engineering, and damage and safety inspections and assessments.

Smaller jurisdictions may not activate separate units for utilities, damage assessment and public works.

### Responsibilities:

1. Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
2. Survey all public and private facilities, assessing the damage to such facilities, and coordinating the repair of damage to public facilities.
3. Survey all other infrastructure systems, such as streets and roads within the jurisdictional area.
4. Assist other sections, branches, and units as needed.
5. Supervise the Construction/Engineering Branch.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Based on the situation, activate the necessary units within the Construction/Engineering Branch.
- Contact and assist the Operational Area Public Works Mutual Aid Coordinator with the coordination of mutual aid resources as necessary.
- Provide an initial situation report to the Operations Section Chief.
- Based on the initial EOC strategic objectives, prepare objectives for the Construction/ Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.

### **Operational Phase:**

- Ensure that Branch and Unit position logs and other necessary files are maintained.
- Maintain current status on all construction/engineering activities being conducted.
- Ensure that damage and safety assessments are being carried out for both public and private facilities.
- Request mutual aid as required through the Operational Area Public Works Mutual Aid Coordinator.
- Determine and document the status of transportation routes into and within affected areas.
- Coordinate debris removal services as required.
- Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Construction/Engineering Branch activities periodically during the operational period or as requested.
- Ensure that all Utilities and Construction/Engineering Status Reports, as well as the Initial Damage Estimation are completed and maintained. (Utilize RIMS forms if available).
- Refer all contacts with the media to the Public Information Branch.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).
- Prepare objectives for the Construction/Engineering Branch for the subsequent operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Provide your relief with a briefing at shift change, informing him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.

### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Health and Welfare Branch

### Function Description:

The Health and Welfare Branch is responsible for jurisdictional coordination of people, animals and population mass care activities during the emergency. This can include but is not limited to, providing care and shelter for evacuated or displaced personnel, and for ensuring public physical and mental health. The Branch will coordinate the care giving activities through resources available within the jurisdiction, or by obtaining such services as required through agreements and/or established mutual aid programs.

### Responsibilities:

1. Safeguard the public health of citizens by ensuring there is an ample supply of potable water, a functioning sanitation system, and vector controls are established, as required.
2. In coordination with volunteer and private agencies, provide clothing, shelter, and other mass care services as required, to disaster victims.
3. Provide as required for animal control, care and sheltering.
4. Supervise the Health and Welfare Branch.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Ensure Branch and Unit position logs and other necessary files are maintained.
- Ensure that all potable water supplies remain safe, and free from contaminants.
- Ensure that sanitation systems are operating effectively and not contaminating water supplies.
- Ensure that a vector control plan is established and implemented for the affected area(s).
- Provide the Operations Section Chief and the Planning/Intelligence Section with an overall summary of Health and Welfare Branch Operational periodically during the operations period or as requested.
- Complete and maintain the Care & Shelter Status Reports.

- Ensure that the Public Health Branch is available to assist the Coroner/Fatalities Management Unit in mitigating and managing mass fatality situations.
- Ensure coordination of all mass care activities occurs with the American Red Cross and other volunteer agencies as required.
- Ensure that animal control measures are in effect and animal care and sheltering is appropriate for the emergency.
- Prepare objectives for the Health and Welfare Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Branch.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Planning/Intelligence Section

### Function Description:

The Section will gather information from a variety of sources, analyze and verify information, and prepare and update internal EOC information and map displays. The Situation Analysis function will be activated under any EOC activation. The Section has an important function in overseeing the Planning Meetings and in preparing the EOC Action Plan. The Section will collect and process internal EOC documentation, and prepare advance planning information as necessary. Technical Specialists assigned to the EOC will initially be part of the Planning/Intelligence Section. The Planning Section reports directly to the EOC Director.

### Responsibilities:

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
  - Collecting, analyzing, and displaying situation information,
  - Preparing periodic Situation Reports,
  - Preparing and distributing the EOC Action Plan and facilitating the Action Planning meeting,
  - Conducting Advance Planning activities and report,
  - Providing technical support services to the various EOC sections and branches, and documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of unit activities within the section.
4. Keep the EOC Director informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other section Chiefs, ensure that Status Reports are completed and utilized as a basis for situation reports, and the EOC Action Plan.
6. Supervise the Planning/Intelligence Section.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element:
  - Situation Analysis Unit
  - Documentation Unit
  - Recovery Unit
  - Advance Planning Unit
  - Demobilization Unit
- Request additional personnel for the section as necessary to maintain a 24 hour operation.
- Establish contact with the Operational Area EOC when activated, and coordinate Situation Reports with their Planning/Intelligence Section.
- Meet with Operations Section Chief; obtain and review any major incident reports.
- Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase:**

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.
- Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence.
- Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.



- Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.
- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Provide technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/ Administration Section.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Situation Analysis Unit Leader

### Responsibilities:

1. Oversee the collection, organization, and analysis of situation information related to the emergency.
2. Ensure that information collected from all sources is validated prior to posting on status boards.
3. Ensure that situation analysis reports are developed for dissemination to EOC staff and also to other EOCs as required.
4. Ensure that an EOC Action Plan is developed for each operational period.
5. Ensure that all maps, status boards and other displays contain current and accurate information.
6. Supervise Situation Analysis Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Make contact with local government EOCs in the operational area and establish a schedule for obtaining situation reports.
- Ensure there are adequate staff available to collect and analyze incoming information, maintain the Situation Analysis Report and facilitate the Action Planning process.
- Prepare Situation Analysis Unit objectives for the initial Action Planning meeting.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Oversee the collection and analysis of all emergency related information.
- Oversee the preparation and distribution of the Situation Report. Coordinate with the Documentation Unit for manual distribution and reproduction as required.
- Ensure that each EOC Section provides the Situation Analysis Unit with Status Reports on a regular basis.
- Meet with the Public Information Officer to determine the best method for ensuring access to current information.

- Prepare a situation summary for the EOC Action Planning meeting.
- Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- In preparation for the Action Planning meeting, ensure that all EOC objectives are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation analysis reports, etc.).
- Following the meeting, ensure that the Documentation Unit publishes and distributes the EOC Action Plan prior to the beginning of the next operational period.
- Ensure that adequate staff are assigned to maintain all maps, status boards and other displays.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Documentation Unit Leader

### Responsibilities:

1. Collect, organize and file all completed emergency related forms, to include: all EOC position logs, situation analysis reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the EOC situation analysis reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent electronic archive of all situation reports and Action Plans associated with the emergency.
5. Assist the EOC Coordinator in the preparation and distribution of the After Action Report.
6. Supervise the Documentation Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Meet with the Planning/Intelligence Section Chief to determine what EOC materials should be maintained as official records.
- Meet with the Recovery Unit Leader to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- Reproduce and distribute the Situation Reports and Action Plans. Ensure distribution is made to the Operational Area EOC.
- Keep extra copies of reports and plans available for special distribution as required.

- Set up and maintain document reproduction services for the EOC.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Advance Planning Unit Leader

### Responsibilities:

1. Development of an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
2. Review all available status reports, Action Plans, and other significant documents. Determine potential future impacts of the emergency; particularly issues which might modify the overall strategic EOC objectives.
3. Provide periodic briefings for the EOC Director and General Staff addressing Advance Planning issues.
4. Supervise the Advance Planning Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Monitor the current situation report to include recent updates.
- Meet individually with the general staff and determine best estimates of the future direction & outcomes of the emergency.
- Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.
- Submit the Advance Plan to the Planning/Intelligence Coordinator for review and approval prior to conducting briefings for the General Staff and EOC Director.
- Review Action Planning objectives submitted by each section for the next operational period. In conjunction with the general staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations.

### Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

## Demobilization Unit Leader

### Responsibilities:

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent planning documents, and status reports.
2. Supervise the Demobilization Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Review EOC personnel roster to determine size and scope of any demobilization efforts.
- Meet individually with the general staff to determine their need for assistance in any Demobilization Planning.
- Advise Planning/Intelligence Section Chief on the need for a formal written Demobilization Plan.
- If a Demobilization Plan is required, develop the plan using detailed specific responsibilities, release priorities and procedures.
- Establish with each Section Chief which units/personnel should be demobilized first.
- Establish time tables for deactivating or downsizing units.
- Determine if any special needs exist for personnel demobilization (e.g. transportation).
- Develop a checkout procedure if necessary, to ensure all deactivated personnel have cleared their operating position.
- Submit any formalized Demobilization Plan to the Planning/Intelligence Section Chief for approval.
- Meet with each assigned Agency Representative and Technical Specialist to determine what assistance may be required for their demobilization from the EOC.

- Monitor the implementation of the Demobilization Plan and be prepared to handle any demobilization issues as they occur.



## Logistics Section

### Function Description:

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. The Logistics Section reports to the EOC Director.

### Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Supervise the Logistics Section.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:
  - Communications Branch
  - Supply/Procurement Unit
  - Transportation Unit
  - Facilities Unit
  - Personnel Unit
  - Resource Tracking Unit
- Mobilize sufficient section staffing for 24 hour operations.

- Establish communications with the Logistics Section at the Operational Area EOC if activated.
- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Command Posts in the field. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section.
- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the EOC Director.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

### **Operational Phase:**

- Ensure that Logistics Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning/Intelligence Section with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that the Supply/Procurement Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for, as well as Mutual Aid resources.
- Provide section staff with information updates as required.

### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Communications Branch

### Function Description:

This function may be established at the Unit or Branch level depending upon the functions to be performed, and personnel requirements.

The Communications Branch provides for the coordination of county or local government communications services to meet incident, DOC or agency needs. These services will include electronic information processing, telephone, fax, and radio. The Branch also provides internal and external communications services to meet and support EOC operating requirements.

### Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that communications links is established with the State Regional EOC (REOC) and with adjacent EOCs as required.
3. Determine specific computer requirements for all EOC positions.
4. Implement RIMS if available, for internal information management to include message and e-mail systems.
5. Ensure that the EOC Communications Center is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the emergency.
7. Supervise the Communications Branch.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Based on the situation, activate the necessary units within the Communications Branch.
- Prepare objectives for the Communications Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.

### Operational Phase:

- Ensure Branch and Unit position logs and other necessary files are maintained.
- Keep all sections informed of the status of communications systems, particularly those that are being restored.
- Coordinate with all EOC sections/branches/units regarding the use of all communication systems.
- Ensure that the EOC Communications Center is activated to receive and direct all emergency related communications to appropriate destinations within the EOC.
- Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- Ensure that RIMS Communications links, are established with the REOC and with local governments which have RIMS installed.
- Ensure that communications links are established with activated EOC within the Operational Area, as appropriate.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Mobilize and coordinate amateur radio resources to augment primary communications systems as required.
- Keep the Logistics Section Chief informed of the status of communications systems.
- Prepare objectives for the Communications Branch; provide them to the Logistics Section Chief prior to the next Action Planning meeting.
- Refer all contacts with the media to the Public Information Branch.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist

## Transportation Unit Leader

### Responsibilities:

1. In coordination with the Construction/Engineering Branch Coordinator, and the Situation Analysis Unit, develop a transportation plan to support EOC operations.
2. Arrange for the acquisition or use of required transportation resources.
3. Supervise the Transportation Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Routinely coordinate with the Situation Analysis Unit to determine the status of transportation routes in and around the affected area.
- Routinely coordinate with the Construction/Engineering Branch Coordinator to determine progress of route recovery operations.
- Develop a Transportation Plan which identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population, and shipment of resources and materiel.
- Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.
- Keep the Logistics Section Chief informed of significant issues affecting the Transportation Unit.

### Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

## Personnel Unit Leader

### Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit and register volunteers as required.
3. Develop an EOC organization chart.
4. Supervise the Personnel Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- Coordinate with the Liaison Officer and Safety Officer to ensure that all EOC staff to include volunteers, receive a current situation and safety briefing upon check-in.
- Establish communications with community based organizations and other organizations that can provide personnel resources.
- Coordinate with the State Regional EOC (REOC) to activate the Emergency Management Mutual Aid System (EMMA), if required.
- Process all incoming requests for personnel support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- Maintain a status board or other reference to keep track of incoming personnel resources.
- Update EOC organization chart for each operational period.

- Coordinate with the Liaison Officer and Security Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.
- Assist the Fire Rescue Branch and Law Enforcement Branch with ordering of mutual aid resources as required.
- To minimize redundancy, coordinate all requests for personnel resources from the county field level or from local governments through the EOC Operations Section prior to acting on the request.
- In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire mental health specialists as needed.
- Arrange for child care services for EOC personnel as required.
- Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.
- Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Supply/Procurement Unit Leader

### Responsibilities:

1. Oversee the procurement and allocation of supplies and materiel not normally provided through mutual aid channels.
2. Coordinate procurement actions with the Finance/Administration Section.
3. Coordinate delivery of supplies and materiel as required.
4. Supervise the Supply/Procurement Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Determine if requested types and quantities of supplies and materiel are available in inventory.
- Determine procurement spending limits with the Purchasing Unit in Finance/Administration. Obtain a list of pre-designated emergency purchase orders as required.
- Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materiel, and also verify that the request has not been previously filled through another source.
- In conjunction with the Resource Tracking Unit, maintain a status board or other reference depicting procurement actions in progress and their current status.
- Determine if the procurement item can be provided without cost from another jurisdiction or through the Operational Area.
- Determine unit costs of supplies and materiel, from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.
- Orders exceeding the purchase order limit must be approved by the Finance/Administration Section before the order can be completed.
- If vendor contracts are required for procurement of specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements.



- Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pick up and delivery through the Transportation Unit.
- In coordination with the Personnel Unit, provide food and lodging for EOC staff and volunteers as required. Assist field level with food services at camp locations as requested.
- Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying, and distributing usable donations.
- Keep the Logistics Section Coordinator informed of significant issues affecting the Supply/Procurement Unit.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Facilities Unit Leader

### Responsibilities:

1. Ensure that adequate essential facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
2. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
3. Supervise the Facilities Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Work closely with the EOC Coordinator and other sections in determining facilities and furnishings required for effective operation of the EOC.
- Coordinate with branches and units in the Operations Section to determine if assistance with facility acquisition and support is needed at the local government level.
- Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- Develop and maintain a status board or other reference which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.
- Ensure all structures are safe for occupancy and that they comply with ADA requirements.
- As facilities are vacated, coordinate with the facility manager to return the location to it's original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.

- Keep the Logistics Section Chief informed of significant issues affecting the facilities unit.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Recovery Unit Leader

### Responsibilities:

1. Determine impacts of the emergency requiring recovery planning.
2. Initiate recovery planning meetings with appropriate individuals and agencies.
3. Develop the initial recovery plan and strategy for the jurisdiction.
4. Ensure that all appropriate agencies are kept informed and have the opportunity to participate in the recovery planning process.
5. Develop the strategy to transition from recovery planning in the EOC to a wider post-emergency recovery effort.
6. Supervise the Recovery Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Monitor the current situation report to include recent updates and determine overall impacts of the emergency.
- Based on available information, prepare an initial estimate of likely recovery issues that must be addressed. Document these in a preliminary report.
- Coordinate with the Advance Planning Unit to determine major mid-to-long range social, economic, environmental and political impacts.
- Assist the Operational Area as necessary in determining appropriate sites for Disaster Application Centers.
- Facilitate recovery planning meetings involving appropriate Management and General Staff personnel and other agencies as needed.
- Develop a recovery plan and strategy for the jurisdiction or agency.
- Coordinate with Finance/Administration to ensure that FEMA, OES and other public

reimbursement source documents and applications are consistent with the recovery strategy.

In conjunction with Finance/Administration, ensure that specific project timelines are developed to meet the goals and objectives of the recovery plan.

**Demobilization Phase:**

Follow the generic Demobilization Phase Checklist.

## Resource Tracking Unit Leader

### Responsibilities:

1. Coordinate with the other units in the Logistics Section to capture and centralize necessary resource/location status information.
2. Develop and maintain resource status/location boards in the Logistics Section.
3. Supervise the Resource Tracking Unit.

### Activation Phase:

Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Coordinate closely with all units in the Logistics Section particularly Supply/Procurement, personnel, and transportation.
- As resource requests are received in the Logistics Section, post the request on a status board and track the progress of the request until filled.
- Status boards should track requests by providing at a minimum, the following information: date & time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party.
- Work closely with other logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.
- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use, and an estimate of how long the resource will be needed. Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

### Demobilization Phase:

Follow the generic Demobilization Phase Checklist.

## Finance/Administration Section

### Function Description:

The Finance/Administration function in the EOC manages all financial, administrative and cost analysis aspects of the emergency. Initially, this work may be done in the EOC, but in later stages of the emergency this function may be accomplished at other locations.

### Responsibilities:

1. Ensure that all financial records are maintained throughout the emergency.
2. Ensure that all on-duty time is recorded for all emergency response personnel.
3. Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all employees responding to the emergency.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administrative support to all EOC Sections as required, in coordination with the Personnel Unit.
9. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
10. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

- Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
  - Time Keeping Unit
  - Purchasing Unit
  - Cost Accounting Unit
  - Compensation & Claims Unit
- Ensure that sufficient staff are available for a 24 hour schedule, or as required.
- Meet with the Logistics Section and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase:**

- Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.
- Keep the EOC Director, General Staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the emergency.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the emergency, in a reasonable time-frame, given the nature of the situation.
- Ensure that the Time Keeping Unit processes all time-sheets and travel expense claims promptly.



- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist

## Time Keeping Unit Leader

### Responsibilities:

1. Track, record, and report all on-duty time for personnel working during the emergency.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.
3. Supervise the Time Keeping Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Initiate, gather, or update time reports from all personnel, to include volunteers assigned to each shift; ensure that time records are accurate and prepared in compliance with policy.
- Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC personnel as well as personnel assigned to emergency duties in county agencies.
- Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.
- Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response.
- Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Keeping Unit.

### Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

## Cost Accounting Unit Leader

### Responsibilities:

1. Responsible for collecting cost information, performing cost-effectiveness analyzes and providing cost estimates and cost savings recommendations.
2. Supervise the Cost Accounting Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Establish (or implement) an accounting system and special cost codes associated with this emergency.
- Monitor all emergency expenditures.
- Ensure that all sections and units are documenting cost related information.
- Collect, and compile cost information at the end of each shift.
- Obtain and record all cost data to cover:
- Personnel
  - Equipment
  - Rental/Contract Equipment
  - Supplies from outside vendors
  - Contracts for special or emergency services
- Coordinate with the Documentation Unit on content and format of cost related files to be transferred.
- Review existing documentation to determine if there are additional cost items that may have been overlooked.
- Prepare cost estimates related to EOC objectives and strategies. Be prepared to discuss these at EOC Planning Meetings if required.
- Compile cumulative cost records on a daily basis.

- Ensure that departments are compiling cost information using any special agency/jurisdiction cost codes.
- Ensure that estimate costs are replaced with actual costs where known.
- Provide verbal or written reports to the Finance/Administration Section Chief upon request.
- Prepare and maintain a cost report to include cumulative analysis, summaries and total expenditures related to the emergency.
- Organize and prepare records for audits as necessary.
- Act as the liaison for the EOC with county and other disaster assistance agencies to coordinate the cost recovery process.
- Prepare all required state and federal documentation as necessary to recover allowable costs.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Compensation and Claims Unit Leader

### Responsibilities:

1. Oversee the investigation of injuries and property/equipment damage claims arising out of the emergency.
2. Complete all forms required by worker's compensation program.
3. Maintain a file of injuries and illnesses associated with the emergency which includes results of investigations.
4. Supervise the Compensation and Claims Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Maintain a chronological log of injuries and illnesses, and property damage reported during the emergency.
- Investigate all injury and damage claims as soon as possible.
- Prepare appropriate forms for all verifiable injury claims and forward them to Workmen's Compensations within the required time-frame consistent with jurisdiction's policy & procedures.
- Coordinate with the Safety Officer regarding the mitigation of hazards.
- Keep the Finance/Administration Coordinator informed of significant issues affecting the Compensation and Claims Unit.
- Forward all equipment or property damage claims to the Recovery Unit.

### Demobilization Phase:

- Follow the generic Demobilization Phase Checklist.

## Purchasing Unit Leader

### Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. Coordinate with Supply/Procurement Unit on all matters involving the need to exceed established purchase order limits.
3. Supervise the Purchasing Unit.

### Activation Phase:

- Follow the generic Activation Phase Checklist.

### Operational Phase:

- Establish and maintain a position log and other necessary files.
- Review the emergency purchasing procedures.
- Prepare and sign contracts as needed; be sure to obtain concurrence from the Finance/Administration Section Chief.
- Ensure that all contracts identify the scope of work and specific site locations.
- Negotiate rental rates not already established, or purchase price with vendors as required.
- Admonish vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during emergencies.
- Finalize all agreements and contracts, as required.
- Complete final processing and send documents to Budget and Payroll for payment.
- Verify costs data in the pre-established vendor contracts and/or agreements.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.





## **Functional Annex (2): Responder/Staff Communication**

### **Notification Procedure for Activating EOC Team:**

UPD Dispatch will notify the appropriate staff by sending a message to the EOC Group using AlertSJSU. Alternatively the EOC team can be notified via telephone. The Emergency Services Coordinator will maintain an up to date EOC team telephone roster.

### **Functional Annex (3): Public Information Alert and Warning**

This function deals with the dissemination to the appropriate campus officials and the faculty, student and staff in a timely forecast of all hazards requiring emergency response actions. This warning information is vital and will be made available in order to ensure that emergency responders and the campus take appropriate protective actions to avoid death, injury, and/or damage to property. This is general information on how warnings will be given in cooperation with other departments on campus.

#### **Organization and Assignment of Responsibilities**

This section describes the warning responsibilities that are assigned. The Emergency Operation Center (EOC) will have the ability to initiate the warning systems around-the-clock. The following types of tasking may be assigned:

- Implement call down rosters to alert EOC staff and essential personnel on campus and/or provide situation updates.
- Implements contingency plans to provide warnings if established warning system fails to work.
- PIO ensures pertinent warning information is provided to the media for distribution to the public.
- Designates SJSU departments, personnel, equipment, and facilities that can augment the campus warning capabilities.
- Stay engaged with the Santa Clara County Operational Area EOC
- Issues cancellation of warning notice or otherwise ensures emergency responders and the campus are aware of the fact that the emergency situation is terminated.

#### **Logistical Support**

San José State Police Department (UPD) operates a centralized communications center housing dispatch functions. The communication center also maintains current information for key University personnel. With regards to Emergency Services, UPD dispatch is at all times aware of the identity of the current Emergency Operation Staff and how to contact each individual. UPD dispatch is a key element in the early notification of an Emergency Operation Center Response.

#### **(408) 924-2222 UPD Dispatch**

Anyone may call University Police Department (UPD) Dispatch to report an emergency or non-emergency incident.

#### **9-1-1**

From any phone on campus, 9-1-1 will go directly to University Police Department (UPD) Dispatch. This does not include cell phones. 9-1-1 calls via cell phone are routed to the City of San José Police Dispatcher who will forward the call to UPD.

#### **Police Radios**

Dispatch will typically receive the first field calls for help, either through police patrols or person on campus. Campus phones connect to UPD via 9-1-1.

Dispatch will notify the appropriate response agencies.

If the incident warrants, the Dispatcher will alert the Watch Commander, Patrol Commander, Operations Bureau Commander and Chief of Police.

The Watch Commander will brief the Patrol Commander. The Patrol Commander will confer with Operations Bureau Commander who will when warranted notify the Chief of Police.

### **UPD Chief of Police**

The Chief will assess the incident and determine whether to:

- Issue a campus alert and warning via AlertSJSU if not already issued.
- Activate the EOC.

In either case, the Chief will brief the EOC Management Section Director and make appropriate recommendations.

The Chief will also make an initial determination as to which, if any, Emergency Operations Center (EOC) sections need to be activated, and direct the Emergency Operations Center Coordinator to initiate those calls.

### **Emergency Operations Center (EOC) Director**

Confer with the UPD Chief of Police on the nature and extent of the incident to determine and approve an:

- Emergency Operations Center (EOC) activation  
Where possible and timely, approve issuance of an AlertSJSU broadcast alert.
- EOC Director will update the President as soon as possible.
- EOC Director will follow EOC activation protocol.

### **Emergency Operations Center (EOC) Coordinator**

Upon EOC Activation, the Coordinator shall open the EOC and stand ready to assist EOC Management section Director, as well as assist with EOC staff and liaison activation notifications.

### **Available Communications Systems:**

#### **AlertSJSU Emergency Mass Notification System**

Part of the University's goal is to provide a safe atmosphere for the campus community, which includes students, faculty staff and guests. In order to provide timely notifications to the campus community during an emergency, San José State University has created a notification system known as AlertSJSU.

The purpose of this system is to quickly disseminate emergency notices informing the campus community of critical incidents and the appropriate action needed in order to maintain their personal safety.

SJSU has implemented an opt-out messaging service for students. Faculty and staff members must opt in. The service is free. Subscribers provide their choice of personal contact information in order to receive alert and warning messages from SJSU. Delivery methods include voice, text and email. Due to limitations on

the number of characters associated with text messaging and in order to receive complete information, the community is advised to subscribe to all three (3) notification methods.

San José State University has designated the University Police Department as the entity responsible for the initial activation of the emergency mass notification system. Members of the University Police Department and other designated SJSU staff on the main campus and Moss Landing Marine Labs received training and haven been given authority to access the system. AlertSJSU is designated to be used only in cases of emergencies that threaten the health and safety of the campus community.

Upon being notified, designated individuals who are listed in priority order of responsibility, shall activate the system. After hours, the University Police Department Dispatch will attempt to contact personnel in the order listed and whoever is contacted first is responsible for activating the system.

The following list establishes the order in which designated personnel are responsible for activating AlertSJSU.

- 1) Patrol Commander
- 2) Chief of Police
- 3) Administrative Bureau Commander
- 4) Communications Dispatcher
- 5) Parking Division Commander
- 6) Operations Bureau Commander
- 7) Investigations Unit Sergeant
- 8) Emergency Services Coordinator
- 9) Director of Media Relations
- 10) AVP, Public Affairs
- 11) AVP Administration and Finance

### **Emergency Broadcast System**

SJSU has the ability to transmit emergency information through telephones located in offices throughout the main and south campuses. The message could be directed to an individual building, group of buildings or all buildings.

### **Blue Light Phones**

SJSU currently has 23 blue-light poles on the exterior of the main campus and 220 wall mounted blue-light phones in campus buildings. A one-push button connects any caller to UPD Dispatch.

### **Operational Area Coordinator**

The Operational Area (Op Area) consists of the special districts and cities within the County of Santa Clara. In accordance with SEMS regulations, the County of Santa Clara Office of Emergency Services (Santa Clara County OES) is designated as Op Area Coordinator for Santa Clara County.

### **Role of Op Area Coordinator**

In an emergency, Santa Clara County OES can be contacted by any of the special districts and/or cities within Santa Clara County and requested to activate. Their role as Op Area Coordinator is to coordinate

among local "political subdivisions" and act as a single-point-of-contact for state and federal agencies. If two or more jurisdictions are affected, the Op Area activates automatically. The level of activation is dependent upon scope of the event, from an on-call County OES Coordinator to full activation of the Emergency Operations Center (EOC). The Op Area will act as the point of contact for assistance requests to the Coastal Region and statewide Governor's office of Emergency Services for California.

### **CalEOC**

Run by the State Office of Emergency Services, CalEOC is the State's online system for reporting incident status and resource requests throughout the state. Based on the WebEOC software CalEOC has replaced the State's RIMS reporting system.

### **CSU Satellite Phones**

The President, Emergency Operations Center (EOC) Director, the Chief of Police and UPD Dispatch are assigned satellite phones for use during emergencies when regular phone or cell communications are impossible.

### **Skymars**

A California State University (CSU) satellite radio system is located in the Emergency Operations Center (EOC) Communications Room. Calls can be made to the State Alert and Warning Center, the CSU Chancellor's Office, and other CSU campuses. The system is tested monthly.

### **GETS (Government Emergency Telecommunications Service) Cards**

The CSU Chancellor's Office surveys all CS Universities for GETS card cancellations and additions annually. The cards access Government emergency telephone lines and are for emergency use only. They are assigned to key emergency management personnel at SJSU. Each individual is tasked the responsibility of carrying the card on their person, and initiating a regular test (per instructions included with each card).

### **EOC-to-EOC Radio**

Each month, the Santa Clara County Communications Director sends an email with notification of, and instructions for, the monthly County Emergency Operations Center Radio Test (usually carried out the first Wednesday of each month). The County EOC acts as net control, and takes roll call of each city, agency, and institution, on the call list. SJSU Dispatch is responsible for response for the test.

### **County Interoperability System (BAYMACS)**

This system is activated through the Santa Clara County Sheriff's Office Operations Desk at the request of the UPD Commander. It allows responding police agencies to communicate with each other on a common radio frequency.

### **Building Coordinator (BC) Radios**

The UPD Emergency Services Coordinator assigns Building Coordinators (BC) walkie-talkie radios for use during drills and evacuations. They are tasked with reporting injuries and building safety issues. The UPD Emergency Services Coordinator is responsible for emailing a reminder notice, and carrying out a monthly test on the first Wednesday of each month.

### **Mobile Changeable Message Signs**

UPD Parking Services is responsible for programming digital message display signs, and for placement of signs at SJSU parking garage entrances.

### **www.sjsu.edu**

The SJSU Office of the Public Affairs is responsible for gathering data from the Emergency Operations Center Management or Incident Commander, and ongoing updates of emergency information on the SJSU web site. The emergency web page replaces the normal page.

### **(408) 924-SJSU (7578) Emergency Update Information**

In case of a major university-wide emergency, recorded information will be provided and regularly updated at this number.

### **KSJS, 90.5 FM Campus Radio Station**

KSJS FM (90.5 FM) will announce campus status reports at the beginning of each hour. More frequent broadcasts will be added if necessary.

### **Media Communications**

It is the intention of San José State University to speak with a single, effective “voice” when communicating with members of the University community, the news media and the public. Therefore, all news media inquiries regarding major incident will be referred to the Public Information Officer (PIO -- the Director of Media Relations and his/her staff).

The SJSU Office of University Advancement will send campus closure information and other emergency updates to major newspapers, radio stations and television stations. This information will be broadcast by the individual stations.

### **Social Media**

The importance of social networking outlets has grown stronger with the rapid development of technology. In a crisis situation, students are constantly looking for the newest and most up to date information. Social networks allow San José State University nearly instant delivery of such information. The development of a social network prior to a crisis can mitigate risks and promote a rapid student response in an emergency.

- I. Twitter
  - A. Twitter is a real-time information network that will achieve a more personal connection with students.
  - B. If an incident does not require the use of AlertSJSU, students still desire the update, and information may be “tweeted”.
  - C. Twitter allows users to band together and create a strong alliance for a certain cause, in this case, emergency preparedness and response before, during and after an event.
  
- II. Facebook
  - A. Creates a personal profile, adds other users as friends, and exchanges messages, including automatic notifications profiles are updated.

- B. Personal notes can also be written and shared on facebook. When sharing an item, users can attach the item to their Wall for all to see, or can “tag” individual people that they think would be most interested in seeing the item.
- C. “Tagging” provides the potential for a greater outreach of notification, even to nonsubscribers.

### **Sources of Local Emergency Information**

Emergency Alert System — Local radio and television stations will provide information in the event of a major emergency. In some instances, the Emergency Alert System may be activated. Specific emergency information will be broadcast by:

- KSJO-FM 92.3
- KQED-FM 88.5
- KCBS-AM 740

NOAA Weather Radio (NWR) – A nationwide network of radio stations broadcasting continuous weather information direct from a nearby NWR. It provides National Weather Service warnings, watches, forecasts and other hazard information 24-hours a day.

Working with the Federal Communications Commission’s (FCC) Emergency Alert System, NWR is an “all-hazards” radio network, making a single source for comprehensive weather and emergency information. NWR also broadcasts warning and post-event information for all types of hazards—both natural (such as earthquakes and volcano activity) and environmental (such as chemical releases or oil spills).

#### Nationwide NWR Frequencies:

162.400 MHz 162.425 MHz 162.450 MHz 162.475 MHz 162.525 MHz 162.550 MHz

Emergency Digital Information Service (EDIS) – EDIS is a service of the Governor’s Office of Emergency Services (OES) in partnership with private, local, state and federal organizations and agencies. EDIS is like a combination of a website, a newswire and a 24-hour broadcast service. EDIS is designed to be disaster-resistant. EDIS carries a wide range of emergency and public safety bulletins. Weather alerts, earthquake data, and tsunami warnings are available over EDIS, as are urgent alerts and prevention information from state and local agencies. A sophisticated satellite distribution network constantly updates “mirror” EDIS servers in selected newsrooms and network facilities around the state. Even when public networks are clogged after a disaster, EDIS information will be available statewide. EDIS can be accessed over the World Wide Web (<http://edis.oes.caa.gov/>), by satellite data cast, packet radio broadcast and by email.

### **Runners**

Campus runners may be assigned at any level to carry written messages to appropriate recipients.

### **Additional Resources**

The campus print shop is capable of quickly producing emergency information flyers. The campus television studio can produce film messages for media release and conduct video documentation of campus damage.



## Functional Annex (4): Mass Care

This function deals with the actions that are taken to protect evacuees and other disaster victims from the effects of the disaster. These actions include providing temporary shelter, food, medical care, clothing, and other essential life support needs to those people that have been displaced from their housing because of a disaster or disaster threat situation. This function lies in the planning section of the EOC.

### Organization and Assignment of Responsibilities

This annex describes the mass care responsibilities. This responsibility will be assigned to a campus department and/or outside resources. Upon EOC activation, the Mass Care Coordinator, as designated by the planning section of the EOC, will report to the EOC when notified of an emergency condition. He/she will take the following actions:

- Issue an order to open mass care facilities, as needed on and off campus when appropriate.
- Assess the situation and make recommendations to the EOC Director on the number and locations of mass care facilities to be opened.
- Review the list of available mass care facilities on and off campus.
- Notify persons and organizations identified in the mass care resource list about possible need for services and facilities.
- Selects mass care facilities for activation in accordance with:
  1. Hazard/vulnerability analysis considerations
  2. Locations in relation to evacuation routes
  3. Services available in facilities
  4. Input from the Emergency Services Coordinator.
- When directed, coordinate the necessary actions to ensure mass care facilities are opened and staffed, as needed
- Notify mass care facility managers to do one of the following, when appropriate:
  1. Stand by for further instruction on the specific actions to take and the estimated timing for opening mass care facilities.
  2. Take the necessary action to open the facility they are responsible for managing
- Coordinate with the Resource Manager for supplies needed (including bulk emergency relief items) and ensure each mass care facility receives its supplies.
- Coordinate with EOC staff to ensure that communications are established, routes to the mass care facilities are clearly marked, and appropriate traffic control systems are established.
- Ensure each mass care facility has a highly visible identity marker and sign that identifies its location.
- Ensure appropriate mass care information (number of occupants, meals served, etc.) is made available to the information processing section in the EOC.
- Collect information from Mass Care Facility Managers to support the campus efforts to respond to inquiries from family members about the status of loved ones (name, home address, phone, next of kin, etc.)
- Upon termination of emergency, submit a mass care expenditure statement to appropriate authorities for reimbursement

Campus officials will be ready to provide different types of support in response to the unique nature of the situation. During the emergency phase, these facilities may be used to provide evacuees physical protection



from the effects (e.g., water and wind associated with storms, earthquake aftershocks, radiological contamination, etc.) of a disaster.

## **Functional Annex (5): Health and Medical**

This function deals with the activities associated with the provision of health and medical services in emergencies and disasters. It focuses on the campus's capability to provide medical care, treatment, and support to victims during the response and post-disaster phases.

### **Organization and Assignment of Responsibilities**

This annex describes the Health and Medical responsibilities. It provides a general assessment and overview of the campus's existing health and medical capabilities. In the event of an emergency, the Director of the Campus Wellness Center will provide a more detailed plan. Upon EOC activation, the Planning Section Chief will designate a Health and Medical Care Coordinator who will report to the EOC. The Medical Care Coordinator will take the following actions:

- Rapidly assess health and medical needs.
- Coordinate with the activated health and medical organizations to assess their needs, helps them obtain resources, and ensure that necessary services are provided.
- Ensure that emergency medical teams responding to a disaster site establish a medical command post.
- Maintain a patient/casualty tracking system.
- Coordinate the location, procurement, screening, and allocation of health and medical supplies and resources, including human resources, required to support health and medical operations.
- Provide information through the PIO to the news media on the number of injuries, deaths, etc.
- Ensure appropriate health and medical services information is made available to the information processing section in the EOC.
- Coordinate support for the campus efforts to respond to inquiries from family members concerned about loved ones.
- Coordinate the triage, stabilization, treatment, and transport of the injured.
- Establish and maintain field communications and coordination with other responding emergency teams (medical, fire, police, public works, etc.)
- Implement the Campus Wellness Center disaster plan.
- Depending on the situation, deploy medical personnel, supplies, and equipment to the disaster site(s) or retain them at the Campus Wellness Center for incoming patients.
- Provide and/or receive mutual aid.
- Provide information to the PIO for dissemination of public advisories as needed.
- Upon termination of the emergency, submit a care expenditure statement to the Finance Section for reimbursement.

This section focuses on the administrative management of health and medical resources. It addresses the general support requirements and identifies sources that will be relied upon to obtain personnel, equipment, and supplies, facilities, services, and other resources required to support disaster response and recovery operations.

## **Functional Annex (6): Mitigation**

Mitigation actions involve a reduction of exposure to, probability of or potential loss from identified hazards. Education is a key part of mitigation and involves informing the campus community of measures they can take to reduce injuries and property damage. Some examples would be the reporting of obstructed exits and working with FD&O to secure bookshelves and file cabinets to walls to prevent them from falling during earthquakes.

Education of the campus community is a key part of mitigation and includes information about what steps to take to mitigate risk at home, housing Residences, classrooms, and work spaces. In addition, Emergency Preparedness will coordinate with FD & O, Student Affairs, Academic Affairs and other departments to ensure that hazard conditions are considered in comprehensive plans, construction permits, and design approvals, etc.

### Preparedness

While mitigation can make the campus safer, it does not eliminate risk and vulnerability for all hazards. Therefore, campus must be ready to face emergency threats that have not been mitigated away. Since emergencies often evolve rapidly and become too complex for effective improvisation, the university can successfully discharge its emergency management responsibilities only by taking certain actions beforehand. This is preparedness. Preparedness involves establishing authorities and responsibilities for emergency actions and garnering the resources to support them. This investment in emergency management requires upkeep.

To ensure that the campus investment in emergency management personnel and resources can be relied upon when needed, there will be a program of tests, drills, and exercises. Consideration also will be given to reducing or eliminating the vulnerability of the campus emergency response organizations and resources to the hazards that threaten the campus. Accordingly, preparedness measures will not be improvised or handled on an ad hoc basis. There shall be Action Plans created to identify the target capabilities being tested as well as an After Action Plan to include an Improvement Plan based on the results of the exercise, drill and/or training.

### Response

The onset of an emergency creates a need for time-sensitive actions to save lives and property, as well as for action to stabilize the situation so that the campus can regroup. These response actions include notifying emergency management personnel of the crisis, warning, evacuating or sheltering the campus, keeping the campus informed, rescuing individuals and possibly providing medical treatment.

### Recovery

Recovery is the effort to restore infrastructure and the social and economic life of the campus to normal, as well as making mitigation of the particular hazard a campus goal. For the short term, recovery may mean bringing necessary lifeline systems (e.g., power, communication, water and sewage, and transportation) up to an acceptable standard while providing for basic human needs (e.g., food, clothing, and shelter) and ensuring that the campus needs of individuals and the community are met. Once some stability is achieved, the campus can begin recovery efforts for the long term, restoring economic activity and rebuilding campus facilities with attention to long-term mitigation of the hazard.

## **Functional Annex (7): Recovery and Restoration**

Recovery actions must be planned for and implemented early in a disaster, often while the disaster is still unfolding. The development of a recovery plan is a critical part of the disaster response period, enabling the property damage to be minimized, the economic damage limited, and the restoration of community services to be rapid.

### **CONCEPT OF OPERATIONS**

The Recovery Branch consists of a Branch Director and associated Unit Leaders when appropriate. Units include Housing, Refuse, Vector Control and Animal Control, and Infrastructure, if activated. The Recovery Branch reviews the damage assessment information and situation intelligence and develops a plan to assist with all aspects of campus restoration.

### **POLICIES AND PROCEDURES**

#### **Housing**

On campus housing units may become uninhabitable due to disaster damage. The Housing Unit will ensure that short-term housing is found to allow the Care and Shelter Branch to close public shelters in a timely fashion. They will also work with California State University system resources to speed repair and rebuilding of damaged campus housing. When necessary, the Housing Unit will coordinate with the Individual Assistance Officer appointed by the State to develop a Disaster Application Center (DAC) to coordinate the various types of assistance needed by the campus resident disaster victims.

#### **Refuse Removal**

Disaster damage frequently generates large amounts of damaged personal goods, building contents and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other large building materials. This material must be removed from the campus quickly to facilitate physical and psychological recovery. Some material will be removed as excess refuse. Some material is hazardous and requires special handling. Other items can be recycled if properly separated. The Refuse Unit will oversee the development of appropriate plans for the removal of disaster related debris. In addition, they will work with regional and state agencies to facilitate recycling wherever possible.

#### **Streets and Drains**

Public infrastructure is frequently damaged during a disaster. Removal of mud and debris from streets and walkways quickly is required to restore other services, such as refuse removal and emergency response capabilities. Streetlights and underground structures are also frequent victims of disaster damage. These need to be repaired to facilitate the flow of traffic within the campus. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reopening of campus facilities. The Streets and Drains Unit will facilitate this work to support campus recovery. This work will be coordinated by FD&O

## **Public Information**

The Recovery Branch will coordinate with the Public Information Officer to ensure that appropriate notices are distributed to the news media and the public regarding the recovery process. Each Unit within the Branch will contribute appropriate material and assist with the development of media releases and media briefings.

## **Financial Recovery**

The Recovery Branch will carefully coordinate all information needed to obtain reimbursement of recovery related costs from higher levels of government, insurance carriers or responsible parties. They will provide the information to the Finance/Administration Section in a timely manner, and assist with the development of files and documentation to support SJSU's cost recovery efforts. The Recovery Branch will also work with other EOC sections to ensure that field forces develop appropriate documentation of their work to support reimbursement (videotape of repair and restoration work, photos, safekeeping of drawings, and similar activities.)

## **RECOVERY PLANNING SOP**

### **DEFINITIONS**

1. **Recovery Planning** is the projection of current situation intelligence into post disaster actions, activities, and organizational changes.
2. **Immediate Recovery** includes actions required to mitigate the effects of the disaster on the campus, and restore campus life to an acceptable level.
3. **Long-term Recovery** includes actions required to restore the campus to pre-disaster status, including the recovery of funds spent for campus disaster response.

### **OBJECTIVES**

1. The objective of **Recovery Planning** is to anticipate the immediate needs of the campus, determine actions and activities necessary to mitigate the effects of the disaster, and to organize the appropriate responses so that they may be implemented at the earliest possible time during or after the disaster. In the Emergency Operations Center (EOC), the Recovery Branch will analyze disaster/situation intelligence as it is being collected with an eye to post-disaster actions to contain and remedy damage as quickly as possible. Recovery Branch actions will include consideration of synergistic relationships among disaster events (e.g. the earthquake, hazardous materials events, and air and water quality protection issues; or dam failure, flooding and water and sewer system usability). While Situation Analysis Branch members focus on the response, the Recovery Branch will look beyond the disaster event to its broader implications for the university, and action steps to normalize activities and restore the quality of campus life and the delivery of educational services.

2. The objective of **Immediate Recovery** is to restore essential services and infrastructure to a functional level, thereby reducing the effects of the disaster on the campus. Coordination among public agencies, special districts, utilities and private contractors is an essential element of Immediate Recovery planning. Close coordination with Care and Shelter and social services agencies is critical for the physical and psychological care of campus community members, including the establishment of temporary housing and critical incident stress debriefing opportunities.

A "One-stop" Disaster Assistance Center (DAC), where utilities, post office, and public assistance programs can be accessed at one location will assist campus residents with obtaining outside assistance. Federal programs will most likely be accessed by telephone registration, so mobile pay telephones should be considered for location at the DAC. Issues requiring priority setting should be articulated and referred to the EOC Director and/or Policy Group. Establishment of a streamlined system for inspection leading to re-occupancy of residential buildings on campus is essential. Advice should be provided to the Logistics Branch regarding the needs for streamlined procurement and contracting processes for priority campus restoration activities. Information should be collected on the activities of the CSU system related to repair, restoration and financial recovery.

3. The objective of **Long-term Recovery** is to restore the campus to its pre-disaster condition with as little disruption to students, faculty and staff as possible, and with maximum cost-recovery to the university. Activities include coordinating with agencies regarding reconstruction of infrastructure, sequencing of repairs, economic impact mitigation actions (e.g., business recovery), location of long-term temporary student housing facilities, and coordination with state and federal aid programs.

## **ORGANIZATION**

1. The primary responsibility for gathering the information at all phases of the Recovery planning process lies with the Recovery Branch of the Planning/Intelligence Section. The Recovery Branch must compile their Recovery Branch status reports, in cooperation with utilities and surrounding jurisdictions in the affected areas.

Recovery Branch status reports should be forwarded to the Santa Clara County Operations Area EOC Planning/Intelligence Section if they fall into one of the following categories:

- a. Exceed the ability of the campus to accomplish:
  - 1) May result in mutual aid from neighboring jurisdictions in the region;
  - 2) May result in a request for mutual aid being relayed to the County.
- b. Impact neighboring jurisdictions:
  - 1) May result in coordination through the City of San José EOC;
  - 2) May require coordination at the CSU System level.
  - 3) Requires State or Federal intervention/assistance.

2. It is the responsibility of the Recovery Branch to provide up-dated information to the County EOC Planning/Intelligence Section in a timely manner regarding all issues that have been referred through the County EOC.
3. It is the responsibility of the Recovery Branch to notify the County EOC Planning/Intelligence Section when an incident is closed, when the disaster has been terminated, when the SJSU EOC Recovery Branch has closed, or when any other action that impacts previous service/assistance requests has occurred.
4. The County EOC Planning/Intelligence Section will collect and aggregate data, and pass information to the State Operations Center in a timely manner, recognizing that disaster response requests will have priority for communication channels during the disaster event, until the event is declared under control.

## **TASK LISTS**

### **Immediate Recovery:**

1. Organize debris removal:
  - a. Coordinate regulatory agency permitting
  - b. Contract with hauler for:
    - 1). Street clearance.
    - 2). Storm drain clearance.
    - 3). Public property clearance for liability purposes.
2. Re-establish utility services where possible in coordination with the providers:
  - a. Test potability of water.
  - b. Test operability of sanitary sewers.
  - c. Work with gas, electric, phone, cable and other utilities to restore full service as rapidly as possible.
  - d. Coordinate with regulatory agencies for work/activity permits including:
    - 1). Regional Water Board.
    - 2). Air Quality Management District.
    - 3). Public Utility Commission.
3. Activate the streamlined inspection processes plan:
  - a. Maintain a separate team for the disaster.
  - b. Use volunteer and contract inspectors/engineers for disaster-related work to facilitate reimbursement, and maintain regular work schedule for Facilities staff, as far as possible.
  - c. Obtain inspectors from the Office of State Architect as quickly as possible; or access contract inspectors through them.
4. Activate the streamlined procurement system for emergency response and recovery activities to provide:
  - a. Emergency contract awards.
  - b. Emergency purchasing through open P.O., standing contracts, sole source vendors.

5. Based on the guidance of the EOC Director, select a One-Stop Disaster Assistance Center site and prepare for activation by:
  - a. Ensuring that it is safe and cleared of debris.
  - b. Coordinating with utilities to ensure that support services are available at the DAC, such as:
    - 1) Sanitation.
    - 2) Phones: numbers and instruments for each position, at least.
    - 3) Electricity.
    - 4) Other utilities as needed and available.
  - c. Coordinating with Facilities for furnishings such as:
    - 1) Tables, file cabinets and chairs for the office area.
    - 2) Lounge area furniture, including a playpen, changing table, coffee maker.
    - 3) Computers, printers, modems, FAX machine.
    - 4) Office supplies, computer paper.
    - 5) Sanitation supplies.
    - 6) Coffee supplies.
  - d. Coordinating with campus groups or non-governmental organizations (NGOs) to provide:
    - 1) Hospitality in the lounge.
    - 2) Critical incident stress debriefing.
    - 3) On-site first aid capability.
  - e. Notify the following agencies and obtain location, hours of operation, and staffing:
    - 1) State OES.
    - 2) FEMA.
    - 3) Local utility services.
    - 4) Post office.
    - 5) Banks.
    - 6) City/county offices such as:
      - a) Housing Department.
      - b) Social services/welfare.
      - c) Animal control - lost/stray pets, pet boarding.
    - 7) Appropriate NGOs (at President's discretion).

**Long-Term Recovery:**

1. Participate in priority setting for clean-up and infrastructure reconstruction for facilities that impact the campus recovery including:
  - a. State highways.
  - b. County roads.
  - c. Bridges - Cal Trans, Federal, State, County.
  - d. Regional transportation grid evaluation:
    - 1) Railroad.
    - 2) Airport.
    - 3) Pipelines.
2. Analyze ability to restore adequate numbers of permanent campus housing units including:
  - a. Pre-sited locations for temporary residential trailers.



- b. Location of potential vacant rental units near the campus (note that in a regional disaster affordable housing will be in short supply throughout the Bay Area).
  - c. Resettlement of campus residents to include:
    - 1) Special financial arrangements.
      - a) Financial assistance beyond Federal 30 day rent.
    - 2) Coordination with community social services such as:
      - a) Red Cross.
      - b) Salvation Army.
      - c) Goodwill.
      - d) St. Vincent de Paul.
      - e) CADRE.
    - 3) Evaluate transportation needs if re-housed off campus including:
      - a) Public transit.
      - b) Van pools.
3. Develop a financial recovery plan for the campus
- a. Evaluate disaster-related economic impact:
    - 1) Create program to assure maximum possible federal assistance.
    - 2) Create program to assure maximum possible disaster cost-recovery, campus-wide.
      - a) Coordinate with Chancellor's Office.
      - b) Assess impact on individual departments and researchers, and determine what coverage is available for their losses: records, materials, intellectual property, animals.
      - c) Assess business interruption losses and potential coverage.
      - d) Assess economic impact of loss of paid days of school, external education programs, and other income producing activities.
      - e) Assess businesses losses to campus-based businesses: Spartan Catering, Campus Events Center, sporting events, AS Print Shop.
  - b. Develop a plan to assist/attract new students, restart grants and income producing research, maintain/attract faculty and staff.

## **Functional Annex (8): Hazard Specific Analysis**

This annex provides a brief summary of five significant hazards that may be a potential threat to San José State University. The information provided on each of these hazards focuses on the specific types of planning considerations that should be examined, analyzed, and applied, as appropriate, in the development of the hazard. The format for each has been structured to be consistent with the planning considerations outlined in the Emergency Operation Plan.

### **Earthquake**

#### **Nature of the Hazard**

A sudden, violent shaking or movement of part of the earth's surface caused by the abrupt displacement of rock masses, usually within the upper 10 to 20 miles of the earth's surface.

#### *Ground Motion*

Vibration and shaking of the ground during an earthquake is the most far reaching effect and causes the most damage to buildings, structures, lifelines, etc.

#### *Ground Surface Fault Rupture*

The ground shaking is the result of a rupture of a fault beneath the surface. When the ground shaking causes a rupture of the ground surface, an opening of up to 20 feet may occur.

#### *Liquefaction*

The ground temporarily loses its strength and behaves as a viscous fluid (similar to quicksand) rather than a solid.

#### *Tsunamis*

Tsunamis are sea waves produced by an undersea earthquake. These sea waves caused by the earthquake can reach 80 feet and can devastate coastal cities and low-lying coastal areas.

#### *Secondary Hazards*

Consequences of earthquakes may include fire, HAZMAT release, or dam failure, among others.

#### **Prevention/Mitigation**

Earthquakes cannot be prevented but, through training and preparedness efforts, the risk of injury and death can be reduced in addition to reducing property damage. The UPD provides training and exercises, such as participating in the California Great Shake Out exercise to educate the campus community on how to respond to an earthquake. In addition, the UPD website contains detailed information related to earthquake safety.

#### **Direction and Control**

For this hazard it is essential for emergency response personnel to take immediate action to gather damage assessment information. This information is needed to determine the severity and extent of injuries and damages. Further, this data gathering effort should provide much of the information decision makers will

need to implement and prioritize response actions, activities, access control and re-entry of the impacted area, debris clearance, restoration of utilities and lifeline repairs, and the inspection/condemnation of buildings and other structures on campus.

#### Damage Assessment

Conduct a visual inspection of the campus called a windshield survey to determine the scope of the damage, casualties, and the status of key facilities.

#### Search and Rescue

Major consequences associated with an earthquake are the collapse of buildings and other structures resulting in trapped/injured people. These trapped/injured people need immediate assistance. In such situations, it is likely that local and State governments would be overwhelmed by the demand for emergency services. Further, most jurisdictions do not have a sufficient quantity of specialized equipment or enough trained teams available to accomplish the large-scale search and rescue operations that would be needed to respond to a catastrophic earthquake.

In order to assist State and local governments to accomplish this critical lifesaving activity, the Federal Government has established Federal Urban Search & Rescue (US&R) teams. These teams are available to State and local jurisdictions upon request. These teams augment State and local emergency response efforts to locate, extract, and provide for the immediate medical treatment of victims trapped in collapsed structures.

Removal of trapped and injured persons from building collapses and other structural collapses will be a priority including administering first aid, and assisting in transporting the seriously injured to medical facilities. This activity involves the use of professional and volunteer search teams. The need for State and/or Federal assistance to perform US&R operations will be assessed within the EOC.

#### Access Control and Re-Entry

Control of access to unsafe areas on campus will be maintained. Only those people directly involved in emergency response operations should be allowed to enter. A protocol for determining the appropriate time to allow evacuees and the general public to re-enter the area that was severely impacted will be determined by the EOC.

#### Debris Clearance

The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions will be a high priority action. Activities may include:

- Demolition and other actions to clear obstructed roads.
- Repair or temporary reinforcement of emergency access routes.
- Construction of emergency detours and access roads.

#### Inspection, Condemnation Demolition

Inspection of buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake will occur. Activities may include:

- Inspection of buildings and structures which are critical to emergency services operations and mass care activities.
- Inspection of buildings and structures that may threaten public safety.
- Identify/mark those that are unsafe and may not be occupied.
- Arrangements for the demolition of condemned structures.

#### Utilities and Lifeline Repairs

Restoration and repair of electrical power, natural gas, water, sewer, and telephone and other communications systems will be implemented to minimize the impact on critical services.

#### Emergency Public Information

The flow of accurate and timely emergency information is critical to the protection of lives and property in the wake of a catastrophic earthquake. The following information and planning considerations will be delivered via the crisis communication:

- Survival tips for people on what to do during and immediately after an earthquake.
- Warnings and advice on the continuing threat of fire, unsafe areas, building collapse, aftershocks, and other hazards.

#### Evacuation

Immediately following an earthquake people may need to be evacuated. People should be evacuated from structures that have been damaged and are likely to receive more damage when hit by one or more of the aftershocks.

#### Recovery

The following recovery actions should be considered:

- Utilize the University's twitter and facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Determine if campus will be closed and for how long.
- Identify alternate sites for classes.
- Determine alternate sites for temporary and long term housing of displaced student residents.
- Develop a plan for relocating administrative staff and/or classroom space to an alternate site in the event that a location becomes unavailable due to damage.
- Conduct a post incident debrief to review tactics and response efforts.
- Brief campus authorities.
- Reach out to campus student, staff and faculty leaders to gauge community needs and concerns.

#### Hazardous Materials

Given the technical nature of the HAZMAT threat, it is essential that the on campus Chemical Specialist and Local and State HAZMAT teams be used as the primary responders and information gatherers. If the event is catastrophic, the National Response Team's NRT-1, *Hazardous Materials Emergency Planning Guide*, and the Environmental Protection Agency's (EPA) *Technical Guidance for Hazard Analysis* be used as the principal source documents for addressing HAZMAT planning needs.

#### Working Definition of Hazardous Materials

A hazardous material is an explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive element that when involved in an accident and released in sufficient quantities, put some portion of the general public in immediate danger from exposure, contact, inhalation, or ingestion.

#### Prevention

A major component of preventing a hazardous material incident is ongoing training of staff on the appropriate storage, control, labeling and use of these materials. Additionally the proper supervision of students using these materials is important in preventing hazardous materials accidents.

#### Mitigation

The University's mitigation efforts include the immediate availability of equipment and supplies for dealing with accidental spills and exposures. Also, the University employs an Environmental Control Specialist who is responsible for maintaining an up to date inventory of hazardous materials including handling instructions. In addition, Emergency Procedure Placards which are posted in all campus buildings contain safety information regarding a hazardous material release. Further, UPD personnel are equipped with Emergency Response Guidebooks containing detailed safety information.

#### Direction and Control

OSHA's Hazardous Waste Operations and Emergency Response Standard (29 CFR 1910) requires that the Incident Command System be used for on-scene management of response activities. On-scene evaluation will guide response.

#### Response Actions

Response actions are triggered when the organization that is responsible for managing HAZMAT response operations, via ICS is notified. Response is initiated when an incident or accident report is received. The on-scene hazardous materials management structure addresses the following planning considerations:

- Identify and designate special technical experts (chemists, toxicologists, occupational health physicians, etc).
- Notify response organizations, public officials, and appropriate local and State organizations that are directly involved in the response.
- Disseminate as much information as possible to the key stakeholders on campus.

If possible, identify the hazardous material involved and the severity (degree of threat to people, property, environment, etc.) of the accident before exposing response personnel to possible health hazards.

For transportation accidents information sources include placards, container labels, cargo manifests, and shipping papers. These items provide initial information that can be checked against the *North American Emergency Response Guidebook*. Shipping papers should also include an emergency contact number. Also,

if the above information is not visible or available, an interview with the vehicle operator could provide the information needed.

For fixed facility accidents on campus, this information should be readily available from the responsible party. Critical actions include:

- Upon arrival at the incident site, identifying the Incident Commander (IC) and notifying the EOC of the identity of the IC and the location of the Incident Command Post (ICP).
- Isolate and contain the incident by establishing a perimeter with defined hot, warm and cold zones.
- Isolate contaminated persons.
- Ensuring response personnel have and don the appropriate protective gear (clothing and breathing apparatus).
- Ensuring response personnel approach the incident site from upwind and obtain the following information, if not already known:
  1. The time of the release.
  2. The quantity released.
  3. Characteristics of the immediately endangered area (e.g., body of water or dense residential/commercial district nearby).
  4. Color and odor of vapors (if readily noticeable), and any health effects noted
  5. Direction and height of any vapor cloud or plume (observed and computer-projected).
  6. Weather and terrain conditions.
  7. Entry of material into the environment (water, drains, soil).
  8. Action already initiated by personnel at the scene.
- Ensuring unnecessary people at the site are moved away (in a crosswind direction) and denied entry. For transportation incidents, the *North American Emergency Response Guidebook* contains recommended initial isolation zone distances for substances with poisonous vapors that are not burning and additional instructions in case of fire.
- Establishing a Protective Action Zone, if necessary. This is an area in which people can be assumed to be at risk of harmful exposure, and in need of either in-place protective shelter or evacuation.
- Containing the hazardous material. For liquids, it may be necessary to use ditches or dikes to contain the spread, so that removal may take place later. It also may be necessary to cover some materials with tarps to prevent vapors from rising

#### Reentry to Areas Directly Affected by the HAZMAT Release

There will be control of access to the exposed area until it is safe. Only those people directly involved in emergency response operations equipped with the appropriate level of Personal Protective Equipment (PPE) will be allowed to enter. Arrangements for ongoing site control, monitoring of the environment, and compliance with State and Federal regulations regarding disposal of the wastes will be managed by the chemical specialist and designated department. Protocol for determining the appropriate time to allow evacuees and the general public to re-enter the area will be established.

#### Decontamination and Cleanup

Relevant actions to be addressed are:

- Establish "zones" for controlling contamination; hot zone, transition zone (warm), and clean zone (cold).

- Provide for handling and disposal of contaminated soil, water, and other items that could not be adequately decontaminated.

#### Request for Federal Assistance

If the situation exceeds the capability of the responsible State, local or campus authorities, assistance can be obtained via the Operational Area of Santa Clara County. The request will then go the National Response Center. In accordance with the Nation Response Center, upon receiving notification it notifies the appropriate Federal On-Scene Coordinator (FOSC), who monitors private and State actions, provides support and advice, and may intervene to direct operations in rare instances when the situation exceeds the capability of the responsible party or State and local government.

Assistance may include support by the National Strike Force, including strike teams for oil spill response and a Public Information Assistance Team; Radiological Emergency Response Teams; salvage teams; scientific support coordinators; and other specialized resources.

#### Emergency Public Information

The flow of accurate and timely emergency information is critical to the protection of lives and property immediately following a HAZMAT release.

The following planning considerations will be addressed, if appropriate:

- Informing the public of health hazards associated with the HAZMAT involved in the accident.
- Providing personal protective actions instructions, including survival tips for campus on what to do immediately after a HAZMAT release has occurred.
- Instructions for in-place protection (when to stay, where to stay, and what to do) when that option is chosen.
- Event-specific evacuation instructions and information (routes, road closures, available transportation) when that option is chosen.

#### Evacuation

Emergency planning to address evacuation, including provisions for a precautionary evacuation and alternative traffic routes will be established. Hazardous materials evacuation planning is little different from evacuation planning in general. The most important difference is that initial movements will be crosswind. Another difference is that some transportation incidents may involve "selective evacuation" of a small area.

The following planning considerations will be addressed:

- Maps that identify primary and alternate evacuation routes for risk zones around locations that present a significant threat to the campus.
- Provisions for moving special needs population in a HAZMAT situation.

Evacuation may not be always necessary or advisable: **In-place protection** may be the preferred option. For some chemical hazards, using wet towels and shutting off air circulation systems may suffice; sometimes the cloud may move past more quickly than the evacuation can be effected.

#### Recovery

The following recovery actions should be considered:



- Utilize the University's twitter and facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Determine if building will be closed and for how long.
- Identify alternate sites for classes scheduled in effected building.
- Develop a plan for relocating administrative staff and/or classroom space to an alternate site in the event that a location becomes unavailable due to contamination.
- Conduct a post incident debrief to review tactics and response efforts.
- Brief campus authorities.
- Reach out to campus student, staff and faculty leaders to gauge community needs and concerns.

## **Fire**

### **Nature of Hazard**

All areas of the United States are exposed to personal injury and property damage as a result of fires caused by natural hazards. Fire may be described as a state, process, or instance of combustion in which fuel or other material is ignited and combined with oxygen, giving off light, heat, and flame. Significant seismic events such as an earthquake may also result in fires.

### **Prevention**

University Housing provides fire safety information to all housing residents. In addition, the UPD web site contains detailed fire safety information. Further, the University maintains a campus wide Building Coordinator and Building Emergency Team program. Its' members are trained to identify and report potentially hazardous conditions such as overloaded outlets and improper usage of extension cords.

### **Mitigation**

The campus conducts fire evacuation drills twice per year. Each campus building has a Building Coordinator and Emergency Team trained to facilitate the rapid evacuation of campus buildings and identify hazardous situations, such as blocked exits. Emergency Procedure Placards containing fire safety and evacuation information are posted in each building. Further, The UPD web site and the University's Annual Security and Fire safety Report contain detailed fire safety information.

### **Direction and Control**

The San José State University Police Department will direct and coordinate field-warning activities. Primary fire suppression is provided by the San José Fire Dept. For this specific hazard the role of the Operations Chief is to provide centralized control and coordination of emergency operations with the City of San José Fire Department. The San José State University Police Chief is the Operations Chief in the Emergency Operation Center. The Emergency Operations Center will be staffed in accordance with the campus Emergency Operations Plan.

Santa Clara County's fire agencies have signed a countywide mutual aid agreement to ensure that firefighting resources and personnel will be available to combat fires. If these resources are not enough to



meet the threat, fire resources from throughout California can be summoned under the State's Master Mutual Aid Agreement administered by the Governor's Office of Emergency Services. All fire agencies in Santa Clara County have signed the California Master Mutual Aid Agreement and participate in mutual aid operations as required.

### Response Actions

The Fire Department will mobilize fire plans and equipment as appropriate. Fire Department personnel will coordinate with the campus to ensure that emergency information is up to date. The purpose of the Law Enforcement and Traffic Control function is to provide fire related traffic control, to manage evacuation operations, and to maintain law and order during evacuation operations and in evacuated areas.

### Recovery

The following recovery actions should be considered:

- Utilize the University's twitter and facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Identify alternate sites for housing resident students both temporary and long term.
- Identify alternate sites for classes scheduled in effected building.
- Develop a plan for relocating administrative staff and/or classroom space to an alternate site in the event that a location becomes unavailable due to fire/water damage.
- Conduct a post incident debrief to review tactics and response efforts.
- Brief campus authorities.
- Reach out to campus student, staff and faculty leaders to gauge community needs and concerns.

### Terrorism

Terrorism is the use of force or violence against persons or property in violation of the criminal laws of the United States for purposes of intimidation, coercion or ransom. Terrorists often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their causes.

Acts of terrorism include threats of assassinations, kidnappings, hijackings, bomb scares and bombings, cyber-attacks (computer-based), active shooter and the use of chemical, biological, radiological, and nuclear weapons.

### Prevention

UPD has a Terrorism Liaison Officer who receives information through the Northern California Regional Intelligence Center regarding any potential threats and emerging trends. In addition, UPD maintains communication with the local FBI office and corresponds regularly with the City of San Jose Police Intelligence Office and the Santa Clara County Sheriff's Office. Further, UPD Commanders attend a monthly meeting with the FBI and local police agencies to review current intelligence and area concerns. This exchange of information allows campus law enforcement to quickly respond to any credible threats

made against the campus, its' students or staff. Finally, UPD maintains an anonymous text tip system which facilitates community reporting of suspicious activity.

### Mitigation

UPD officers are trained to respond to active shooter/violent intruder incidents. In addition, UPD administers an emergency alert system and has the ability to electronically lock the exterior doors of campus buildings. Further, Emergency Procedure Placards containing lockdown, evacuation and bomb threat information are posted in each building.

### Response Actions

A terrorist activity emergency has its own unique characteristics and must be dealt with in accordance to its magnitude and with an appropriate level of response. During this phase, emergency officials will need to determine that an attack has occurred and respond accordingly.

Response measures would include local protocols for risk assessment and evaluation of potential explosive devices. Included in the response should be:

- Law enforcement including local authorities and FBI agents.
- Fire/EMS/HazMat.
- Establish perimeter to isolate and contain suspicious devices.
- Evacuate persons from potential threat area.
- Local and state health departments.

Device with potential chemical or biological filler or supplement:

- Follow FBI protocols for documentation of the crime scene.
- Contain the package following recommendations from a hazardous materials authority.
- Assure notification of FBI through the local FBI office.
- Options include double bagging, steel cans, poly containment vessels, or utilization of hazardous materials over-pack.
- Control the material as evidence and follow FBI plan for laboratory analysis.

Potential release of WMD material from a device:

- Control the ventilation system.
- Follow protocols for a hazardous materials incident.
- Evaluate the extent of contamination.
- Evacuation of affected areas and decontamination procedures should be selected on the basis of an incident and risk assessment.
- Provide medical attention following the recommendations from the local/regional public health medical authority.
- Control and or isolate the hazard.
- Possibly request assistance from FBI through local office.

The use of AlertSJSU should be considered. These alerts will include a clear statement that there is an imminent threat or elevated threat. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure campus safety and recommended steps that can be taken to help prevent, mitigate or respond to the threat.

### Recovery

The following recovery actions should be considered:

- Utilize the University's Twitter and Facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Determine if campus will be closed and for how long.
- Identify alternate sites for classes scheduled in effected building.
- Identify alternate sites for temporarily relocating housing residents if a housing facility is affected.
- Develop a plan for relocating administrative staff and/or classroom space to an alternate site in the event that a location becomes unavailable due to a civil disorder action.
- Conduct a post incident debrief to review tactics and response efforts.
- Brief campus authorities.
- Reach out to campus student, staff and faculty leaders to gauge community reaction.

### Active Shooter/Violent Intruder

An active shooter/violent intruder incident involves a subject or subjects actively engaged in killing or attempting to kill people in a confined and populated area. These individuals primarily use firearms.

### Prevention

This threat is being addressed through a campus wide coordinated effort to report and investigate suspicious and threatening behavior. A major component of the University's prevention efforts is the Behavioral Intervention Team (BIT) which is an interdisciplinary team comprised of members from Student Affairs, Faculty Affairs, Human Resources, Counseling Services and UPD. The BIT's mission is to proactively identify, assess, and offer a coordinated institutional response to SJSU community members whose behavior indicates that they may pose a risk to themselves or the campus community. In addition, UPD maintains an open line of communication and regularly exchanges information with local law enforcement and the Northern California Regional Intelligence Center regarding potential threats to campus safety.

### Protection

UPD officers are trained in active shooter response tactics and countywide response protocols. Also, UPD Officers have been provided with the equipment necessary to counter an active shooter/violent intruder.

### Mitigation

UPD provides Run, Hide, Defend training to students, staff and faculty. This training details strategies for surviving an active shooter/violent intruder incident. Also, the UPD web site and the University's Annual Safety and Fire Report contain detailed information regarding actions to take in the event of an active

shooter/ violent intruder event. Further, UPD administers an emergency alert system consisting of text, voice and email notifications and a speaker phone emergency broadcast system. Finally, UPD has the ability to electronically lock the exterior doors of campus buildings.

### Response

- Law enforcement response.
- Mutual assistance request.
- Emergency alert to campus.
- Campus Community response per Run, Hide, Defend protocols.
- Law enforcement establishment of incident command.
- Law enforcement action to locate and stop the threat.
- Law enforcement and fire locate and treat victims.
- Establish casualty collection/triage area.
- Notify local hospitals.
- EMS evacuation of victims to local hospitals.
- Law enforcement establishes and secures crime scene.
- Law enforcement investigation and evidence recovery.
- Establish Joint Information Center staffed by the PIO.

### Recovery

- Utilize the University's twitter and Facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Determine if campus will be closed and for how long.
- Identify alternate sites for classes scheduled in effected building.
- Identify alternate sites for housing building occupants if a housing facility is affected.
- Provide regular media updates.

### Civil Disorder

Civil Disorder is a public disturbance involving acts of violence by an assembly of three or more persons resulting in injury and/or property damage. San José State University's historic role in the civil rights movement, the University's MLK library and the Smith/Carlos statue and the University's location in the middle of downtown San José, coupled with its politically active and engaged student body, result in the campus often being center of marches and demonstrations. While the vast majority of these events are peaceful, it is important to be prepared for the possibility of violence or wonton property destruction. UPD efforts are directed towards facilitating the safe exercising of free speech rights while protecting the safety of protestors, students, staff, faculty members and campus visitors.

### Prevention

UPD receives information through the Northern California Regional Intelligence Center (NCRIC) and maintains communication with local police agencies regarding potential civil unrest. In addition, UPD commanders reach out to protest organizers and student leaders to facilitate communication, identify a liaison and assure protest organizers that their right to peaceful protest will be protected.

### Mitigation

When information indicates that a protest or rally will occur on campus, notifications are made to the Santa Clara County Sheriff's Mutual Aid Coordinator, the City of San Jose Police Intelligence Unit and the City of San Jose Police Division Commander. In addition, UPD commanders work with protest organizers and liaisons to address potentially criminal behavior and unsafe conditions. Further, UPD officers are trained in crowd control measures and equipped with protective gear and less than lethal defensive devices.

### Response

The following response actions will be employed:

- Identify Incident Commander, incident command post, and staging area.
- Assign a videographer.
- Coordinate with Santa Clara County Sheriff's Operations Desk for mutual aid.
- Assign officers to high visibility locations on campus.
- Assess the need for Dignitary protection.
- Discretely monitor the event for criminal activity.
- Notify the City of San Jose Police District Commander.
- Designate PIO.
- PIO monitoring of news reports and social media to address rumors and inaccurate information.

### Recovery

The following recovery actions will be considered:

- Utilize the University's Twitter and Facebook accounts and website to provide information and updates.
- Provide recorded information and update as necessary on the University's emergency telephone line.
- Establish and staff a Family Reunification Center
- Request the presence of Counseling Services personnel and ensure availability for the campus community.
- Determine if campus will be closed and for how long.
- Identify alternate sites for classes scheduled in effected building.
- Develop a plan for relocating administrative staff and/or classroom space to an alternate site in the event that a location becomes unavailable due to a civil disorder action.
- Conduct a post incident debrief to review tactics and response efforts.
- Brief campus authorities.
- Reach out to campus student, staff and faculty leaders to gauge community needs and concerns.

## **Functional Annex (9): Deny Entry/Lock Down**

In case of an active or imminent threat of violence, such as an active shooter or civil unrest, the University Police Department can electronically secure entry doors on all campus buildings through the S2 System. Activation Process:

- The Watch Commander or senior UPD officer on duty will notify UPD Communications to lock down specific buildings or the campus as a whole.
- The on duty dispatcher will use the S2 system to electronically lockdown the requested campus buildings.
- The dispatcher will notify the requesting officer when the lockdown process has been completed.
- The lockdown will remain in place until it is lifted by either the officer originally requesting the lockdown or by a member of UPD's command staff.

**Appendix 1**

**Emergency Operations Center Roster**

<b>POSITION</b>	<b>Primary</b>	<b>Alternate</b>
Emergency Operation Center Director	Charlie Faas VP – Admin & Finance	Andy Feinstein Provost
EOC Coordinator	Andrés Acevedo Emergency Service Coordinator	Irma Pagan Administrative Assistant to the UPD Chief
Public Information	Barry Shiller AVP, Public Affairs	Pat Harris Media Relations Director
Safety Officer	David Krack Director, Environmental Health & safety	Marla Perez Manager, Risk and Compliance.
Liaison	Jaye Bailey Chief of Staff Office of the President	Carl Kemnitz Deputy Provost
Operations Section Chief	Peter Decena Chief, UPD	Alan Cavallo Captain, UPD
Logistics Section Chief	Ashraf Faoud Senior Director of Plan, Design and Construction	Valorie Gale Director Acquisition Management
Planning/Intelligence Section Chief	Robb Drury Senior Director for Resource Management	Romando Nash AVP for Student Services
Finance Section Chief	Josée Larochelle Associate Vice Pres, Finance	Helena Leung Director, Accounting Services