

California State University East Bay Emergency Operations Plan

September 2022



PREFACE

This California State University East Bay (CSUEB) Emergency Operation Plan (EOP) 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 large and small emergencies, natural and manmade. The goal of the plan is to ensure that the preservation of life and property within the CSUEB community is maintained.

This plan is compliant with the Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS), and the Chancellor's Policy #1056 and has a multi-hazard perspective. It identifies the threats and hazards that are specific to CSUEB.

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SIGNED PROMULGATION

The preservation of life and property is an inherent responsibility of California State University East Bay (CSUEB). While no plan can completely prevent death and destruction, reasonable plans carried out by knowledgeable and well-trained personnel can and will minimize losses.


CSUEB 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 CSUEB population during times of emergency.

This plan establishes the Emergency Organization, assigns tasks, specifies policies and general procedures and provides for the coordination of planning efforts regarding Faculty, Staff and Students.

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

I give my full support to this plan and urge all Faculty, Staff and Students – individually and collectively – to participate in CSUEB’s emergency preparedness efforts.

Approved by:


Cathy Sandeen (Nov 3, 2022 10:39 PDT)




Cathy Sandeen, President

Nov 3, 2022

Date

RECORD OF REVIEW

Revised/Reviewed by:

Title	Name	Signature	Date
Emergency Management and Business Continuity Manager /EOC Director	Catrina Christian	 <small>Catrina Christian (Oct 3, 2022 16:23 PDT)</small>	Oct 3, 2022
Chief of Police, UPD	Mark Flores	 <small>Mark Flores (Oct 5, 2022 10:04 PDT)</small>	Oct 5, 2022
Vice President Administration & Finance/CFO	Myeshia Armstrong	 <small>Myeshia Armstrong (Oct 13, 2022 12:33 PDT)</small>	Oct 13, 2022

RECORD OF CHANGES

#	Effective Date	Description of Change	Recorded by
85	January 2020	CSUEB All Hazards Emergency Operations Plan 2020	Lee Shin
1	Sept 2022	Updated names for signature and corrected of distribution list	Catrina Christian
2	Sept 2022	EOC position list move	Catrina Christian
3	Sept 2022	Corrected minor grammatical errors and updated fonts	Catrina Christian
4	Sept 2022	Added Preface	Catrina Christian
5	Sept 2022	Updated Table of Contents and page numbers	Catrina Christian
6	Sept 2022	Added Pre-Impact information under Response	Catrina Christian
7	Sept 2022	Updated Response levels	Catrina Christian

CSUEB EMERGENCY PLAN DISTRIBUTION LIST

	Title	Electronic file	Date
1	University President		
2	Provost/Vice President Academic Affairs		
3	Vice President, Administration and Finance/CFO		
4	Vice President, Student Affairs		
5	Vice President, University Advancement		
6	University Diversity Officer		
7	Associate Provost Faculty Affairs		
8	Associate Provost Academic Resource and Planning		
9	Associate Vice President, Student Affairs and Auxiliary Services		
10	Associate Vice President, Academic Programs and Services		
11	Associate Vice President, Facilities, Development and Operations		
12	Associate Vice President, Financial Services		
13	Associate Vice President, Human Resources and Payroll Services		
14	Associate Vice President, Student Support Services		
15	Associate Vice President, University Extension		
16	Associate Vice President, University Communications		
17	Associate Vice President, Information Technology Systems/ Chief of Information Technology Services (ITS/CIO)		
18	Chief of University Police		
19	Chief of Staff		
20	General Manager, Pioneer Bookstore		
21	Dean, College of Letters, Arts and Social Sciences		
22	Dean, College of Business and Economics		
23	Dean, College of Education and Allied Studies		
24	Dean, College of Science		
25	Dean, University Libraries		
26	Dean, Undergraduate Studies		
27	Director, Concord Campus		
28	Information Security Officer		
29	Director, Campus Recreation and Wellness Center		
30	Director, Athletics		
31	Director, Accessibility Services		
32	Director Fiscal Services		
33	Director, Planning, Design & Construction		
34	Director, Facilities Operations		
35	Director, Environmental Health and Safety		

36	Director, Procurement Services		
37	Director, Compliance and Internal Control		
38	Manager, Accounts Payable, Procurement		
39	Emergency Management and Business Continuity Manager		
40	Emergency Operations Center (VBT 136) binder		
41	Secondary Emergency Operations Center (SA 4350) binder		
	TOTALS		

FOREWORD

This California State University East Bay (CSUEB) Emergency Operation Plan (EOP) is a guide on how CSUEB will conduct an all-hazard response during an emergency. 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 large and small emergencies, whether natural or manmade.

The centerpiece of comprehensive emergency management for CSUEB 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 or response personnel.

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

Executive Order No. 1056



- BAKERSFIELD
- CHANNEL ISLANDS
- CHICO
- DOMINGUEZ HILLS
- EAST BAY
- FRESNO
- FULLERTON
- HUMBOLDT
- LONG BEACH
- LOS ANGELES
- MARITIME ACADEMY
- MONTEREY BAY
- NORTHRIDGE
- POMONA
- SACRAMENTO
- SAN BERNARDINO
- SAN DIEGO
- SAN FRANCISCO
- SAN JOSÉ
- SAN LUIS OBISPO
- SAN MARCOS
- SONOMA
- STANISLAUS

March 07, 2011

MEMORANDUM

TO: CSU Presidents
FROM: Charles B. Reed
SUBJECT: California State University – Emergency Management Program Executive Order No. 1056

Attached is a copy of Executive Order No. 1056 relating to development, implementation and maintenance of the campus emergency management program. The campus president has the authority and responsibility to implement campus emergency management program policies that are consistent with the California State University Emergency Management program. This executive order is in response to recommendations of the Emergency Preparedness Systemwide Audit 09-43.

In accordance with policy of the California State University, the campus president has the responsibility for implementing executive orders where applicable and for maintaining the campus repository and index for all executive orders.

If you have questions regarding this executive order, please call Ms. Charlene M. Minnick, Assistant Vice Chancellor, Risk Management and Public Safety at 562-951-4580.

CBR/ztg
Attachment

- c: Vice Chancellors
- Provosts/Vice Presidents for Academic Affairs
- Vice Presidents for Business and Finance
- Campus Police Chiefs
- Campus Emergency Coordinators
- Human Resource Directors
- Risk Managers

Section 1: INTRODUCTION

A. PURPOSE

This California State University East Bay (CSUEB) Emergency Operations Plan (EOP) is meant to aid the Emergency Operations Center's (EOC) efforts to develop and maintain a viable all-hazards emergency operations plan. The EOP reflects what the campus will do to protect itself from hazards with the resources it has or can obtain.

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. Though the most likely emergencies will involve fires, earthquakes, hazardous material incidents, terrorist threats, violent intruder, pandemic, or bomb threat, the EOP is designed to have an all-hazard approach to emergencies and provide guidelines for responding to University emergencies not outlined in this EOP.

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 CSUEB personnel and resources during an emergency. It is the official Emergency Operations Plan for CSUEB 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.

This 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 CSUEB 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.

This Plan covers Hayward, Concord and Oakland Campuses and remote classrooms.

C. SITUATIONS AND ASSUMPTIONS

Situation

- ❖ CSUEB is subject to many hazards that will require the use of a centralized emergency operations center (EOC) to facilitate policy making, coordination, and control of response resources in a large-scale emergency/disaster situation.

- ❖ CSUEB 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.

Assumptions

- ❖ The EOC procedures will be adequate for most disaster conditions that could arise for CSUEB.
- ❖ The University Police Chief will designate an Emergency Operations Center Coordinator/Manager who will coordinate a review of EOC procedures and equipment 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 CSUEB, and the City of Hayward and Alameda County and/or the City of Concord and Contra Costa County and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

D. PLAN APPROVAL AND IMPLEMENTATION

This Plan implements the emergency preparedness authority conveyed to the President by the CSU Chancellor. The planning in this document has been coordinated with local government, state agencies, and with the CSU System. The CSU Emergency Management and Business Continuity Manager under UPD will act as the clearinghouse for all CSU emergencies and planning, in coordination with State OES. This Plan is reviewed and recommended to the President for approval by the Vice President of Administration and Finance/CFO.

The University Police Chief will oversee the Campus Emergency Management and Business Continuity Manager (EMBCM), who will be responsible for maintaining and implementing Emergency Operations Plan (EOP) and maintaining the Emergency Operation Center (EOC). The EMBCM will review, update, and distribute the EOP at least annually, or when changes have been made to the Plan. Changes will be made, as warranted and major revisions will be published when required. When updating, changes in policy, local ordinances, state and federal laws and regulations, as well as accepted best practices will be considered and incorporated.

The University Police Chief will determine if changes between annual reviews require the authorized signature of the President or other authorized administrator. This EOP supersedes all previous plans.

Section 2: AUTHORITIES AND REFERENCES - Overview

California State University East Bay's emergency planning must be consistent with applicable statutes and administrative orders. CSUEB must ensure that all personnel assigned specific responsibilities in support of this Plan are adequately trained and prepared to assume those responsibilities.

The authorities and references section establish: 1) the legal basis (statutes, ordinances, executive orders, regulations, proclamations) for emergency operations; and 2) the basis for delegation of emergency authority, i.e., enabling measures sufficient to ensure that specific emergency-related legal authorities can be exercised by elected or appointed leadership or their designated successors.

The **State's Emergency Plan**, promulgated in accordance with the provisions of the California Emergency Services Act, provides statewide authority and responsibility, and describes the functions and operations of government at all levels during extraordinary emergencies. Sections 8567, 8587 and 8614 (a) provide the Governor with the authority to direct Executive Departments of the State to support such planning and preparedness and other emergency activities. The Governor's Executive Order No. W-9-91 directs each agency to be responsible for "emergency planning, preparedness and training". Each agency shall establish a line of succession "and train its employees to properly perform emergency assignments."

The State's Emergency Plan uses a standard management approach allowing for individual plans of State agencies to interact effectively. The CSU System is part of this effort. The Governor's Executive Order No. D-25-83 calls for the CSU to develop and maintain and support emergency planning and operations. The CSU Chancellor promulgated Executive Order No. 696, giving to campus Presidents the responsibility to implement a multi-hazard emergency preparedness program. This Plan is, therefore, considered to be an extension of the State Emergency Plan.

Administrative Orders, prepared under the authority of the Governor's Executive Order W-9- 91, expand upon and consolidate the emergency assignments of State agencies. CSU System- wide planning delegates authority and assigns emergency preparedness responsibilities to campuses.

Responsibility for planning, organizing, training, and other preparedness activities necessary to allow the campus emergency management organization to carry out these assigned tasks are assigned to the University President by the Chancellor's Office and the State under the Executive Order 1056.

The following documents and sources were referenced during the planning process:

- National Response Framework (2016)
- National Incident Management System (2017)
- Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education (2013)
- FEMA Developing and Maintaining Emergency Operations Plans Comprehensive Planning Guide (CPG) 101
- State of California Emergency Plan (2017)
- California Office of Emergency Services Active Shooter Awareness Guidance (2018)

- National Fire Protection Association (NFPA) 1561: Standard on Emergency Services Incident Management System
- NFPA 1600: Standard on Disaster/Emergency Management and Business Continuity Programs
- Emergency Management Accreditation Program (EMAP) Standard
- California State University – Executive Order 1056
- California State University – Executive Order 1014
- Alameda County Emergency Operations Plan
- Contra Costa County Emergency Operations Plan

Section 3: DECLARATION OF EMERGENCY

A. CAMPUS

In an emergency and as conditions warrant, an official proclamation by the University President or his/her designee will have the following effects and provide legal authority to:

- Promulgate orders, regulations, and policies necessary to provide for the protection of life and property, including closure of campus.
- Facilitate participation in mutual aid from State agencies, CSU campuses, or local jurisdictions.
- Activate campus personnel, logistical resources (and campus facilities) for emergency response to an emergency.
- Ensure emergency response personnel are acting with authority to manage, control, and participate in activities outside the regular scope of employees' duties.
- Provide an appropriate procedure for rostering emergency workers.
- Ensure appropriate coverage of Workers' Compensation, reimbursement for extraordinary expenses, and state and Federal disaster relief funds, where applicable.
- Implement documentation of damages, expenses, and recording of cost for reimbursement for extraordinary expenses and to seek federal disaster relief where appropriate.
- Impose penalties for violation of lawful orders under Education Code Section 89031.
- Conduct emergency operations without facing liabilities for performance, or failure of performance (Article 17 of the California Emergency Services Act).

CSUEB will proclaim a formal Campus Emergency when additional assistance is required from other CSU campuses or if local, State, and possibly Federal assistance will be needed. CSUEB will request a resolution from the local Cities and Counties if conditions extend into the larger community. The University's formal declaration will also be submitted to the Chancellor's Office.

Requests for mutual aid will be initiated when additional material and/or personnel are required to respond to the emergency. Fire and law enforcement agencies will request or render mutual aid directly through established channels. The University President or their designee must authorize any action, which involves financial outlay by the campus, or a request for military assistance.

B. LOCAL EMERGENCY

The Local Emergency may include the Cities of Hayward, Concord, or Oakland as well as one or more of the campuses. In that case, the authority to proclaim a Local Emergency is the responsibility of the City Mayor(s), or in his/her absence, the designated alternate. The governing body must also proclaim the termination of the Local Emergency as soon as conditions warrant. A proclamation of a Local Emergency provides the governing body the authority to:

- Provide mutual aid consistent with the provisions of local ordinances, resolutions, emergency plans, and agreements.
- Receive mutual aid from State agencies.
- In the absence of a State of War Emergency or State of Emergency, seek recovery of the cost of extraordinary services incurred in executing mutual aid agreements.
- Promulgate orders and regulations necessary to provide for protection of life and property.
- Promulgate orders and regulations imposing curfew.
- Additionally, certain immunities from liability are provided for in the Emergency Services Act.

When the local resources are overwhelmed, the County of Alameda or Contra Costa, in their role as County Operational Area, may proclaim a local area emergency that will include all applicable jurisdictions.

C. STATE OF EMERGENCY

The Governor may declare a STATE OF EMERGENCY when conditions warrant and/or when the mayor or chief executive of a city or the chairman of the Board of Supervisors or county administrative officer, requests the proclamation. Alternatively, the Governor may proclaim a STATE OF EMERGENCY in the absence of a request if it is determined that 1) conditions warrant a proclamation and 2) local authority is inadequate to cope with the emergency.

The proclamation must be in writing, be well publicized, and filed with the Secretary of State as soon as possible following issuance. The proclamation is effective upon issuance.

During a STATE OF EMERGENCY, the Governor has the authority to promulgate, issue, and enforce orders and regulations within the affected area and employ State personnel, equipment, facilities, and other resources to mitigate the effects of the emergency. A STATE OF EMERGENCY must be terminated as soon as conditions warrant.

If the Governor requests and receives a Presidential declaration of an EMERGENCY or a MAJOR DISASTER under Public Law 93-288 (Federal Disaster Relief Act of 1974), he/she will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer and the SCO will coordinate and control State and Federal efforts in support of City and County operations.

Section 4: CONTINUITY OF AUTHORITY - CSUEB

The California Government Code, the State Constitution, and the Emergency Services Act provide legal authority for the continuity and preservation of government in the event the individuals appointed are unable to serve. The concept of continuity of government is comprised of three elements:

- Standby officers for the governing body
- Alternate seat of government
- Preservation of vital records

The ultimate responsibility for emergency management on campus belongs to the President. To ensure the orderly continued operations of the university, the President may delegate functions to other administrators. However, this delegation does not remove final authority and responsibility from the President.

A. CSUEB LINES OF SUCCESSION

In emergency operations the following is the line of succession:

1. University President
2. Provost (Vice President for Academic Affairs)
3. Vice President, Administration and Finance/CFO
4. Vice President, Student Affairs
5. Vice President, University Advancement

The designee will conduct response and recovery operations until the President returns to campus. The President, or in his/her absence, their designee, has the authority to:

- Declare a Campus Emergency
- Issue a Closure of Campus Order
- Issue an Administrative Leave Order

The line of succession for department heads, chairs, deans, or administrators is established according to college and individual department operating procedures.

B. ALTERNATE GOVERNING OFFICES (Emergency Operations Center)

The CSUEB EOC will be designated the alternate governing office for the CSUEB during an emergency.

The primary EOC is located in the Valley Business Technology Building (VBT) 136. During normal business operations, this facility is used as a classroom, and is maintained in a state of readiness for conversion and EOC activation. In cases of direct damage to the EOC, a fully operational alternative EOC will be activated. The designated **alternative** site is in the Student Services Administration Building (SA), on the fourth floor in Room SA4350, which is used as a conference room during normal business hours. *See Section 7. Management of Emergency Operations* for additional information about the EOC.

C. PRESERVATION OF VITAL RECORDS

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

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

- *Protect the rights and interests of individuals.* Examples include student transcripts, business records, personnel records, student patient records, Hazardous Material Business Plan, and criminal record information.
- *Conduct emergency response and recovery operations.* Records of this type include personnel rosters, Emergency Operating Procedures, utility system maps, locations of emergency supplies and equipment.
- *Reestablish normal administrative functions.* Included in this group are financial records, payroll records, and purchase orders.
- *Educational.* Faculty and staff research, journal articles, grant material, exams, and grades. Each department is responsible for designating a custodian for vital records, and ensuring that vital record storage and preservation is accomplished. Vital records storage methods that might be utilized include but are not necessarily limited to:
 - Duplication (either hard copy or removable computer disk)
 - Dispersal
 - Fireproof containers
 - Vault storage (both on and off campus)

Section 5: CONCEPT OF OPERATIONS – Overview

A. OPERATIONAL PRIORITIES

It shall be the mission of CSUEB 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 III: | Property Conservation |
| Priority II: | Incident Stabilization | 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 CSUEB 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 CSUEB Police Department (CSUEB 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 CSUEB UPD IC may utilize a “Unified Command” structure with other agency response personnel.

When required, the Emergency Operations Center (EOC) will be activated to support the ongoing response.

B. STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

SEMS is the system required by Government Code §8607 (a) for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS is based upon the Incident Command System adapted from the system originally developed by FIREScope (Firefighting Resource of California Organized for Potential Emergencies).

- SEMS is intended to standardize response to emergencies involving multiple jurisdictions or multiple agencies for on-scene management of natural, technological or man-made disasters or emergencies.
- SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California.
- In times of emergency or disaster, California State University East Bay will coordinate with the local jurisdictions, other CSU campuses, the Chancellor’s Office, the State of California, and the Federal Government to manage the emergency.

C. ORGANIZATIONAL LEVELS

Organizational levels are activated as necessary, dependent on the size and scope of an emergency:

- **Field Response Level** commands emergency response personnel and resources to carry out tactical decisions and activities in direct response to an incident or threat.
- **Local Government Level** manages and coordinates the overall emergency response and recovery activities within the jurisdiction.

- **Operational Area Level** manages and/or coordinates information, resources and priorities among local governments within the operational area and serves as the coordination and communications link between the local government level and the regional level.
- **Regional Level** manages and coordinates information and resources among operational areas within the mutual aid region designated pursuant to Government Code Section 8600 and between the operational areas and the state level. The regional level along with the State level coordinates overall state agency support for emergency response activities.
- **State Level** manages State resources in response to the emergency needs of the other levels, manages and coordinates mutual aid among the mutual aid regions and between the regional level and State level and serves as the coordination and communication link with the federal disaster response system.

SEMS incorporates the use of the ICS, the Operational Area concept, Multi-Agency or Inter-Agency coordination and the California Master Mutual Aid Agreement. SEMS helps unify all elements of California's emergency management organization into a single integrated system. Its use is required for all State agencies.

The Emergency Services Act further requires that, when assigned by the Governor, State agencies will carry out required emergency response and recovery activities. California State University will need to cooperate with local jurisdictions, the Operational Area (Alameda and Contra Costa Counties) and the State to prepare for - respond to and mitigate the effects of an emergency.

D. ORGANIZATIONAL FUNCTIONS

Incident Command System (ICS) is the organizational management system from which SEMS operates, utilizing the following concepts of:

- Common Terminology
- Manageable Span-of-Control
- Unity of Command
- Integration of Communications

Accordingly, this organizational structure is based around five principal functions that can be performed at any incident. These are: Command, Operations, Planning, Logistics and Finance. ICS allows for a modular and rapid expansion to meet the needs imposed by the incident. ICS can be used during any serious multi-disciplinary (e.g. fire, law enforcement, medical) emergency within a jurisdiction and is particularly useful for any kind of incident involving multiple jurisdictions and agencies. All levels of government will use this organizational structure.

Some incidents, particularly those involving earthquakes, fires or hazardous materials, can escalate requiring further activation of the emergency management system. In such cases, one or more Incident Command Posts may be established to assist in managing emergency operations. Coordination and communications will be established between the Cities of Hayward and Concord, other CSU system emergency preparedness staff and the university EOC, when activated.

SEMS will be utilized when the university activates its EOC or when a campus and local emergency has been declared or proclaimed. When the EOC is activated, communications and coordination will be established between the Incident Commander (in the field) and the EOC. Coordination of non-CSUEB fire and law enforcement resources will be accomplished through their respective mutual aid systems. The same five principal functions of ICS will be utilized in the EOC as well as in the field.

EOC Emergency Management Functions

- **Management:** This function provides for the overall management and coordination of response and recovery activities through the joint efforts of the university, the CSU system, local governmental agencies, and private organizations.
- **Operations:** This function is responsible for coordinating all jurisdictional operations in support of the response to the emergency through implementation of the action plan.
- **Planning/Intelligence:** This function is responsible for collecting, evaluating, and disseminating intelligence and information; developing the action plan in coordination with the other functions; and maintaining documentation.
- **Logistics:** This function is responsible for providing facilities, personnel, equipment, food and shelter, and materials.
- **Finance/Administration:** This function is responsible for financial and administrative aspects not assigned to the other functions.

E. MUTUAL AID

A statewide mutual aid system, allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions and the state, with the intent to provide requesting agencies with adequate resources. The statewide mutual aid system includes several mutual aid systems: fire and rescue, law enforcement, emergency services, and disaster medical aid. These systems work through local government, operational area, regional and state levels consistent with SEMS and NIMS.

As the need for assistance escalates beyond the resource capacity of the campus, outside assistance may need to be requested from a variety of sources. The University may request assistance from the local city, county, office of emergency services or the CSU system.

Section 6: PHASES OF EMERGENCY MANAGEMENT - Overview

Four primary phases of emergency management outlined below, are campus mitigation, preparedness, response and recovery activities occurring before, during, and after an emergency or disaster has occurred.

A. MITIGATION

Activities that either prevent the occurrence of an emergency or reduce the community's vulnerability in ways that minimize the adverse impact of a disaster or other emergency are examples of mitigation.

Specific hazard mitigation plans are prepared following a federally declared disaster. They reflect the current risk analysis and mitigation priorities specific to the declared disaster. Mitigation planning also includes a review of ways to eliminate or reduce the impact of future disasters. Once a disaster has occurred, the University may be involved in complying with the hazard mitigation requirements of Section 406 of the Federal Disaster Relief Act of 1974.

B. PREPAREDNESS

Normal Operations

This Plan is considered to be in effect at all times to provide authorization to accomplish essential emergency preparedness activities. The preparedness phase involves activities undertaken in advance of an emergency in accordance with the Emergency Services Act and the State Emergency Plan. These activities will provide operational capabilities and improve effective response to disasters. Planning activities and actions conducted during this phase include:

- Developing and revising disaster plans and hazard analyses
- Writing mutual aid operational plans
- Training response personnel
- Improving public information and communications systems
- Conducting exercises to validate the planning process

Those individuals and departments assigned emergency responsibilities will participate in developing and maintaining current Standard Operating Procedures (SOPs) and checklists for the support of the EOC. Elements of these procedures include:

- Provision to support, maintain, staff, direct and control University resources during a major disaster.
- Specific emergency actions that will be assumed by staff and designated successors during an emergency.
- Circumstances under which successor emergency authorities will become effective, and when they will be terminated.
- Current department personnel notification rosters and recall procedures, and the means to implement. Develop a communication system to implement call-out rosters for all levels of personnel assigned to the EOC, including field and support function team.
- Establishment of a system for communicating with the EOC, UPD dispatch, Facilities dispatch and work order control center; and to manage and track organizational resources, response field personnel as well as sustained contact with the EOC.
- Developing mutual aid and other support agreements with appropriate local and state agencies, vendors, and “sister” departments within the CSU system.

- Track and maintain damage assessment reports, casualties, evacuation status, radiation levels, chemical exposure, etc., into the EOC.
- Support for cleanup and recovery operations following disasters.
- Training of assigned response staff and campus volunteers to augment emergency functions.

Increased Readiness

California State University East Bay will take appropriate action to increase readiness as a crisis begins to develop. Actions taken during the buildup of a crisis situation are designed to increase the University's ability to respond effectively. Departments must consider increasing their readiness for an emergency upon the issuance of a credible, long-term prediction or advisory that could impact the County or State, or a rapidly deteriorating international situation that could lead to a possible attack upon the United States. Actions to be accomplished during this phase include but are not limited to:

- Inspections of critical facilities
- Reviewing and updating emergency plans and SOPs
- Briefing President's Cabinet
- Updating resource lists
- Mobilizing resources.
- Testing warning and communications systems.
- Disseminating accurate, timely, emergency public information.
- Recruiting staff as Disaster Service Workers (DSWs).

C. RESPONSE

Response Levels

The CSUEB EOC has adopted the three levels of response 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 (Highest - Catastrophic Emergency)
 - A major disaster for which resources in or near the affected areas are overwhelmed. Extensive Federal, State, and Local resources are required to respond.
 - The emergency response is beyond normal campus resources. The Emergency Operations Center is fully activated and all designated Incident Command System personnel are notified.
 - A campus state of emergency may be declared.
 - Examples include a major earthquake, a large-scale terrorist attack, or multiple large wildland fires.
- Level II (Partial)
 - Major emergencies require multi-unit or multi-departmental resources. The EOC is activated.

- The EOC Director will staff the EOC according to need.
- Examples are single building fires on campus or a bomb threat.
- Level III (Minor - Lowest)
 - A minor to moderate emergency for which CSUEB and local resources are both adequate and available to respond.
 - May require partial EOC activation.

When the CSUEB emergency management organization recognizes the likelihood of a pending disaster, actions will be taken to save lives and protect property first. The response phase is activated to coordinate emergency response activities. The level of response necessary will be determined to meet the impending emergency. If the situation warrants, or upon notification from the local city or county Emergency Management Organization, an Operational Area emergency will be declared.

Immediate Impact

During this phase, emphasis is placed on saving lives, gaining control, and minimizing the effects of the disaster. Immediate response actions will be taken by CSUEB emergency responders and may include CSU System mutual aid, local government and Operational Area responders.

Actions:

- Activate EOC and ICS protocols
- Implement campus mass notification system, update emergency info line, CSUEB webpage alert message with instructions
- Continue to monitor, evaluate the projected threat and mobilize as appropriate
- Consult the Policy Group to consider evacuation and campus closure as indicated
- If evacuation is needed, utilize the Volunteer Team Leaders and Housing staff in impacted areas

Immediate Emergency

If an emergency occurs without warning, the EOC will be activated as rapidly as conditions permit. If a CSUEB emergency is declared, the City of Hayward or Concord will be notified and may be requested to proclaim a local emergency.

Actions:

- Conduct evacuation and/or rescue operations as required
- Issue emergency instructions to the campus community

Sustained Emergency

As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. Regional or statewide mutual aid may be provided to assist with these efforts and response support facilities may be established. Resource requirements will continually change to meet the needs of the incident.

Actions:

- Provide for the care and treatment of casualties
- Preserve the crime scene if necessary
- Collect, identify, and contact the appropriate County to manage the deceased
- Provide for the care and shelter of displaced persons in partnership w/local agencies

D. TERMINATION and RECOVERY

At the onset of an emergency, actions are taken to enhance the effectiveness of recovery operations. Recovery is both a short-term activity intended to return vital life-support systems to operation, and a long-term activity designed to return infrastructure systems to pre- disaster conditions. Recovery also includes cost recovery activities.

As soon as practical following a major emergency, normal management of CSUEB operations will be restored. Disaster assistance for affected persons will be coordinated through joint State and Federal Disaster Assistance Centers in the local area. If major damage has occurred, the recovery aspects of this Plan will be implemented to coordinate planning and decision- making for recovery and reconstruction efforts.

Actions:

- Implement health and safety measures
- Protect, control, and allocate vital resources
- Restore and/or activate essential facilities and systems
- Enforce police powers to maintain campus security
- Establish access controls, erecting traffic barricades, etc.
- Communicate as needed to update the campus community
- Prepare an After-Action Report

Section 7: MANAGEMENT OF EMERGENCY OPERATIONS - CSUEB

A. CAMPUS EMERGENCY ORGANIZATION AND UNITY MANAGEMENT

Information and communication flow 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

EOC organization is flexible and can be expanded or diminished as required depending on 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 and for staffing within their Sections to the appropriate level to accomplish the EOC goals.

B. ACTIVATION OF THE EMERGENCY OPERATIONS

The President may declare a State of Emergency throughout the campus or a portion of the campus and can officially downgrade a State of Emergency to normal business operations. In the absence of the President, refer to *Section 4. Continuing Authority*.

The President has the ultimate responsibility for the activation, oversight, and termination of the emergency operations center. The University Police Chief or the Emergency Operations Center Director, in the event of an emergency, may activate the Emergency Operations Center (EOC). In his/her absence, the highest-ranking Police Commander may activate the EOC.

C. 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 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 the 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 priority setting of resources.

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, if an incident has grown beyond the capability of the University’s first responders, activation of the University EOC opens the door for requests for aid from the local County Office of Homeland Security and Emergency Services. The purpose of 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 support.

When requested, designated EOC personnel should report directly to the EOC. If an EOC member is unsure whether or not to report, he/she should first contact the UPD Dispatch Center at (510) 885-3791 to determine when and where to report. The EOC is located in the Valley Business and Technology Building (VBT), on the first floor in Room 136. During normal business operations, this facility is used as a classroom, and is maintained in a state of readiness for conversion and EOC activation. In cases of direct damage to the EOC, a fully operational alternative EOC will be activated. The designated **alternative** site is the Student Administrative Building (SA) 4350, fourth floor. Signs directing personnel to the alternative EOC shall be placed in a conspicuous location, such as the entrance door, if it can be done safely.

The classroom/EOC is outfitted with supplies needed to run the EOC during an emergency. See *Section 12 Emergency Supplies* for a list of the EOC supplies.

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.

Emergency Operations Center Roster

POSITION	PRIMARY	SECONDARY (ALTERNATE)
Emergency Policy Executive	University President	Provost & VP Academic Affairs
EOC Director	VP Administration & Finance/CFO	AVP HR and Payroll
EOC Coordinator	University Emergency Management and Business Continuity Manager	University Police Department- Admin Sworn
Incident Commander	University Police Department- Police Chief	University Police Department- Patrol Lieutenant
Public Information Officer	AVP Univ. Communications	News and Information Manager
Safety Officer	Director Risk Management	Director, EH&S

Liaison Officer	Associate Director Government & Community Relations	Associate, Academic Institutional Studies 2
Operations Section Chief	AVP Facilities Development & Operations	University Police Department- Chief of Police
Planning/Intelligence Section Chief	Associate Provost, Academic Resources/Planning	Planning, Design, & Const.
Logistics Section Chief	Executive Director Alumni Engagement & Annual Giving	AVP, Campus Life
Finance Section Chief	AVP Financial Services	University Controller

D. 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 (EOC Director, Incident Commander, Public Information Officer, Liaison Officer, Safety Officer)
- Operations Section
- Planning and Intelligence Section
- Logistics Section
- Finance Section

Each EOC Section, overseen by a Section Chief, comprises 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 Management Staff and the EOC Section Chiefs
- 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 Chiefs. Members work with their staff and other Branches/Units within their Section
- Units report to and take direction from their Branch Chief and work with their Department Operations Center when applicable and other Units within their Branch

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. 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. The Director of the Emergency Operations Center 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, Administration and Finance/CFO or alternate appointed by the President's Cabinet serves as the Director of the Emergency Operations Center. The Director is responsible for 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 (AAR) is prepared and that all corrective actions noted in the report are completed in the specified time frame.

Incident Commander

The Incident Commander (IC) has overall responsibility for on-scene operations/activities and reports directly to the Chief of Police. The IC will determine if an Incident Field Post (ICP) is needed and where it will be stationed. ICPs are 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. 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).

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).

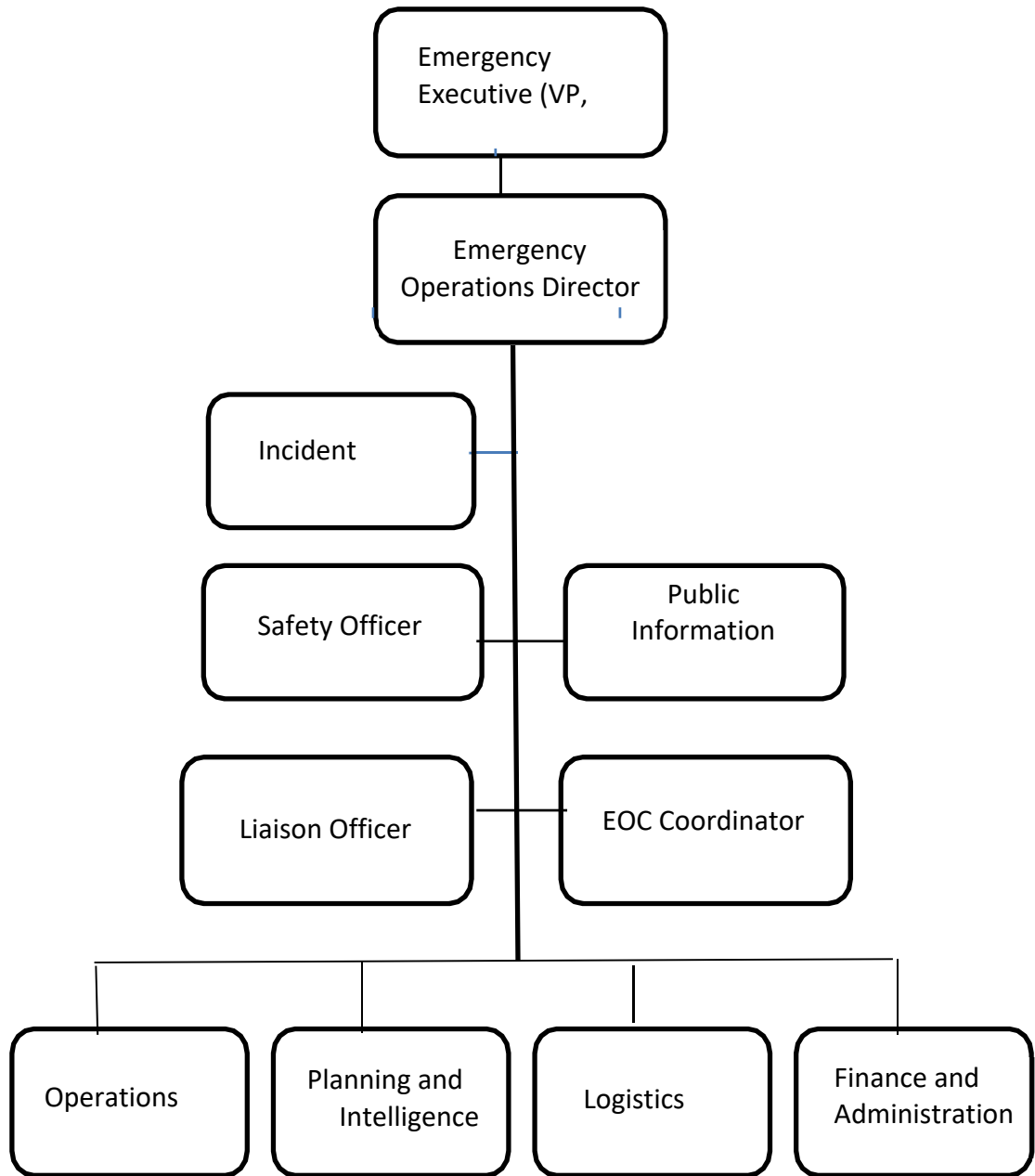
EOC Coordinator

The EOC Coordinator assists the Management Staff as needed and is responsible for facilitating Emergency Operations Center operations. In addition, the EOC Coordinator maintains the readiness of the EOC. At the resolution of an emergency EOC Coordinator will be responsible for the collection and maintenance of the key logs.

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. The AVP of Facilities Development & Operations or alternate serves as the Operations Section Chief and reports directly to the EOC Director. The Operations Section Chief is responsible for assisting in the preparation of the Incident Action Plan (IAP) and directing its implementation. The Operations Chief is responsible for requesting and releasing resources as needed for the section.

The Operations Section Chief manages the following functional areas during an emergency:

- Public Safety
- Communications
- Buildings and Facilities
- Environmental Health and Safety
- Health and Medicine – Occupational, Student, and Public Health

3. Planning and Intelligence Section Overview

The Planning and Intelligence Section is under the direction of the Planning Section Chief. CSUEB's Planning Section Chief is the Associate Provost, Academic Resources/Planning or alternate. The Planning /Intelligence Section collects, analyzes and processes information about the incident and supervises the preparation of all Incident Action Plans (IAP).

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 is 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, highlight strengths and areas for improvement.

The Planning and Intelligence Section manages the following functional areas as needed during an emergency:

- Damage Assessment
- Situation Status
- Continuity and Recovery

4. Logistics Section Overview

The Logistics Section is under the direction of the Logistics Section Chief who is Director of Alumni Engagement & Annual Giving, or alternate. The Logistics Section Chief is responsible for supporting incident response through the acquisition, transportation and mobilization of resources. The Logistics Section Chief ensures that facilities, transportation, supplies, equipment maintenance and fueling, personnel support and communications are provided to field personnel. They are responsible for tracking the needs, sources, and use of the resources. He/she reviews the Incident Action Plan and estimates needs for the next operational period.

The Logistics Section includes the following functions:

- Procurement
- Communication
- Human Resources
- Transportation
- Food & Shelter

5. Finance Section Overview

The Finance Section is under the Direction of the Finance Section Chief who is the AVP of Financial Services or designee. The Finance Section Chief is responsible for all financial and cost analysis components of the incident. Under their, this section tracks cost, personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections. The Finance Chief ensures that all local, state and federal regulations and University policies are followed with regard to expenditures.

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

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

E. Virtual EOC

The COVID-19 pandemic showed the importance of establishing a virtual EOC. Throughout the COVID-19 pandemic, the EOC was activated and remained in a virtual EOC setting from March 2020 to July 2020, due to the need for social distancing. Additionally, CSUEB EOC Roster members were dispersed across a large geographical area in the Bay Area. The virtual EOC will take the physical EOC (people and processes) and move it into cyberspace, utilizing the EOC technology platform, Veoci, as needed.

The advantages of the virtual EOC will be the following:

- No waiting. The virtual EOC will allow the CSUEB to begin managing the event immediately rather than waiting for a team to physically assemble at our Primary and Secondary locations.
- Flexibility. Plans, teams, and processes can be changed more easily in a virtual world and meet the CSUEB fast and changing demands of a disaster.
- Location. EOC Roster members can participate regardless of physical location, as long as they have access to Veoci.
- Redundancy. If the physical VBT 136 or backup EOC at Concord is damaged, a response is not delayed

- Cost effectiveness. The cost of the virtual EOC will be less than maintaining a physical space.
- Efficient communications. The cabinet policy group, EOC Roster, and partners can get updates in real time and view live status boards and briefings
- Timely resource deployment. Resources can be deployed quickly and more efficiently, reducing response time and making for a faster recovery
- In times of a pandemic like the COVID-19 pandemic, EOC roster were/are not physically located together, minimizing the spread of disease

The virtual EOC will utilize our technology platform Veoci, which is a tool that is cloud and technology based, and will allow the facilitation of communication throughout an event.

Veoci includes:

- Instant Messaging (IM) – Instant messaging will allow the EOC roster to talk in “real time”, allowing real-time virtual communication, coordination, and collaboration
- Ability to establish centralized command and control
- Accessible via internet, intranet/VPN, and mobile devices
- Web-Enabled Meeting Tools – These tools will allow for virtual briefings and EOC Roster organization
- Project Management – Veoci will allow EOC Roster, and external partners to work virtually, track actions, and document progress
- Veoci will allow for status boards, tracking, reports, and separate rooms for private conversations
- Provide documentation capability for an event
- Allow for tracking of multiple incidents, locations, and resources

Virtual EOC TRAINING

Operating virtually is very different from operating physically. Learning new processes that work with virtual teams versus physical teams can pose a challenge to those not comfortable or familiar with that style of work. Because of the limitations of not activating the EOC on a regular basis, the software training can be problematic as shown during the COVID-19 pandemic. To maintain proficiency for EOC Roster, monthly training will be required to maintain readiness, and familiarity with the Veoci platform as shown in Table 1.

Finally, our virtual EOC will align with FEMA’s Virtual EOC Best Practices that will include the following: FEMA Emergency Operations Center References and Resources (November 2020):

- Establish activation, operation, and deactivation criteria, processes and procedures with all VEOC partners and participants
- Define clear roles and responsibilities for EOC Roster
- Conduct partner training and exercising in all relevant EOC operations
- Ensure the Veoci technology is available and operational 24/7 x 365 days a year
- Incorporate lessons learned in ongoing comprehensive virtual EOC planning and coordination

F. INCIDENT COMMAND/FIELD TEAMS (IC)

The Incident Commander has overall responsibility for on-scene operations/activities and reports directly to the Chief of Police. An Incident Command Post (ICP) will be established as close to the event scene as practical. ICPs are 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 organizations. 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
- Traffic enforcement
- Arrests and detention for criminal offenses
- Criminal intelligence, surveillance and investigations
- Crowd and riot control
- Public dispute resolution
- Protection of critical infrastructure

CSUEB's Police Department will maintain Incident Command responsibility for emergencies within their jurisdiction.

The University Police Department has Mutual Aid Agreements with the Cities of Hayward and Concord Police and Fire Departments and with the Counties of Alameda and Contra Costa, and will operate under Unified Command when it is appropriate.

G. INTER-AGENCY COORDINATION IN THE EOC

A primary requirement of SEMS/NIMS is the use of 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.

H. 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. The emergency management organizations are responsible for coordination and direction of response and recovery operations within their respective jurisdictions.

I. EOC OPERATIONS SUPPORT

Department Operations Centers (DOC)

The Housing and Student Health and Counseling Center have established Department Operations Centers (DOCs) and emergency response plans. These centers will coordinate the activities of their field teams and communicate with the campus Emergency Operations Center and the Operations Section Chief unless otherwise instructed by the EOC.

Volunteer Team Leader Building Coordinators

Each Volunteer Team Leader Building Coordinator is responsible for working with the Campus Emergency Coordinator/Manager and the VTLs to prepare for emergencies in their buildings. This includes preparing a building emergency plan, maintaining a building roster, identifying assembly points, and assigning VTLs to cover all areas of the building. In an emergency, VTL Building Coordinators oversee the safe evacuation and account for building occupants at the designated assembly points. These volunteers are the liaison between the building VTLs and the Emergency Operations Center (EOC) during an emergency.

Volunteer Team Leaders (VTLs)

Volunteer Team Leaders (VTLs) assist the Volunteer Team Leader Building Coordinator in notifying building occupants of required evacuations, managing evacuations safely, and accounting for building occupants at designated assembly points. VTLs may be stationed at doors to prevent people from entering or reentering an evacuated building. Volunteer Team Leaders may be designated by Volunteer Team Leader Building. The VTL Coordinator is responsible to ensure there is an adequate number of VTLs in all buildings. VTLs receive all necessary training and equipment, and the VTL webpage is maintained and updated.

J. 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 preparedness information into an established media- public link, and give updates to the media and the campus after impact. The Public Information Officer (PIO) will be the primary responsible person 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 Alameda County or Contra Costa County Operations Area will be made and resources necessary to accommodate the needs of these various groups will be requested.

Communications or release of information from the university during an emergency response will be in accordance with the Higher Education Opportunity Act including Clery Act requirements (emergency notification and timely warning requirements), the Family Educational Rights and Privacy Act or FERPA, and Health Insurance Portability and Accountability Act or HIPAA.

K. 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 Alameda County and Contra Costa County. CSUEB is in the Cities of Hayward and Concord and is considered a special district.

The Operational Area (OP Area) consists of the special districts and cities within the local County. In accordance with SEMS regulations, the local County Office of Emergency Services (County OES) is designated as the OP Area Coordinator. 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, County OES can be contacted by any of the special districts within their 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 County OES Emergency Operations Center (EOC).

When activated, the County OP Area 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.

L. 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 local city, county, and County Office of Homeland Security and Emergency Services Operational Area EOC.

1. 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. A special component of the CRU is the

highly trained Specialized Entry and Rescue Team (SERT). The SERT officers are trained in high risk building entries and hostage rescue.

2. University

In the case of EOC requests for aid and equipment, the CSUEB 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, pharmaceuticals and industrial supplies.

In most cases where Mutual Aid is required, CSUEB would work with the City of Hayward or Concord, the Alameda or Contra Costa County Office of Homeland Security and Emergency Services Operational area (EOC) for assistance.

In some incidents, such as an act of terrorism, Federal agencies may participate.

3. Non-University

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. For CSUEB, the Emergency Coordinator will request contact from the local 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 CSUEB, 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 whereby 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.

M. ROLES OF CAMPUS COMMUNITY MEMBERS DURING A DECLARED EMERGENCY

Every CSUEB 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.

1. 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. Resident Hall occupants should be familiar with their emergency procedures.

2. Deans, Department Chairs, and MPPs (Vice Presidents, Associate Vice Presidents, Directors and Managers)

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 EMBCM and Volunteer Team Leaders and Emergency workers in preparing for and responding to any campus emergency
- Work with the EMBCM to ensure an adequate number of Volunteer Team Leaders (VTL) are assigned to your building to perform an evacuation sweep of their building(s) within five minutes of a fire alarm/emergency.
- Maintain emergency contact lists and phone trees for your departments and staff and any other contacts critical to emergency response or recovery
- During an emergency, assist with accounting for staff. Assist VTLs as requested.

3. Faculty and Staff

Every member of the faculty and staff should familiarize themselves with Campus Emergency Procedures. 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 and staff are expected to read and understand both Building and Department Emergency Plans when they exist. Faculty and staff members should be familiar with the emergency procedures and evacuation routes posted near elevators and exit doors. They are to follow the Campus Emergency Procedures and report emergencies requiring immediate action (e.g. fire) to the University Police Department, check in with their VTL if possible, and evacuate buildings to designated areas in an orderly manner.

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 emergency no longer exists. This includes:

- Ensure students evacuate from the classroom during a fire alarm
- Account for their students during an emergency evacuation
- Provide information to VTL or First Responder if any students need assistance, are missing, or injured

N. DISASTER SERVICE WORKERS (DSW)

Employees of the State of California may be required to become Disaster Service Workers in the event of a local, state, national disaster or emergency (California Government Code Section 3100-3109). By law, all State employees are Disaster Service Workers. 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. DSWs may also include ARES/RACES (amateur radio operators) members, Community Emergency Response Team (CERT) members, and other volunteers from the campus.

A reporting area or Labor Pool will be identified for unassigned faculty, staff, or volunteers who wish to assist in the Campus response and recovery effort.

O. EOC DEACTIVATION AND RECOVERY

The EOC Director will determine when to terminate the emergency, deactivate the EOC and transition to normal campus governance and operations. All CSUEB 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 their normal day to day functions. Typically, there will be a need for the following services:

- 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

CSUEB will ensure that these services are available and seek additional resources beyond campus if necessary.

1. 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
- Abatement and demolition of hazardous structures

The major objective of long-term recovery operations includes:

- 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 key to 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.

2. After-Action Reporting (AAR)

The After-Action Reporting (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 CSUEB'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 available through the University Police Department. The AAR will be concise, well-constructed, written in simple language and geared to multiple audiences.

Oversight and completion of the AAR is the responsibility of the EMBCM.

P. TRAINING, DRILLS AND EXERCISES

Training, drills, and exercises are to ensure the EOC, campus emergency employees and campus community are prepared to carry out emergency response functions during any emergency situation. See *Section 8 Standard Operating Procedures; A. Training, Drills, and Ongoing Exercises* for additional information and requirements.

Q. CAMPUS EMERGENCY SUPPLIES

CSUEB maintains a cache of emergency supplies in locked cabinets in various areas on campus that have been deemed to be disaster resistant. These supplies are sufficient to support campus emergency response and disaster rescue operations. The tracking and procurement of emergency supplies is coordinated by the EMBCM with the assistance of responsible departments.

Section 8: STANDARD OPERATING PROCEDURES

A. TRAINING, DRILLS, AND ONGOING EXERCISES

The objective of CSUEB Emergency Management training and exercise plan is a roadmap for CSUEB to accomplish a coordinated strategy that combines enhanced planning, innovative training, and realistic exercises to strengthen the CSUEB emergency preparedness and response capabilities. Training and exercises play a crucial role in providing the CSUEB with a means of attaining, practicing, validating, and improving emergency response and recovery capabilities.

- 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 the EOC Roster that includes the following:
 1. Monthly drills and tests
 2. Training classes and community education
 3. Exercises (Tabletop, Functional, and Full-Scale)
 4. EOC Technology training (Veoci)
 5. Section specific training
- Provide problem-solving drills to the EOC Roster to enhance their skills
- Continually improve emergency management and response training incorporating new ideas and lessons learned

The objective of CSUEB 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
- Provide problem-solving drills to 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 results will provide an opportunity to identify weaknesses, enhance strengths and improve capabilities. Since CSUEB 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.

The EMBCM will ensure CSUEB employees are aware of this plan, and are trained to the levels required by the guiding directives in SEMS and relevant national plans. Training requirements are listed in the following table. Those with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities. The EMBCM is responsible for the maintenance of the training records.

Table 1 - Training

Activity/ Event Description	Objective	Frequency	Participants/Person s Affected	Provided by:
New Employee Emergency Preparedness and Response – online training	Covers campus emergency preparedness and response procedures.	Within 30 days of hire (Hiring manager is responsible to ensure their New Employee has completed the training)	New employees	Environmental Health and Safety (EHS)
New Employee Workplace Violence – online training	Covers campus emergency response procedures.	Within 30 days of hire (Hiring manager is responsible to ensure their New Employee has completed the training)	New employees	EHS
Violent Intruder - classroom	Responses to Violent Intruder Scenario	No requirement	Interested employees or departments	University Police Department (UPD)
Volunteer Team Leaders – VTL Coordinator	Introduce new VTLs to their emergency preparedness and response role	Initial and annual	VTLs	EHS
First Aid and CPR	Maintain First Aid and CPR readiness (including AED)	Every two years	VTLs, Resident Assistants, and other interested Faculty and Staff	EHS
Evacuation Chairs	Skill development - the use of evacuation chairs	As needed	Volunteer staff from Accessibility Services, UPD, VTLs	EHS
NIMS and SIMS*	Meet the NIMS and SEMS required basic training	Initial for New EOC members and then every 5 years	Recommended Emergency Operations Center (EOC) Staff	UPD/ Emergency Manager
NIMS and SIMS advanced topics	Advanced topics relating to implementation of the EOP. Ex. Position responsibilities, EOP, etc.	Annual	Recommended Emergency Operations Center (EOC) Staff	UPD/ Emergency Manager

*Current Requirements-see FEMA online training website (<https://training.fema.gov>):

1. IS-100.HE: Introduction to the Incident Command System (ICS-100)
2. IS-700.A: National Incident Management System (NIMS) An Introduction

Table 2 - Drills

Activity/ Event Description	Objective	Frequency	Participants/Person s Affected	Responsible Department
Tabletop Drills (EO 1056)	Testing of at least one hazard event to determine areas of improvement. During the annual drill, there will be a review of the NIM/SIMS system.	Annually	EOC	UPD/ Emergency Manager
Drill (EO 1056)	Testing of single emergency response function with single agency involvement	Annually	EOC and Operations Support	UPD/ Emergency Manager
Functional Exercises (EO 1056)	Activation of the EOC Realistic simulations	Annually	EOC and Operations Support	UPD/ Emergency Manager
Full Scale Exercise (EO 1056)	Real-time testing of several campus emergency functions and emergency equipment	Every 5 years	EOC and Operations Support Outside agencies	UPD/ Emergency Manager
Campus Building Evacuation Drills (EO 1056)	Activation of the building fire alarm systems. One or more buildings.	Annually	All Occupants	UPD/ Emergency Manager
Pioneer Heights Evacuation Drills (EO 1056)	Activation of the building fire alarm systems.	Two times a year	All Occupants	UPD/ Emergency Manager

Table 3 - Ongoing Equipment Exercises or Inspections

Activity/ Event Description	Objective	Frequency	Participants/Persons Affected	Responsible Department
Satellite Phone Test (SkyMar and phones)	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 other campus Emergency Operation Centers	Monthly	Those issued satellite phones in Hayward and Concord	UPD/ Emergency Manager
AlertMe Notification System	Verify reliability of the Campus Emergency AlertMe Systems.	Monthly	All AlertMe registrants	UPD/ Emergency Manager/ EHS
Campus Emergency Radio Test	Test the functionality of radios issued to Volunteer Team Leaders and other emergency responders, providing direct communication capability to the Emergency Operation Center.	Monthly		UPD/ Emergency Manager and EHS/VTL Coordinator
Electronic Door Lock	Continual surveillance of the exterior electronic locking mechanisms of campus buildings.	Continual	UPD	Facilities (Locksmith)
Automatic Defibrillation Devices (AED)	Inspect AEDs to ensure they are always available for a medical emergency	Every 90 days	AED owners	Risk Management
EOC Laptops	Maintain charge and refresh software	At least twice a year		EMBCM

B. VOLUNTEER TEAM LEADER (VTL) GUIDELINES

During an emergency the Volunteer Team Leaders (VTLs) will work with emergency personnel as necessary to assist and provide direction to faculty, staff, students and campus visitors. Emergency Response Assistant works with the EMBCM to ensure the VTLs are prepared and have the supplies, information, and training they need to perform their duties.

Emergency Response Assistant responsibilities:

- Work with the EMBCM and departments to ensure there are an adequate number of trained VTLs in each building. Identify and enlist Volunteer Team Leaders, those individuals within buildings who would be diligent in performing these responsibilities
- Schedule and track training provided to the VTLs
- Work closely with the EMBCM to provide the Volunteer Team Leaders with any evacuation equipment and supplies deemed necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.
- Maintain the VTL website and maps showing locations of emergency equipment: Assembly Areas, AEDs, evacuation chairs for persons with disabilities who may require assistance
- Lead monthly emergency radio tests.

Volunteer Team Leaders Coordinator Responsibilities:

- Maintain the emergency radios for their buildings or zones
- Participate in the monthly radio test and ensure other VTLs are given the opportunity to participate
- During an emergency coordinate communication between VTLs and UPD

Volunteer Team Leader Responsibilities:

- The Volunteer Team Leaders 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
- Practice with their fellow team members to develop the most thorough and timely evacuation procedures
- Perform a sweep of their 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 emergency responders of their locations
- If able to do so safely, utilize the evacuation chair to evacuate disabled persons who require assistance
- Prevent persons, other than emergency responders, from entering an evacuated building until notified by the emergency personnel that the building is safe and cleared for re-entry
- Notify emergency responders of any obvious hazardous conditions within their building

C. CAMPUS PROTECTIVE ACTION GUIDELINES

1. Shelter-in-Place

This is a precaution aimed at providing safety while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows and taking refuge there. It does not mean sealing off the building. Shelter-

in-Place is an effective protective response measure in the event of a threat from several different types of emergencies.

Shelter-in-Place may be ordered for serious incidents where an evacuation is not feasible due to violent intruder, chemical release or as determined by first responders.

2. 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.

Examples of evacuation stages are listed below:

- **Stage 1:** Volunteer Team Leaders (VTLs), ensure that all building personnel, students and visitors leave the building and proceed to the **Emergency Assembly Point** for their building. VTLs will assist faculty and staff to assure that building occupants are accounted for and that the building is appropriately secured.
- **Stage 2:** In a campus-wide emergency, Volunteer Team Leaders will direct building occupants to the **Emergency Management Area** (the Amphitheater). Further evacuation, if necessary, is coordinated from the Emergency Management Area.

When a fire alarm sounds, everyone **must** evacuate the building, as required by Fire Marshal regulations. University responders (Police, Fire, Environmental Health & Safety) can also order an immediate evacuation. In the event of a bomb threat, the ranking University Police official has the sole authority to assess the credibility of the threat and decide to evacuate a site. In a major earthquake, individuals should drop, cover and hold until the shaking stops, and then evacuate to a safe location and wait for information from campus emergency services personnel before re-entering a building.

ASSIGNED AREAS OF EMERGENCY RESPONSE RESPONSIBILITY

AREA	DEPARTMENT RESPONSIBLE
Alerts and Warnings	University Police
Communications	Telecommunications
Coroner	Student Health & Counseling Center
Cost	Finance
Fire	University Police

Hazardous Materials	Environmental Health and Safety
Law Enforcement	University Police
Medical	Student Health & Counseling Center
Message Center	University Police Department
Movement	University Police Department
Personnel	Human Resources
President, Campus	Administration
Public Health	Environmental Health and Safety
Public Information	University Advancement
Radioactive Materials	Environmental Health and Safety
Recordkeeping	Finance
Rescue	Facilities
Situation Analysis	Facilities
Utilities	Facilities

3. Deny Entry or Closing (Lockdown) of Buildings and or Campus

This section focuses on the courses of action CSUEB executes to secure buildings, facilities and grounds during incidents that pose an immediate threat of violence in or around the campus core. Actions will be directed and implemented by the University Police Department. The primary objective of a lockdown is to quickly ensure all faculty, staff, students, and visitors are secured in rooms away from immediate danger. The EOC team considers these courses of action:

- Sending AlertMe messages detailing actions for the campus community as appropriate throughout the emergency. Other modes of communication may also be used.
- Directing Faculty and Staff to account for students, staff, faculty, and visitors located in their areas as safe to do so;
- Using different variations of lockdown (locking interior door or exterior doors, curtailing outside activities, monitoring visitors, but all other activities may be normal).
- Having Law enforcement provide the all-clear.

D. International Students

CSUEB had over 1000 International Students enrolled during the 2015 school year and encourages visiting Scholars. The International Program Department consists of University Extension, International Programs, and American Language Program (ALP) / Center for International Education (CIE) / International Admissions. CSUEB has considered their unique set of needs and has addressed them in this plan:

- Ensure proper reporting with federal authorities through visa review through the U.S. Department of Homeland Security's database, Student and Exchange Visitor Information System (SEVIS);
- Register and validate international students and scholars in SEVIS;
- Appoint Designated School Officials and Responsible Officers on Campus
- Advise international students and scholars regarding maintaining their immigration status for any reason including during a crisis or disaster.
- Policies and procedures are in place for international student to communicate to CSUEB their location, safety concerns, and short- and long-term plans;
- Emergency contact information is maintained.

E. EVACUATIONS FOR PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS

Volunteer Team Leaders 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:

- Communicate in plain language that is accessible to people with intellectual or developmental disabilities and people with limited English proficiency.
- 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.
- Attempt a rescue evacuation **ONLY** if you have had rescue training.
- Use an evacuation chair, if available and able to do so safely.
- Check on people with disabilities during an evacuation, determine if they have established a "buddy system," and ensure their safe evacuation.
- 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.
- Immediately notify emergency responders of the location of any disabled/injured persons who were unable to evacuate.
- 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

- Blindness or Visual Impairment
 - 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.
 - 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.
 - 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.)
 - As you walk, tell the person where you are and advise of any obstacles, e.g. stairs, overhanging objects, uneven pavement, curbs, narrow passageways.
 - 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. Some individuals may have dog guides that may be disoriented during the emergency, and may require additional assistance.
- Deafness or Hearing Loss
 - Offer visual instructions to advise of the safest route or directions by pointing toward exits, or evacuation maps. People who cannot speak loudly, or with voice/speech impairments, may be carrying a whistle or have other means of attracting attention of others.
- Mobility Impairments
 - 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.

- If people with mobility impairments cannot exit, they should move to a safer area, e.g., most enclosed stairwells.
 - Notify police or fire personnel immediately about any people remaining in the building and their locations.
 - Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary.
 - 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 one with arms. Before taking action, always ask the person their preferred method of assistance.
- 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.
 - Non-Ambulatory
 - 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.
 - 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.
 - 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:
 - Ways of being removed from a wheelchair
 - The number of people needed for assistance
 - Whether to extend or move extremities when lifting because of pain, catheter, leg bags, spasticity, braces, etc.
 - If a seat cushion or pad should be brought along with him/her if he/she is removed from the wheelchair.
 - Being carried forward or backward down a flight of stairs.

Section 9: Unique Hazards

A. Types of Hazards Likely to Occur on Campus

Stand-alone Annexes for likely events are in the next section.

Threat/Hazard Type	Events
Natural Hazards	<ul style="list-style-type: none"> • Earthquakes • Severe weather (lightening, wind, flooding) • Severe wind • Wildfires • Extreme temperatures • Landslides or mudslides • Infectious disease outbreaks: such as pandemic influenza, tuberculosis, <i>Staphylococcus aureus</i>, coronavirus, meningitis, or measles • Contaminated food outbreaks, including salmonella, botulism, and <i>E. coli</i>
Technological Hazards	<ul style="list-style-type: none"> • Accidental release of hazardous materials from within the university laboratory • Building fire or explosion • Gas leak • Hazardous materials release from off campus • Power failure • Sewage release • Water failure • Automobile, bus, or plane accident with multiple injuries and/or casualties
Adversarial and Human-caused Threats	<ul style="list-style-type: none"> • Arson • Active intruders • Criminal threats or actions • Gang violence • Bomb threats • Domestic violence and abuse • Cyber attacks • Suicide • International incidents

HAZARD	LIKELIHOOD OF OCCURRENCE		
	HIGH	MEDIUM	LOW
Earthquake*	X		
Major Fire*		X	
Structural Collapse			X
Disease Outbreak*		X	
Civil Disorder			X
Utility Failure*		X	
Power Failure		X	
Telecom Failure			X
Hazmat Spill/Leak*			X
Terrorist Attack			X
Active Intruder*			X
Workplace Violence			X
Airplane Crash			X
IT Security Breach		X	
Bomb Threat*		X	

*See Hazard Annex

Section 10: Hazard Annexes

1. Natural Gas Leak
 2. Mass Casualties Annex (Active Intruder/Terrorist Attack)
 3. Earthquake Control Plan
 4. Hazardous Materials Spill Control Plan
 5. Control Plan for Outbreaks of Infectious Diseases
 6. Vivarium Annex
 7. Fire Control Plan
 8. Utility Failures
 9. Bomb Threat
- * See Hazard Annex**

Section 11: Position Checklists

- A. COMMAND/MANAGEMENT SECTION –
 - Emergency Executive
 - Emergency Operations Center Director
 - Incident Commander
 - Emergency Operations Center Coordinator
 - Public Information Officer
 - Safety Officer
 - Liaison Officer

- B. OPERATIONS SECTION –
 - Operations Section Chief – Operations Checklist 1
 - Staging Area Manager – Operations Checklist 2
 - Medical Operations Director – Operations Checklist 3
 - Branch Director Operations – Checklist 4

- C. PLANNING SECTION –
 - Planning and Intelligence Section Chief – Planning Checklist 1
 - Resources Unit Leader – Planning Checklist 2
 - Situation Unit Leader – Planning Checklist 3
 - Documentation Unit Leader – Planning Checklist 4
 - Demobilization Unit – Planning Checklist 5
 - Technical Specialist – Planning Checklist 6

- D. LOGISTICS SECTION –
 - Logistics Section Chief – Logistic Checklist 1
 - Service Branch
 - Supply Unit – Logistic Checklist 2
 - Ground and Transportation Support Unit – Logistic Checklist 3
 - Facilities and Shelter Unit – Logistics Checklist 4
 - Support Branch
 - Food Unit – Logistics Checklist 5
 - Communications Unit – Logistics Checklist 6
 - Medical Unit – Logistics Checklist 7

- E. FINANCE SECTION -
 - Finance and Administration Section Chief – Finance Checklist 1
 - Procurement Unit – Finance Checklist 2
 - Cost Accounting Unit – Finance Checklist 3
 - Time Keeper Unit – Finance Checklist 4
 - Compensation and Claims Unit – Finance Checklist 5

***See Annex**

Section 12: EOC Emergency Supplies

A. List

	EOC Set-up Instructions
	Emergency Operations Plan Binder
	AM-FM-TV Band radio
	Batteries for radio
	Flashlights
	Batteries for flashlights
	Writing tablets
	Pens and pencils
	Post-Its
	Scissors
	Paper clips – large and small
	Magnets
	Dry Erase Markers and erasers
	Envelopes -- 9 x 12 and letter-size
	Permanent Markers
	Trash bags
	Calculator
	Batteries for calculator
	Campus Phone Book
	Business Phone Book (Yellow Pages)
	First Aid Kit (plus Advil, Tylenol, antacids, Imodium)
	Personal Hygiene Products

	Gallon, Quart Zip-loc bags
	Phone battery chargers (various types)
	Pencil Sharpener
	Battery for room clock (AA)
	Stapler and staples
	Staple puller
	Clip Boards
	Rubber bands
	Tape: clear, masking, duct
	Sign In Sheet/Clipboard
	Clean Wipe towelettes

EOC SECTION SUPPLIES: General

	EOP Binder
	Hanging File Folders and folders
	Avery labels 5366 (for folders)
	Writing tablets
	Pencils and pens
	Post its
	Paper clips
	Dry Erase Markers and eraser
	Envelopes – large
	Vest Name Badges
	Giant Post-Its packs (4)

	Wi-Fi and Cable Connection
	Printer/Portable Printer
	Copy Paper
	Campus Building Plans
	EOC Vests
	Laptops
	USB Flash Drives
	ICS Forms (Digital /Hard Copy)
	SMART Classroom (LCD Screen and Projector)
	Telephone Lines (5)
	Solar- Power Radio

EOC SECTION SUPPLIES: Long-Term Needs, and Food and Water

	Water: 9 x 5-gallon bottles (minimum)
	5-gallon bottle hand pump
	200 plastic water cups
	Coffee (4 cans)
	40 Snacks (granola bars, etc.) (minimum)
	50 Coffee cups
	Freeze-dried food – breakfasts (90)
	Freeze-dried food – dinners (240)
	Napkins, forks, spoons, knives (50 each, minimum)
	Tissues
	First Aid kit (2)

B. General Emergency Supplies

1. Emergency Bars

Quantity Expiration

6 Boxes 05/2021 2,160 Bars

6 Cases 144/case in SA 4th Floor Break Room 03/2021 EXP 4 Cases 144/case in VBT 136 03/2021 EXP

11 Cases 144/case Eldorado Hall Room 125A EXP 6/2022 4 cases 144/case Concord Campus 03/2018 EXP

2. VTL Supplies

Quantity Descript

23 VTL Backpacks

10 Safety Vests

3. General Supplies

Quantity Description

06 Megaphones

23 Portable toilets

4. Drinking Water

<u>Quantity</u>	<u>Description</u>	<u>Expiration</u>
2 Pallets	Individual Pack	10/2023 5-year shelf life –Storing in Receiving
4 Pallets	200 cases 12oz Blue Can Water	6/2066 EXP 50-year shelf life
6 cases	12oz Blue Can Water	6/2066 EXP 50-year shelf life 4 th Floor Break Room
1 Pallet	12oz Blue Can Water	6/2067 EXP 50-year shelf life Eldorado Hall
7 cases	Individual Pack	3/2022 EXP 5-year shelf Life Concord Campus
2 Pallets	12oz Blue Can Water	5/2067 EXP 50-year shelf Life Located in Receiving on Concord Campus

5. Emergency

- 2 Canopy's/Tarps
- 3 Pop up Tents
- 1 evacu-aide
- Emergency Blankets 1,414

Annexes

- 1. Emergency Management Coded Memo RM-2018-1 (Executive ORDER 1056 Update)**
- 2. Emergency Operation Center Roster**
- 3. Emergency Operation Center Position Checklist**
- 4. Hazard Annex**