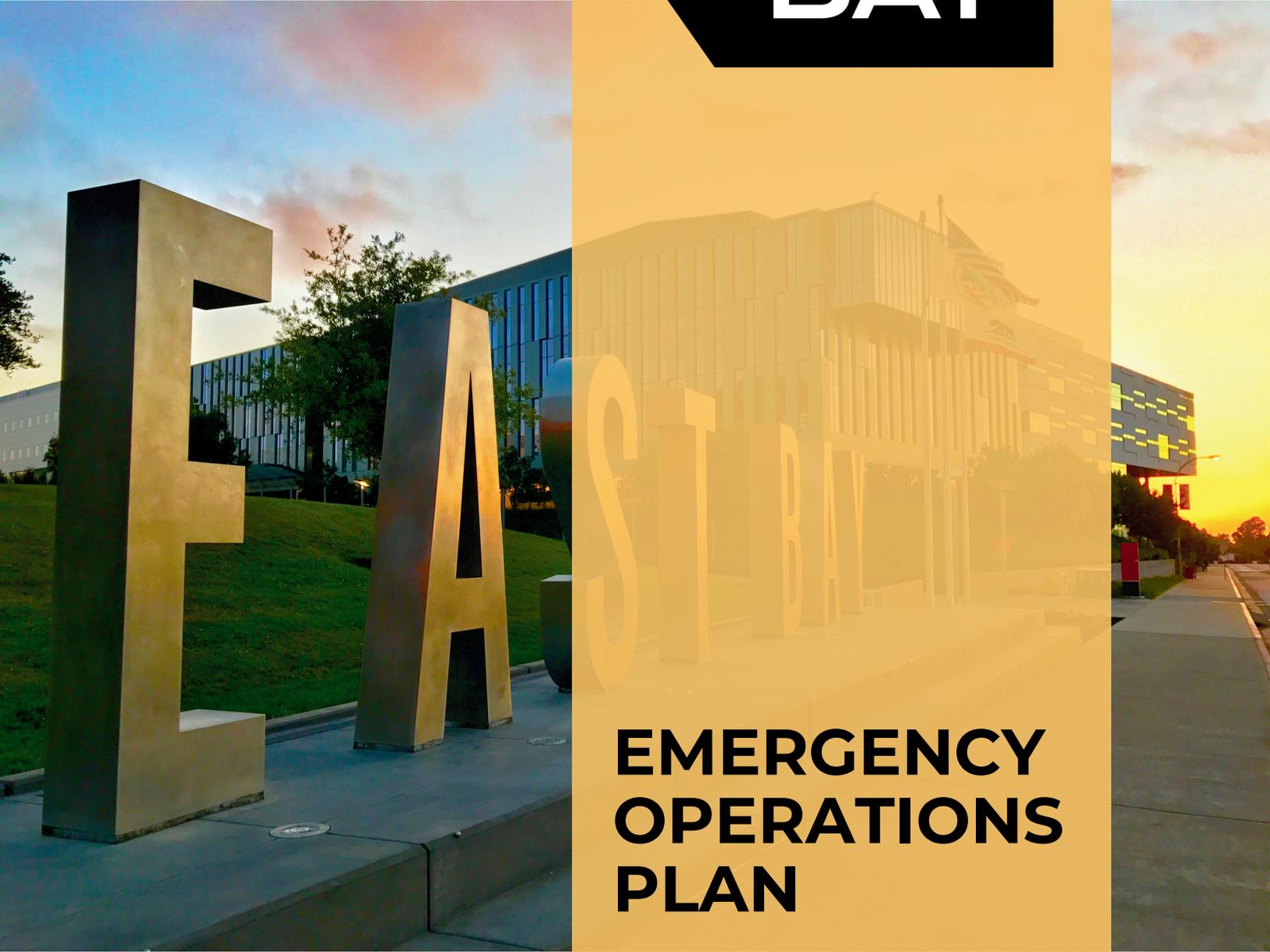


CAL
STATE
**EAST
BAY**



**EMERGENCY
OPERATIONS
PLAN**

**OCTOBER
2024**

Promulgation Statement

The preservation of life and property is an inherent responsibility of local, state and federal government as well as California State University, East Bay (Cal State East Bay). Cal State East Bay has prepared this Emergency Operations Plan (EOP) to ensure the most effective and efficient response to emergencies or disasters that may affect the University community. This EOP provides a framework under which the University conducts all-hazards mitigation, preparedness, response and recovery activities for events that impact the University.

Each University administrator, department chair, director and functional manager is responsible for preparing and maintaining their own internal procedures for effective implementation of the responsibilities assigned in this plan. This promulgation statement provides formal authority for all assigned University employees to perform their identified roles and responsibilities during emergency operations.

Pursuant to the authority contained in Chapter II of the Standing Orders of the Board of Trustees of the California State University and in concert with the California Emergency Services Act in Chapter VII – commencing with Section 8550, of Division I of Title II of the Government Code, and under the authority of President Cathy Sandeen – this EOP and all annexes are adopted as official procedure.

The CSUEB EOP is promulgated under the authority of President Sandeen. This EOP becomes effective immediately upon approval by President Sandeen.


Cathy Sandeen (Oct 24, 2024 13:24 PDT)
Cathy Sandeen
President, Cal State East Bay

Approval and Endorsement

The Cal State East Bay Emergency Operations Plan (EOP) is a multidisciplinary, all-hazards plan that establishes a single, comprehensive framework for the management of emergencies, disasters and other incidents impacting the University.

This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of efforts of the various emergency employees and service elements utilizing the California Standardized Emergency Management System (SEMS) and the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS). In accordance with Homeland Security Presidential Directive (HSPD) 5, all University agencies or departments that have responsibilities delineated in this EOP will use NIMS. NIMS allows for and ensures proper coordination between local, state and federal organizations in emergency response. Furthermore, the Incident Command System (ICS) will be utilized in all on-scene management of emergency events.

The University's administration gives its full support to this plan and requires all University employees assigned emergency management responsibilities to read and understand all components within this plan. In addition, the University's administration urges all officials, students, faculty, and staff – individually and collectively – to be familiar with the plan and take a role in their own efforts of personal emergency preparedness.

The University's Associate Vice President of Risk Management and Internal Control (RMIC) will oversee the Campus Emergency Manager (EM) who will be responsible for maintaining and implementing Emergency Operations Plan (EOP), including annual reviews. Upon review and written concurrence from the Associate Vice President of Risk Management and Internal Control and the Emergency Executive, the Vice President of Administration & Finance will review the plan and President Cathy Sandeen will adopt and promulgate the plan.

California State University, East Bay (Cal State East Bay) Emergency Management employees have the authority to make minor adjustments to the EOP without requiring the President's signature. These adjustments can involve incorporating new or supplementary content or removing outdated provisions. It is important to note that these changes will not conflict with or supersede any authorities or plans established by statute or regulation. When updates encompass policy changes or significant program elements, Emergency Management employees will collaborate to gather input and then submit the revised document for approval to the President and Policy Group, as appropriate.

This version of the EOP supersedes all previous versions. Signatories are reflective of the executive management within Cal State East Bay that have responsibilities related to emergency services.

Rebecca Pereira

[Rebecca Pereira \(Oct 24, 2024 11:42 PDT\)](#)

Rebecca Pereira, Emergency Manager

Tom Poon

Tom Poon, Associate Vice President of Risk Management and Internal Control

Omar Miakhail

[Omar Miakhail \(Oct 24, 2024 13:22 PDT\)](#)

Omar Miakhail, Chief of Police

Myeshia Armstrong

Myeshia Armstrong, Vice President of Administration and Finance/CFO

Cathy Sandeen

[Cathy Sandeen \(Oct 24, 2024 13:24 PDT\)](#)

Cathy Sandeen, President

Executive Summary

The Cal State East Bay Emergency Operations Plan (EOP) is an all-hazards plan that provides the framework for operations required to prepare for, respond to, recover from and mitigate the impacts of emergencies or disasters. This EOP assigns roles and responsibilities to university departments and employees, provides the framework for responding to disasters and emergencies impacting the California State University, East Bay (Cal State East Bay) campus community, and establishes the authorities for direction and management of emergency operations. This EOP complies with the National Incident Management System (NIMS), National Response Framework (NRF), Incident Command System (ICS) and California's Standardized Emergency Management System (SEMS) and aligns with the Counties of Alameda and Contra Costa EOPs.

Among other things, this EOP accomplishes the following:

- Defines who can issue a Campus Operations Status and who can activate the Emergency Operations Center (EOC).
- Provides an overview of the campus response structure.
- Details the roles and responsibilities of Cal State East Bay departments in emergency preparedness and response.
- Defines the phases of emergency management and provides examples of key activities at each phase.
- Provides an overview of the communications tools available to the university and the processes for notifying the campus community of an incident.

This EOP includes three elements: the Base Plan, Incident-Specific Documents (Annexes) and Supplemental Materials. Pieces of these elements are still in development; as with all planning documents, the EOP is a living document and will be continuously being updated based on lessons learned from exercises and real-world events.

Record of Changes

Revision #	Effective Date	Description of Change	Made By
1	Aug 2016	Initial Release	Donna Placzek
2	Aug 2017	<p>Removed tertiary EOC positions and updated EOC Roster</p> <p>Sec. 8 –added Deny Entry procedures</p> <p>Sec. 8 – added International Students procedures</p> <p>Sec. 8 – added addressing individuals with limited English proficiency</p> <p>Sec. 8 – updated VTLs require training annually</p> <p>Sec. 8 – Updated current FEMA training and in-house training requirements</p> <p>Added Branch and Unit checklists and updated Section Chiefs checklists.</p> <p>Sec. 8, Table Drills - Updated housing drill schedule to 2 drills per year</p> <p>Updated Section 4: Continuity of Authority – CSUEB, A. CSUEB Lines of Succession revised</p> <p>Revised Section 8, H. EOC Operations Support, Department Operations Centers to describe how housing will coordinate with the EOC.</p> <p>Revised Section 7, L, clarifying roles of Deans, Department Chairs, and MPPs.</p> <p>Added IC role description to Section 7, part D</p>	Donna Placzek
3	Jan 2020	CSUEB All Hazards Emergency Operations Plan 2020	Lee Shin
4	Sept 2022	<p>Updated names for signature and corrected of distribution list</p> <p>EOC position list move</p> <p>Corrected minor grammatical errors and updated fonts</p> <p>Added Preface</p> <p>Updated Table of Contents and page numbers</p> <p>Added Pre-Impact information under Response</p> <p>Updated Response levels</p>	Catrina Christian
5	Oct 2024	Major revision reorganization of material into basic plan, appendices and annex. Updated to CSU Emergency Operating Statutes.	Rebecca Pereira

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Executive Order 1056 Memorandum

THE CALIFORNIA STATE UNIVERSITY OFFICE OF THE CHANCELLOR



BAKERSFIELD
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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 *Charles B. Reed*
Chancellor
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

1. Introduction

The California State University, East Bay Emergency Operations Plan (EOP) provides guidelines for the management of the immediate actions and operations required to respond to emergencies or disasters. The priorities of California State University, East Bay (Cal State East Bay) during a disaster are to:

- Save and protect lives.
- Stabilize the incident.
- Provide essential services to and operations for Cal State East Bay, including continuity of learning.
- Protect Cal State East Bay property and safeguard the environment.
- Manage Cal State East Bay resources effectively within the emergency response.

This plan has been developed to reduce the potential impacts of an emergency or disaster on the university and to restore its operations, academic programs and public services, as safely and efficiently as possible.

This EOP assigns roles and responsibilities to university departments and employees, provides the framework for responding to disasters and emergencies impacting the community, and establishes the authorities for direction and management of emergency operations.

1.1 Purpose and Scope

This EOP provides the framework that enables the university to mitigate, prepare for, respond to and recover from the effects of emergencies. In accordance with Cal State East Bay policy, this plan is in effect at all times.

This plan incorporates and follows the principles, guidelines and requirements found in local, state and federal law. This EOP complies with the National Incident Management System (NIMS), National Response Framework (NRF), Incident Command System (ICS) and California's Standardized Emergency Management System (SEMS) and aligns with the Counties of Alameda and Contra Costa EOPs.

This plan is consistent with the state and federal emergency planning concepts such as the National Preparedness System (NPS) and the Catastrophic Concept of Operations (ConOps). This EOP integrates lessons learned from previous events and best practices as well as input from the university's preparedness and response personnel and partners.

1.1.1 Scope

The Cal State East Bay EOP is a management tool, in that it provides the overall organization and general procedures for the management of information, activities and operations during an

emergency. It is an all-hazards plan that addresses the entire spectrum of emergencies ranging from minor incidents to large-scale disasters.

The EOP applies to all university departments, students, faculty, and staff. It includes all university campuses, field research sites, and university-sponsored events and travel. All individuals associated with the university are expected to follow the principles outlined in this EOP and be familiar with emergency management principles and procedures.

Disaster Service Workers

California Government Code, Section 3100-3109 Public employees (civil service) states that all persons employed by any county, city, state agency or public district in the State of California are obligated to serve as Disaster Service Workers (DSWs). As such, all university employees are considered DSWs and are under the scope of this EOP. See **Section 5.1** of this EOP for additional information on DSWs.

1.2 Authorities

This EOP is established under the authority of Chapter II of the Standing Orders of the Board of Trustees of the California State University and in concert with the California Emergency Services Act in Chapter VII – commencing with Section 8550, of Division I of Title II of the Government Code – and under the authority of the President of the University empowering Cal State East Bay to effectively prepare for, respond to, recover from and mitigate the impact of emergencies and disasters.

1.3 Plan Elements

This plan has three elements: the Base Plan, Incident-Specific Documents (Annexes) and Supplemental Materials.

Base Plan: The Base Plan describes the fundamental systems, strategies, policies, assumptions, responsibilities and operational priorities Cal State East Bay will use to guide and support inclusive emergency management efforts. Essential elements of the Base Plan include:

- A description of the emergency services provided by Cal State East Bay and how resources are mobilized.
- An overview of how Cal State East Bay will carry out emergency operations.
- An overview of how Cal State East Bay will provide information.

Incident-Specific Documents: Incident-Specific Documents include documents that describe policies, situations, ConOps and departmental responsibilities for a particular incident – such as a power outage.

Supplemental Materials: Subsequent plans and procedures (mutual aid agreements, crisis communications plans, continuity plans, logistics plans, specific campus or department plans etc.) developed in support of this EOP are incorporated by reference and maintained separately from the Base Plan.

2. Situation and Assumptions

Cal State East Bay is a major public urban university, situated in Hayward, California. Cal State East Bay is part of CSU, the largest system of higher education in the country granting bachelor's and master's degrees. Cal State East Bay's instructional and programmatic functions are dispersed across three primary sites: the Hayward Campus, the Concord Center and the Oakland Center.

Located in the heart of the Bay Area, Cal State East Bay connects experiential learning with innovative ideas and talented people to improve our regional economy, foster collaboration and make the region a better place to live. "Through Adversity to the Stars"

2.1 University History

Founded in 1957 as the State College for Alameda County when it was officially established by the California State Assembly. It has had six presidents and five different names. Groundbreaking ceremonies for the current Hayward Campus were held in February 1961 and the college moved to its permanent location in Fall 1963. The university expanded its reach to Contra Costa County in 1992, opening a branch in Concord. Today, Cal State East Bay includes four colleges.

2.1.1 Hayward Campus

The main campus is 342 acres situated on a plateau east of the Hayward fault that overlooks the San Francisco Bay.

Cal State East Bay has a significant residential student community on the Hayward campus. During the Academic Year, the residential population typically ranges between 800 and 1,000 residential students.

The campus is bounded by Hayward Boulevard to the north and east, Harder Boulevard on the south and Mission Boulevard on the west. Harder Boulevard is a primary access to I-880. Mission Boulevard and A Street is a primary route to I-580 and the Tri-Valley Area.

2.1.2 Concord Center

In 1992, the university opened the Concord Center. The Concord Center offers degree, credential and certificate programs in a variety of industries and fields including behavioral and health sciences, education and legal studies. The Concord Center is located in the Concord foothills of Mt. Diablo.

2.1.3 Oakland Center

The Oakland Center is centrally located in the heart of downtown Oakland’s City Center Area. In addition to ongoing courses, the Oakland Center also provides corporations and organizations with an affordable, convenient and state-of-the-art solution to their meeting and training needs. It is easily accessible by local mass transit (BART), AC Transit and local interstate freeways.

2.2 Hazard Analysis

Cal State East Bay is at risk for natural, human-caused and technological hazards. Each hazard poses unique challenges for emergency response.

A hazard represents an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural losses, damage to the environment, interruption of business or other types of harm or loss. The severity of emergencies is determined not only by the occurrence of natural events, but also by the level of exposure and socioeconomic vulnerability to those events.

2.2.1 Types of Hazards Likely to Occur

Threat/Hazard Type	Events
Natural Hazards	<ul style="list-style-type: none">• Earthquakes• Severe Weather (lightening, wind, air quality, flooding)• Wildfires• Landslides or Mudslides• Infectious Disease Outbreaks: such as influenza, tuberculosis, coronavirus, meningitis, or measles• Contaminated food outbreaks, including salmonella, botulism, and E. coli
Technological Hazards	<ul style="list-style-type: none">• Building Fire• Utility Disruptions (power outage, sewage release, water failure, gas leak or explosion, etc.)• Cyber Attacks or Ransomware

Adversarial and Human-caused Threats	<ul style="list-style-type: none"> ● Bomb Threats ● Arson ● Violent Intruders ● Demonstrations or concerted activity ● Hazardous Material Spills ● Vehicular (Automobile, Bus, or Plane) Accidents with Multiple Injuries and/or Casualties
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See the Hazard Annex for information about hazard response.

2.3 Planning Assumptions

Planning assumptions identify what the planning team assumes to be facts for planning purposes to make it possible to execute the EOP. During operations, the assumptions indicate areas to adjust in the plan as the facts of the incident become known. The assumptions listed below reflect the situations that must be considered to achieve effective emergency services at Cal State East Bay:

- Incidents may occur with little to no warning and may impact one or more university campuses.
- The effects of the emergency may extend beyond university, City, County, or State boundaries and may exceed the response capabilities and resources of Cal State East Bay.
- Emergencies may result in casualties or displacement of students, faculty and staff.
- An emergency can result in property loss, interruption of essential services, damage to basic and critical infrastructure, and significant harm to the environment.
- Cal State East Bay students, faculty, staff, and visitors may not be able to leave or access campus for several days due to damaged infrastructure and roadways surrounding the university.
- There may be students, faculty, staff and visitors who may need disability-specific assistance during and after an emergency.
- Transportation routes may be impacted making it difficult to bring in additional supplies and resources to the university.
- Incidents may require prolonged incident management and support operations that will transition into long-term continuity and recovery activities.
- Widespread power and communications outages may require the use of alternate methods of providing information and delivering essential services. Individuals with access and functional needs may require resources or assets such as durable medical equipment, assistive technology, and/or accessible transportation that are limited in number and difficult to procure without integrated planning.

- Integrated planning is critical to ensure the needs of underserved populations are considered in aligning resources or assets.
- Response and recovery activities will be managed by incident objectives.
- A whole-community approach to emergency management will be implemented. This includes active participation by university partners to ensure the needs of all facets of the population are met.

3. Emergency Management Structure

In accordance with state and federal laws, Cal State East Bay integrates the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS) and Incident Command System (ICS) into its preparedness and response operations. These operational structures outline how incidents will be coordinated at all levels from the field operations to federal response.

3.1 Standardized Emergency Management System (SEMS)

Cal State East Bay utilizes SEMS, as required by California Government Code 8607(a), for managing responses to multi-agency and multi-jurisdictional emergencies in the state. SEMS incorporates the use of ICS, the California Master Mutual Aid Agreement (CEMMA), the Operational Area (OA) Concept and multi-agency coordination. SEMS is a NIMS-compliant system used to manage multi-agency and multi-jurisdictional responses to emergencies in California. Under SEMS, response activities are managed at the lowest possible organizational level.

3.2 National Incident Management System (NIMS)

The NIMS is a nationwide standardized approach to incident management and response. It provides a comprehensive, whole-community approach to incident management for all hazards and integrates existing best practices into a consistent nationwide approach to incident management applicable to all jurisdictional levels. NIMS establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations. NIMS is focused on the following principles: preparedness, communications and information management, resource management, command and management, and ongoing management and supporting technologies.

3.3 Incident Command System (ICS)

A primary component of both SEMS and NIMS is the ICS – a standardized on-scene emergency management system designed to allow for an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. Key components of the ICS include:

- Providing an organizational structure capable of responding to all hazards, regardless of complexity.
- Providing the flexibility needed to respond to an incident as it escalates in severity. The system allows for the activation of only those positions needed to manage a particular incident.
- Promoting proper span of control and unity of command.

- Providing management with the control necessary to direct and coordinate all operations and all agencies responding to emergency incidents.
- Assigning employees with reasonable expertise and training to critical functions without loss of precious time.

3.4 Phases of Emergency Management

Emergency management activities are often categorized into four phases: mitigation, preparedness, response and recovery. This section includes a brief description of each phase and example activities that may occur in that phase. While conceptually useful for targeting efforts and resources, the phases of emergency management are not distinct and activities in each phase often overlap.

3.4.1 Mitigation

Reduce the loss of life and property by lessening the impact of future disasters. Examples of mitigation activities that may occur at Cal State East Bay include:

- Amending university ordinances, statutes, codes or policies that address risks such as fires or high winds.
- Conducting inspections of university buildings to assess earthquake risk.
- Investing in tools and technologies that will lessen incident impacts (such as backup generators).

3.4.2 Preparedness

Preparedness encompasses the full range of deliberate, critical tasks and activities necessary to build, sustain and improve the operational capability to prevent, protect against, respond to and recover from emergencies and disasters. Preparedness activities involve a continuous cycle of planning, training, exercising, evaluating and improving. These activities focus on anticipating what can go wrong, determining effective responses and developing plans of action to manage and counter risks. Examples of preparedness activities that may occur at Cal State East Bay include:

- Reviewing and updating emergency plans, guides, playbooks, standard operating procedures (SOPs), resources lists and other emergency services documents.
- Reviewing and updating emergency purchasing agreements and contractor/vendor lists.
- Reviewing and updating campus emergency supplies, as needed.
- Reviewing and updating disaster cost accounting and other emergency financial procedures.
- Preservation of Vital Records
- Training of Cal State East Bay employees and volunteers.
- Managing emergency services resources.
- Testing alert and notification systems.

3.4.3 Response

Respond quickly to save lives, protect property and the environment; and meet basic human needs in the aftermath of a catastrophic incident. Examples of response activities that may occur at Cal State East Bay include:

- Activating the Emergency Operations Center (EOC) and emergency response personnel.
- Conducting evacuations or issuing shelter-in-place orders.
- Issuing emergency alerts, emergency notifications, and providing continuous updates to the Cal State East Bay community on the status of the incident.

The majority of this EOP focuses on response operations – actions taken and the roles and responsibilities of partners during a response.

3.4.4 Recovery

Recovery through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy; as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident. Examples of recovery activities that may occur at Cal State East Bay include:

- Recovery of costs associated with response and recovery efforts.
- Rebuilding damaged structures, facilities or infrastructure on campus.
- Restoring campus operations, academic programs, public health and social services.
- Investing in mitigation projects.

Recovery planning begins at the onset of an emergency with the university planning for the short- and long-term effects of the current incident. Early recovery planning allows for more effective recovery operations. Response and recovery operations can sometimes overlap as there is often no clear end to response operations and beginning of recovery operations. The university's recovery efforts will begin with the EOC staff responding to the incident and may transition into a long-term recovery team as the incident stabilizes.

Depending on the size and scope of the event, the university also plans for situations in which normal operations must be temporarily paused or altered.

4. Concept of Operations

This Concept of Operations addresses how the plan is implemented and how all partners work together to coordinate response operations. It is designed as a flexible system based on the ICS, a requirement of the Department of Education Emergency Management planning standards, State of California Office of Emergency Services (Cal OES) planning standards, and various U.S. Department of Homeland Security Presidential Decision Directives and NIMS guidance. This approach to emergency management is integrated with the phases of emergency management. It provides for a smooth transition from response to the restoration of normal services and the implementation of programs for recovery.

4.1 Response Operations

Response operations focuses on mobilizing Cal State East Bay emergency employees, deploying resources and managing operations to save lives and protect property. Response operations may last several hours or span over the course of several weeks. Response objectives change as the incident evolves with the initial focus being to save lives.

4.2 Response Priorities

The emergency response priorities for Cal State East Bay are shown in **Table 4-1** below.

Table 4-1: Cal State East Bay Response Priorities
Save and protect lives.
Stabilize the incident.
Provide essential services to and operations for Cal State East Bay, including the continuity of learning.
Protect Cal State East Bay property and safeguard the environment.
Manage Cal State East Bay resources effectively in the emergency response.

4.3 Campus Response Structure

In accordance with SEMS and NIMS, Cal State East Bay utilizes the ICS when responding to emergencies. Initial response activities that are primarily performed at the field level and field responders use the ICS principles when organizing their response.

4.3.1 Incident Command System (ICS)

The ICS system is scalable and flexible depending on the needs of the incident. Responsibility for the establishment and expansion of the ICS organizations falls to the Incident Commander

who bases the organization on the requirements of the situation. Generally, the first responder to arrive on scene assumes command and becomes Incident Commander. This Incident Commander remains in control of the scene until somebody of equal or greater capability arrives and command is transferred. As the incident size, scope and complexity increases, the ICS organization expands.

The type of incident (fire, power outages, security threat, etc.) often dictates who responds first to the incident. The Cities of Hayward and Concord Fire Departments also have command authority for incidents involving fire, hazardous materials, emergency medical services or rescue. As such, the university will transition Incident Command (IC) to an outside agency under the provisions set forth in SEMS and NIMS.

4.3.2 Unified Command (UC)

Unified Command (UC) exists when two organizations/agencies have command authority for an incident, and they work together under a single unified command to manage incident response. UC is an application of ICS and may be established at the field response level when more than one agency has jurisdictional responsibilities. Agencies work together through the designated members of the UC to establish their designated IC at the single Incident Command Post (ICP). Under UC, organizations/agencies develop a common set of objectives and strategies which provides the basis for a single Incident Action Plan (IAP).

4.3.3 Field Response

Cal State East Bay field responders are those employees and resources who operate under the command of the Incident Commander or UC and carry out tactical missions and response operations directly associated with the incident or threat.

4.3.4 Emergency Operations Center (EOC)

An incident may impact Cal State East Bay for a prolonged period of time and require a centralized coordination structure to help manage the incident. If this enhanced coordination structure is needed, the EOC will be activated to provide a centralized location for university-wide strategic decisions, action planning and resource allocation to support the overall emergency response effort.

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.

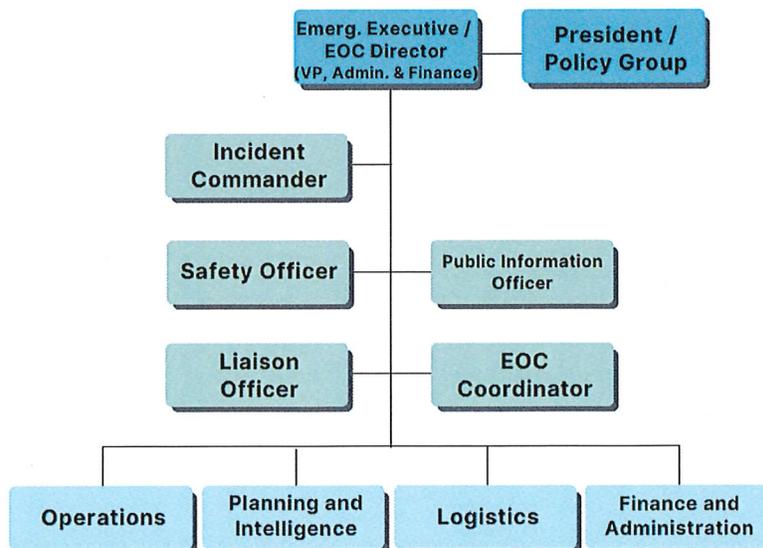
In cases of direct damage to the EOC, a fully operational virtual EOC will be activated. In cases where some EOC members can report physically while others cannot come to campus, the EOC can be run in a hybrid fashion. The virtual EOC allows for EOC members to participate utilizing the EOC cloud and technology-based platform, Veoci, and provides:

- Instant Messaging (IM) – Instant messaging allows 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 allow for virtual briefings and EOC member organization
- Project Management – Veoci allows the EOC members and external partners to work together virtually, track actions, and document progress
- Status boards, tracking, reports, and separate rooms for private conversations
- Documentation capability for an event
- Ability to track multiple incidents, locations, and resources

The Cal State East Bay EOC is composed of a broad cross section of campus employees, appointed by the EOC Director and 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 should be cross-trained to understand the functions of the other EOC positions. See Appendix A for EOC Roster.

EOC ORGANIZATION



Management Staff

Management 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. All positions in the Management Section may not be filled depending on the nature or extent of the emergency situation. The Management Section is comprised of the following positions:

EOC Director

The Vice President, Administration and Finance/CFO, or alternate, is appointed by the President. The EOC Director is responsible for overall management and coordinates the activity of all management and general staff (Section Coordinators).

They assist in developing and approve the EOC Action Plan (EAP). When the EOC is deactivated, they ensure that an After-Action Report (AAR) is prepared and that all corrective actions noted in the report are completed in the specified time frame.

EOC Coordinator

The EOC Coordinator assists EOC personnel as needed and is responsible for facilitating EOC operations. In addition, the EOC Coordinator maintains the readiness of the EOC and performs routine inspections of the EOC equipment and supplies. They assume the responsibilities of any required positions which are vacant.

Incident Commander

The Incident Commander (IC) has overall responsibility for on-scene operations/activities, reports directly to the EOC Director and is responsible for preparing the Incident Action Plan (IAP) with input from the Section Coordinators.

Public Information Officer

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

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.

Liaison Officer

Incidents that are multi-jurisdictional, or have several agencies involved, may require the establishment of the Liaison Officer position. They are 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.

Access & Functional Needs (AFN) Coordinator

The AFN Coordinator identifies the needs of people with disabilities and others with access and functional needs and advises the EOC Director on matters pertaining to AFN populations. Assists in the preparation of the EOC Action Plan (EAP) to ensure AFN concerns and requirements are incorporated.

IT Liaison

The IT Liaison supports the IT systems used within the EOC during an emergency and is the Subject Matter Expert (SME) that will advise on system related concerns impacting response and recovery plans.

Academic Affairs Liaison

The Academic Affairs Liaison will serve as the SME for instructional related activities and will advise EOC on response and recovery plans.

Student Liaison

The Student Liaison monitors student concerns and will serve as the SME on student related activities and will advise the EOC on response and recovery plans.

General Staff

Operations Section

The Operations Section is under the supervision of the Operations Section Coordinator who reports directly to the EOC Director. They are responsible for assisting in the preparation of the Incident Action Plan (IAP) and directing its implantation. They are also responsible for requesting and releasing resources as needed for the section.

The Operations Section Coordinator manages the following functional areas:

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

Planning and Intelligence Section

The Planning and Intelligence Section is under the direction of the Planning and Intelligence Section Coordinator, who reports directly to the EOC Director. The Planning and Intelligence Section collects, analyzes and processes information about the incident and supports the IC in the preparation of the Incident Action Plan (IAP). This 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 IAP 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 state and federal governments
- Create the AAR

Logistics Section

The Logistics Section is under the direction of the Logistics Section Coordinator, who reports directly to the EOC Director. They are responsible for supporting incident response through the acquisition, transportation and mobilization of resources to field personnel. This section includes the following functions:

- Procurement
- Facilities
- Communications and Information Technology
- Supplies
- Equipment maintenance and fueling
- Personnel Resources
- Transportation
- Food & Shelter (for responders)
- Medical Services (for responders)
- Volunteers

Finance and Administration Section

The Finance Section is under the Direction of the Finance Section Coordinator, who reports directly to the EOC Director. They are responsible for all financial and cost analysis components of the incident and ensure that all local, state and federal regulations and university policies are followed with regard to expenditures. This section includes the following functions:

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

Department Operations Centers (DOC)

The Student Health and Counseling Services (SHCS) and Student Housing and Residential Life (SHRL) have established DOCs and emergency response plans. They will coordinate the activities of their field team and communicate with the EOC Operations Section Coordinator.

Levels of Activation

CSU Emergency Operating Status

The CSU System has established an operating status framework for universities affected by an Emergency Incident. The authority to proclaim or declare a state of emergency is reserved for local, state and federal governments. California State University is not authorized to declare a state of emergency. Therefore, Universities may not issue formal emergency proclamations.

University Operating Status Descriptions

Emergency Incidents frequently evolve dynamically and Cal State East Bay may experience varying degrees of disruption as an Emergency Incident evolves. Some members of the Campus Community may experience significant impacts to their daily lives, including displacement from their primary residence. To assure consistency in addressing periods of disruption the University Status categories are established and defined.

The EOC may be activated at a response level that is consistent with the extent of the emergency described in the table below. The statuses of emergency and the levels of EOC activation are described based upon the complexity of the incident. Although these levels are described progressively, conditions may require escalating or deescalating or skipping from one level directly to another in accordance with response needs. See **Table 4-2** for additional information on levels of activation.

Table 4-2: CSU Levels of Emergency

Level of Emergency	Status	Description
Normal Operations	Status 1	While an Emergency Incident may be occurring regionally, it has not impacted the University or neighboring community. The University continues to operate in person and online activities in a normal manner.
Modified Operations	Status 2	The Modified Operations Status may be used when an Emergency Incident is occurring in the University's geographical region and is impacting transportation routes and residences of persons in the Campus Community. The Modified Operations Status may also be used when a minor Emergency Incident is impacting campus buildings or infrastructure. The University President will modify the University's instruction and services to protect the safety of the Campus Community as necessary, including but not limited to the following actions: <ul style="list-style-type: none">a. Shift instruction and services to a virtual modality to limit exposure of students and employees to the Emergency Incident. This may include the cancellation of in-person events.b. Modify operations to be only in-person during an emergency incident which disrupts network services and limits access to virtual services.

		<ul style="list-style-type: none"> c. The University President (or designee) will consult with and notify the CSU Chancellor of the modification to operations. d. Implement the University's Emergency Operations Plan, which may include activation of the University Emergency Operations Center.
Restricted to Critical	Status 3	<p>An Emergency Incident has resulted in hazardous conditions on or affecting the University campus. The University President, in consultation with the Chancellor's Office, can designate when the University will be restricted to only critical operations due to an Emergency Incident, including but not limited to the following actions.</p> <ul style="list-style-type: none"> a. The University President (or designee) will consult with and notify the CSU Chancellor and Chancellor's Office regarding the restriction to critical operations. b. The University Emergency Operations Center will be activated. c. Instruction may be canceled and most services to the Campus Community will be canceled, and/or occur remotely, if feasible. d. Personnel performing critical life safety services and residential support services will be required to remain operative to provide support for campus residents and other critical services and needs. Additional employees may be required to perform emergency response functions on the University campus. If applicable, see relevant Collective Bargaining Agreement provisions regarding emergency pay.
Evacuation	Status 4	<p>Fire/law enforcement authorities recommend and/or order the evacuation of the University campus due to an imminent threat during an Emergency Incident.</p> <ul style="list-style-type: none"> a. All Campus Community members must leave campus, including housing occupants, and potentially including facilities and public safety services. b. The University President must provide written notice to the CSU Chancellor and Chancellor's Office regarding the evacuation. c. Instruction and most services to the campus community will be canceled due to the Emergency Incident, and/or occur remotely, if feasible. d. The University Emergency Operations Center will be activated and may require an off-campus location and/or virtual modality.

4.3.5 Policy Group Activation

The Policy Group – comprised of the President and Cabinet – functions as a strategic leadership

team, setting policy regarding overall Cal State East Bay emergency operations and recovery plans.

Once it is determined that the EOC will be activated, the President or designee will determine when/if it is necessary to convene the Policy Group. The EOC Director or designee may recommend or request that the Policy Group convenes depending on the incident.

4.4 Issuance of a Campus Operations Status

4.4.1 Campus Operations Status

The President or designee will issue a Campus Operations Status when an unusual occurrence requires curtailment of operating schedules.

The Cal State East Bay President has the authority to issue a Campus Operations Status under the provisions of this plan. The decision to issue an emergency is based on the President's inherent authority to regulate campus facilities and grounds and to maintain order (California Administrative Code, Title 5, §41302 and §42402). A Campus Operations Status will be made when, in the President's opinion, there is an actual or threatened condition of disaster or extreme peril to persons or property which cannot be met by ordinary campus administrative procedures – thus making implementation of the plan necessary. Implementation of the EOP activates the campus' role in the California State Emergency Plan (SEP) and is the first step in coordinating disaster assistance with local jurisdictions and allowing mutual aid to be given and/or received as necessary. The Cal State East Bay EOC will notify the CSU Chancellor's Office Systemwide Risk Management.

4.4.2 Local and State Proclamations of Emergency

The Alameda County Office of Emergency Services / Contra Costa Office of Emergency Services are responsible for coordinating disaster mitigation, preparedness, response and recovery within their OAs. The city, county or state may proclaim a State of Emergency in order to activate emergency response and to become eligible for possible state assistance. These proclamations are made when there is an actual or perceived threat or disaster or condition of peril that threatens the safety of persons and property within the jurisdiction of the cities and/or the counties.

The Cities of Hayward or Concord and/or Counties of Alameda or Contra Costa OAs are represented by City & County agencies within the Counties geographical area, special districts, volunteer agencies (such as the Red Cross), utility companies, colleges and universities and

other public institutions. Cal State East Bay is classified as special district within the Alameda and Contra Costa OAs.

When the Cities of Hayward or Concord and/or Counties of Alameda or Contra Costa proclaim a State of Emergency, the Cal State East Bay EM and/or Emergency Executive will alert the Policy Group. The campus EOC Director will determine whether EOC activation is required. Activation of the EOC will depend on the incident's proximity to campus and the likelihood that the incident will impact the Cal State East Bay community.

The Governor proclaims a State of Emergency based on a request from the local governing body and the recommendation of Cal OES. The Governor has expanded emergency powers during a proclaimed State of Emergency.

4.5 Demobilization

The EOC Director or IC/UC will determine when response operations can be demobilized. Demobilization requires the deactivation of the EOC (if applicable) and the compilation of incident documentation. The Planning Section, if activated and in conjunction with the IC/UC/EOC Director, will develop a written or verbal demobilization plan as early in the incident as possible. Section Coordinators will be responsible for the demobilization of their respective sections.

4.6 Campus Recovery

Aligning with the University's incident response priorities, the first recovery step for any incident is to establish a safe and secure campus. The University will then focus on restoration of critical infrastructure and facilities and the resumption of the instructional and research environment. The Policy Group will provide strategic guidance to the EOC and/or Cal State East Bay Risk Management and Internal Control and other university departments and offices.

5. Organization and Assignment of Responsibilities

Within the comprehensive framework of the Cal State East Bay EOP, this section clarifies the essential responsibilities and functions that the campus community has during an emergency. Effectively responding to emergencies necessitates a unified endeavor that transcends both geographical and departmental boundaries.

All University departments and offices share the responsibility of preparing for emergencies and aiding the Emergency Manager within the Risk Management and Internal Control (RMIC) department in their ongoing efforts to ready the university for emergency response. Whenever possible, emergency operations will mirror the day-to-day functions, capitalizing on the established relationships and coordination that routinely occur among university departments and offices. Moreover, while many departments and offices have designated roles in emergency response, they may also need to continue their usual duties during an emergency.

The departments and offices listed in this EOP have distinct roles in emergency preparedness and response. By fulfilling the specified roles and responsibilities detailed below, Cal State East Bay ensures a well-structured and collaborative response that safeguards the well-being of our campus community. All Cal State East Bay departments and offices are responsible for developing internal policies and procedures that are consistent with this EOP to prepare their respective sections and facilities. Cal State East Bay departments and offices are encouraged to engage in university-coordinated drills and exercises when suitable.

5.1 Disaster Service Workers (Title 19)

California Government Code, Section 3100-3109 Public employees (civil service) states that all persons employed by any county, city, state agency or public district in the State of California are obligated to serve as DSWs.

DSWs provide services and aid during a declared emergency, disaster or catastrophic event. This does not include first responders such as law enforcement, fire service and emergency medical services. This means that all public employees may be required to perform duties as a DSW when the University President proclaims a campus emergency. At any time during a declared campus emergency, University employees may be required to report to work and may be assigned to disaster service work. Assignments may require the DSW service to be at locations, times and in conditions other than a person's normal work assignment. DSW duties may continue into the recovery phase of the emergency and DSW service may be organized into daily and/or hourly shifts.

5.2 Students

Students should be aware of their surroundings and familiar with building evacuation routes, exits, emergency procedures and campus assembly points. Students should enroll in the Cal State East Bay AlertMe system and educate themselves on personal preparedness activities, such as putting together their own personal emergency kit. Additional information on emergency procedures is posted throughout campus in residence halls, classrooms and laboratories, and incident-specific information is available on the [Emergency Management webpage](#).

Role During an Incident

Students involved in an incident should assess the situation quickly and thoroughly and employ common sense when determining how to respond. If directly involved in an incident, students should call 911 as soon as possible, direct responders to where the incident occurred if possible, and cooperate with first responders.

5.3 Building Emergency Safety Team (BEST)

The (BEST) supports the building emergency evacuation procedures. The EM is responsible to ensure there is an adequate number of BEST members in all buildings and they receive necessary training and equipment.

Role During an Incident

BEST members involved in an incident serve as the primary POC between first responders and building occupants. As necessary, BEST may assist in providing building emergency information and coordinating building evacuation procedures. More information can be found on the [Emergency Management webpage](#).

5.4 Faculty and Staff

University faculty and staff are seen as leaders by students and should be prepared to provide leadership during an incident. Faculty and staff should understand departmental continuity plans and procedures and building evacuation procedures in areas where they work and teach. Faculty and staff may likely be the first person to arrive at an incident. They should familiarize themselves with the basic concepts for personal and departmental incident response as outlined by RMIC. Additional information on emergency procedures is posted throughout campus in residence halls, classrooms and laboratories, and incident-specific information is available on the [Emergency Management webpage](#).

Role During an Incident

Faculty and staff involved in an incident should assess a situation quickly and as thoroughly as possible and use common sense when determining how to respond. Emergencies should be reported by calling 911. If evacuation of a building is necessary, faculty and staff are expected

to evacuate immediately and assist students if possible.

5.5 Deans and Department Heads

Deans and department heads serve as leaders and are responsible for providing overall guidance in an incident. Deans and department heads should be familiar with department and building emergency procedures as well as understand the overall emergency response procedures for the university. Deans and Department Heads should develop Continuity Plans (CP).

Role During an Incident

Deans and department heads involved in an incident should assess a situation quickly and thoroughly and use common sense when determining how to respond. Deans and department heads should follow department emergency and building evacuation procedures. Emergencies should be reported by calling 911. Early in an incident, deans and department heads should begin to consider implementation of departmental Continuity of Operations Plans and long-term recovery strategies if required.

5.6 Strategic Communications

The Public Information Officer (PIO) coordinates media releases and external communications with the IC/UC, the EOC Management Section and the Cal State East Bay President. The PIO is responsible for the activation, operation and demobilization of the JIC, when necessary. For additional information on crisis communications see the ***Cal State East Bay Crisis Communications Plan (in development)***.

6. Direction, Control and Coordination

The responsibility for emergency response is based upon statutory authority. Specifically, for Cal State East Bay, it is based upon the California State University (CSU) Coded Memo RM-2018-1. This memo states “every CSU campus maintains an emergency management system to preserve life and property when hazardous conditions or other events could affect routine operations.”

Cal State East Bay Hayward Campus is classified as a special district within the Alameda County OA by State and Alameda County emergency management agencies and is thus “responsible for the management and coordination of the overall emergency response and recovery activities within [its] jurisdiction.”

The authority to issue a Campus Operations Status rests with the President, or the President’s designated alternate. The following comprise the designated alternates to the President, in order of succession:

1. Provost (Vice President for Academic Affairs)
2. Vice President, Administration & Finance and CFO
3. Vice President, Student Affairs
4. Vice President for University Advancement
5. President’s Chief of Staff

6.1 Emergency Response Authority

During an emergency or when the EOC is activated in response to an incident, the University President delegates authority to the EOC Director or designee for the management of emergency response activities. Reporting to the President or designee, the EOC Director or designee has the responsibility for activation, oversight and demobilization of the EOC and Cal State East Bay emergency responders.

The EOC Director is responsible for providing executive leadership and directing all EOC operations during an Cal State East Bay emergency and EOC activation. The EOC Director has overall responsibility for the management of all emergency activities – including development, implementation and review of strategic decisions, and post-event (after-action) assessments and corrective action plans.

During an Cal State East Bay emergency and EOC activation, the ICS organizational structure supersedes routine reporting lines for Cal State East Bay employees.

6.2 Mutual Aid

The California Law Enforcement Mutual Aid System and Plan derives its authority from the CA Emergency Services Act (Govt. Code §8550, §8569, §8615-8619, §8632, §8668) and the

California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA). If mutual aid assistance is required, Cal State East Bay will utilize CSU's mutual aid process as well as following the California MMAA process for resources requests through the Cities and Counties. In addition to being part of the California MMAA, Cal State East Bay is a member of the Campus Emergency Management Mutual Assistance Agreement (CEMMA) that allows all CSU campuses to request and share resources during an emergency. See **Appendix B** for the current CEMMA.

6.2.1 Mutual Aid Process

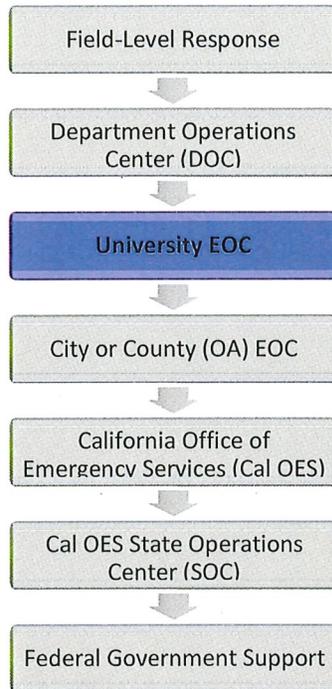
- Campus – University Chief of Police / EOC Director determines unusual events are beyond department resources; requests mutual aid assistance from neighboring jurisdictions.
- Local – City Chief of Police /City EOC Director determines an unusual event is beyond department resources; requests mutual aid assistance from the Sheriff.
- County (OA) – If the event is beyond the resource capability of the Sheriff's Office and other in-county law enforcement resources, the Sheriff requests mutual aid from the Regional Mutual Aid (MA) Coordinator.
- Region – A Sheriff in the region – designated as the Regional MA Coordinator – fulfills the mutual aid request from other OAs and their respective law enforcement resources.
- State – If the law enforcement resources within the impacted region are insufficient, the Regional MA Coordinator requests additional mutual aid assistance from the State MA Coordinator. Other mutual aid regions may be called upon to assist.

6.3 Coordination with External Partners

In response to an incident on campus, Cal State East Bay may coordinate with a variety of external partners. To further enhance coordination with the City and/or County, Cal State East Bay may send an EOC liaison to the City EOC to coordinate Cal State East Bay requests for assistance. Cal State East Bay may also send a representative of the EOC Public Information and Media unit to the City's JIC. Cal State East Bay is classified as a special district within the Alameda and Contra Costa Counties OAs and as such, is represented in the Operations Section, Community Branch of the Alameda and Contra Costa EOCs.

Figure 6-1 shows the relationship between the various levels of emergency response and the flow through which resources are requested. All disasters begin locally with a field-level response and as local resources are exhausted, requests for additional resources will be made from the City or County to the regional, state, and federal governments.

Figure 6-1: Response Coordination



7. Communication and Notification

The Cal State East Bay EM or PIO will provide notifications, alerts and warnings of incidents/emergencies affecting the Cal State East Bay campuses. The San Jose State University UPD Dispatch Center, who supports Cal State East Bay, operates 24/7 and upon receiving information of potential incidents, they have the responsibility and capability of notifying Cal State East Bay UPD.

Cal State East Bay has designated the EM and PIO as the personnel responsible for sending out emergency communications using AlertMe. AlertMe is the university's designated mass notification system that will deliver communications to students and employees via telephone, text, email, desktop, and social media (X and Facebook).

Emergency communication should occur within – and be coordinated through – the established ICS structure. There may be incidents that disrupt the normal flow and methods of communication, so relying on multiple communications platforms and disseminating redundant information will be necessary. Current resources available to Cal State East Bay include:

- Veoci
- Canvas
- MS Teams
- Zoom
- Cellular phones (voice and text)
- Email
- AlertMe
- UPD Dispatch
- Cal State East Bay's website
- Social media

7.1 Emergency Alerts and Notifications

Every effort will be taken to ensure, when relevant, emergency alerts and/or notifications are made to the following University stakeholders:

- Students, Faculty, and Staff
- Associated Students Inc. (ASI)
- Cal State East Bay contracted providers
- All three University campuses/centers
- Student Housing and Residential Life

7.1.1 Notification to the Campus Community

Students, faculty, staff and other university personnel may not be notified every time the EOC activates but will likely be notified for events that result in a “Restricted to Critical” Operations (Status 3) or “Evacuation” (Status 4), If the EOC is partially activated to monitor events off-campus or assist external partners, EOC staff will determine the need to inform the entire campus community.

The campus community will receive emergency notifications via AlertMe using email, phone and/or text, and desktop notification, which are issued upon the confirmation of an emergency or dangerous situation occurring on the campus that involves an immediate threat to the health or safety of the campus community.

Clery Act

Among other reporting requirements, the Jeanne Clery Act (Clery Act) requires colleges and universities to send out Timely Warnings to inform the campus community of a crime or potential crime that constitutes a serious or continuing threat to students, faculty, and staff at Cal State East Bay. At Cal State East Bay, Timely Warnings are distributed via email to maximize access to information that may assist individuals with taking affirmative actions to preserve their safety and welfare. See [the Cal State East Bay Clery Act Web Page](#) for additional information.

7.1.2 Notification to External Partners

The PIO and the EOC Director are responsible for coordinating the release of any information pertaining to the status of campus operations to the campus community, the news media, and public, e.g.:

- Restricting access to or requesting people to leave the campus.
- Canceling classes or events.
- Evacuating and closing buildings.

The Liaison Officer will identify all outside or partner agencies that are involved in or may become involved in the Cal State East Bay emergency response and will inform these agencies of activation and deactivation of the Cal State East Bay EOC. These may include:

- Hayward Police Department (HPD)
- Hayward Fire Department (HFD)
- Concord Police Department (CPD)
- Concord Fire Department (CFD)
- Alameda County Public Health Department (ACPHD) / Contra Costa County Public Health Department (CC Health)
- Alameda County Office of Emergency Services / Contra Costa Office of Emergency Services
- Pacific Gas and Electric Company (PG&E)

- Other CSU campuses
- CSU Office of the Chancellor
- California Office of Emergency Services (CalOES)
- Other agencies either providing or requesting mutual aid
- On-campus partners such as vendors e.g., Bookstore (Follett), and Associated Students

7.1.3 Notification to California State University Office of the Chancellor

Per the Critical Incident Notification Protocol issued by the CSU Office of the Chancellor on June 2, 2023, Cal State East Bay will notify the Chancellor's Office of Systemwide Risk Management of high impact incidents as soon as possible but no later than 24 hours of occurrence and moderate impact incidents within 72 hours of occurrence. This timely notification allows Systemwide Risk Management to assess the need for the activation of the Systemwide Emergency Support Team (SWEST) or the notification of additional Chancellor's Office Departments, partner agencies and applicable service providers. See **Appendix D** for the Critical Incident Notification Protocol Memo.

8. Training, Exercises and Drills

The objective of the Cal State East Bay Emergency Management training and exercise plan is to have a coordinated strategy that combines enhanced planning, innovative training, and realistic exercises to strengthen the Cal State East Bay emergency preparedness and response capabilities. Training and exercises play a crucial role in providing the Cal State East Bay with a means of attaining, practicing, validating, and improving emergency response and recovery capabilities. EO 1056 requires specific frequencies for EOC training. See References for full EO 1056 policy.

- 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

BEST

Training, drills, and exercises are conducted to provide hands-on experience to BEST members and building occupants. An After-Action Report will be written after a training, exercise or drill. The After-Action Report results will provide an opportunity to identify weaknesses, enhance strengths and improve capabilities.

EOC Training

To maintain proficiency, EOC members will be provided with training to include:

- General Emergency Operations (SEMS, NIMS, ICS and position-specific training)
- EOC Section-specific training
- Veoci cloud and technology-based platform

9. Plan Development and Maintenance

As assigned by the Cal State East Bay President, the EOP is developed and maintained by the Risk Management and Internal Control department under the authority of the Emergency Executive. As an addendum to the normal Cal State East Bay administrative procedures, the EOP provides for the emergency authority of the President or designee to take actions and make emergency expenditures of university funds in response to emergency conditions.

The EOP is reviewed and updated in this general sequence:

- The EM and AVP of RMIC
- The University Chief of Police
- VP of Administration and Finance (The Emergency Executive/EOC Director)
- The University President

This plan is also designed to be updated after each emergency and/or EOC activation, based upon After-Action Reports (AARs) and Improvement Plans (IPs) or after an annual review.

9.1 After-Action Reporting

Following an event that requires activation of the EOC, Cal State East Bay will develop an After-Action Report (AAR), which provides a process to review actions taken, identifies shortcomings in resources or equipment, improves operational readiness and highlights strengths. The AAR allows for dedicated time and processes to evaluate areas of improvement and strengths in a response. In addition to conducting an AAR following an EOC activation, an AAR may also be conducted following Cal State East Bay exercises.

After EOC demobilization, the EOC Director or designee will convene an After-Action debriefing meeting with key campus stakeholders. The findings of the briefing will be compiled into an AAR which will be shared with the Policy Group for review and feedback.

As a component of the AAR, Cal State East Bay will also develop an Improvement Plan (IP), which identifies areas for improvement. The IP includes areas for improvement, corrective actions that can be taken, the responsible party and a suggested timeline for completion. EM and RMIC are responsible for the AAR and IP process and for following up with university employees, departments and offices to monitor the status of their assigned corrective actions.

10. Authorities

The EOP addresses Cal State East Bay's emergency responsibilities. Cal State East Bay Emergency Management is authorized and governed by the following:

10.1 Federal

- Federal Civil Defense Act of 1950, Public Law (PL) 81-950, as amended
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 93- 288, as amended
- Code of Federal Regulations (CFR), Title 44, Emergency Management Assistance
- Critical Infrastructure Information Act of 2002
- Homeland Security Presidential Directive 5, February 28, 2003
- Homeland Security Presidential Directive 7, December 17, 2003
- Homeland Security Presidential Directive 8, March 30, 2011
- The National Incident Management System (NIMS), as prescribed by Homeland Security Presidential Directive 5 – Management of Domestic Incidents
- National Infrastructure Protection Plan (NIPP)
- Presidential Decision Directive/NSC-63
- Protected Critical Infrastructure Information (PCII) Program

10.2 State of California

- The Standardized Emergency Management System (SEMS) as described by California Government Code Section 8607(a)
- California Code of Regulations (CCR) Title 19, Division 2, Chapter 1: SEMS
- "Local Government" as defined by California Government Code Section 8680.2
- Local government must use the California SEMS to be eligible for state funding of response-related personnel costs (CCR, Title 19, §2920, §2925, and §2930)
- The adoption of the NIMS by State and local organizations is a condition for federal preparedness assistance (Department of Homeland Security, NIMS, March 1, 2004)
- The State Oath of Allegiance affirms CSU employees are, by law, Disaster Service Workers (California Labor Code 3211.92(b))
- California State Emergency Plan, 2023

10.3 Local and California State University (CSU)

- Alameda County Emergency Operations Plan (December, 2012)
- Contra Costa Operational Area Emergency Operations Plan (May 2011)
- CSU Executive Order 1013 has been superseded by Executive Order 1056
- CSU Executive Order 1056, adopting NIMS/SEMS
- CSU Emergency Management Coded Memo RM-2018-1

References

Executive Order 1056 – CSU Emergency Management
<https://calstate.policystat.com/policy/14886630/latest/>

CSU Emergency Operating Status
<https://calstate.policystat.com/policy/16288641/latest/?showchanges=true>

Appendix A: Emergency Operations Center (EOC) Roster

POSITION	PRIMARY	SECONDARY/TERTIARY
Emergency Policy Executive	University President	Provost & VP Academic Affairs
Emergency Executive/EOC Director	VP Administration & Finance/CFO	AVP HR and Payroll (secondary) Chief of Staff (tertiary)**
EOC Coordinator	Emergency Manager	AVP, Risk Management & Internal Control*
Incident Commander (Field Operations)	University Police Department- Police Chief	University Police Department- Patrol Lieutenant
Public Information Officer	Chief Communications & Marketing Officer	News and Information Manager
Safety Officer	AVP Risk Management & Internal Control*	Director, EH&S
Liaison Officer	Chief of Staff**	TBD
Operations Section Coordinator	Director, Facilities Management & Operations	Associate Director, Facilities Management & Operations
Planning & Intelligence Section Coordinator	Associate Provost, Academic Resources/Planning	AVP Institutional Strategy & Effectiveness
Logistics Section Coordinator	AVP, Stu Affairs & Auxiliary	AVP, Dean of Students
Finance & Administration Section Coordinator	University Controller	General Account Manager
Access & Functional Needs (AFN) Coordinator	Director, Accessibility Services	Asst. Director, Accessibility Services
IT Liaison	CIO, Information Technology Solutions	Chief ISO and DPO
Academic Affairs Liaison	Associate Provost	Assoc Dean, Acad Prog & Srvs
Student Liaison	ASI President	ASI Vice President

(1) If AVP, RMIC is EOC Coordinator, then Director EH&S is Safety Office.

(2) If the Chief of Staff is Emergency Executive/EOC Director, then **TBD** is Liaison Officer.

APPENDIX B: THE CALIFORNIA STATE UNIVERSITY CAMPUS EMERGENCY MANAGEMENT MUTUAL ASSISTANCE (CEMMA) AGREEMENT

The California State University Campus Emergency Management Mutual Assistance (CEMMA) Agreement

Revised: July 2022

Purpose.

The purpose of the Campus Emergency Management Mutual Assistance [CEMMA] Agreement is to properly handle critical incidents beyond the resources and/or expertise of a single campus' resources. Each participating CSU campus has agreed to provide any requested assistance if available and feasible, and to accept the direction and assignment of the requesting campus.

I. Introduction.

It is the intent of the California State University (CSU) System that resources of a CSU campus may be made available to other CSU campuses through Mutual Assistance, as appropriate, to provide support to respond to, continue essential operations during, and/or recover from emergencies. This agreement provides an overview of general procedures and/or guidelines for obtaining and coordinating emergency management resources between CSU campuses. For police resources, please refer to the Mutual Assistance, Critical Response Unit and Mutual Aid policy and Executive Order 797.

For represented employees, whenever there is a conflict between the Campus Emergency Management Mutual Assistance (CEMMA) Agreement and the applicable collective bargaining agreement, the applicable collective bargaining document will be controlling.

II. DEFINITIONS

- A. **Campus Emergency Management Mutual Assistance (CEMMA).** The temporary reassignment of personnel and/or other resources from one campus to another campus within the CSU System. This agreement references mutual assistance between CSU campuses only.
- B. **Mutual Assistance.** A systematic plan for furnishing personnel and equipment facilitating the handling of a CSU emergency beyond the capabilities of the affected agency.
- C. **Requesting Campus.** The campus (one of the 23 campuses and including the Chancellor's Office and any CSU off-campus centers) requesting and receiving mutual assistance.

Providing Campus. Any campus (including 23 campuses, the Chancellor's Office and CSU off-campus centers) providing mutual assistance.

- D. **Systemwide Emergency Support Team.** Emergency coordination organization at the Chancellor's Office that will be activated during incidents that impact multiple campuses to provide resources and coordination situational awareness information.

III. REQUESTING MUTUAL ASSISTANCE

Requests for mutual assistance can be made once the requesting campus has committed its own resources in response to an emergency, or in preparing for a credible threat of an emergency and has determined that additional resources for the emergency response, continuity efforts, and recovery on the campus are needed.

- A. Requests for mutual assistance will be originated by the Emergency Manager or the Emergency Operations Center (EOC) Director of the requesting campus. Requests should be approved according to campus processes and practices.
- B. Requests can be made directly to local campuses and pre-established mutual assistance agreements between two individual campuses are encouraged.
- C. Requests for mutual assistance outside of campus-to-campus agreements will be made using the CSU CEMMA Request Form (Appendix A). Telephone requests may be made but shall be followed up in writing, utilizing Appendix A, as soon as possible and should not be longer than 10 working days post request. Written requests may be sent via email.
- D. Every effort will be made to provide sufficient advance notice of mutual assistance requests in order that providing campuses can evaluate available resources and make necessary schedule adjustments.
- E. **If activated, the Systemwide Emergency Support Team will process CEMMA requests. A mutual assistance coordinator position exists within the Logistics Branch of the Systemwide EST. Requests should be submitted through this unit. This unit will support the requesting campus with identifying campuses that have available resources to fulfill mutual assistance requests. The Regional Coordinator may also support the campuses with coordination of the resources.**
- F. When a providing campus is identified, it is the responsibility of the providing campus's Emergency Manager, or the EOC Director, to seek necessary approval prior to sending personnel or equipment to the requesting campus.
- G. The Emergency Manager or the EOC Director of the requesting campus then coordinates the mutual assistance response with the Emergency Manager or EOC Director of the campus(es) providing mutual assistance.

IV. RESPONDING TO MUTUAL ASSISTANCE REQUESTS

Providing campuses will make every reasonable effort to provide the requested mutual assistance commensurate with available resources and experience and skills requested, depending on local circumstances.

- A. All campuses providing personnel mutual assistance to the requesting campus will be accepting the assignment on a voluntary basis.

- B. If the requesting campus requests personnel, equipment, or technology with specific qualifications (such as training, credentials, or features), every effort should be made to fulfill the requesting campus's requests.
- C. Providing campuses transmit by fax or email a CSU mutual assistance Response Form (Appendix B) specifying mutual assistance to be provided to the requesting campus.

V. SYSTEMWIDE EMERGENCY SUPPORT TEAM – MUTUAL ASSISTANCE COORDINATOR

- 1. A Mutual Assistance Coordinator position will be activated within the Logistics Branch of the Systemwide Emergency Support Team during incidents that necessitate campus resource requests.
- 2. The Mutual Assistance Coordinator position will be staffed by CSU Emergency Managers who have received training in the role.
- 3. Annual Training sessions will be held to refresh Emergency Managers on the processes and procedures for coordinating mutual assistance and working with the Systemwide EST.
- 4. The Chancellor's Office Emergency Management & Continuity unit will maintain a roster of trained individuals to fill the role.
- 5. During an incident, the Systemwide Emergency Support Team Director will fill the position with a campus emergency manager who is outside the impacted region.

VI. RESPONSIBILITIES

The requesting and providing campuses will be responsible for the following duties

- A. The requesting campus will be responsible for the following duties:
 - 1. Initiate the request for mutual assistance.
 - 2. Provide all supplies and safety information needed to conduct the duties of the assignment. This includes necessary personal protective equipment (PPE), resources, water, etc.
 - 3. Complete and forward a Mutual Assistance Summary report following the completion of mutual assistance.
 - 4. Inform providing campuses when resources provided via mutual assistance are no longer required.
 - 5. Provide ADA accommodations for mutual assistance personnel to the extent possible that can be done safely and given the emergency circumstances.
- B. The providing campus will be responsible for the following duties:
 - 1. Respond to requests for mutual assistance in a timely manner. When applicable, fulfill requests for personnel, equipment, or technology with specific qualifications as requested by the requesting campus. Requests for exceptions to the requested qualifications should be made through the requesting campus by delegated authority.

Comply with the requesting campus' documentation procedures, as appropriate

2. and possible.
3. Providing campuses will complete the summary form upon termination of their assignment and submit the documentation to both home and providing campus Manager (or equivalent) of the requesting campus Emergency Management Program.
4. Inform the requesting campus when providing campus resources must return to the providing campus to support campus needs.

C. The Systemwide Emergency Support team will be responsible for the following duties:

1. Assist the requesting campus by helping to identify providing campuses.
2. Coordinate the logistics of travel, lodging, and meals for the providing campus.
3. Ensure providing campus personnel have appropriate instructions on mission assignment and check-in procedures.
4. Obtain contact information (cell phone number, email address, and emergency contact) from all providing campus personnel and share this information with the requesting campus.

VII. REIMBURSEMENT POLICY

The requesting campus shall reimburse a providing campus for those costs that are a direct result of the assignment of personnel and/or other resources to the requesting campus for mutual assistance. Such costs are only those that are over and above the cost of the routine operation of the providing campus, such as travel and meal costs.

CSU campuses are encouraged to retain receipts, invoices, timesheets, and other documentation related to mutual assistance whenever available, so the requesting campus may apply for reimbursement under its insurance policy or through state or federal agencies, if applicable.

All travel will be consistent with CSU Travel Policy.

<https://cyou.calstate.edu/Policies/icsuam/Pages/3601-01.aspx>

- A. **Personnel Costs and Salary.** Costs for the regular wages of personnel providing mutual assistance are not reimbursable. Should the requesting campus receive reimbursement for personnel time from insurance, or state or federal resources, the requesting campus will make a good faith effort to identify costs associated with the use of personnel from the providing campus(es) and provide the providing campus with commensurate reimbursement.
- B. **Travel Costs.** The requesting campus will reimburse the providing campus for deployment costs of its personnel. This includes transportation, rental vehicles, meals, lodging and other direct costs.

- C. **Other Costs to Providing Campuses.** Any costs incurred by a providing campus as a result of providing personnel to a requesting campus that are not covered in this agreement should be discussed by the Emergency Manager or the EOC Director and resolved for a mutually acceptable agreement.

VIII. WORKING HOURS/CONDITIONS

The requesting campus shall ensure that adequate work conditions are provided, and in accordance with collective bargaining agreements that apply:

- A. Personnel from both providing and requesting campuses should be provided adequate downtime between duties for rest to avoid burnout and fatigue.
- B. Compensatory/flex time should be provided to personnel from the providing campus, to account for their additional days worked, and in accordance with union regulations.
- C. The requesting campus will ensure that mutual assistance personnel receive adequate meal breaks and that appropriate food is available. Food and beverages, including water, will be made available at appropriate times.
- D. The requesting campus may determine that personnel from providing campuses should be released because the need for mutual assistance no longer exists.
- E. The providing campus, at their discretion and with collaboration with the requesting campus, can recall their personnel should a need arise at the providing campus.
- F. Mutual assistance between campuses is normally used for short-term assignments, and mutual assistance resource deployments should not exceed 14 calendar days.
- G. Prior to returning to their home campus, personnel should be in good physical and mental condition to travel. If travel home cannot be completed within the final assigned shift, responders should delay travel until the following work day.
- H. Any equipment that has been utilized through mutual aid should be returned in the same condition as it was borrowed.

IX. MEDICAL

- A. The requesting campus shall ensure that all injuries or illnesses of mutual assistance personnel should be treated in a licensed medical facility consistent with the policies and procedures of the requesting campus.

The providing campus shall be notified of any injuries or illnesses of their personnel as soon as possible. Providing campuses shall deliver a Providing Campus Contact

- A. Information Form (Appendix C) for each person providing mutual assistance.

X. REPORTING MUTUAL ASSISTANCE

- A. Upon termination of a mutual assistance assignment, providing personnel will complete a Providing Personnel Summary Report (see Appendix D) summarizing the assistance provided. The Summary Report should be submitted to both the requesting and providing campus by the Emergency Manager or EOC Director of the requesting campus within ten (10) business days of the end of the assignment.
- B. The requesting campus will forward a written report on the mutual assistance delivered to the providing campus Emergency Manager summarizing the extent of the assistance provided, including a list of resources from providing campuses, hours worked for personnel, and a summary of the incident or event. A copy of the report will also be provided to the Chancellor's Office Emergency Management & Continuity Office.

XI. WORKERS COMPENSATION

When personnel from a providing campus are injured while in the course and scope of their participation under the mutual assistance agreement, the providing campus will be responsible for the accepted workers' compensation claim of the providing campus' injured personnel. Per Cal/OSHA, recordkeeping requirements stipulate that it is the employer's responsibility to pay for and record the injury on the OSHA 300 log.

Appendix A to the Campus Emergency Management Mutual Assistance

REQUEST FORM

(To be Completed by the Requesting Campus)

Requesting CAMPUS:		Requesting DEPARTMENT:	
Date/Time Prepared:		Prepared by:	
Event Name:			
Requester:	Name:	Position:	Contact Phone #/Email:
Authorizing Official: (Signature required below)	Name:	Position:	Contact Phone #/Email:
Resources Required: (Provide description of needs for personnel, equipment, and/or technology – include quantity, skills/experience, capabilities, features, etc.)			
Date & Time Required:			
Date & Time Needed Until:			
Location (main campus/satellite campus/other):			
Travel Instructions: (Lodging/Transportation provided):			
Other Information (Meals/Other Reimbursable Expenses, Documentation, Responsibilities, etc.):			
Responder Briefing (Time/Place):			

Signature of Authorizing Official

Date

Name of Authorizing Official:

Title of Authorizing Official:

Appendix B to the Campus Emergency Management Mutual Assistance

PROVIDING CAMPUS RESPONSE FORM

(To be Completed by the Providing Campus)

Requesting Campus Contact Name and Title:	Requesting Campus Department:
Date/Time Prepared:	Prepared by:

Event Name:			
Providing Campus:			
Providing Campus Contact Person:	Name:	Position:	Contact Phone #/Email:
Authorizing Official: (Signature required below)	Name:	Position:	Contact Phone #/Email:
Type of Assistance Available: (# of personnel)			
Date & Time Available:			
Estimated Total Cost:			
Other Information: (Arrival date(s), Logistics information required)			
Responder Briefing (Time/Place):			

Signature of Authorizing Official

Date

Name of Authorizing Official:

Title of Authorizing Official:

Appendix C to the Campus Emergency Management Mutual Assistance

PROVIDED PERSONNEL CONTACT INFORMATION

DATE _____

NAME OF PERSONNEL _____

PROVIDING CAMPUS _____

REQUESTING CAMPUS _____

SERVICE DATES _____

CELL PHONE _____

EMAIL (where to send latest updates) _____

ADA ACCOMMODATIONS REQUIRED: _____

ADDITIONAL INFORMATION/RESTRICTIONS _____

EMERGENCY CONTACT (Person to be notified in emergency.)

NAME _____

RELATIONSHIP _____

CELL PHONE _____

ADDITIONAL PHONE _____

HOME ADDRESS _____

CAMPUS EMERGENCY CONTACT (If primary person is unavailable.)

NAME _____

RELATIONSHIP _____

CELL PHONE _____

ADDITIONAL PHONE _____

HOME ADDRESS _____

Appendix D to the Campus Emergency Management Mutual Assistance

RESOURCES SUMMARY REPORT

DATE:	
NAME:	
MUTUAL ASSISTANCE EVENT:	
DATE(S) ASSISTANCE PROVIDED:	

Providing Campus

<input type="checkbox"/> Bakersfield <input type="checkbox"/> Channel Islands <input type="checkbox"/> Chico <input type="checkbox"/> Dominguez Hills <input type="checkbox"/> East Bay <input type="checkbox"/> Fresno <input type="checkbox"/> Fullerton <input type="checkbox"/> Humboldt <input type="checkbox"/> Long Beach <input type="checkbox"/> Los Angeles <input type="checkbox"/> Maritime Academy <input type="checkbox"/> Monterey Bay <input type="checkbox"/> Northridge	<input type="checkbox"/> Pomona <input type="checkbox"/> Sacramento <input type="checkbox"/> San Bernardino <input type="checkbox"/> San Diego <input type="checkbox"/> San Francisco <input type="checkbox"/> San José <input type="checkbox"/> San Luis Obispo <input type="checkbox"/> San Marcos <input type="checkbox"/> Sonoma <input type="checkbox"/> Stanislaus <input type="checkbox"/> Off-Campus Centers _____
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COSTS		PERSONNEL HOURS	
TRANSPORTATION		[List position]	
MEALS		[List position]	
LODGING		[List position]	
OTHER COSTS		[List position]	
TOTAL COSTS		TOTAL PERSONNEL HOURS	

BRIEF SUMMARY OF SUPPORT PROVIDED (attach additional sheets if needed)

***Submit a copy of this completed form to the Manager of the Emergency Program or equivalent at the requesting campus and the providing campus within ten (10) business days after the completion of the mutual assistance assignment. As applicable, receipts should be provided.**

Appendix E to the Campus Emergency Management Mutual Assistance

SAMPLE LIST OF RESOURCES

Requesting campuses affected by the emergency may request one or more of the following resources from providing campuses. This is a sample list. The types of resources will depend on the needs of the requesting campus, the availability of the providing campuses, and the demands of the emergency.

A. Personnel

- EOC Positions. To fill specific EOC position assignments. An Emergency Management Support Team could also be requested.
- Policy Group personnel.
- Campus essential function experts. Such requests could be to support EOC functions, or continuity and recovery support functions. Example: housing experts, facilities/maintenance, finance, administrative, HR, Registration, EH&S staff, and others.
- GIS or IT staff to support EOC specialty needs, or to support disaster recovery efforts.
- Public Information Officers.
- Phone bank personnel reporting to requesting campus.

B. Information System

- Notification services, if requesting campus notification systems have been impacted.
- VEOCI, WebEOC, or other systems to support digital situation management systems.
- Phone bank. Requesting campus phones roll-over to campus providing mutual assistance.
- Remote Joint Information Center.

C. Physical Resources

- Transportation resources, such as buses and vans.
- Food and water.
- Temporary shelter facilities.
- Temporary housing solutions.
- Laptops, phones, printers for EOC, call center, or local assistance center.

Temporary Academic classrooms.

Additional Mutual Aid Resources

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

<https://www.caloes.ca.gov/wp-content/uploads/Preparedness/Documents/CAMasterMutAidAgreement.pdf>

California Fire and Rescue Emergency Plan

https://www.caloes.ca.gov/wp-content/uploads/Fire-Rescue/Documents/CalOES_-_Fire_and_Rescue_-_Mutual_Aid_Plan-3.pdf

California Law Enforcement Mutual Aid Plan

https://www.caloes.ca.gov/wp-content/uploads/Law-Enforcement/Documents/Blue-Book_Law-Enforcement-Mutual-Aid-Plan.pdf

APPENDIX C ACRONYMS AND GLOSSARY

C.1 Acronyms

AAR	After-Action Report
ASI	Associated Students Inc.
BEST	Building Emergency Safety Team
Cal OES	California Office of Emergency Services
CCR	California Code of Regulations
CEMMA	Campus Emergency Management Mutual Assistance Agreement
CFR	Code of Federal Regulations
ConOps	Concept of Operations
CSU	California State University
CSUEB	California State University, East Bay
DSW	Disaster Service Workers
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
HVRA	Hazard Vulnerability and Risk Assessment
IAP	Incident Action Plan
IC	Incident Command
ICP	Incident Command Post
ICS	Incident Command System
IP	Improvement Plan
IPP	Integrated Preparedness Plan
JIC	Joint Information Center
JIS	Joint Information System
MA	Mutual Aid
MBA	Master of Business Administration
MMAA	Master Mutual Aid Agreement
NIMS	National Incident Management System
NIPP	National Infrastructure Protection Plan
NPS	National Preparedness System
NRF	National Response Framework
OES	Office of Emergency Services
PCII	Protected Critical Infrastructure Information
PG&E	Pacific Gas and Electric Company
PIO	Public Information Officer
PL	Public Law
SEMS	Standardized Emergency Management System
SEP	State Emergency Plan (California)
SMC	Strategic Marketing and Communications

SOPs	Standard Operating Procedures
UC	Unified Command
UCorp	University Corporation
UPD	University Police Department

C.2 Glossary

After-Action Report (AAR) – A document intended to capture observations of an exercise or real-world emergency response operations and make recommendations for post-exercise or post-emergency improvements.

Building Emergency Safety Team (BEST) – The BEST members are Staff and Faculty who volunteer to provide assistance during an emergency. They remind and support building occupants during required evacuations, relay messages to emergency response personnel and help account for building occupants.

Disaster Service Worker (DSW) – By California Government Code, Section 3100-3109, all university employees are obligated to serve as DSWs. A DSW provides services and aid during a declared emergency, disaster or catastrophic event. The designation of a DSW does not include university employees performing day-to-day emergency response activities typically associated with law enforcement, fire services, or emergency medical services.

Emergency Operations Center (EOC) – The location at which the coordination of information and resources to support an emergency response takes place. Also used to refer to the group of individuals staffing the EOC. An EOC may be a temporary facility, located in a more central or permanently established facility, or may operate virtually.

Emergency Operations Plan (EOP) – Describes the structure and process for a coordinated approach to an all-hazards response. It details who is responsible for carrying out specific actions and outlines how actions will be coordinated.

Incident Action Plan (IAP) – A document developed prior to a planned event or during an emergency response to prepare for future operational periods and upcoming response actions. The IAP is central to managing an incident using ICS principles and communicates incident objectives and tactics that will be used to manage the incident.

Incident Commander (IC) – The Incident Command System organizational element responsible for overall management of the incident and consisting of the Incident Commander (either single or Unified Command structure) and any assigned supporting staff.

Incident Command System (ICS) – A formal structure for emergency management used by local, state, and federal response agencies during an emergency response.

Joint Information Center (JIC) – A facility in which personnel coordinate incident related public information activities. The JIC serves as the central point of contact for all news media. Public information officials from all participating agencies co-locate at, or virtually coordinate through, the JIC.

Joint Information System (JIS) – A structure that integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely and complete information during crisis or incident operations.

Mutual Aid Agreement – Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

Policy Group – A group comprised of the president and Cabinet, which functions as a strategic leadership team, setting general policy regarding overall CSUEB emergency operations and recovery plans.

Unified Command (UC) – Unified Command exists when more than one organization/agency has command authority for an incident, and they work together under a single unified command to manage incident response. UC is an application of ICS and may be established at the field response level when more than one agency has jurisdictional responsibilities.

Appendix D: Critical Incident Notification Protocol Memo



Systemwide Risk Management
401 Golden Shore, 5th Floor
Long Beach, CA 90802-4210

www.calstate.edu

DATE: June 2, 2023

TO: Chief Administrators and Business Officers

FROM: Zachary Gifford, Senior Director of Systemwide Risk Management
Jenny Novak, Director of Systemwide Emergency Mgt & Continuity 

SUBJECT: Critical Incident Notification Protocol

Beginning July 1, 2023 we are launching a new protocol for CSU locations to notify Systemwide Risk Management when a critical incident occurs. Our goal is to provide a formal and centralized 24/7 method for contact that can be incorporated into emergency plans. Upon notification, Systemwide Risk Management will assess the need for the activation of the Systemwide Emergency Support Team or the notification of additional Chancellor's Office Departments, partner agencies and applicable service providers.

This protocol is not intended to and does not preclude a campus from providing any additional notifications to campus or Chancellor's Office personnel or departments the campus decides is necessary.

Please review the attached protocol for incorporation in your campus plans and procedures. This protocol can also be found as an attachment to the CSU Emergency Management Policy.

If you or your staff have any questions about this Critical Incident Notification Protocol please contact Jenny Novak, Director of Systemwide Emergency Management & Continuity at jnovak@calstate.edu or (562) 400-2358.

C: Campus Risk Managers
Campus Police Chiefs
Campus Executive Facilities Officers
Campus Emergency Managers
Campus Business Continuity Managers
Campus Environmental Health & Safety Managers
CSU Systemwide Emergency Support Team Members

CSU Campuses
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

**CSU Systemwide Risk Management
Critical Incident Notification Protocol**

562-951-4900

csuriskmanagement@calstate.edu

The intent of this protocol is to establish a formal and centralized process for the timely reporting of critical incidents to the Chancellor's Office of Systemwide Risk Management. Once informed about a critical incident that occurred on a campus, Systemwide Risk Management can assess the need for the activation of the Systemwide Emergency Support Team or the notification of additional Chancellor's Office Departments, partner agencies and applicable service providers.

This protocol is not intended to and does not preclude a campus from providing any additional notifications to campus or Chancellor's Office personnel or departments the campus decides is necessary.

Required Notice

High Impact Incidents – Campus will notify Systemwide Risk Management as soon as possible but no later than 24 hours after occurrence has been confirmed.

Moderate Impact Incidents – Campus will notify Systemwide Risk Management within 72 hours of occurrence has been confirmed.

Critical Incident Definitions

High Impact Incidents are defined as:

- Fires and explosions that result in serious injuries or partial / full closure of campus buildings

Please note that fires and explosions require additional notification to the State Fire Marshal's Office Duty Chief within 24 hours. The State Fire Marshal's Office is required by law to investigate all fires or explosions in or on state-owned, state-occupied facilities and properties.

- Any deaths, including suicides, that occur on campus or during campus-sponsored events
- Any incident that necessitates the activation of the campus Emergency Operations Center

May 16, 2023

Moderate Impact incidents include:

- A serious injury or illness to staff or students occurring on campus or during campus-sponsored events

Serious injury / illness is defined as requiring inpatient hospitalization regardless of length of time for any reason other than medical observation or diagnostic testing. Hospitalizations due to alcohol use do not need to be reported.

Please note campuses are required by law to also immediately report any such incident involving employee death or serious injury / illness to Cal OSHA. This is typically reported by the campus Environmental Health & Safety Department.

- A single incident that causes injuries to multiple students or staff
- An incident that causes structural property damage resulting in partial / full closure of campus buildings
- A significant chemical / hazardous materials release to the environment

Method of Notification

SMS / Voice: 562-951-4900

Email: csuriskmanagement@calstate.edu

These contact methods are available at all hours and will reach a core group at the Chancellor's Office Systemwide Risk Management who will determine next steps.

Each campus leadership team may determine which department is responsible for making the notification depending on their individual organizational structure.

Content of Notification

Notifications must include the following information:

- 1) Type of incident
- 2) Campus and building where the incident occurred
- 3) Date and time of incident
- 4) To the extent known, any details or information about the incident or the circumstances related to the incident
Name and contact information for follow up

May 16, 2023

Hazard Annex



The information provided in the following annexes focuses on the specific types of planning considerations that should be examined, analyzed, and applied, as appropriate, in the handling of the hazard. The format has been structured to be consistent with the planning considerations outlined in the Emergency Operation Plan.

1. Earthquakes
2. Violent Intruders
3. Utility Disruptions
4. Building Fires
5. Wildfires
6. Infectious Disease Outbreaks
7. Hazardous Material Spills
8. Severe Weather (new)
9. Cyber Attacks or Ransomware (new)
10. Bomb Threats
11. Demonstrations or Concerted Activity (new)

Appendix A Table 1 - Asbestos Containing Building Materials (**Revision in Progress**)

#	Effective	Description of Change	Recorded by
1	6/2020	Created Isolation and Quarantine Plan	Lee Shin
2	6/2020	Created Infectious Disease Outbreak Annex	Lee Shin
3	9/2020	Created EOC Activation and Demobilization Plan	Lee Shin
4	10/2020	Created Building Evacuation Policy and Procedures	Lee Shin
5	5/22/20	Added Mass Casualty Annex References	Lee Shin
6	5/26/20	Added Three Assumptions in Hazardous Materials Section	Lee Shin
7	6/7/20	Mutual Aid for Earthquake Control Plan to include Federal	Lee Shin
8	6/29/20	Added Reference to Infectious Disease Outbreak Annex	Lee Shin
9	8/12/20	Added PGE PSPS Portal Information to Utility Disruptions Hazard Annex	Lee Shin
10	8/1/24	<ul style="list-style-type: none"> ● Updated Earthquake Hazard Annex ● Updated Mass Casualties – Active Intruder Hazard Annex, including renaming to Violent Intruders Hazard Annex ● Updated Utility Failure Control Plan, including renaming to Utility Disruptions 	Becky Pereira
11	8/2/24	<ul style="list-style-type: none"> ● Updated Infectious Disease Outbreaks Hazard Annex 	Becky Pereira
12	8/14/24	<ul style="list-style-type: none"> ● Created Cyber Attacks or Ransomware Hazard Annex 	Becky Pereira
13	9/20/24	<ul style="list-style-type: none"> ● Updated Utility Disruptions Hazard Annex ● Updated Building Fires Hazard Annex ● Updated Wildfires Hazard Annex ● Updated Severe Weather Hazard Annex 	Becky Pereira
14	10/2/24	<ul style="list-style-type: none"> ● Created Demonstrations or Concerted Activity Hazard Annex 	Becky Pereira

1. Earthquakes

Purpose

The purpose of the earthquake annex is to provide guidance to assess and respond to the conditions that follow a major earthquake. Priorities will first be the protection of life, then the environment, and next the campus.

Situation

California experiences both major and minor earthquakes that inflict varying degrees of damage throughout the state. The unpredictability of an earthquake's location and severity make preparing for them a challenge. Cal State East Bay has three campuses each near an active earthquake fault:

- Hayward Campus is located near the Hayward fault
- Concord Campus is located near the Calaveras fault
- Oakland Campus is located near the San Andreas fault

Assumptions

- The Cal State East Bay is vulnerable to damaging earthquakes.
- A significant earthquake on any of these faults could cause human injury and death.
- Buildings could sustain serious damage making them uninhabitable.
- Regional areas of the state could be affected by a significant earthquake.
- Earthquakes and aftershocks may trigger one or more secondary events such as landslide, release of hazardous materials, utility and communication disruption, and transportation disturbances.
- A major earthquake would place significant stress on the local emergency management system.
- The first few hours following an earthquake are critical in saving the lives of people trapped in collapsed buildings. Therefore, the use of university resources during the initial response period will be essential until city, state and federal support is available.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.
- It will be several hours before city, state and federal resources are mobilized and deployed to affected areas.
- In the event rubble and debris resulting from an earthquake prevent access to the affected area for a prolonged time, helicopters may be necessary to bring rescue teams in and remove casualties from the area.
- Utilities and supplies could be impacted for days and weeks.

- Cal State East Bay may have a significant number of students, faculty, staff, and visitors that cannot return home and must shelter in place on the campus.
- Cal State East Bay may have community members coming to the university looking for food and shelter.
- There may be students, faculty, staff and visitors who may need disability-specific assistance during and after the earthquake.
- The Oakland Campus is in the City of Oakland's downtown area and housed in a high-rise. If the area is impacted by a major earthquake, it is expected that the City of Oakland will respond.

Concept of Operations

Mitigation

Action
Inspect buildings for structural defects and identify structural and non-structural mitigation projects.
Assess hazards across campus (e.g., fasten shelves, bookcases, keep exit hallways clear, place heavier and hazardous materials on lower shelves).

Preparedness

Action
Educate campus community about how to protect themselves in the event of an earthquake.
Conduct earthquake drills and exercises.
Each department should have an emergency response plan that includes a way to account for its staff.
Departments that provide emergency services should make preparations and maintain supplies or procedure: <ul style="list-style-type: none"> ● University Communications and Marketing (UCM) ● University Police Department (UDP) ● Information Technology Solutions (ITS) ● Student Housing and Residential Life (SHRL) ● Student Health and Counseling Services (SHCS) ● Facilities Development and Operations (FDO) ● Environmental Health and Safety (EHS)
University departments should have a Continuity Plan (CP)
Building Emergency Safety Team (BEST) Program maintained and implemented

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	University Police Department
Support Cal State East Bay	All departments will support UPD
Mutual Aid	Local, county, state, and federal agencies

Action – During and Immediately After an Earthquake
<p>During earthquake employees are trained:</p> <ul style="list-style-type: none"> • to duck, cover and hold • evacuate the building if it has suffered damage. • watch for fallen debris (e.g., falling windows, building facades, electrical lines)
<p>BEST will contact UPD Dispatch and await instructions while determining missing and injured employees. BEST will direct employees to assemble either at the designated assembly areas.</p>

Actions – After the Earthquake
<p>UPD will make initial evaluation of the campus to determine immediate response. UPD will establish an Incident Command.</p>
<p>UPD will recommend if EOC should be convened.</p>
<p>UPD will conduct a ground survey to determine the scope of the damage, casualties, and the status of key facilities. Report to the EOC Operations Section.</p>
<p>Campus Management will determine campus status based on the amount of damage sustained by the campus.</p>
<p>EOC Logistic Section will procure equipment and supply as needed and make request for mutual aid assistance based on initial damage assessment.</p>
<p>UPD will establish and maintain controlled access to the campus and/or unsafe areas of the campus. Only those people directly involved in emergency response operations should be allowed to enter the campus.</p>
<p>IC, with support from EOC Operations Section and EOC Planning Section, will prepare an Incident Action Plan (IAP).</p>
<p>PIO will develop a crisis communication plan to communicate instructions and information to students, faculty, staff and community members.</p>
<p>Under the direction of the EOC or IC the SHCS will implement their Emergency Plan to provide medical care to the injured.</p>
<p>Under the direction of the IC, Facility staff and EHS may need to evaluate or inspect buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake. Activities may include:</p> <ul style="list-style-type: none"> • Inspecting and/or turning off building utilities (gas, electrical, water) • Assessing for superficial (“windshield”) structural damage • Assessing for release of hazardous materials • Assessing for release of asbestos in the buildings; see chart for those building containing asbestos. • Prioritizing inspections of buildings and structures which are critical to emergency services operations, housing, and mass care activities • Identify/mark those buildings that are unsafe and may not be occupied • Report findings to the IC/EOC
<p>Mutual aid and trained first responders may be required to safely complete the above tasks if UPD, Facilities or EHS identify hazards preventing them from entering a building or campus area (e.g., gas leak, asbestos, hazardous chemical spill, severe structural damage).</p>

If safe to enter buildings, removal of trapped and injured persons will be a priority including administering first aid, and assisting in transporting the seriously injured to medical facilities.
The identification, removal, and disposal of rubble, wreckage, and other material which block or hamper the performance of emergency response functions will be a high priority action.
EOC will continue modifying and implementing the EOC Action Plan (EAP) as needed.

Recovery

Actions
EOC develops and implements the recovery plan and monitors department Continuity Plans.
Document damaged property and repairs.
Offer and provide mental health services and information to those affected.
Develop an After-Action Report update the EOP as needed.

See Appendix A for Table 1 - Asbestos Containing Building Materials.

2. Violent Intruders

Purpose

The Violent Intruders annex provides the procedures and protocol to follow in the event of a potential threat to Cal State East Bay campus by violent intruders (active shooters, terrorist, etc.).

Situation

A violent intruder is subject(s) actively engaged in killing or attempting to kill people in a confined and populated area. These individuals primarily use firearms although other weapons can be used.

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

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

Assumptions

- Emergency responders (UPD, local law enforcement) will take immediate action and begin response to locate, contain and eliminate the threat. This is their number one priority.
- Initial response will be continually evolving and may appear to be chaotic.
- AlertMe communications to the campus will be sent as the situation allows and necessitates; some information may be withheld to ensure the safety of the First Responders on scene.
- Decision makers will implement and prioritize response, actions, activities and access control and re-entry to the impacted areas.

Concept of Operations

Mitigation

Action
Educating the campus on simple measures they can take to protect themselves and others against violence. This includes the campus community knowing the available resources on campus and contact information.
Campus Threat Assessment Team is in place to identify, assess, and manage exposure to threats of violence.

Preparedness

Action
Maintain maps of all structures on campus to assist with search and rescue efforts.
Maintain updated evacuation plans for each structure on campus.
UPD staff participates in professional active intruder/shooter response training.
UPD conducts Run, Hide, and Fight training for students, staff and faculty.
UPD and Emergency Manager (EM) maintain and test emergency alert systems. University Communications maintains Communications Plan.
Ensure that emergency equipment is stocked appropriately and readily available.
Crime scene remediation company is contracted with Cal State East Bay.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	University Policy Department (UPD)
Supporting Cal State East Bay Department(s)	Emergency Operations Center (EOC), Cabinet, UCM, Human Resources, SHCS, RMIC and EHS
Outside Agency(s)	FBI, Neighboring Law Enforcement, Fire Department, Emergency Medical Services, Hospitals, Local and state health departments

Actions
Law enforcement will respond and focus on stopping the threat. UPD will request mutual aid, establish an incident command and follow their protocol.
Law enforcement/UPD will establish a perimeter to contain the violent intruder.
PIO will send an initial emergency alert and/or instruction to campus community when appropriate. The PIO will establish a Joint Information Center and media location and as needed send out communications with updates to the students, faculty, staff and community members. The PIO will notify everyone with an all-clear message when threat is over.
Law enforcement will notify fire department to request medical assistance. Hospitals will be notified.

Campus Management will determine campus status based on severity of the event and its ability to carry on operations.
Law enforcement and fire department will locate and treat victims when safe to do so and establish a casualty collection/triage area. Victims will be evacuated to local hospitals.
Law enforcement will barricade affected area(s) to prevent access and secure crime scene. They will conduct an investigation and evidence recovery activity. When done, they will release the area to FDO and EHS.

Recovery

Actions – Short Term Recovery
The PIO will develop and implement a plan to communicate regularly with the media, campus community, and families of students and staff.
Human Resources and the SHCS will develop and implement Family Reunification and Counseling Services Plans for the campus community's short- and long-term needs.
FDO and EHS will work with a crime scene remediation company if necessary and determine when the area(s) can be released for university and public use.
President makes a determination if campus will be restricted and for how long.
Activate continuity plan(s) for affected areas and departments.
EOC will organize a debriefing and prepare an After-Action Report (AAR) and track follow-up actions.

References/Resources:

- FEMA Catastrophic Incident Annex
- FEMA National Incident Management System 2017
- Developing and Maintaining Emergency Operations Plans Comprehensive Planning Guide 101

3. Utility Disruptions

Purpose

The purpose of the Utility Disruption guidance is to provide an effective and systematic means for Cal State East Bay to respond to a utility disruption. Utility disruptions includes, power outage, gas leaks, water line breaks and sewage release, etc.

Situation

- A utility failure can occur due to another disaster or as an isolated event.
- It would involve the disruption of electricity, water, gas, and sewer discharge.
- PG&E supplies electricity and natural gas.
- Local municipalities provide water and sewage services.

Assumptions

- A campus may experience a utility failure isolated to the campus or during a widespread area utility failure.
- Restoration of services may take hours to weeks and months.
- PG&E will respond and assist with identifying electrical outages and gas leaks on campus. The local FD will respond to a gas leak on campus and assist with fire safety measures.
- University Police Department (UPD) and Building Emergency Safety Team (BEST) will assist with building evacuations, if necessary, across campus.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Utility systems are routinely checked.
Prior to construction and digging, utilities lines are verified

Preparedness

Action
Student, faculty, and staff receive training on how to prepare and respond to utility outages in their work areas.
Emergency lighting is available and should include flashlights and fresh batteries.
Conduct regular maintenance on campus systems.
Emergency building backup generators are tested monthly.
Information Technology Solutions to ensure that Cal State East Bay information technology programs have functioning backup systems.
FDO maintains accurate documents/maps of all utility systems on campus that include valves, meters, switch gear, etc.

FDO maintains drawings showing gas pipelines and major building valve locations, including the National Pipeline System Maps.
EHS maintains inspection equipment, combustible gas detector, and calibration records.
FDO personnel responsible to support this hazard have received appropriate training to perform inspections.
FDO personnel participate in onsite exercises and drills.
Cal State East Bay community staff and faculty receive new employee emergency response training. (UPD, EHS)
FDO Emergency call list is updated as needed and includes PG&E.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	Facilities Development & Operations (FDO)
Supporting Cal State East Bay Department(s)	UPD Environmental Health & Safety (EHS) Risk Management & Internal Control (RMIC) including EM
Outside Agency(s)	Local Fire Departments, PG&E, and municipalities

Actions – Utility Disruption
UPD may or FDO will determine cause and extent of failure and provide the information to IC.
UPD will recommend if EOC should be convened. If convened, the IC will prepare an Incident Action Plan (IAP).
UPD will determine if a building(s) evacuation is necessary and if so may need to initiate it. If the building(s) is already evacuated, UPD will assist the BEST with crowd control and communications.
Campus Management will determine campus status based on duration and size of disruption.
FDO will be notified if anyone is trapped in an elevator.
UPD will notify local FD and request medical assistance if required.
UPD will set up perimeter control to prevent access into a hazardous area. UPD may ask BEST, Staff, or Faculty to assist with perimeter control.
BEST will account for building occupants at the designated meeting area, gather incident information and report to UPD.
If the EOC is not convened, UPD will coordinate communication with UCM as necessary between FDO, First Responders, and the campus and local communities during and after the emergency.
FDO will coordinate the field operation, making decisions concerning emergency valves, isolating areas and the use of emergency equipment. They will work with HFD/CFD and PG&E as required by the situation and safety.
FDO or the local FD will notify UPD when the area or building can be safely reoccupied. Building occupants will not re-enter the building(s) until given the all-clear.
UPD will notify evacuated persons that the area is safe to re-occupy.

Recovery

Action
Take pictures of any damage to university property.
RMIC will contact insurance provider if needed.
Insurance provider will conduct damage assessment with assistance from Facilities and EHS as needed.
EOC will organize a debriefing and prepare an After-Action Report (AAR) and track follow-up actions.

References/Resources

TBA

See Appendix A for Table 1 - Asbestos Containing Building Materials.

4. Building Fires

Purpose

The Building Fires Annex provides guidance and direction to the campus to assess response to a building fire. Fire may be described as a state, process, or instance of combustion in which fuel or other material is ignited and combined with oxygen, giving off light, heat, and flame. Significant seismic events such as an earthquake may also result in fires.

Situation

- Fire is a constant threat and can be ignited by faulty wiring, overloaded outlets, improper use of extension cords, or improperly stored materials.

Assumptions

- Local Fire Department will take command of the incident
- The University Police Department will coordinate with the Hayward or Concord Fire Department during a building fire.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Provide faculty, staff, and student information and training about fire life safety on campus and in the residence halls. Training covers preparedness and response.
Coordinate with local fire department to help them familiarize themselves with the buildings.
EHS and Facilities inspect buildings with the State Fire Marshal for potential fire hazards.
Flammable and combustible materials are properly used and stored to prevent fire.

Preparedness

Action
Routine tests/checks on conducted on fire safety equipment (e.g., alarms, sprinklers, fire extinguishers).
Fire extinguisher training is conducted for BEST and staff in the residence halls.
Evacuation plans are maintained and up-to-date.
Fire evacuation drills are conducted annually, twice a year for residence halls.
Assembly Areas are clearly marked.
BEST members are assigned for each building, trained, and provided with the equipment needed.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Agency	Local Fire Department (Hayward or Concord)
Lead Cal State East Bay Department	University Police Department (UPD)
Support Cal State East Bay Organization	Building Emergency Safety Team (BEST)
Support Cal State East Bay Department(s)	Facilities Development and Operations (FDO)
	Environmental Health & Safety (EHS)
	Risk Management & Internal Control (RMIC)

Actions - Building Fire
Building occupants will evacuate the building and follow university procedures. This includes Fire Department and UPD notification. BEST will assist with the evacuation including supporting those who may need disability-specific assistance.
UPD will work with the local Fire Department to secure the scene.
Depending on the scope and impact of the fire (e.g., injuries, classroom impact, public information required, etc.), the UPD will recommend the EOC be activated. The EOC will develop an EOC Action Plan (EAP).
Campus Management will determine campus status based on severity of the event and its ability to carry on operations.
Once the fire is extinguished, the local Fire Department will return the building to UPD's control.
If there is damage to the building, Facilities and EHS will evaluate and determine if occupants may re-enter the building. Further assessment will be requested if needed.
UPD will secure the building as requested.

Recovery

Actions
RMIC will contact insurance provider.
Insurance provider will conduct damage assessment with assistance from Facilities and EHS as needed.
EOC implements the recovery plan and monitors department Business Continuity Plans.
The EOC will implement its EOC Action Plan (EOP) and assist with department Business Continuity Plans as needed.
Document damaged property and repairs.
ECO will prepare an After-Action Report (AAR) and track follow-up actions.
SHCS and Human Resources will provide mental health services and information to those affected

References

- Evacuation Maps
- California Environmental Reporting System or CERS chemical inventory (Concord and Hayward Fire Departments have electronic access}

See Appendix A for Table 1 - Asbestos Containing Building Materials.

5. Wildfires

Purpose

This Annex provides guidance and direction to the campus to assess response to a wildfire. Fire may be described as a state, process, or instance of combustion in which fuel or other material is ignited and combined with oxygen, giving off light, heat, and flame. Significant seismic events such as an earthquake may also result in fires.

Situation

- Fire, outside the buildings, is a constant threat. The Hayward and the Concord campuses located in a wild land-urban interface made up of oak woodlands, with the grasses supporting a rapid spread of fire. Both these campuses are in areas that have experienced severe drought over the years and are very dry during the summer months.

Assumptions

- Local Fire Department will take command of the incident
- The University Police Department will coordinate with the Hayward or Concord Fire Department during a building or wildlife fire.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Provide faculty, staff, and student information and training about fire life safety on campus and in the residence halls. Training covers preparedness and response.
Facility maintains a 20-foot perimeter of mowed grass around the campuses during the dry months and maintains landscaping around buildings to eliminate combustible materials.
Coordinate with local fire department to help them familiarize themselves with the buildings.
EHS and Facilities inspect buildings with the State Fire Marshal for potential fire hazards.
Flammable and combustible materials are properly used and stored to prevent fire.

Preparedness

Action
Routine tests/checks on conducted on fire safety equipment (e.g., alarms, sprinklers, fire extinguishers).
Fire extinguisher training is conducted for staff and in the residence halls.
Evacuation plans are maintained and up-to-date.

Fire evacuation drills are conducted.
Assembly Areas are clearly marked.
Building Emergency Safety Team (BEST) are trained to assist with evacuations

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Agency	Local Fire Department (Hayward or Concord)
Lead Cal State East Bay Department	University Police Department (UPD)
Support Cal State East Bay Organization	Building Emergency Safety Team (BEST)
Support Cal State East Bay Department(s)	Facilities Development and Operations (FDO)
	Environmental Health & Safety (EHS)
	Risk Management and Internal Control (RMIC)

Actions
Depending on the scope and impact of the fire, the UPD will recommend the EOC be activated.
UPD will work with the local Fire Department to determine the best course of action for the university (e.g., evacuation, shelter-in-place). That plan will be implemented.
Depending on the extent of the damage, the State Fire Marshall may need to determine if and when the campus and/or any buildings can be reoccupied.
Campus Management will determine campus status based on severity of the event and its ability to carry on operations.

Recovery

Actions
RMIC will contact insurance provider.
Insurance provider will conduct damage assessment with assistance from Facilities and EHS as needed.
EOC implements the recovery plan and monitors department Business Continuity Plans.
The EOC will implement its EOC Action Plan (EAP) and assist with department Business Continuity Plans as needed.
Document damaged property and repairs.
UPD will prepare an After-Action Report (AAR) and track follow-up actions.
SHCS and Human Resources will provide mental health services and information to those affected

References

- Evacuation Maps
- California Environmental Reporting System or CERS chemical inventory (Concord and Hayward Fire Departments have electronic access}

See Appendix A for Table 1 - Asbestos Containing Building Materials.

6. Infectious Disease Outbreaks

Purpose

An **Infectious disease outbreak** describes cases of communicable disease that are in excess of what would normally be expected. These outbreaks may have the ability to spread quickly in a university environment due to the number and close proximity of individuals. These include but are not limited to tuberculosis, MRSA, measles, coronavirus, etc. The University Student Health and Counseling Services (SHCS) will work closely with the university departments and local county health departments who provide the guidance to investigate the occurrences of all notifiable communicable disease cases. The county health departments will assist in establishing the cause, mode of transmission, probable source and identification of any individuals who are deemed to be at risk of contracting the disease and implementation of required infection prevention and control measures. Foodborne illnesses and pandemic flu are covered by this Annex.

Situation

One or more cases of local health department reportable disease or conditions have been connected to the university community.

Assumptions

- The Cal State East Bay Director of Student Health and Counseling Services will lead the response for any campus related communicable disease outbreak.
- The local public health department will notify the Cal State East Bay Director of Student Health and Counseling Services of any cases it is investigating that may be connected to Cal State East Bay.
- The Cal State East Bay Director of Student Health and Counseling Services will report any cases on the Cal State East Bay campuses to the local public health department.
- The local public health department will provide guidance related to the outbreak investigation, response, and university communications.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

The goal is to limit the spread of a communicable disease and to care for those individuals affected by the disease.

Mitigation

Action
Maintain and operate university facilities by following all public health codes and regulations (swimming pools, food establishments, gyms, residence halls).
Faculty, staff, and students should maintain their immunization to diseases with available vaccinations.

Preparedness

Action
Staff most likely to encounter a sick community member will receive training. Training should include appropriate procedures to protect themselves (universal precautions) and procedures to assist a sick staff or student. Procedures should also include when to notify SHCS. SHCS, UPD, Athletics, and Residence Hall staff are trained in job appropriate procedures.
SHCS, UPD, Athletics, and Residence Hall staff should participate in onsite exercises and drills.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	Student Health Counseling Services, Director of SHCS
Supporting Cal State East Bay Department(s)	Risk Management & Internal Control (RMIC), AVP RMIC
	Environmental Health & Safety, Director EHS
	Human Resources, AVP Human Resources
	Housing and Residential Life, AVP Campus Life
	University Communications, AVP University Communications
	Facilities, Director of Facilities Operations
	Pioneer Dining
Local County Health Departments: The county health department is the lead health authority with these outbreaks. They are responsible for managing the reporting of notifiable communicable diseases, ensuring the cases are investigated (including contacts and source(s) of infection) and that special measures are followed such as isolation or quarantine procedures.	<p>Alameda County Public Health Department Division of Communicable Disease Control & Prevention 1000 Broadway, Suite 500 Oakland, CA 94607</p> <p>Phone: (510)267-3250 After hours phone: (925) 422-7595</p> <p>Acute Communicable Disease Program Email: AcuteCD@acgov.org</p> <p>Website and forms: http://www.acphd.org/communicable-disease.aspx</p> <p>Contra Costa Public Health Division Communicable Disease Programs</p>

	Phone: 925-313-6740 Fax: 925-313-6465 Website and forms: http://cchealth.org/cd/
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Actions

The Director of SHCS will be notified of a suspected or confirmed infectious disease outbreak or case of a notifiable communicable disease. The sources could be internal or external to the university. An external source includes the local county health department.

VP of Administration and Finance and AVP of RMIC shall be notified of the case or outbreak.

The Director of SHCS will lead the investigation of internally reported cases and determine what actions should be taken including but not limited to contacting the local county health department for guidance.

When the local county health department notifies the University of a suspected or confirmed infectious disease outbreak or case of notifiable communicable disease, the Director of SHCS will assist the local county health department in establishing the cause, mode of transmission, probable source and identification of individuals who are deemed to be at risk of contracting the disease and implementation of any required infection prevention control measures. This may be done with the assistance of a variety of university departments, depending on the travel pattern of the infected individuals, whether they are residents on campus, etc.

The University shall manage information on such cases through the SHCS disease contact as indicated by the local county health department.

The University shall follow any special measures as determined by the local county health department or Cal State East Bay for control of the particular disease. This could include:

1. Special cleaning measures appropriate to the disease;
2. Temporary closure of public events, classes, spaces or buildings;
3. Isolation or quarantine measures.

Communication

The University will provide the campus community with information on any preventative measures recommended by the local county health department using the established communication procedures. The University SHCS, Communication Department, Human Resources and RMIC may assist in the preparation of such information.

The University will communicate with the campus community, including students, employees and external stakeholders (when required) regarding the situation.

The SHCS will assist students and Environmental Health and Safety will assist employees with any question they may have about the outbreak.

Immunization

Where the local county health department recommends immunization as a preventative measure to reduce the spread of the outbreak, the University shall make its best efforts to assist the local county health department with organizing such immunizations for the campus community. The University shall also communicate the offer of such to the students and employees.

Any immunization program implemented will be established in collaboration with the local county health

department.

Maintenance of Essential Business Activities

The University shall, where possible, continue its essential business activities.

Campus Management will determine campus status based on severity of the event and its ability to carry on operations.

Recovery

Action – Short Term Recovery

EOC will organize a debriefing

EOC Coordinator will prepare an After-Action Report (AAR) and track follow-up actions

References

- N/A

7. Hazardous Material Spills

Purpose

This Annex provides guidance and direction to the campus Emergency Operations Center (EOC) and responders in the event of hazardous materials spills. A hazardous material is an explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive element that when involved in an accident and released in sufficient quantities, put some portion of the general public in immediate danger from exposure, contact, inhalation, or ingestion.

Hazardous materials releases may be a secondary hazard as a result of an earthquake and part of a larger response. Petroleum products spills (dielectric oils, diesel, gasoline) in generators, transformers, and above-ground storage tanks are also covered by the university Spill Prevention, Control, and Countermeasure Plan (SPCC) and the Aboveground Petroleum Storage Act (APSA).

Situation

- Hazardous materials are stored throughout the campus including, but not limited to, Science classrooms and laboratories, stockrooms, maintenance areas, KPE pool operations, custodial operations, and Facilities Corp Yard, (gasoline and diesel tanks).
- Flammable and corrosive liquids are the major hazard classes.
- Highly toxic chemicals in Science buildings are in small quantities.
- University staff is trained to clean up incidental chemical spills in their areas and follow emergency response procedures for larger spills.
- For major spills that (1) can or have caused serious harm (2) impact the environment, or (3) are too hazardous or large for university staff to clean up, the university faculty or staff will contact Environmental Health & Safety (EHS). EHS evaluates and contacts the contracted hazardous waste vendor for emergency response clean-up. If needed for the protection of the university community, 911 will be called.

Assumptions

- Department chemical inventories are maintained and up-to-date.
- The majority of hazardous materials spills on campus are incidental and are small quantities and/or moderately hazardous so spills can be cleaned up by trained staff.
- Chemical storage and use areas are stocked with emergency spill kits.
- Contracted emergency responders are available and are equipped with the necessary equipment to clean up a chemical spill.
- In the event of a large earthquake or building fire, it may be days before the building can be entered.

- Contaminated individuals can be decontaminated by removing clothes and rinsing with water.
- An on-campus release is unlikely to require the evacuation of more than a small area near the release.
- Individuals in the hazardous area will be warned and directed to leave the area by appropriate routes.
- Injured, exposed, or ill individuals will be decontaminated by the City of Hayward or City of Concord Fire Department Hazardous Materials Unit/EMS prior to transport to local hospitals.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Faculty, staff, and students receive training to handle the hazardous chemicals in their labs and work areas. Training includes emergency preparedness and response.
Highly toxic chemicals are stored properly and quantities are limited.
Chemicals are kept to a minimum.

Preparedness

Action
Chemicals are properly stored to prevent their release in the event of an earthquake.
Spill supplies are maintained in chemical use and storage areas.
Chemical inventories are maintained by the facility owners and updated as needed (at least annually) in RSS
Employees are trained to contact UPD or EHS in the event of a major spill and provide an SDS of the spilled hazardous material(s).
SDSs are available through the RSS software application

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	Director, Environmental Health & Safety (EHS)
Support Cal State East Bay Department(s)	UPD, University Police Department (UPD)
	Facilities Development & Operations (FDO) Director of Facilities Operations
	Department, chemical owner

	Risk Management & Internal Control (RMIC) Emergency Management Worker's Compensation Coordinator
External Emergency Assistance	Emergency Responders (Fire, Police, Medical) 911
Emergency Responders for Clean-up (chemical, biological, radiologic spills)	Clean Harbors (800-645-8265)

Actions – Level 1 Spill (Minor)
Faculty or staff can safely clean up the spill.
Faculty or staff contacts EHS for proper disposal of the hazardous waste generated during clean up.
Faculty or staff request replacement clean-up supplies.

Actions – Level 2 Spill
<i>Go to "Actions - Level 3" guidelines below if the spill has fire potential, exposures with injuries, or other immediate threats.</i>
UPD will contact EHS and provide any information about the spilled chemical, contact, and location.
UPD will assist, while maintaining their safety, by: <ul style="list-style-type: none"> • Limiting access to the contaminated area • Collecting information about the incident • Evacuating building(s) or sheltering in place as necessary • Continuing the above steps until EHS arrives
UPD will assist those potentially exposed to the hazard to a safe location for decontamination and evaluation.
The area staff or faculty will provide EHS with the hazardous materials SDS and/or other hazard information about the spill.
EHS will evaluate the hazardous materials spill and develop and implement a cleanup plan.

Actions – Level 3 Spill
In the event of a major spill, and depending on who is called first, UPD and EHS will contact each other.
UPD will also call the local Emergency Responders if there is a potential for a fire and/or a serious injury or at the request of EHS or Facilities.
Local Emergency Responders will stabilize the scene and assist the injured.
FDO may be contacted if utilities are impacted.
Campus Management will determine campus status based on severity of the event and its ability to carry on operations.

	Level 1 Minor Spill: can be cleaned up without the help of EHS	Level 2 Major Spill: EHS assistance is required for clean-up	Level 3 Major Spill: 911 assistance is required
Hazard	<p>Known hazard in <u>small</u> quantities:</p> <ul style="list-style-type: none"> • Low toxicity • Low volatility • High toxicity (contained) • Flammable liquids (<1 liter) • Acids or bases • Biosafety Level 1 or 2 • Broken mercury thermometer • Radioactive materials 	<p>Known hazards:</p> <ul style="list-style-type: none"> • Highly toxic chemical • Flammable liquid (>1 liter) • Toxic powders • Inhalation hazard 	<ul style="list-style-type: none"> • Fire potential • Flammable liquids • Unknown hazard
Spill Location	<ul style="list-style-type: none"> • Benchtop or fume hood • Contained in one lab or room • No human, facility, or environmental contamination • Easily contained and cleaned 	<ul style="list-style-type: none"> • Environment release-air, soil, sewer, stormwater drains • Building with recirculating air • The area has ignition sources (flammables) • Can be contained 	<ul style="list-style-type: none"> • Flammables in stormwater or sanitary sewer drain • One or more buildings affected • The area has ignition sources (flammables) • Difficult to contain
Exposure	<ul style="list-style-type: none"> • No exposure 	<ul style="list-style-type: none"> • Contamination can be safely and easily removed from skin, eyes, and clothing • There is no immediate emergency from the exposure 	<ul style="list-style-type: none"> • Immediate and serious health effects possible: <p>Ex. Phenol on the skin, concentrated acid/base in the eye</p>
Spill Supplies And Training	<ul style="list-style-type: none"> • Staff has sufficient spill supplies and training to clean-up spill. 	<ul style="list-style-type: none"> • Not enough supplies • Staff not sufficiently trained to clean up • Need additional PPE Ex. Respirator, special gloves, etc. 	<ul style="list-style-type: none"> • Staff not trained to clean up
Action	<ul style="list-style-type: none"> • Isolate • Clean-up • Bag and label hazardous waste 	<ul style="list-style-type: none"> • Not enough supplies • Call for EHS or call UPD to contact EHS • Area evacuation is 	<ul style="list-style-type: none"> • Contact UPD to contact EHS • EHS or UPD evaluates the situation and

		required <ul style="list-style-type: none"> • Limit access • Isolate and decontaminate contaminated individuals if safe • Obtain MSDS • EHS will contact external contractors for assistance 	takes appropriate action <ul style="list-style-type: none"> • This includes calling 911 and evacuating building(s)
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	Level 1 Minor Spill: can be cleaned up without the help of EHS	Level 2 Major Spill: EHS assistance is required for clean-up	Level 3 Major Spill: 911 assistance is required
Examples	<ul style="list-style-type: none"> • Spills in a lab hood • Spills from a car accident (brake, hydraulic fluids) • Spill that can be cleaned up with a 5 gallon spill kit 	<ul style="list-style-type: none"> • Larger quantities of spilled chemicals • Isolation of rooms or areas required • Air monitoring required after a spill before re-entry is allowed • Chemicals spilled on the ground - gasoline, oil • Non-flammable or combustible chemicals in storm drain 	<ul style="list-style-type: none"> • Flammable or combustible chemicals in storm drain • Corrosive spill with one or more injuries • Unknown chemical with one or more complaints

Recovery

Action
Level 1 and 2 responses, EHS will complete the investigation and work with the Emergency Manager on the debriefing. EHS will file the investigation reports.
Level 3 response, the Emergency Manager will organize a debriefing
Level 3 response, the Emergency Manager will prepare an After-Action Report (AAR) and track follow-up actions.

References

- Chemical Inventory
- Safety Data Sheets
- Area Maps

See Appendix A for Table 1 - Asbestos Containing Building Materials.

8. Severe Weather (new)

Purpose

The purpose of the severe weather response annex is to provide guidance to assess and respond to the conditions that occur during and after severe weather events. Priorities will first be the protection of life, then the environment, and next the campus.

Situation

- Occupants may need to shelter-in-place due to dangerous outdoor conditions or inability to get home.
- Buildings could sustain serious damage making them uninhabitable requiring relocation to another building.

Assumptions

- Buildings could sustain serious damage making them uninhabitable.
- Utility disruptions may occur.
- Exterior flooding may occur.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Provide faculty, staff, and student information and training about preparing for severe weather incidents on campus and in the residence halls. Training covers preparedness and response.
FDO conducts regular inspections of roofs, doors, and windows to prevent potential leaks.
Coordinate with local fire department to help them familiarize themselves with the buildings.

Preparedness

Action
Educate campus community about how to protect themselves in the event of severe weather.
Each department should have an emergency response plan that includes a way to account for its staff.
Departments that provide emergency services should make preparations and maintain supplies or procedure: <ul style="list-style-type: none">● University Communications and Marketing (UCM)● University Police Department (UPD)● Information Services● Housing● Student Health and Counseling Services (SHCS)● Facilities Development and Operations (FDO)

<ul style="list-style-type: none"> • Environmental Health and Safety (EHS)
University departments should have a Continuity Plan (CP).
Building Emergency Safety Team (BEST) Program maintained and implemented.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	University Police Department (UPD)
Support Cal State East Bay	All departments will support UPD
Mutual Aid	Local, county, state, and federal agencies

Action – During and Immediately After the Severe Weather Incident
During a severe weather incident employees are trained: <ul style="list-style-type: none"> • watch for fallen debris (e.g., falling windows, building facades, electrical lines) and flooding • follow their BEST's instructions
BEST will contact UPD Dispatch and await instructions while determining missing and injured employees.

Actions – After the Severe Weather Incident
UPD will make initial evaluation of the campus to determine immediate response. UPD will establish an Incident Command.
UPD will recommend if EOC should be convened. UPD will identify a safe location for the EOC, if VBT is deemed unsafe, or EOC will be activated virtually.
UPD will conduct a ground survey to determine the scope of the damage, casualties, and the status of key facilities. Report to the EOC.
Campus Management will determine campus status based on severity of the event and its ability to carry on operations.
EOC will request needed mutual aid assistance based on initial damage assessment.
UPD will establish and maintain controlled access to the campus and/or unsafe areas of the campus. Only those people directly involved in emergency response operations should be allowed to enter the campus.
EOC will prepare an EOC Action Plan (EAP) including Emergency Communication Plan.
Under the direction of the EOC or Incident Command the SHCS will implement their Emergency Plan.
Under the direction of the EOC or Incident Command, Facility Staff and EHS may need to evaluate or inspect buildings and other structures to determine whether it is safe to inhabit or use them after a severe weather incident will occur. Activities may include: <ul style="list-style-type: none"> • Inspecting and/or turning off building utilities (gas, electrical, water) • Assessing for superficial structural damage • Assessing for release of hazardous materials

<ul style="list-style-type: none"> • Assessing for release of asbestos in the buildings; see chart for those building containing asbestos. • Prioritizing inspections of buildings and structures which are critical to emergency services operations, housing, and mass care activities • Identify/mark those buildings that are unsafe and may not be occupied • Report findings to the EOC
Mutual aid and trained first responders may be required to safely complete the above task if UPD, Facilities or EHS identify hazards preventing them from entering a building or campus area (e.g., gas leak, asbestos, hazardous chemical spill, severe structural damage).
EOC will continue modifying and implementing the EOC Action Plan (EAP) as needed.

Recovery

Actions
EOC develops and implements the recovery plan and monitors department Business Continuity Plans.
Document damaged property and repairs.
Offer and provide mental health services and information to those affected.
Develop an After-Action Report update the EOP as needed.

See Appendix A for Table 1 - Asbestos Containing Building Materials.

9. Cyber Attacks or Ransomware (new)

Purpose

The purpose of the cyber-attacks or ransomware annex is to provide guidance to assess and respond to the conditions that follow a data breach or disruption to the IT infrastructure. A cyberattack occurs when there is an unauthorized action against computer infrastructure that compromises the confidentiality, integrity, or availability of its content.

Situation

Cal State East Bay's IT infrastructure may be compromised leading to release of confidential information and disruption in service.

Assumptions

- Cal State East Bay is vulnerable to cyber-attacks or ransomware threats.
- It may be several hours to days before IT services are restored.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Ensure critical security patches are deployed.
Ensure that proper backups of critical systems are created and tested for restoration.
Ensure that anti-virus, anti-malware and ransomware protection are installed on all computing devices.

Preparedness

Action
Educate campus community about safe computer practices.
Maintain and practice incident management policy and procedures.
Departments that provide emergency services should make preparations and procedures: <ul style="list-style-type: none">● Information Technology Solutions (ITS)
University departments should have a Continuity Plan (CP)

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	Information Technology Solutions (ITS)

Support Cal State East Bay	All departments will support ITS
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Action – During and Immediately After the Cyber Attack or Ransomware Incident
Initiate incident management process.
Alert Chancellor’s Office CISO and CIO.

Actions – After the Cyber Attack or Ransomware Incident
ITS will recommend if EOC should be convened.
IC, with support from EOC Operations Section and EOC Planning Section, will prepare an EOC Action Plan (EAP).
PIO will develop a crisis communication plan to communicate instructions and information to students, faculty, staff and community members.
Keep Chancellor’s Office CISO and CIO updated on incident status.
EOC will continue modifying and implementing the EOC Action Plan (EAP) as needed.

Recovery

Actions
EOC develops and implements the recovery plan and monitors department Continuity Plans.
Document impacted IT infrastructure and repairs.
Develop an After-Action Report (AAR) and update the EOP as needed.

References

- ITS [Incident Management](https://www.csueastbay.edu/its/processes-policies/incident.html) (https://www.csueastbay.edu/its/processes-policies/incident.html)

10. Bomb Threats

Purpose

This Annex provides guidance and direction to the campus Emergency Operations Center (EOC) and responders an effective means to respond to a bomb threat. Priorities will first be the protection of life, then the environment, and next the campus.

Situation

- All bomb threats should be taken seriously.
- Most bomb threats will be received telephone, though may be received by letter or e-mail.

Assumptions

- In the event of a bomb threat UPD may request additional external support.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.

Concept of Operations

Mitigation

Action
Maintain up-to-date building floor plans.
Include the response to bomb threat in the security plan.

Preparedness

Action
Students, faculty and staff receive training on how to prepare and respond to a bomb threat.

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	University Police Department (UPD)
Supporting Cal State East Bay Department(s)	Facilities Development & Operations (FDO)

Actions
UPD will recommend if EOC should be convened. If convened, the EOC will develop and implement an EOC Action Plan (EAP).
UPD will follow their protocol.

UPD will determine if a building(s) evacuation is necessary or occupants should shelter in place.
Campus Management will determine campus status based on severity of the event and its ability to carry on operations.
Facilities will provide maps of the buildings if requested.
Building occupants will not re-enter the building(s) until given the all-clear by UPD

Recovery

Action – Short Term Recovery
EOC will prepare an After-Action Report (AAR) and track follow-up actions.

References

- N/A

11. Demonstrations or Concerted Activities (new)

Purpose

The purpose of the demonstrations or concerted activities annex is to provide guidance to assess and respond to the conditions occurring during and following demonstrations and concerted activities. Priorities will first be the protection of life, then the environment, and next the campus.

Situation

A concerted activity is an event planned or done by a group of individuals for a shared purpose. These are organized as a way of publicly making their opinions heard in an attempt to influence public opinion or government policy. While Demonstrations can occur anywhere, university and college campuses are a popular location to gather.

Assumptions

- Cal State East Bay is vulnerable demonstrations and concerted activities.
- These events can lead to human injury.
- Buildings could sustain serious damage making them uninhabitable.
- Sensitive data and information can be compromised.
- AlertMe communications to the campus will be sent as the situation allows and necessitates.
- It will be several hours before city, state and federal resources are mobilized and deployed to support.

Concept of Operations

Mitigation

Action
Inspect buildings for security issues and identify building hardening projects.
Monitor social media using law enforcement resources to identify any planned protests.
Work with campus departments and key stakeholders such as Union Representatives and ASI to gather information about potential concerted activity.

Preparedness

Action
Educate campus community about the CSU Systemwide time, Place and Manner Policy.
Educate campus community about how to protect themselves in the event demonstrations and concerted activities.
Each department should have an emergency response plan that includes a way to account for its staff.

<p>Departments that provide emergency services should make preparations and develop procedures:</p> <ul style="list-style-type: none"> • University Communications and Marketing (UCM) • University Police Department (UDP) • Information Technology Solutions (ITS) • Student Housing and Residential Life (SHRL) • Student Health and Counseling Services (SHCS) • Facilities Development and Operations (FDO)
University departments should have a Continuity Plan (CP)
Building Emergency Safety Team (BEST) Program maintained and implemented

Response

Responding Departments and Agencies	
Role	Department / Agency
Lead Cal State East Bay Department	University Police Department (UPD)
Support Cal State East Bay	All departments will support UPD
Mutual Aid	Local, county, state, and federal agencies

Action – During and Immediately After Demonstrations and Concerted Activities
<p>During demonstrations employees are trained:</p> <ul style="list-style-type: none"> • to not engage with demonstrators • call 911 if they feel unsafe • shelter-in-place, if necessary
UPD will make initial evaluation of the campus to determine immediate response. UPD will establish an Incident Command, if necessary.
UPD will recommend if EOC should be convened.
UPD will establish and maintain controlled access to the campus and/or unsafe areas of the campus. Only those people directly involved in field operations should be allowed to enter the campus.
Campus Management will determine campus operation status based on severity of the event and its ability to carry on operations.
IC, with support from EOC Operations Section and EOC Planning Section, will prepare an Incident Action Plan (IAP).
PIO will develop a crisis communication plan to communicate instructions and information to students, faculty, staff and community members.

Actions – After the Demonstrations and Concerted Activities
Under the direction of the EOC or IC the SHCS will implement their Emergency Plan to provide medical care to the injured, if necessary.
<p>If buildings were occupied, under the direction of the IC, Facility staff and EHS may need to evaluate or inspect buildings and other structures to determine whether it is safe to inhabit or use them. Activities may include:</p> <ul style="list-style-type: none"> • Assessing for superficial (“windshield”) structural damage

<ul style="list-style-type: none"> • Identify/mark those buildings that are unsafe and may not be occupied • Report findings to the IC/EOC
If safe to enter buildings, the identification and repair/removal/replacement of damaged building features, equipment, and furniture.
EOC will continue modifying and implementing the EOC Action Plan (EAP) as needed.

Recovery

Actions
EOC develops and implements the recovery plan and monitors department Continuity Plans.
Document damaged property and repairs.
Offer and provide mental health services and information to those affected.
Develop an After-Action Report update the EOP as needed.

References

- [CSU Interim Systemwide Time, Place and Manner Policy](#)

Appendix A (Revision in Progress)

Table 1 - Asbestos Containing Building Materials										
	Buildings with asbestos	Fire Proofing	Thermal Systems Insulation	Ceiling tile	Floor Sheeting	Acoustic ceiling	Joint Compound	Mastic	Tile	Transite
1	A & E		X				Trace	X	X	X
2	KPE		X	X				X	X	
3	Library	X	X				Trace	X	X	
4	M & B		X		X	X				
5	Meiklejohn		X			X	X	X	X	
6	Old Union		X			X		X		
7	Robinson Hall		X				X	X		
8	Science		X		X			X	X	X
9	SHCS						X	X	X	
10	Theater		X		X		X	X	X	