



# **SAN JOSÉ STATE UNIVERSITY**

## **EMERGENCY OPERATIONS PLAN**

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

2014 EMERGENCY OPERATIONS PLAN

Revised/Reviewed By:

*Signature on File*

---

*5/14/12*

---

Operation Bureau Commander, University Police Department

Date

*Signature on File*

---

*5/23/12*

---

Chief of Police, University Police Department

Date

Approved by:

*Signature on File*

---

*5/25/12*

---

Vice President for Administration and Finance

Date

## TABLE OF CONTENTS

Forward

Letter of Promulgation and Signature Page

Approval and Implementation

Distribution List Record of

Changes Situation and

Assumptions

### SECTION I: INTRODUCTION

- A. Purpose
- B. Scope
- C. Mission

### SECTION II: CONCEPT OF OPERATIONS

- A. Emergency Declaration (Presidential)
- B. State of War Emergency
- C. Employee Oath of Allegiance
- D. Plan Development and Maintenance

### SECTION III: ACTIVATION, COMMAND AND CONTROL

- A. Authority
- B. Order of Succession
- C. Activation
- D. EOC Action Plans

### SECTION IV: MANAGEMENT OF EMERGENCY OPERATIONS

- A. Campus Emergency Organization
- B. The Emergency Operations Center
- C. EOC Organization and Command
  - 1. Management
  - 2. Operations
  - 3. Planning/ Intelligence
  - 4. Logistics
  - 5. Finance
- D. Management Unity and Delegation of Authority
- E. Incident Command/Field Teams (IC)
- F. Inter-Agency Coordination in EOC
- G. Operational Area Coordinator

### SECTION V: OFF-CAMPUS ASSISTANCE AND MUTUAL AID

- A. Inter-Campus
- B. Non-University

### SECTION VI: CRISIS COMMUNICATIONS

Campus Alert and Warning Notifications

SECTION VII: TRAINING DRILLS AND EXERCISES

SECTION VIII: CAMPUS PROTECTIVE ACTION GUIDELINES

- A. Shelter in Place
- B. Evacuations
- C. Evacuation for People with Disabilities

SECTION IX: ROLES IN A DECLARED EMERGENCY

- A. Students
- B. Administrators, Deans, Department Chairs, Associate Vice Presidents, Directors and Supervisors
- C. Faculty and Staff
- D. Building Owners
- E. Building Coordinators
- F. Building Emergency Teams (Volunteers)
- G. Campus Emergency Supplies

SECTION X: TERMINATION AND RECOVERY

- Phases of Recovery
- After Action Reporting

SECTION XI: AUTHORITIES AND REFERENCES

SECTION XII: ANNEXES

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

Functional Annex (2): Responder / Staff Communications

Functional Annex (3): Public Information Alert and Warning (Logistical Support)

Functional Annex (4): Mass Care

Annex (5): Health and Medical

Annex (6): Recovery and Restoration

Annex (7): Hazard Specific

- Earthquake
- Fire
- Terrorism
- Hazardous Materials
- Mitigation

Appendix: Emergency Roster

## **Foreword**

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

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

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

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

**SAN JOSÉ STATE UNIVERSITY**

Date: June 6, 2012

To: Faculty, Staff, and Students

From: Mohammed H. Qayoumi, President



Re: Promulgation of Emergency Operations Plan

**Office of the President**

Mohammad H. Qayoumi, Ph.D.  
President

One Washington Square  
San José, California 95192-0002  
Office: 408-924-1177  
Fax: 408-924-1199  
sjsupres@sjsu.edu

www.sjsu.edu

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

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

This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures as well as provides for the coordination of planning efforts regarding faculty, staff and students.

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

As President, I give my full support to this plan and urge all faculty, staff and students – individually and collectively – to participate in San José State University’s emergency preparedness efforts. This plan is effective as of the date of my signature.

The California State University  
Chancellor's Office  
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

**San Jose State University  
Emergency Plan Distribution List**

<b>Name</b>	<b>CD</b>	<b>Binder</b>
University President		<b>X</b>
Provost		<b>X</b>
University President's Cabinet	<b>X</b>	
Vice President, Administration and Finance	<b>X</b>	<b>X</b>
Vice President, Student Affairs	<b>X</b>	<b>X</b>
Assistant Vice President, Public Affairs	<b>X</b>	<b>X</b>
Assistant Vice President, Administration and Finance	<b>X</b>	<b>X</b>
Assistant Vice President, Human Resources		
Assistant Vice President, Finance and Administrative Technology	<b>X</b>	
Assistant Vice President, University Technology Services (UTS)	<b>X</b>	
Assistant Vice President, Facility Development and Operations	<b>X</b>	
Associate Vice President, Faculty Affairs	<b>X</b>	
Chief of Police, University Police	<b>X</b>	<b>X</b>
Operation Bureau Commander, University Police		<b>X</b>
Executive Director, Spartan Shops	<b>X</b>	
Director, Media Relations	<b>X</b>	
Director, Facility Planning Design & Construction FD&O	<b>X</b>	
Director, Accounting Services	<b>X</b>	
Director, Environmental Health and Safety	<b>X</b>	
Director, Internal Control, Finance	<b>X</b>	
Director, University Housing	<b>X</b>	<b>X</b>
Director, Student Health Center	<b>X</b>	<b>X</b>
Medical Chief of Staff, Student Health Center	<b>X</b>	
Manager, Risk & Compliance	<b>X</b>	
Manager, Purchasing Procurement	<b>X</b>	
Manager, General Ledger, Accounting Services	<b>X</b>	
Manager, Accounts Payable Procurement	<b>X</b>	
Manager, Budget, University Police	<b>X</b>	
Emergency Coordinator, University Police	<b>X</b>	<b>X</b>
Environmental Health Specialist	<b>X</b>	
Safety/Project Coordinator FD&O	<b>X</b>	
Architect/Construction Specialist FD&O	<b>X</b>	
Hazardous Materials Specialist, FD&O	<b>X</b>	
Contract Analyst/Lead Buyer Procurement	<b>X</b>	
Executive Assistant, University Police	<b>X</b>	
Dispatcher, University Police	<b>X</b>	
University Writer and Producer, Public Affairs	<b>X</b>	
Emergency Operations Center	<b>X</b>	<b>X</b>
<b>TOTALS</b>	<b>34</b>	<b>12</b>

**SAN JOSE STATE UNIVERSITY EMERGENCY PLAN  
Record of Changes**

<b>Date</b>	<b>Name of Person Making Changes</b>	<b>Action</b>
<b>04/2012</b>	<b>Alan Cavallo , Operation Bureau Commander</b>	<b>Edit, Updates &amp; Functional Annexes</b>
<b>04/2012</b>	<b>Yvette Phillips, Emergency Coordinator</b>	<b>Edit, Updates &amp; Functional Annexes</b>



## **Situation and Assumptions**

### **A. Situation**

- San Jose State University is subject to many hazards that would require the use of a centralized emergency operations center (EOC) to facilitate policymaking, coordination, and control of response resources in a large-scale emergency/disaster situation.
- San Jose State University will normally manage large scale emergency/disaster operations from its EOC.
- Field operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene.
- The EOC has the capability to communicate with the necessary local and county agencies needed in times of emergency.

### **B. Assumptions**

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

## **Section I: INTRODUCTION**

### **A. Purpose**

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

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

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

### **B. Scope**

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

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

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

### **C. Mission**

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

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

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

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

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

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

## **Section II: CONCEPT OF OPERATIONS**

### **A. Declaration of Emergency**

#### **Constitution of an Emergency**

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

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

#### **Presidential Declaration of an Emergency**

The concept of operations dictates that the San Jose State University campus is responsible for the initial response operations. During initial response operations, field responders will place emphasis on saving lives, controlling the situation, protecting property, and minimizing the effects of the emergency.

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

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

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

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

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

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

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

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

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

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

The San Jose State University Emergency Operation Plan (EOP) is an all hazards document describing the University’s Emergency Operations organization, compliance with relevant legal statutes, other guidelines, and critical components of the San Jose State University’s emergency response system. This system is activated during extraordinary emergency situations associated with large-scale disasters affecting the university.

Annually, the entire EOP will be reviewed, updated, republished, and redistributed. Emergency Preparedness within the Operations Bureau, will maintain records of revision to this plan. The plan may be modified as a result of post-incident analyses and/or post exercise critiques. It may also be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change.

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

### **A. Authority**

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

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

**Further information is in Annex 3 - ACTIVATION, COMMAND AND CONTROL**

**B. Order of Succession**

Based upon Presidential Directive 2009-03, issued July 14, 2009, the official delegation of both authority and responsibility is conferred to the following administrators to make decisions on behalf of the President in emergency situations in which the President is not available or disabled. The "Chain of Command" is as follows:

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

The following are added to the "Chain of Command" for major disaster or emergency situations:

7. Vice Provost for Academic Planning and Budgets
8. Chief of Police
9. Vice President for Information Technology and Chief Information Officer

Further information is in Annex 3 - ACTIVATION, COMMAND AND CONTROL

**C. Activation**

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

- Support and coordinate emergency response and recovery operations
- Coordinate and work with appropriate federal, state, and local government agencies, as well as applicable segments of the private sector, monitor resource needs and coordinate requests for resources from outside agencies and jurisdictions
- Establish priorities and resolve any conflict demands for support
- Prepare and disseminate emergency public information to alert, warn, and inform the campus
- Collect and disseminate damage information and other essential data about the situation. Fulfill our obligation for intelligence gathering and information flow as described in SEMS, NIMS, and other procedures
- Provide logistic support for the emergency response

- Oversee and manage activities incurring costs and expenditures. Collect records needed for successful cost recovery

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

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

**Further information is in Annex 3 - ACTIVATION, COMMAND AND CONTROL**

**D. EOC Action Plans**

An EOC Action Plan focuses on supporting field response personnel by providing reports on their activities, mutual aid, and a history of the particular event. The Plan also projects needs and identifies resources not available at an Incident Command Post.

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

- Establish Direction - Set Priorities
- Establish Operational Objectives
- Determine the Operational Period
- Add Accountability by having a standardized, written document
- Reduce Redundancy
- Provide Valuable Documentation

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

The Action Plan is approved by the EOC Director.

## **EOC After-Action Report**

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

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

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



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

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

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

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

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

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

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

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

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

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

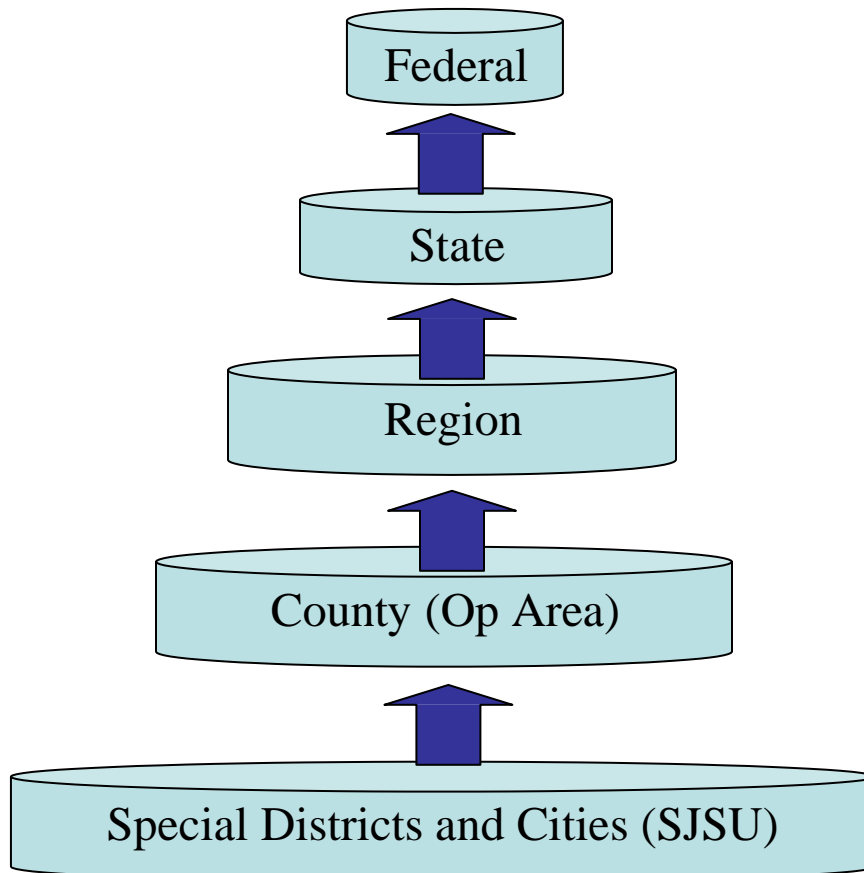
Units in the field receive tactical direction from an Incident Command Post (ICP) in accordance with the Incident Command System (ICS) principles. The EOC is considered a Multi-Department Coordination

Entity and is intended to support field forces by providing overall coordination and priority setting of resources.

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

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

### EOC Assistance Request Hierarchy



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

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

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

In the event that the primary EOC in the SJSU Police Department cannot be used, personnel should report to the alternate EOC located in the Executive Boardroom, on the fourth floor of the Martin Luther King Library. In the event that neither the primary or alternate sites are available, the EOC staff will receive direction from the UPD Communication Center or the Campus Emergency Notification System regarding where to report.

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

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

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

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

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

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

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

- The EOC Section Coordinators report to and take directions from the EOC Director and work with their Branches/Units and other EOC Section Coordinators.
- Branch Directors/ Division Supervisors report to and take direction from their EOC Section Coordinator. Members work with their staff and other Branches/Units within their Section.
- Units report to and take direction from their Branch Coordinators and work with their Department Operations Center when applicable and other Units within their Branch

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

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

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

The Management Section is comprised of the following positions:

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

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

#### Liaison Officer

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

#### Public Information Officer

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

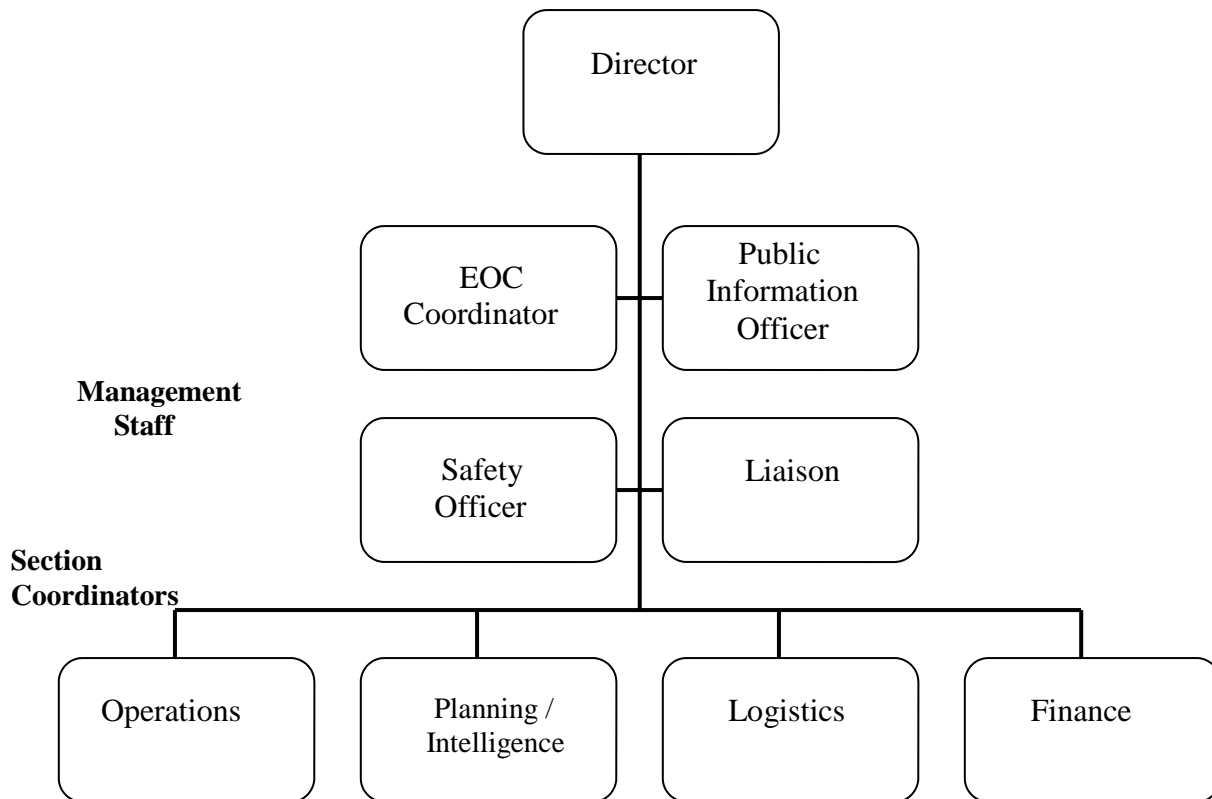
Emergency Operations Center Coordinator

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

Safety Officer

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

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



**2. Operations Section Overview**

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

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

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

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

### Operations Section Coordinator Description

The Chief of the University Police Department or alternate serves as the Operations Section Coordinator and reports directly to the EOC Director. The Operations Section Coordinator is responsible for assisting in the preparation of the Incident Action Plan (IAP), directing the execution of the IAP and oversees the preparation of unit operational plans. In addition, the Operations Section Coordinator activates and executes the Site Safety and Health Plan. Further, the Operations Coordinator is responsible for requesting and releasing resources.

### **3. Planning and Intelligence Section Overview**

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

Information and Intelligence are important to:

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

Documentation is important to:

- Track resources and personnel
- Record injuries to personnel
- Support insurance claims
- Support requests for reimbursement from the State and Federal governments

- Create an After Action Report, identify equipment shortcomings, identify ways to improve operational readiness, highlight strengths and areas for improvement.

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

- Damage Assessment
- Situation Status
- Recovery

#### Planning / Intelligence Section Coordinator Description

San José State University's Planning Section Coordinator is the AVP of Facilities, Development and Operations or an alternate. The Planning / Intelligence Section Coordinator collects, analyzes and processes information about the incident and supervises the preparation of all Incident Action Plans.

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

At San José State University, the AVP of Student Affairs, or alternate, is the Logistics Section Coordinator. The Logistics Section Coordinator is responsible for supporting incident response through the acquisition, transportation and mobilization of resources. He/she reviews the Incident Action Plan and estimates needs for the next operational period. Also, the Logistics Coordinator maintains the Unit/Activity Log (ICS 214).

The Logistics Section consists of the following positions

- Procurement
- Information Technology
- Human Resources
- Construction & Engineering
- Health
- Care & Shelter

#### Logistics Section Coordinator Description

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

#### **5. Finance Section Overview**

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

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

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

#### Finance Section Coordinator Description

At San Jose State University the Director of Accounting Services, or alternate, serves as the Finance Section Coordinator and manages the financial aspects of the emergency. The Finance Coordinator provides input in all planning sessions on financial and cost analysis matters. The Finance Coordinator ensures that all local, state and federal regulations are followed with regard to expenditures.

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

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

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

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

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

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

- Protect Life
- Restore order
- Protect property

Services the University Police Department provides include:

- Crime Prevention
- Campus patrols and escorts
- Traffic enforcement
- Arrests and detention for criminal offenses
- Criminal intelligence, surveillance and investigations
- Crowd and riot control
- Public dispute resolution



- Protection of critical infrastructure
- Traffic Enforcement

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

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

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

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

#### **G. Local Government**

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

#### **H. Disaster Service Workers**

Employees of the State of California may be required to become Disaster Service Workers in the event of a local, state, national disaster or emergency (California Government Code Section 3100-3109)

By law, all State employees are Disaster Service Workers (DSW). In the event of an emergency the expectation is that they will secure their own homes and families and then, if possible and if they are so instructed, they will return to the campus to assist in response activities. Continuity of campus operations is a critical response area during disasters, and state employees will play a major role in this function. DSWs may also include ARES/RACES members, CERT members, and other volunteers from the campus.

#### **I. Operational Area**

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

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

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

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

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

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

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

The California State University System maintains a Critical Response Unit (CRU). This is a highly trained unit with representation from most of the CSU campuses. The unit is available upon request to assist CSU campuses with critical incidents, emergencies and disasters. CRU officers are trained in crowd control, dignitary protection, and disaster relief. A special component of the CRU is the highly trained Specialized Entry and Rescue Team (SERT). The SERT officers are trained in high risk building entries and hostage rescue.

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

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

The database is updated quarterly and backed up in hard copy and on CDs.

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

### **C. Mutual Aid**

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinator at the operational area, region, and state levels. For San Jose State University, the Emergency Coordinator will request contact from the Santa Clara County Operational Area mutual aid coordinator. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions and/or special districts, such as San Jose State University, whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California.

The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual aid agreements.

Mutual aid agreements exist for:

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

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

## **Section VI: CRISIS COMMUNICATIONS**

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

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

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

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

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

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

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

The goal of SJSU Emergency Management training, drills and exercises is to ensure the EOC and campus community is prepared to carry out emergency response functions during any emergency situation.

Training, drills and exercise are designed to meet the following goals:

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

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

San Jose State University has a full time Emergency Coordinator. The Emergency Coordinator will ensure San Jose State employee's are aware of this plan, and are trained to the levels required by the guiding

directives in SEMS and relevant national plans. Current training requirements include ICS (ICS 100, ICS 200), SEMS, and NIMS (IS 700) as required by State and Federal guidelines. The Emergency Coordinator will inform SJSU Emergency Operation Center Staff of training opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities.

The schedule of training, drills, and exercises follows:

Activity/Event Description	Objective	Responsible/ Frequency	Participants/Persons Affected
Alert SJSU	Transmit test message to verify the reliability of the Campus Emergency Alert Systems of individuals registered with <i>Alert SJSU</i> by alerting their cell phone/ text messaging, also includes communication with class room facilities via the telephone system.	UPD Operations Bureau <i>Bi-annual October &amp; March</i>	<ul style="list-style-type: none"> <li>All registered Alert SJSU</li> <li>UPD</li> <li>Faculty/Staff</li> <li>Students</li> </ul>
Campus Emergency Radio Test	Test the functionality of radios issued to Building Emergency Coordinators, providing direct communication capability to the Emergency Operation Center.	UPD Operations Bureau and Communications <i>1<sup>st</sup> Wed. of Month</i>	<ul style="list-style-type: none"> <li>Building Emergency Team Coordinators</li> </ul>
Campus Evacuation Drill	Simulate day and night evacuation drills in an effort to ensure the safe evacuation and account for staff, faculty, students and the general public.	UPD Operations Bureau <i>Full campus drills in October &amp; March</i>	<ul style="list-style-type: none"> <li>Campus Wide</li> <li>UPD</li> <li>FD&amp;O</li> <li>Faculty/Staff</li> <li>Students</li> <li>Visitors</li> </ul>
Emergency Operation Center Drill (EOC)	Emergency management team will engage in an annual functional tabletop exercise to test the ability of the University's response to a catastrophic event.	UPD Operations Bureau <i>Annual full scale table top drill for EOC scheduled in April</i>	<ul style="list-style-type: none"> <li>Emergency Operation Center Staff</li> </ul> (President and Executive Team will be advised)
Emergency Management Team update	Provide Chancellor's Office of Risk management with the updated Emergency Operation Center team roster	UPD Operations Bureau <i>Annually in November</i>	<ul style="list-style-type: none"> <li>UPD Emergency Services Coordinator</li> </ul>
Electronic Door Lock	Test the capability of the exterior electronic locking mechanisms of campus buildings.	UPD Operations Bureau and Communications <i>Once per semester</i>	<ul style="list-style-type: none"> <li>UPD Emergency Services Coordinator</li> <li>UPD Dispatch</li> <li>Operations Bureau</li> </ul>

			Commander
New Employee Orientation, Emergency Preparedness Training	Designed to establish a learning environment for students, faculty and staff on plans and procedures for responding to an emergency	UPD Operations Bureau <i>As requested by Human Resources</i>	<ul style="list-style-type: none"> <li>• UPD Emergency Services Coordinator</li> </ul>
Satellite Phone Test	Ensure communication capability of satellite phones issued to the Office of the President, Office of the Vice President of Administration and Finance, UPD Chief of Police and the Emergency Operation Center	UPD Operations Bureau <i>Second Thursday of each month</i>	<ul style="list-style-type: none"> <li>• UPD Emergency Coordinator</li> <li>• Office of the President</li> <li>• Office of the Vice President for Administration and Finance</li> <li>• UPD Chief of Police</li> </ul>

## Section VIII: CAMPUS PROTECTIVE ACTION GUIDELINES

### A. Shelter-in-Place

This is a precaution aimed to be safe while remaining indoors. (This is not the same thing as going to a shelter in case of a storm.) Shelter-in-place means selecting a small, interior room, with no or few windows and taking refuge there. It does not mean sealing off the building. Shelter-in-Place is an effective protective response measure in the event of a threat from several different types of emergencies.

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

### B. Evacuations

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

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

## C. Evacuations for People with Disabilities

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

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

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

### 2. Emergency Responses by Disability

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

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

B. Deafness or Hearing Loss

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

C. Mobility Impairments

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

D. People Using Crutches, Canes or Walkers

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

E. Non-Ambulatory

- a. Frequently, non-ambulatory persons have respiratory complications or rely on electric artificial respirators. They should be given priority assistance if there is smoke or fumes as their ability to breathe is seriously in danger.
- b. Power wheelchairs may have heavy batteries, which are difficult to remove. In this situation, the best response may be to ask the person to transfer to an evacuation chair, if one is available, so that they can be moved immediately. If it is not



possible for the person to be removed from the chair (i.e., if the person uses respiratory equipment that is attached to the chair), wait for assistance. If attempting to move a power wheelchair, remove the batteries.

- c. If the person prefers to be removed from their wheelchair, their needs and preferences will vary. Always consult the person as to his/her preference with regard to:
  1. Ways of being removed from a wheelchair
  2. The number of people needed for assistance
  3. Whether to extend or move extremities when lifting because of pain, catheter leg bags, spasticity, braces, etc.
  4. If a seat cushion or pad should be brought along with him/her if he/she is removed from the wheelchair
  5. Being carried forward or backward on a flight of stairs.

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

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

- **Students**

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. The SJSUPD Special Services Division provides information and training to help students know what do in emergencies and how to prepare ahead of time.

- **Administrators, Deans, Department Chairs, Associate Vice Presidents, Directors and Supervisors**

General Responsibilities consist of:

Prepare their facilities and personnel for potential emergencies by disseminating and implementing Emergency Procedures and by adhering to contemporary standards of safety and preparedness.

Work cooperatively with the Emergency Coordinator, Building Owner, Building Coordinator, Building Emergency Team and Emergency workers in preparing for and responding to any campus emergency.

- **Faculty and Staff**

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

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

- **Building Emergency Team Program (MPPs Designated by the Vice President for Administration and Finance)**

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

Maintain emergency contact lists for your BET members and any other contacts critical to emergency response or recovery.

Maintain, at all times, a Building Coordinator and enough Building Evacuation Team members to perform an evacuation sweep of their building(s) within five minutes of a fire alarm/emergency.

Provide assessment and feedback to your BET and encourage lessons learned and constant refinement of your building evacuation plan.

Cooperate with the Emergency Coordinator to provide BET with any evacuation equipment and supplies you deem necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.

Coordinate training with UPD.

Identify and enlist BET members, those individuals within buildings who would be diligent in performing BET responsibilities.

Work with BET members to create a comprehensive BET evacuation and communication plan.

Be familiar with and ensure the BET members are familiar with the location and operation of evac-u-trac chairs for use in evacuating persons with disabilities who require assistance.

Schedule regular meetings with your BET to review best practices and lessons learned and continue to refine the evacuation plan.

Participate in monthly emergency radio tests. (First Wednesday of each Month at 0900 Hours)

- **Building Emergency Teams (Volunteer SJSU Staff)**

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

BET team members (SJSU Staff Volunteers):

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

## **G. Campus Emergency Supplies**

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

SJSU has three shipping containers on Campus, one at Heating and Cooling, one at Dudley Hall and one at Duncan Hall. Each of the containers has a large inventory of medical and life-saving equipment.

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

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

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

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

### **Phases of Recovery**

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

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

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

The major objective of long-term recovery operations include:

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

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

### **After-Action Reporting**

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

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

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

## **Section XI: Authorities and References**

This plan was written in compliance with the FEMA State and Local Guide 101 (SLG 101) titled **Guide for All-Hazard Emergency Operations Planning.**

Under the Authority of the California State University Office of the Chancellor, Executive Order Number 1056, **California State University Emergency Management Program.**

This plan referenced **Santa Clara County, Operational Area Emergency Operation Plan**

## **SECTION XII: ANNEXES**

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

**Functional Annex (2): Responder / Staff Communications**

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

**Functional Annex (4): Mass Care**

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

**Annex (6): Recovery and Restoration**

**Annex (7) Hazard Specific**

- **Earthquake**
- **Fire**
- **Civil Disorder**
- **Terrorism**
- **Hazardous Material**
- **Mitigation**

Appendix:

Emergency Roster

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

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

*Management* - Responsible for overall emergency policy and coordination based on the information provide from the field via the Operation section. Management has a staff that includes Safety Officer, Liaison, Emergency Coordinator, Public Information Officer.

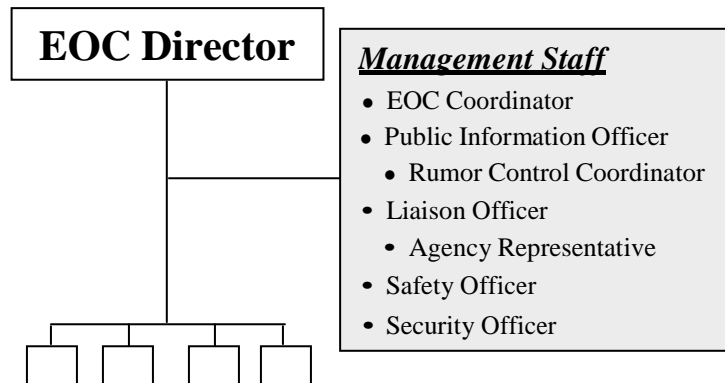
*Operations* - Responsible for coordinating all field operations in support of the emergency response through implementation of the University’s EOC Action Plan

*Planning/Intelligence* - Responsible for collecting, processing, and disseminating information; assist in developing the County/Operational Area’s EOC Action Plan and After-Action Report, maintaining documentation and other functions

*Logistics* - Responsible for supporting operations, providing facilities, services, personnel, equipment and materials

*Finance/Administration* - Responsible for financial activities and other administrative aspects

**EOC Director**



**Function Description:**

The EOC Director has overall responsibility and authority for the operation of the EOC. He/she will assure that the EOC is staffed and operated at a level commensurate with the emergency. The EOC Director’s reporting relationship to higher authority will vary depending upon the SEMS Level. Examples of reporting relationships are described below.

The position of EOC Director may be pre-established where the same person/agency is always in charge of the EOC regardless of the type of emergency, or as is done in some jurisdictions, a qualified person from the agency that has the greatest field involvement in the emergency will fill the position of EOC Director.

**Responsibilities:**

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

**Activation Phase:**

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from whatever sources are available.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Coordinators as appropriate and ensure they are staffing their sections as required.
  - Operations Section Coordinator
  - Logistics Section Coordinator
  - Planning/Intelligence Section Coordinator
  - Finance/Administration Coordinator
- Determine which Management Staff positions are required and ensure they are filled as soon as possible.
  - EOC Coordinator
  - Safety Officer
  - Public Information Officer
  - Security Officer
  - Liaison Officer
- Ensure that telephone and/or radio communications with other EOCs are established and functioning.
- Schedule the initial Action Planning meeting.



- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

**Operational Phase:**

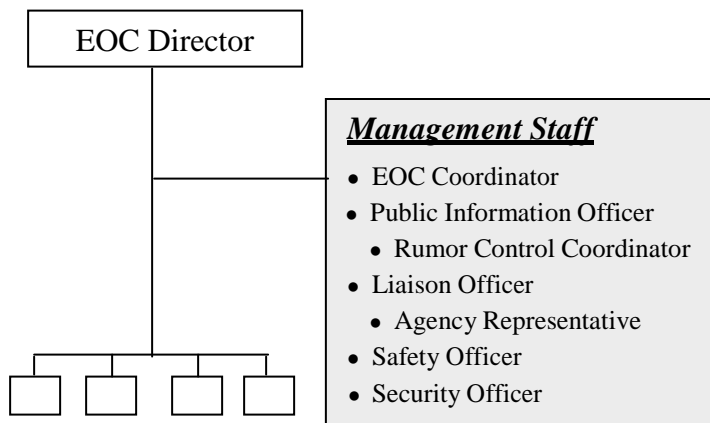
- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- Based on current status reports, establish initial strategic objectives for the EOC.
- In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting. Ensure that all Section Coordinators, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate Action Planning procedures are followed. (refer to Planning/Intelligence Section, "Action Planning Guidelines.") Ensure the meeting is facilitated appropriately by the Planning/Intelligence Section.
- Once the Action Plan is completed by the Planning/Intelligence Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

**Demobilization Phase:**

- Authorize demobilization of sections, branches and units when they are no longer required.
- Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.

- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.

## EOC Coordinator



### Function Description:

The EOC Coordinator is typically the person who has the overall best knowledge of the functioning of the EOC. The EOC Coordinator may be the Director of Emergency Services or other similar title, and often is the person who is most familiar with emergency services for the agency or jurisdiction. The EOC Coordinator, because of his/her working knowledge of the EOC facility, communications, support services, and the jurisdictions emergency plan can be an invaluable asset to the EOC Director who may not be as well versed in the day-to-day inner workings of the facility.

### Responsibilities:

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

**Activation Phase:**

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

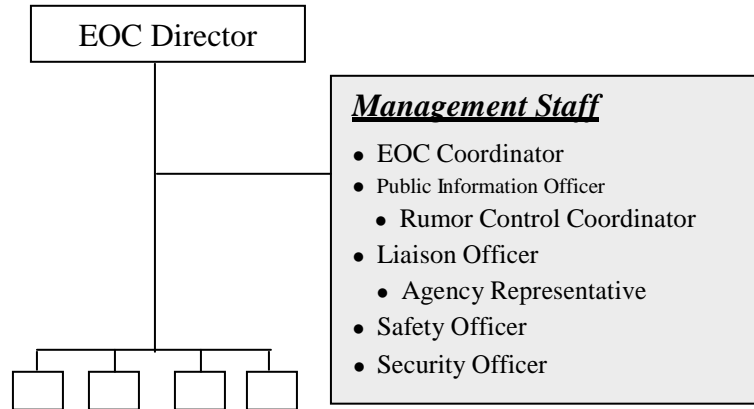
**Operational Phase:**

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

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

# Public Information Officer



## Function Description:

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

## Organizing the Information function in an EOC:

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

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

## Responsibilities:

1. Serve as the central coordination point for San Jose State University media releases.
2. Ensure that the campus within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.
4. Develop the format for press conferences, in conjunction with the Manager.
5. Maintaining a positive relationship with the media representatives.

6. Supervise the Public Information Branch.

**Activation Phase:**

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

**Operational Phase:**

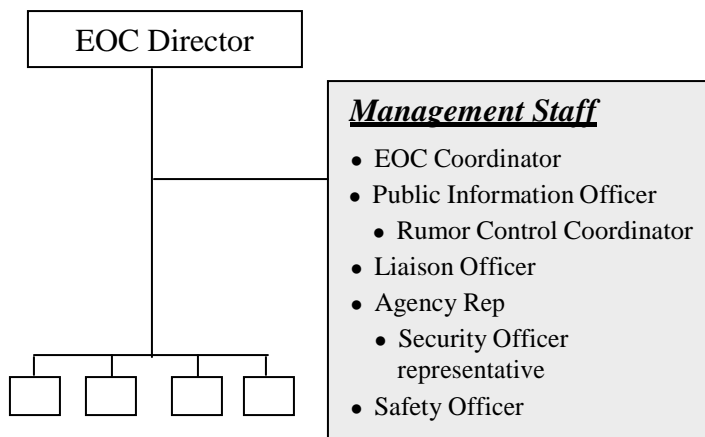
- Obtain policy guidance from the EOC Director with regard to media releases.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the Situation Analysis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

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

**Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## Liaison Officer



**Function Description:**

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

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

### **Responsibilities:**

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

### **Activation Phase:**

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

### **Operational Phase:**

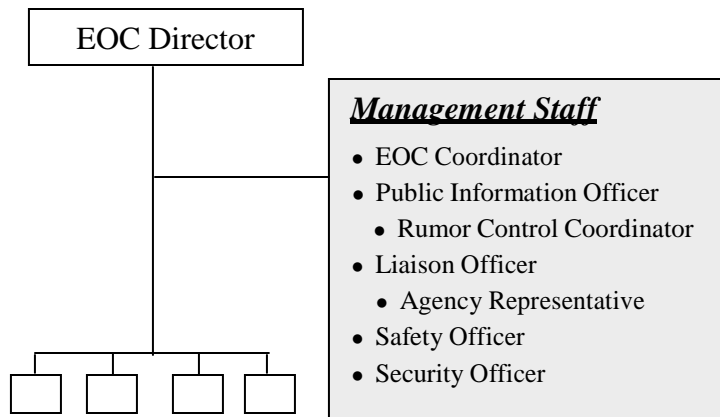
- Contact Agency Representatives already on-site, ensuring that they:
  - Have signed into the EOC,
  - Understand their role in the EOC,
  - Know their work locations,
  - Understand the EOC organization and floor plan.
- Determine if additional representation is required from:
  - Community based organizations,
  - Private organizations,
  - Utilities not already represented,
  - Other agencies.
- In conjunction with the EOC Director and EOC Coordinator, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.

- Assist the EOC Director and EOC Coordinator in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the EOC Director, provide agency representatives from the EOC to other EOCs as required and requested.
- Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

**Demobilization Phase:**

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

## Safety Officer



**Function Description:**

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



### **Responsibilities:**

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

### **Activation Phase:**

- Follow generic Activation Phase Checklist.

### **Operational Phase:**

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

### **Demobilization Phase:**

- Follow generic Demobilization Phase Checklist.

## Operations Section

### Function Description:

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

### Responsibilities:

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

### Activation Phase:

- Follow the generic Activation Phase Checklist.
- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Coordinator; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section. Designate Branch Coordinators as necessary.
  - Fire & Rescue
  - Construction/Engineering
  - Law Enforcement
  - Health & Welfare
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.

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

**Operational Phase:**

- Ensure Operations Section position logs and other necessary files are maintained.
- Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports (utilize RIMS format if available).
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- Attend and participate in EOC Director's Action Planning meetings.

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

### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## **Planning/Intelligence Section**

### **Function Description:**

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

### **Responsibilities:**

1. Ensure that the following responsibilities of the Planning/Intelligence Section are addressed as required:
  - Collecting, analyzing, and displaying situation information,

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

**Activation Phase:**

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

## Operational Phase:

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.
- Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence (Utilize RIMS forms if available).
- Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.
- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Provide technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## Logistics Section

**Function Description:**

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

**Responsibilities:**

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

**Activation Phase:**

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

- Mobilize sufficient section staffing for 24 hour operations.
- Establish communications with the Logistics Section at the Operational Area EOC if activated.
- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from. Incident Command Posts in the field. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section.
- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the EOC Director.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase:**

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



### **Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

## **Finance/Administration Section**

### **Function Description:**

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

### **Responsibilities:**

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

### **Activation Phase:**

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

### **Operational Phase:**

- Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current, and that information is posted in a legible and concise manner.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.
- Keep the EOC Director, General Staff, and elected/other officials aware of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the emergency.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.

- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the emergency, in a reasonable time-frame, given the nature of the situation.
- Ensure that the Time Keeping Unit processes all time-sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

**Demobilization Phase:**

- Follow the generic Demobilization Phase Checklist.

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

Telephone Notification Procedure for Activating EOC staff.

If the University Police Chief determines an incident requires activation of the Emergency Operations Center, the SJSU Emergency Management Team will be notified by phone. They will be informed that they are either to stand-by for activation, or to report to the EOC. Following steps will be implemented:

1. Prepare a concise message that provides instructions and a brief explanation. Include:
  - a. Who you are.
  - b. The reason for the call.
  - c. What is the type of incident.
  - d. Instructions/actions you want them to take.
  - e. Reminder to gather personal emergency supplies and to insure their physical safety when responding.

*Sample message:*

“This is an emergency notification from the San Jose State University Emergency Services Coordinator, Yvette Phillips. Due to a campus fire, University Police Chief Decena is calling for activation of the Emergency Operations Center. Please gather your emergency supplies and report to the primary Emergency Operations Center. For your safety, avoid the area around the old cafeteria. Sign in at the EOC. If you saw any additional problems, report them to the Operations Chief. Remember to keep yourself safe. See you at the primary EOC. Thank you for your help.”

2. Call the voicemail at 4-1009 (if you are off campus, dial: 924-1009).
3. **During** work hours, when the line connects, punch in 33000 for the **day** mailbox.  
**After** work hours, when the line connects, punch in 33999 for the **night** mailbox.
4. At the prompt, leave your prepared message, and hang up.
5. When you hang up, the voicemail system will automatically dial all numbers on the SJSU Emergency Management Team list and deliver your message to either campus and cell phone numbers (during work hours) or home and cell phone numbers (after work hours).

SJSU contact for the voicemail alert system:

Jack Douglas Harding Jr.

Telecom Network Analyst

University Computing & Telecommunications

Voice: (408) 924-2352

Work request, [help@help.sjsu.edu](mailto:help@help.sjsu.edu)

Repair (voice or data): (408) 924-2340

[www.sjsu.edu/ucat](http://www.sjsu.edu/ucat)

[jack@casa.sjsu.edu](mailto:jack@casa.sjsu.edu)

Fax: (408) 924-1018

**SAN JOSE STATE UNIVERSITY EMERGENCY  
MASS NOTIFICATION STRUCTURE FROM  
UNIVERSITY POLICE DEPARTMENT**

NOTE: All of the phones listed should not be interrupted by any speaker messages. Operationally it would be ideal if designated staff are able to initiate a message from off campus by use of a password.

**\*UPD COMMUNICATIONS CENTER**

Dispatch	UPD110	924-2222, 2223, 2224, 2225
----------	--------	----------------------------

<b>PRESIDENT’S TEAM</b>	<b>UPD206</b>	<b>924-1635</b>
-------------------------	---------------	-----------------

**EOC Branches**

EOC Executive Management	UPD214/215	924-1047
EOC Operations	UPD214/215	924-1044, 2324
EOC Planning	UPD214/215	924-1042, 1043, 1075
EOC Logistics	UPD214/215	924-1040, 1041, 2412
EOC Finance and Admin	UPD214/215	924-1037, 1039, 2413

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

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

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

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

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

#### **Logistical Support**

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

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

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

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

From any phone on campus, 9-1-1 will go directly to University Police Department (UPD) Dispatch. This does not include cell phones

#### **Police Radios**

Dispatch will typically receive the first field calls for help, either through police patrols or person on campus. Campus phones connect to UPD 911.

Dispatch will notify the appropriate response agencies.

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

The Watch Commander will brief the Patrol Commander, Operation Bureau Commander and if warranted the Chief of Police.

### **UPD Chief of Police**

The Chief will assess the incident and determine whether to:

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

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

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

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

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

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

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

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

### **Available Communications Systems**

#### **Alert SJSU Emergency Mass Notification System**

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

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

Alert SJSU consists of two (2) components.

#### **Indoor ALERT**

Campus Telephone PBX system is used to dial & push emergency messages to speaker phones in classrooms & department offices. The phones are automatically answered and the message is communicated via the speaker phone.

### **Personal ALERT**

SJSU has contracted services with Blackboard Connect to supply an opt-out messaging service free to all SJSU employees, faculty members, and students. Subscribers provide their choice of personal contact information in order to receive alert and warning messages from SJSU. Delivery methods include voice, text and email. Due to limitations on the number of characters associated with text messaging and in order to receive complete information, the community is advised to subscribe to all three (3) notification methods.

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

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

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

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

### **Outdoor ALERT**

SJSU currently has 21 Code Blue blue-light poles across the main campus and is installing more indoor wall mounted blue-light phones. A one-push button connects any caller to UPD Dispatch. Currently, there is no broadcast available for this system.

Broadcast messages are sent via Blackboard Connect

### **Operational Area Coordinator**

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



### **Role of OpArea Coordinator**

In an emergency, County OES can be contacted by any of the special districts and/or cities within Santa Clara County and requested to activate. Their role as OpArea Coordinator is to coordinate among local "political subdivisions" and act as a single-point-of-contact for state and federal agencies. If two or more jurisdictions are affected, the OpArea activates automatically. The level of activation is dependent upon scope of the event, from an on-call County OES Coordinator to full activation of the Emergency Operations Center (EOC). The OpArea will act as the point of contact for assistance requests to the Coastal Region and statewide Governor's office of Emergency Services for California.

### **RIMS (Regional Information Management System)**

Run by the State Office of Emergency Services, RIMS is the State's online database for reporting incidents and resource requests throughout the state. SJSU Logistics is responsible for filing a RIMS report as soon as possible upon Emergency Operations Center (EOC) Activation.

### **Nextel Radio Telephones**

SJSU President's Council and some Emergency Operations Center (EOC) staff have been assigned Nextel phones, which may be used as a telephone, or a walkie-talkie radio.

### **CSU Satellite Phones**

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

### **Skymars**

A California State University (CSU) satellite radio system is located in the Emergency Operations Center (EOC) Communications Room. Calls can be made to the State Alert and Warning Center, the CSU Chancellor's Office, and the CSU campuses that purchased the Skymars system. Currently, a CSU Chief, assigned by the State Alert and Warning Center, is working out of the CSU Chancellor's Office to establish a monthly CSU Skymars radio test. SJSU Dispatch will be responsible for response during that test.

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

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

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

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

### **County Interoperability System**

Santa Clara County Communications is currently working with SJSU as a key agency in testing and implementation of this system throughout the county. UPD Dispatch is working with County Comm to install appropriate antennas.

When implemented, this system will allow coordinated radio access to police and fire.

### **Building Evacuation Coordinator (BEC) Radios**

The SJSU CERT Coordinator assigns Building Evacuation Coordinators (BEC) walkie-talkie radios for use during drills and evacuations. They are tasked with reporting injuries and building safety issues. UPD Dispatch is responsible for emailing a reminder notice, and carrying out a monthly test for BECs, usually following the County EOC-to-EOC radio test on the first Wednesday of each month.

### **Garage Display Signs**

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

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

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

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

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

### **(408) 924-1009 Personal Voice Mail Number**

In addition to campus status, additional information pertinent to faculty and staff will be recorded on the voicemail system. To access the system, dial 408-924-1009. At the prompt, enter your mailbox number + \* + your 4- to 10-digit passcode.

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

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

### **Media Communications**

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

The SJSU Office of the Public Affairs will send campus closure information and other emergency updates to major newspapers, radio stations and television stations. The information will be broadcast at the individual stations.

### **Social Media**

The importance and relevance of social networking outlets are growing stronger with the rapid development of technology. In a crisis situation, students are constantly looking for the newest and most up to date information. Social networks allow San Jose State University nearly instant delivery of such information.

The creation of social network will allow for the gaining of follows prior to a crisis which may promote prevention in addition to rapid student response in an emergency.

- I. Twitter
  - A. Twitter is a real-time information network that will achieve a more personal connection with students.
  - B. If an incident does not require the use of AlertSJSU, students still desire the update, and information may be “twitted”.
  - C. Twitter allows users to band together and create a strong alliance for a certain cause, in this case, emergency preparedness before, during and after an event.
  
- II. Facebook
  - A. Creates a personal profile, add other users as friends, and exchange messages, including automatic notifications when they update their profile.
  - B. Personal notes can also be written and shared on facebook. When sharing an item, users can attach the item to their Wall for all to see, or can “tag” individual people that they think would be most interested in seeing the item.
  - C. “Tagging” provides the potential for a greater outreach of notification, even to non subscribers.

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

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

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

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

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

#### Nationwide NWR Frequencies:

162.400 MHz 162.425 MHz 162.450 MHz 162.475 MHz 152.525 MHz 162.550 MHz

Emergency Digital Information Service (EDIS) – EDIS is a service of the Governor’s Office of Emergency Services (OES) in partnership with private, local, state and federal organizations and agencies. EDIS is like a combination of a website, a newswire and a 24-hour broadcast service. EDIS is designed to be disaster-resistant. EDIS carries a wide range of emergency and public safety bulletins.

Weather alerts, earthquake data, and tsunami warnings are available over EDIS, as are urgent alerts and prevention information from state and local agencies. A sophisticated satellite distribution network constantly updates “mirror” EDIS servers in selected newsrooms and network facilities around the state. Even when public networks are clogged after a disaster, EDIS information will be available statewide. EDIS can be accessed over the World Wide Web (<http://edis.oes.caa.gov/>), by satellite datacast, packet radio broadcast, pager, and by email.

### **Runners**

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

### **Additional**

Agreements with the Associated Students Print Shop and the campus Television Studio should be explored. The print shop should not be overlooked as the means to issue a fast run of emergency information flyers.

The television studio, faculty, and students, might also be used to film messages for media release, as well as video-documentation of any campus damage.

## **Functional Annex (4): Mass Care**

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

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

This annex describes the mass care responsibilities. This will be assigned to tasked department and potential outside resources. Upon EOC activation, the following types of tasking will be assigned:

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

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

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

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

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

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

This annex describes the Health and Medical responsibilities. This section provides a general assessment and overview of the campus's existing health and medical capabilities. It is the responsibility of the Student Health Center to provide a more detailed plan in the event of an emergency. Upon EOC activation, the following types of tasking will be assigned:

- Designate a Health and Medical Care Coordinator
- Health and Medical Care Coordinator reports to the EOC or other designated location as deemed appropriate; sends a representative to the EOC if unable to report in person
- Rapidly assesses health and medical needs
- Oversees and coordinates the activated health and medical organizations to assess their needs, helps them obtain resources, and ensures that necessary services are provided
- Ensures that emergency medical teams responding to a disaster site establish a medical command post
- Maintains a patient/casualty tracking system.
- Coordinates the location, procurement, screening, and allocation of health and medical supplies and resources, including human resources, required to support health and medical operations.
- Provides information through the PIO to the news media on the number of injuries, deaths, etc.
- Ensures appropriate health and medical services information is made available to the information processing section in the EOC
- Coordinates support to the campus efforts to respond to inquiries from family members concerned about loved ones
- Triage, stabilize, treat, and transport the injured
- Establish and maintain field communications and coordination with other responding emergency teams (medical, fire, police, public works, etc.)
- Implement internal and/or external Student Health Center disaster plan
- Depending on the situation, deploy medical personnel, supplies, and equipment to the disaster site(s) or retain them at the Student Health Center for incoming patients
- Provide and/or receive mutual aid in coordination with the Health and Medical Coordinator
- Provide information to the Health and Medical Coordinator for dissemination of public advisories as needed
- Upon termination of emergency, submits care expenditure statement to appropriate authorities for reimbursement

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

## **Annex (6): Recovery and Restoration**

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

### **CONCEPT OF OPERATIONS**

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

### **POLICIES AND PROCEDURES**

#### **Housing**

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

#### **Refuse Removal**

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

#### **Streets and Drains**

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



## Public Information

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

## Financial Recovery

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

## RECOVERY PLANNING SOP

### DEFINITIONS

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

### OBJECTIVES

1. The objective of **Recovery Planning** is to anticipate the immediate needs of the campus for actions and activities to mitigate the effects of the disaster, and to organize the appropriate responses so that they may be implemented at the earliest possible time during or after the disaster. The Recovery Branch will analyze disaster/situation intelligence as it is being collected with an eye to post-disaster actions to contain and remedy damage as quickly as possible. Actions would include consideration of synergistic relationships among disaster events (e.g. the earthquake, hazardous materials events, and air and water quality protection issues; or dam failure, flooding and water and sewer system usability). While Situation Analysis Branch members focus on the response, the Recovery Branch will look beyond the disaster event to its broader implications for the university, and action steps to normalize activities and restore the quality of campus life and the delivery of educational services.
2. The objective of **Immediate Recovery** is to restore essential services and infrastructure to a functional level, thereby mitigating the effects of the disaster on the campus. Coordination among public agencies, special districts, utilities and private contractors is an essential element of Immediate Recovery

planning. Close coordination with Care and Shelter and social services agencies is critical for the physical and psychological care of the campus community members, including the establishment of temporary housing and critical incident stress debriefing opportunities.

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

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

## **ORGANIZATION**

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

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

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

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

## **TASK LISTS**

### **Immediate Recovery:**

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

5. Based on the direction of the Management Section Chief, select a One-Stop Disaster Assistance Center site and prepare for activation
  - a. Ensure that it is safe and cleared of debris
  - b. Coordinate with utilities to ensure that support services are available at the DAC
    - 1) Sanitation
    - 2) Phones: numbers and instruments for each position, at least
    - 3) Electricity
    - 4) Other utilities as needed and available
  - c. Coordinate with Facilities for furnishings
    - 1) Tables, file cabinets and chairs for office area
    - 2) Lounge area furniture, including a playpen, changing table, coffee maker
    - 3) Computers, printers, modems, FAX
    - 4) Office supplies, computer paper
    - 5) Sanitation supplies
    - 6) Coffee supplies
  - d. Coordinate with campus groups or NGOs
    - 1) To provide hospitality in the lounge
    - 2) To provide critical incident stress debriefing
    - 3) To provide on-site first aid capability
  - e. Notify all interested agencies regarding location, hours of operation, and staffing expected of them
    - 1) State OES
    - 2) FEMA
    - 3) Local utility services
    - 4) Post office
    - 5) Banks
    - 6) City/county offices
      - a) Housing Department
      - b) Social services/welfare
      - c) Animal control - lost/stray pets, pet boarding
    - 7) Newspaper subscription representatives
    - 8) Appropriate NGOs (at President's discretion)

**Long-Term Recovery:**

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

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

## **Annex (7): Hazard Specific Analysis and Mitigation**

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

### **Earthquake**

#### *Nature of the Hazard*

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

#### *Ground Motion*

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

#### *Ground Surface Fault Rupture*

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

#### *Liquefaction*

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

#### *Tsunamis*

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

#### *Secondary Hazards*

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

### **Direction and Control**

For this hazard it is essential for emergency response personnel to take immediate action to gather damage assessment information. This information is needed to determine the severity and extent of injuries and damages. Further, this data gathering effort should provide much of the information decision makers will need to implement and prioritize for response actions, activities, access control and re-entry to the impacted area, debris clearance, restoration of utilities and lifeline repairs, and the inspection/condemnation of buildings and other structures on campus.

### **Damage Assessment**

Conduct a ground or aerial survey to determine the scope of the damage, casualties, and the status of key facilities.

### **Search and Rescue**

Major consequences associated with an earthquake are the collapse of buildings and other structures. These trapped people need immediate assistance. In such situations, it is likely that local and State governments

would be overwhelmed by the demand for emergency services. Further, most jurisdictions do not have a sufficient quantity of specialized equipment or enough trained teams available to accomplish the large-scale search and rescue operations that would be needed to respond to a catastrophic earthquake.

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

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

#### Access Control and Re-Entry

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

#### Debris Clearance

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

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

#### Inspection, Condemnation Demolition

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

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

#### Utilities and Lifeline Repairs

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

#### Emergency Public Information

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

- Survival tips for people on what to do during and immediately after an earthquake.

- Warnings and advice on the continuing threat of fire, unsafe areas, building collapse, aftershocks, and other hazards.

### Evacuation

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

### **Hazardous Materials**

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

### Working Definition of Hazardous Materials

Definition of a risk area for hazardous materials depends on defining "hazardous materials." Many Federal laws and regulations exist to help identify these areas. Explosive, flammable, combustible, corrosive, oxidizing, toxic, infectious, or radioactive materials 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.

### Direction and Control

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

### Response Actions

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

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

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

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



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

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

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

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

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

#### Decontamination and Cleanup

Relevant actions to be addressed are:

- Establish "zones" for controlling contamination (hot zone, transition zone, and clean zone).
- Provide for handling and disposal of contaminated soil, water, and other items that could not be adequately decontaminated.

#### Request for Federal Assistance

If the situation exceeds the capability of the responsible State, local or campus authorities, assistance can be obtained via the Operational Area of Santa Clara County. The request will then go the National Response Center. In accordance with the Nation Response Center, upon receiving notification it notifies the

appropriate Federal On-Scene Coordinator (OSC), who monitors private and State actions, provides support and advice, and may intervene to direct operations in rare instances when the situation exceeds the capability of the responsible party or State and local government.

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

### Emergency Public Information

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

The following planning considerations will be addressed, if appropriate

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

### Evacuation

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

The following planning considerations will be addressed:

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

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

## **Fire**

### *Nature of Hazard*

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

### Direction and Control

The San Jose State University Police Department will direct and coordinate field-warning activities.

Primary fire suppression is provided by the San Jose Fire. For this specific hazard the role of the Operations Chief is to provide centralized control and coordination of emergency operations with the City of San Jose Fire

Department. The San Jose State University Police Chief is the Operations Chief in the Emergency Operation Center. The Emergency Operations Center will be staffed in accordance with the campus Emergency Operations Plan.

Santa Clara County's fire agencies have signed a countywide mutual aid agreement to ensure that firefighting resources and personnel will be available to combat fires. If these resources are not enough to meet the threat, fire resources from throughout California can be summoned under the State's Master Mutual Aid Agreement administered by the Governor's Office of Emergency Services. All fire agencies in Santa Clara County have signed the California Master Mutual Aid Agreement and participate in mutual aid operations as required.

#### Response Actions

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

#### Terrorism

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

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

#### Response Actions

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

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

- UPD Law enforcement including local authorities and FBI agents
- Fire/EMS/HazMat
- Local and state health departments

Device with potential chemical or biological filler or supplement:

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

Potential release of WMD material from a device:

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

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

### Mitigation

Mitigation actions will involve lasting, permanent, reduction of exposure to, probability of, or potential loss from hazard events. Mitigation also can involve educating the campus on simple measures they can take to reduce loss and injury. Some examples would be the education of fastening bookshelves and file cabinets to walls to keep them from falling during earthquakes.

Ongoing efforts will include educating faculty student and staff about what they can do to mitigate at home, in dorms, in class, places where they gather and at work. In addition, Emergency Preparedness will reach out to planning, FD & O, Student Affairs, Academic Affairs and other development departments to ensure that hazard conditions are considered in comprehensive plans, construction permits, building codes, design approvals, etc.

### Preparedness

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

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

### Response

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

### Recovery

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

**Appendix**

**Emergency Roster**

<b>POSITION</b>	<b>PRIMARY</b>	<b>SECONDARY ALTERNATIVE</b>
Emergency Operation Center Director	Shawn Bibb VP Administration & Finance Office: 408-924-1525	Renee Barnett Terry VP Student Affairs Finance Office: 408-924-5900
EOC Coordinator	Yvette Phillips Emergency Service Coordinator Office: 408-924-2242	Irma Pagan UPD Executive Assistant Office: 408-924-2174
Public Information	Barry Shiller AVP, Communications Office: 408-924-1141	Pat Harris Officer Media Relations Director Advancement Office: 408-924-1748
Safety Officer	Mark Loftus Risk and Compliance Office: 408-924-2159	David Krack Director, Environmental Manager Health & safety Office: 408-924-1978
Liaison	Dorothy Poole Chief of Staff Office of the President  Office: 408-924-1524	Jody Ulate University Writer/Producer, Public Affairs University Advancement Office: 408- 924-1151
Operations Section	Peter Decena UPD Chief Admin & Finance Office: 408-924-2175	Frank Belcastro UPD Captain Admin & Finance Office: 408-924-2176
Planning/Intelligence Section	Chris Brown AVP,FD&O Admin & Finance Office: 408-924-1940	Josee Larochelle AVP Finance and Administrative Technology Office: 408-924-1550
Logistics Section	Cathy Busalacchi AVP, Student Affairs Office: 408-924-6371	Beth Pugliese AVP, Human Resource Admin & Finance Office: 408-924-1116
Finance Section	Helena Leung Director Accounting Services Office: 408-924-1558	Elaine Lee Manager, General Ledger Accounting Services Office: 408-924-1671

