



**EMERGENCY  
OPERATIONS  
PLAN**

March 2024

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

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## Foreword

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

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

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

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

**Letter of Promulgation**

*Memorandum*

**To:** Faculty, Staff, and Students  
**From:** Dr. Cynthia Teniente-Matson, San José State University President  
**Date:** March 2, 2024  
**Re:** Letter of Promulgation

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

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

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

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

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

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

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

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President, San José State University

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Date

**Approval and Implementation**

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

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

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

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

Revised/Reviewed By:

\_\_\_\_\_  
Emergency Services Manager, University Police Department

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief of Police, University Police Department

\_\_\_\_\_  
Date

Approved by:

\_\_\_\_\_  
Vice President for Administration and Finance

\_\_\_\_\_  
Date

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

**Distribution List**

<b>Name</b>	<b>PDF</b>	<b>Binder</b>
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Vice President, Student Affairs	X	
Vice President, University Advancement	X	
Vice President, Information Technology	X	
Chief of Staff, President's Office	X	X
Associate Vice President, University Marketing and Communications (UMC)	X	X
Senior Associate Vice President, University Personnel (UP) [Human Resources]	X	
Senior Associate Vice President, Facility Development and Operations (FDO)	X	X
Associate Vice President, Health, Wellness and Student Services; Student Affairs	X	X
Chief of Police, University Police	X	X
Operations Bureau Commander, University Police	X	X
Senior Director, Media Relations, UMC	X	X
Director, Intercollegiate Athletics	X	
Director, Facility Planning, Design & Construction, FDO	X	
Senior Director, Accounting Services, Finance and Business Services (FABS)	X	
Associate Director, Procurement and Payment Services, FABS	X	
Director, Environmental Health and Safety, FDO	X	
Director, Internal Control	X	
Director, University Housing Services (UHS)	X	X
Director, Student Health Services, Student Wellness Center; Student Affairs	X	
Manager, Risk Management, FABS	X	
Manager, UPD Dispatch	X	
Emergency Services Manager, UPD	X	X
Executive Assistant, University Police	X	
UPD Dispatch	X	
SJSU Emergency Operations Center	X	X
Santa Clara County Office of Emergency Services	X	
San José Office of Emergency Services	X	
<b>TOTALS</b>	<b>30</b>	<b>11</b>

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

**Record of Changes**

Date	Name of Person Making Changes	Action
03/2021	Michael Edwards, Frank Belcastro	Addition in Section IV: Management of Emergency Operations - of subsection B. Policy Group Reformatting of EOC Assistance Request Hierarchy Chart Addition of Policy Group to EOC Chart. Addition in Section V: Off-Campus Assistance and Mutual Aid - subsection A. California State University System Update Section VII: Training, Drills, And Exercises Addition in Functional Annex (1): EOC Management Structure and Checklist Guides - Policy Group Updates in Functional Annex (1): EOC Management Structure and Checklist Guides - EOC Director Updates in Functional Annex (1): EOC Management Structure and Checklist Guides - Public Information Officer Addition in Functional Annex (1): EOC Management Structure and Checklist Guides - Security Officer Addition in Functional Annex (1): Technical Specialist – EOC Disability and Access and Functional Needs Coordinator Addition in Functional Annex (1): EOC Management Structure and Checklist Guides - Generic Checklist: Generic Activation Phase Checklist, Generic Demobilization Phase Checklist. Addition in Functional Annex (9): Public Health Emergency (Pandemic) Addition in Functional Annex (9): Public Safety Power Shutdown (PSPS) Addition in Functional Annex (9): Air Quality Event Update Appendix (1): Emergency Operations Center Roster General updates on spelling, grammar, and clarity throughout entire EOP Update of EOP to have inclusive language in regards to gender pronouns
1/2022	Michael Edwards	Change EOC section position titles Updates in Functional Annex (1): EOC Management Structure and Checklist Guides - EOC Director - Termination Update Appendix (1): Emergency Operations Center Roster General updates on spelling, grammar, and clarity throughout entire EOP
1/2023	Michael Edwards, Chief Michael Carroll	Change of EOC Management Position with removal of EOC Coordinator Separation of Emergency Operation Plan and Functional Annexes General updates on spelling, grammar, and clarity throughout entire EOP

## **Situation and Assumptions**

### ***A. Situation***

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

### ***B. Assumptions***

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

## **Section I: INTRODUCTION**

### **A. Purpose**

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

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

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

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

### **B. Scope**

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

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

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

**C. Mission**

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

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

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

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

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

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

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

### **A. Declaration of Emergency (Presidential)**

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

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

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

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

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

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

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

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

All entities on campus are required to comply with the lawful orders and regulations of the University President which are made or given within limits of her 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. Disaster Service Worker**

Before entering upon the duties of employment, all public employees take and subscribe to an oath or affirmation set forth in the California Constitution, declaring them to be Disaster Service Workers in time of need. Disaster Service Worker does not include any legal alien employed as a public employee, public employees who are engaged in law enforcement, fire services, or emergency medical services on a day-to-day basis.

. (California Government Code sections 3100 – 3109)

**D. Plan Development and Maintenance**

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

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

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

### **A. Authority**

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

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

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

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

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

### **C. Activation**

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

- Support and coordinate emergency response and recovery operations.

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

The San José State University EOC has adopted the three activation levels. 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 the Policy Group as well as other key University staff, as needed, to discuss the scope of the incident/emergency and make a decision regarding EOC activation and the level of activation. Specifically, these levels are:

- Monitoring
- Partial Activation
- Full Activation

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

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

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

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

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

The Action Plan is approved by the EOC Director.

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

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

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

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

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

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

Information and communication flows up and down within the organizational structure. The EOP framework consists of four major elements:

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

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

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

### **B. *Policy Group***

The President, if necessary, will convene the Policy Group in order to make decisions, set policies, and coordinate responses. The Policy Group is the leadership of the university and is responsible for maintaining continuity of university operations and making high-level policy decisions.

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

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

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

- Support and coordinate emergency response and recovery operations.
- Coordinate and work with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies to assess situation status, monitor resource needs, and coordinate requests for resources from outside agencies and jurisdictions.
- Establish priorities and resolve any conflicting demands for support.

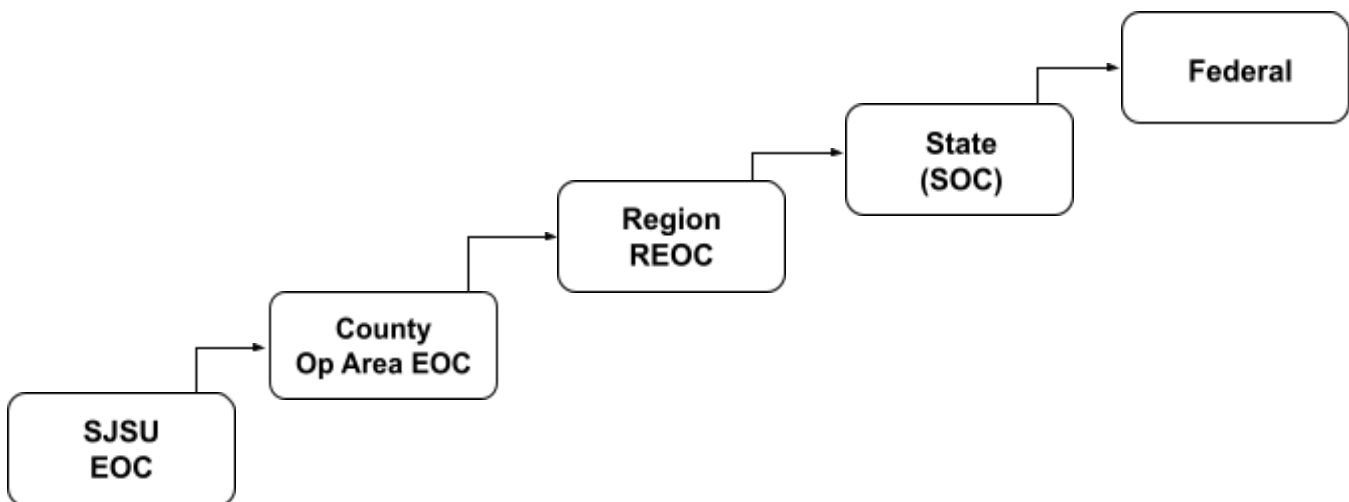
- Prepare and disseminate emergency public information to alert, warn, and inform the campus
- Collect and disseminate damage information and other essential data about the situation.
- Fulfill obligations for intelligence gathering and information flow as described in SEMS/NIMS.
- Provide logistics support for the emergency response.
- Oversee and manage activities incurring costs and expenditures. Collect records needed for successful cost recovery.

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

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

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

### EOC Assistance Request Hierarchy



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

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

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

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

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

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

#### ***D. EOC Organization and Command***

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

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

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

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

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

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

#### 1. Management Section Overview

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

The Management Section is comprised of the following positions:

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

The 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.

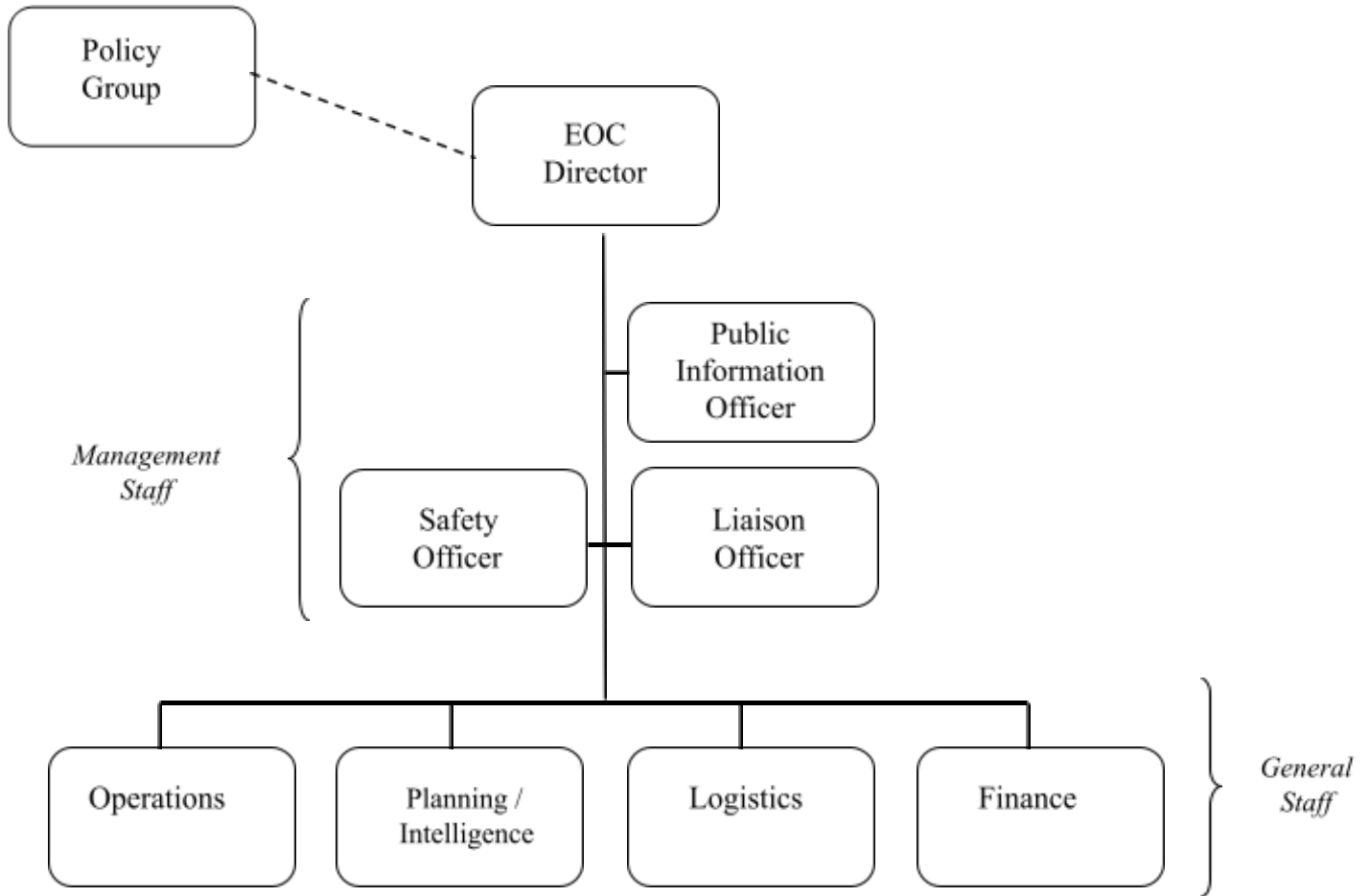
Public Information Officer

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).

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 Officers have the emergency authority to stop or prevent unsafe acts during incident operations.

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



2. Operations Section Overview

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

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

- Public Safety/Law Branch
- Facility Services
- Building and Utility
- Health & Safety/ Hazmat
- Movement (Evacuation)
- Medical
- Wellness Support Services

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

### Operations Section Chief Description

The Operations Section Chief is responsible for assisting in the preparation of the Incident Action Plan (IAP), directing the execution of the IAP and oversees the preparation of unit operational plans. In addition, the Operations Section Chief activates and executes the Site Safety and Health Plan. Further, the Operations 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 Chief. It's responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources, the development of the action plan in coordination with other functions, and the collection and maintenance of incident documentation. The Planning Section maintains an incident log, displaying maps and charts. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting EOC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After Action Report when the EOC is deactivated.

Information and Intelligence are important to:

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

Documentation is important to:

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

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

- Damage Assessment
- Situation Status
- Recovery

- Documentation
- Student Affairs
- Academics
- Athletics
- Demobilization

#### Planning / Intelligence Section Chief Description

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

#### 4. Logistics Section Overview

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

The Logistics Section consists of the following positions:

- Procurement & Supply
- Information Technology
- Personnel & Volunteers
- Care & Shelter
- Demobilization
- Facilities/Transportation

#### Logistics Section Chief Description

This position is responsible for supporting the field response effort through the acquisition, transportation and mobilization of resources. The Logistics Section Chief also ensures 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 the Finance Section Chief:

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

#### Finance Section Chief Description

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

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

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

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

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

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

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

- Protect Life
- Restore order
- Protect property

Services the University Police Department provides include:

- Crime Prevention
- Campus patrols and escorts
- Emergency Response
- Traffic enforcement

- Arrests and detention for criminal offenses
- Criminal intelligence, surveillance and investigations
- Crowd and riot control
- Public dispute resolution
- Protection of critical infrastructure

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

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

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

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

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

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

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

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

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

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

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

In an emergency, Santa Clara County OEM 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 OEM Coordinator to a full-scale activation of the Santa Clara County OEM Emergency Operations Center (EOC).

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

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

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

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

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

During emergency declarations affecting one or more CSU system campuses, the Office of the Chancellor may support the affected campus by coordinating CSU mutual aid or CalEMA assistance via the State Emergency Operations Center.

SJSU may also call upon sister campuses during an emergency for assistance.

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

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

The database is updated yearly.

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

### **C. Mutual Aid**

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

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions and/or special districts, such as San José State University, whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master

Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California.

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

Mutual aid agreements exist for:

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

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

**Section VI: CRISIS COMMUNICATIONS**

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

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

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

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

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

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

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

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

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

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

San José State University has a full time Emergency Services Manager. The Emergency Services Manager will ensure San José State employees are aware of this plan, and are trained to the levels required by the guiding directives in SEMS and relevant national plans. Current training requirements include ICS, SEMS, and NIMS as required by State and Federal guidelines. The Emergency Services Manager 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.	UPD <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>
Blue Light Phones	Manual Test	UPD – Bi-annually	<ul style="list-style-type: none"> <li>● UPD Dispatch and Operations</li> </ul>

Activity/Event Description	Objective	Responsible/ Frequency	Participants/Persons Affected
Campus Evacuation Drill	Conduct evacuation drills in an effort to ensure the safe evacuation and account for staff, faculty, students and the general public.	UPD <i>Annual drill/ Executive Order 1056 compliance</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 Exercise (EOC)	Emergency management team will engage in an annual tabletop exercise to test the ability of the University's response to a catastrophic event.	UPD <i>Annual table top drill for EOC</i>	<ul style="list-style-type: none"> <li>● Emergency Operation Center Staff</li> </ul> (President and Executive Team will be advised)
Electronic Door Lock	Test the capability of the exterior electronic locking mechanisms of campus buildings.	UPD <i>Once per semester during Fall Evacuation Drill</i>	<ul style="list-style-type: none"> <li>● UPD Emergency Services Manager</li> <li>● UPD Dispatch</li> <li>● Operations Bureau Commander</li> </ul>
New Employee Orientation, Emergency Preparedness Training	Designed to establish a learning environment for students, faculty and staff on plans and procedures for responding to an emergency	UPD <i>Monthly</i>	<ul style="list-style-type: none"> <li>● UPD Administrative Bureau Commander.</li> <li>● UPD Emergency Services Manager</li> </ul>

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

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

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

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

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

Lockdown is used when there is an ongoing threat such as an active shooter on campus.

### **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/they requires help BEFORE attempting any rescue technique or giving assistance. Ask how he/she/they 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/them 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, and narrow passageways.
  - e. When you have reached the designated Emergency Assembly Point, orient the person to where she/he/they is and ask if any further assistance is needed.
  - f. Some individuals may have dog guides that may be disoriented during the emergency, and may require additional assistance.

B. Deafness or Hearing Loss

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

C. Mobility Impairments

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

D. People Using Crutches, Canes or Walkers

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

E. Non-Ambulatory

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

respiratory equipment that is attached to the chair), wait for assistance. If attempting to move a power wheelchair, remove the batteries.

- c. If the person prefers to be removed from their wheelchair, their needs and preferences will vary. Always consult the person as to his/her/they 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/them when he/she/they is removed from the wheelchair.
  5. Being carried forward or backward on a flight of stairs.

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

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

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

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

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

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

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

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

**A. Students**

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

**B. Administrators, Deans, Department Chairs, Vice Presidents, Directors & Supervisors**

General Responsibilities consist of:

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

**C. Faculty and Staff**

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

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

**D. Building Owners**

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

**E. Building Coordinators**

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

**F. Building Emergency Teams**

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

BET team members:

- Support and work with your Building Coordinator to create and practice a comprehensive evacuation plan.
- Practice with their fellow team members to develop the most thorough and timely evacuation procedures.
- Perform a sweep of your assigned area, consistent with personal safety, to ensure that all persons are alerted to evacuate the building when such an evacuation is required.
- Ask persons with disabilities if they need assistance to evacuate the building. Escort persons with special needs, who cannot self-evacuate to stairwells and alert the Building Coordinator and Emergency responders of their locations.
- If able to do so safely, utilize the evacu-trac to evacuate disabled persons who require

assistance.

- Prevent persons, other than Emergency responders, from entering an evacuated building until notified by the Building Coordinator that the building is safe and cleared for re-entry.
- Notify the Building Coordinator of any obvious hazardous conditions within their building.

### **G. *Campus Emergency Supplies***

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

SJSU has three shipping containers on campus, one near Lot 4, one at Dudley Moorhead Hall, and one in the South Campus Park and Ride Lot. Each of the containers has a cache of first aid and emergency equipment.

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

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

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

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

### **A. *Phases of Recovery***

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

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

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

The major objective of long-term recovery operations include:

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

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

**B. *After-Action Report***

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

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

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

**Section XI: AUTHORITIES AND REFERENCES**

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

**Federal:**

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

**State of California:**

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

**California State University:**

- California State University Emergency Management Program Policy.

**Santa Clara County:**

- Santa Clara County, Operational Area Emergency Operation Plan.

## **SECTION XII: ANNEXES**

[Functional Annex \(1\) EOC Management Structure and Checklist Guides](#)

[Functional Annex \(2\) Responder / Staff Communications](#)

[Functional Annex \(3\) Public Information Alert and Warning](#)

[Functional Annex \(4\) Mass Care](#)

[Functional Annex \(5\) Health and Medical](#)

[Functional Annex \(6\) Mitigation](#)

[Functional Annex \(7\) Recovery and Restoration](#)

[Functional Annex \(8\): Deny Entry/Lockdown](#)

[Functional Annex \(9\): Hazard Specific](#)

- Earthquake
- Fire
- Terrorism
- Hazardous Material
- Active Shooter
- Civil Disorder
- Pandemic
- Public Safety Power Shutdown (PSPS)
- Air Quality Event

Appendix 1:

[Emergency Operations Center Roster](#)