Emergency Operations Plan (EOP)

Revised October 2021

California State Polytechnic University, Pomona
3801 W. Temple Avenue
Pomona, CA 91768

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PROMULGATION

The preservation of life and property is an inherent responsibility of local, state and federal government. California State Polytechnic University, Pomona (*Cal Poly Pomona* or the *University*) has prepared this Emergency Operations Plan (EOP) to ensure the most effective and economical allocation of resources for the maximum benefit and protection of the campus population in time of an emergency. While no plan can completely prevent death and destruction, effective plans carried out by knowledgeable and well-trained personnel can and will minimize losses. The plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of the various emergency staff and service elements of the jurisdiction. The framework of this plan is based on the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), National Response Framework (NRF), and Incident Command System (ICS).

The objective of the plan is to incorporate and coordinate all emergency personnel of the University, as well as other external responses and supporting agencies, into an efficient organization capable of responding to any emergency. To support its emergency operations, the University will commit to:
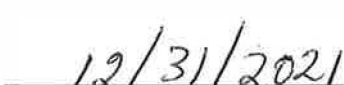
- Emergency/disaster planning
- Training of students, faculty and staff, auxiliary personnel, and volunteers
- Public awareness and education on emergency preparedness
- Identifying and securing resources needed to cope with emergencies, disasters, and/or critical incidents

Emphasis will also be placed on prevention and mitigation measures to reduce losses from disasters.

The Cal Poly Pomona President's Cabinet gives its full support to this plan and urges all officials, employees and campus community members, individually and collectively, to do their share in the total emergency effort of the University. Concurrence of this promulgation letter constitutes the adoption of SEMS, NIMS, NRF, and ICS by the University.

Upon concurrence by the President (under advisement by the Cabinet, Chief of Police, and the Emergency Manager), the plan will be officially adopted and promulgated.

_____   _____
Soraya Coley, Ph.D.   12/31/2021
President   Date of Plan Adoption
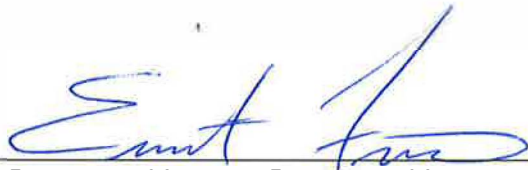
Last Revised: October 2021

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APPROVAL AND IMPLEMENTATION

The Cal Poly Pomona EOP is an all-hazards plan that establishes a comprehensive framework for management of emergency events that occur on or near University property or can have significant impact on the University community. This plan supersedes all previous plans and may not be reproduced without prior authorization from the Office of Emergency Management and Business Continuity at Cal Poly Pomona.

The plan assigns roles and delegates responsibilities to certain University departments and other agencies and organizations that will provide support. Adoption of this plan represents a major commitment by the University's leadership to support the Cal Poly Pomona EOP concept, cooperate with the Emergency Manager to provide effective oversight of emergency operations, form partnerships with a variety of external entities and take advantage of all existing resources, and continue to develop and refine planning, exercise, and training activities specific to the execution of this EOP.

The Cal Poly Pomona EOP is an extension of the California Emergency Plan and should be reviewed and exercised annually for necessary revisions to meet changing conditions. All recipients are requested to advise the Emergency Manager of any changes necessary to improve the plan. Changes to the plan will be transmitted to appropriate entities and recorded on the *Record of Changes* and *Record of Distribution* lists.
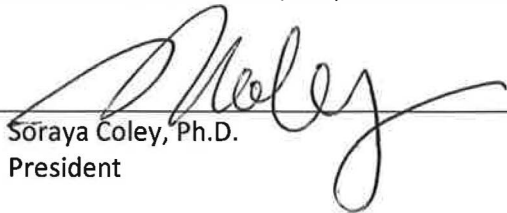
Emergency Manager, Emergency Management & Business Continuity

Date 11/03/2021

Ysabel Trinidad
Vice President for Administration and Finance and Chief Financial Officer (CFO)

Date 16 DEC 2021

Soraya Coley, Ph.D.
President

Date 12/31/2021

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RECORD OF CHANGES

All updates and revisions to the plan will be tracked and recorded in the following table. This process will ensure that the most recent version of the plan is disseminated to and implemented by those with roles and responsibilities within this plan.

Date	Change Number	Person(s) making change	Summary of changes
4/27/18	1	W. Fields	Updated ICS team and plan concepts
5/1/19	2	EOP Update Committee	(Annual) Updated ICS team and plan concepts Added RM-18 Coded Memo
5/1/19	3	EOP Update Committee	Department ID changed to EM and Business of Continuity
5/1/19	4	EOP Update Committee	Associate Vice President for Human Resources changed
5/1/19	5	EOP Update Committee	California Government Code changed to a more detailed citation of document
5/1/19	6	EOP Update Committee	Residential Population Increased by 1,000
5/1/19	7	EOP Update Committee	Increase in number of colleges, and additional information on the three auxiliaries on campus
5/1/19	8	EOP Update Committee	Three separate sections to describe the three auxiliaries; ASI, CPP Philanthropic Foundation & Foundation
5/1/19	9	EOP Update Committee	Three new Emergencies/ Disasters added to Identifications of Potential Hazards
5/1/19	10	EOP Update Committee	Change in format for CSU executive order NO. 1056 information
5/1/19	11	EOP Update Committee	Included new response to Pre-Emergency/Disaster Response section
5/1/19	12	EOP Update Committee	Wording changed to recovery section
5/1/19	13	EOP Update Committee	Change in CPP Emergency Operations Center Team/ICS Chart
5/1/19	14	EOP Update Committee	"Operational Area" created as a subsection in levels of response on SES Basic Plan
5/1/19	15	EOP Update Committee	Wording changed in University responsibilities under SEMS section
5/1/19	16	EOP Update Committee	Wording of declaration changed to proclamation in Section A concept of operations
5/1/19	17	EOP Update Committee	Levels of Emergency changed to reverse order
5/1/19	18	EOP Update Committee	Two types of notifications added to Level 3 Emergency

5/1/19	19	EOP Update Committee	(SERM) added as a new notification to all 3 levels of Emergency
5/1/19	20	EOP Update Committee	Information regarding level 1 Emergency resource and requirements eliminated
5/1/19	21	EOP Update Committee	1 task removed & 4 tasks added to the list of duties for Employees in Notification Method Section
5/1/19	22	EOP Update Committee	Wording changed in responsibility for EOC Ops Group
5/1/19	23	EOP Update Committee	"Cabinet Liaison" added to the EOC Policy Group
5/1/19	24	EOP Update Committee	Contact Number changed for Office of Emergency Management and Business Continuity
5/1/19	25	EOP Update Committee	Emergency Operations Center Team/ICS Chart Primary role Chart changed.
5/1/19	26	EOP Update Committee	EOC Coordinator changed to EM Coordinator as a Primary in EOC role chart
5/1/19	27	EOP Update Committee	"EOC Recorder" eliminated as a EOC role in Command Staff Section
5/1/19	28	EOP Update Committee	Wording changed in EOC Director responsibilities
5/1/19	29	EOP Update Committee	Incident Commander filling of position changed
5/1/19	30	EOP Update Committee	Logistics Coordinator position filling includes more alternatives
5/1/19	31	EOP Update Committee	Alternative choices of Emergency Manager in case of absence have been modified.
5/1/19	32	EOP Update Committee	Threat Monitoring sources now include CHP CSU and CPPP crime reports. No longer monitor Palmetto Bay police
5/1/19	33	EOP Update Committee	Wording and organization changed regarding Training Program Section regarding EM responsibility.
5/1/19	34	EOP Update Committee	Wording changed on first bullet of Training Programs.
5/1/19	35	EOP Update Committee	Title changed for Building Marshalls along with trainings
5/1/19	36	EOP Update Committee	Exercise section included a new requirement that requires a report after every exercise/ program.
5/1/19	37	EOP Update Committee	Wording changed in equipment tests statement.
5/1/19	38	EOP Update Committee	"EM coded Memo" attached to Attachments section
11/4/20	39	EOP Update Committee	Date revised changed to current change year on cover page.
11/4/20	40	EOP Update Committee	Grammar and spelling corrections in 'Approval and Implementation' section.

11/4/20	41	EOP Update Committee	Table of Contents change for 'Part 2'.
11/4/20	42	EOP Update Committee	Information substituted in the 'Geography and Population' section.
11/4/20	43	EOP Update Committee	'Identification of Potential Hazards' section was reformatted, and grammatical errors and spelling was corrected.
11/4/20	44	EOP Update Committee	Grammar correction in 'Assumption' section.
11/4/20	45	EOP Update Committee	Grammar correction in 'Communications and Information Management' section.
11/4/20	46	EOP Update Committee	Font correction in 'Organization' section.
11/6/20	47	E. Fierro	Reformation of 'Record of Changes' chart.
11/12/20	48	EOP Update Committee	End of sentences deleted for simple wording in the 'University Levels of Emergency' section.
11/12/20	49	EOP Update Committee	Wording changed and bullet added in 'Notification and Activation' section.
11/12/20	50	EOP Update Committee	Words added and deleted from 'EOC Policy Group' section.
11/12/20	51	EOP Update Committee	Grammar correction in 'Access and Functional Needs (AFN)' section.
11/12/20	52	EOP Update Committee	Grammar correction in 'Service Animals and Personal Pets (PETS Act)' section.
11/12/20	53	EOP Update Committee	Position title changed in 'EOC Director' section.
11/12/20	54	EOP Update Committee	Position title changed in the 'Incident Commander' section.
11/12/20	55	EOP Update Committee	Grammar correction in the 'Planning and Intelligence Coordinator' section.
11/12/20	56	EOP Update Committee	Grammar correction in the 'Reporting to the Operational Area' section
11/12/20	57	EOP Update Committee	Title change for number 2 under the 'Succession of Key Positions (Continuity of Government)' section.
11/17/20	58	T. Noel	Link added to 'Record of Distribution' section.
11/17/20	59	T. Noel	Title for 'Table 2' bolded.
11/18/20	60	E. Fierro	Grammar correction for the title of Figure 2.
9/14/21	61	E. Fierro	Added acronym section to the plan.
9/29/21	62	E. Fierro	Added RRT to the University Level of Emergency section.
10/12/21	63	E. Fierro	Updated Role Responsibilities
10/20/21	64	E. Fierro	Added Department Roles

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RECORD OF DISTRIBUTION

In accordance with California State University (CSU) [Executive Order No. 1056](#), the Cal Poly Pomona EOP will be distributed to emergency management team members and others identified by the University. Distribution of the plan to emergency management team members will be documented by the Office of Emergency Management and Business Continuity. The master copy of the University's plan will be maintained by the Office of Emergency Management and Business Continuity.

The Basic Plan and any other non-sensitive parts of the EOP shall be posted on the Cal Poly Pomona Emergency Management website, which is readily available to the general public.

Distribution List

- Cal Poly Pomona Policy Group (*as defined in section 1.5 D [2] of this plan—see page 31)*
- Cal Poly Pomona Emergency Operations Center (EOC) Team (ICS positions defined in section 1.3 Phases of Emergency Management, Figure 1)
- Campus Emergency Operations Center (EOC)
- CSU's System-wide Risk Management Office
- Area D - Disaster Management Area Coordinator (DMAC) (electronic version)

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PUBLIC EMPLOYEE DISASTER SERVICE WORKER (DSW) DESIGNATION

California Government Code, Title 1. General [100 – 7914] (Title 1 enacted by Stats. 1943, Ch. 134), Division 4. Public Officers and Employees [1000 – 3599], Chapter 8. Oath or Affirmation of Allegiance for Disaster Service Workers and Public Employees:

G.C. 3100. It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

Who is considered a Disaster Service Worker? All public employees are included in the disaster service worker status which are all persons employed by any county, city, state agency or public district. Public employees are assigned disaster service activities by their superiors or by law to assist the agency in carrying out its responsibilities during times of disaster.

Any public employee performing duties as a disaster service worker shall be considered to be acting within the scope of disaster service duties while assisting any unit of the organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency. Claims sustained by public employees while performing disaster services shall be filed as workers' compensation claims under the same authorities and guidelines as with all employees within their agency.

G.C. 3101. For the purpose of this chapter, the term "disaster service worker" includes all public employees and all volunteers in any disaster council or emergency organization accredited by the California Emergency Council (CEC). The term "public employees" includes all persons employed by the state or any county, city, city and county, state agency or public district, excluding aliens legally employed.

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TABLE OF CONTENTS

PART 1: BASIC PLAN

1.1 PURPOSE AND SCOPE

A. Purpose

The Cal Poly Pomona Emergency Operations Plan (EOP) addresses the University's planned response to natural or human-caused disasters. It provides an overview of operational concepts, identifies components of the University's emergency/disaster management organization within the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). It describes the overall responsibilities of the University, as well as the federal, state and county entities, for protecting life and property and assuring the overall well-being of the population.

The purpose of this plan is to protect life and property during an emergency, crisis, or disaster by coordinating response activities of various University departments, external response agencies, and volunteer entities to ensure their optimal use. It provides a consistent approach to undertake effective operations before, during, and after an emergency to:

- Protect lives
- Treat the injured
- Protect the property and the environment
- Provide for the rapid resumption of normal business operations and services
- Provide accurate documentation required for cost recovery efforts

Organization of the EOP

The University's EOP consists of the following parts:

- Part 1: Basic Plan
- Part 2: Attachments

A description of each part of the plan is provided below:

Part 1: Basic Plan: The basic plan serves as an overview for elements of response, which are common to all types of emergencies. Policies and objectives for the University are set forth in this section and revisions shall be approved by the University President or designee.

Part 2: Attachments: This part of the EOP consists of support materials and references, which by themselves are stand-alone documents. These materials are maintained independent of the other parts of the EOP. Changes and additions to these documents are the ultimate responsibility of the Emergency Manager.

B. Scope

This plan is written in compliance with California's Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS) and the Incident Command System (ICS). The plan has been developed with a multi-hazard perspective to make it applicable to the widest range of emergencies and disasters, both natural and human-caused. It is intended that Incident Commanders (ICs) and Emergency Operations Center (EOC) Directors retain the flexibility to modify procedures and/or organizational structure as necessary to accomplish the emergency/disaster response and recovery missions in the context of a particular hazard scenario.

This plan:

- Defines the scope of preparedness and incident management activities
- Describes the organizational structures, roles and responsibilities, policies and protocols for providing emergency support
- Facilitates response and short-term recovery activities
- Is flexible enough for use in all emergencies/disasters
- Describes the purpose, situation and assumptions, concept of operations, organization and assignment of responsibilities, administration and logistics, plan development and maintenance, and authorities and references
- Pre-designates jurisdictional and/or functional area representatives to the Incident Command (IC), Unified Command (UC) and the EOC, whenever possible, to facilitate responsive and collaborative incident management
- Includes pre-incident and post-incident public awareness, education and communication plans and protocols

1.2 SITUATION AND ASSUMPTIONS

A. Geography and Population

The County of Los Angeles encompasses over 4,000 square miles and has a population of 9.3 million persons. The County of Los Angeles includes 88 cities, as well as 130 named unincorporated areas. The County is within Region I, Southern Administrative Region of the California Governor's Office of Emergency Services (Cal OES).

Cal Poly Pomona is in Los Angeles County and within Disaster Management Area D in the Southern Administrative Region of the California Governor's Office of Emergency Services (Cal OES). The University is approximately 35 miles northeast of downtown Los Angeles and is bordered by the cities of Pomona and Walnut. The border latitudes are 117.834479 on the west, 117.804383 on the east, 34.063321 on the north and 34.03278 on the south**.** The University has a residential population of 4,400. The University consists of approximately 1438 acres comprised of residential, commercial, industrial and open space, parks, institutional or vacant land use (Land Use Element of Revised General Plan). The University is served by the *10, 57, 60, 71, and 210* freeways, and the major arterial roads are Temple Avenue and Valley Boulevard**.**

Being part of the California State University (CSU) system, Cal Poly Pomona has its own police department. Referred to as *Campus Police*, or *University Police*, the police officers are duly sworn peace officers of the State of California, as established by Section 830.2(c) of the California Penal Code. There is a total of 23 campuses in the CSU system, each with their own police department. Each campus' police department is quite independent of the other, as each has its own chain of command, however, some of the policies with which University Police must comply are system-wide policies. When situations arise on a campus that requires more police than the individual department can handle, other CSU campus police departments can send mutual aid officers to help.

The University is located within the service area of the Los Angeles County Fire Department, on which the University relies for fire services. The University also relies on the Pomona Police Department for communications assistance and on the American Red Cross for assistance with emergency shelters and other necessary emergency services.

The Campus Community consists of student housing complexes, classrooms, lecture halls, agricultural land, the Horse Center, the Kellogg Area, the Bronco Center, the Bronco Recreation and Intermural Complex, and other university buildings, and offices.

The University has multiple auxiliary campus locations that conduct various activities. For the purposes of this plan, all auxiliary locations fall under the authority of this plan, and all locations have facility emergency response plans in place. Auxiliary locations include:

- Pine Tree Ranch
- Chino Farms - Westwind Ranch
- Campus South
- Archi's Institute for Sustainable Agriculture (AISA)

- Spadra Farm
- Neutra VDL Research House
- Rose Float Association

The University's Facilities Management Department performs campus maintenance, custodial, landscaping, and grounds services and offers an integrated services model that provides customers with a single point of contact. Facilities Management has blanket purchase order agreements, memorandums of understanding (MOUs), with specialty vendors to provide public works services, in the event of a large scale, emergency event.

As an academic institution, Cal Poly Pomona benefits from strong leadership across campus and across disciplines, in its students, faculty, staff and administrators. The university's chief executive is its president, who brings leadership and experience to ensure the university serves its mission, lives up to its values and achieves its goals.

Management of the university is divided into five divisions:

- Division of Academic Affairs : oversees the university's academic endeavors, including the university's ten colleges and departments.
- Division of Administrative Affairs: provides fiscal, human and facility services in support of the university community.
- Division of Student Affairs: provides student-centered programs and services that promote learning and success.
- Division of Information Technology: provides innovative, strategic and cost-appropriate technology services for the university.
- Division of University Advancement: generates support for the university through fundraising, stewardship, communications and external relations.

A number of organizations are involved in the university's governance, including:

- Academic Senate: is the official voice of the university faculty and the primary consultative body in issues related to education and academic policies.
- Associated Students, Inc. (ASI): is a 501(c)(3) non-profit corporation and part of the Cal Poly Pomona Division of Student Affairs responsible for serving the entire campus population by providing opportunities for student engagement, student employment, and a multitude of programs and services including recreation and wellness, student union and activities, student government, and childcare.
- Cal Poly Pomona Foundation, Inc.: The foundation is a public-benefit charitable-educational organization that supports the university community. It provides goods and services and develops assets and resources for the university. Foundation enterprises include Dining Services, Bronco Bookstore, Farm Store, University Village, Innovation Village, Kellogg House Pomona, and the Kellogg West Conference Center and Hotel.

In addition, a high school is located on campus, International Polytechnic High School (iPoly), which is operated by the Los Angeles County Office of Education and not by Cal Poly Pomona.

B. Identification of Potential Hazards

Emergencies and disasters that pose a high priority risk to Los Angeles County, including Cal Poly Pomona and its campus, include but are not limited to:

- Major Earthquake
- Hazardous Materials Incident
- Severe Weather
- Fire
- Transportation Accident – Air Crash
- Transportation Accident – Train Derailment
- Civil Unrest
- Criminal activity with an imminent threat (e.g., active shooter, fleeing suspect with a weapon)
- Significant Power Outage
- Terrorism
- Public Health Emergency (Epidemic/Pandemic)

A concentration of industrial area, critical highways, and rail arteries (both within the jurisdiction and surrounding vicinity), make the jurisdiction vulnerable to hazardous materials spills or mishaps.

Brackett Field Airport is approximately five miles from the Cal Poly Pomona campus and LA/Ontario International Airport is approximately fifteen miles from the campus. Incoming and departing flight paths pass over the University at low levels, which increase the hazard and vulnerability.

Outbreaks of infectious diseases can have an extraordinary impact on human health. Some diseases spread from one person to another while others can spread from animal to person. Some are spread through the air, by touch or through bodily fluids. Some diseases may produce mild symptoms; others can be lethal. When an outbreak occurs, it is imperative the University follows Public Health protocols and guidelines to quickly intervene with strategies and policies to mitigate the spread and save lives.

Violence in the form of an active shooter is a person(s) who appear to be actively engaged in fatally wounding and/or injuring people in a populated area; in most cases active shooters use firearms and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims.

Cal Poly Pomona is a public university and is required to allow students, faculty, and the general public to exercise constitutionally-protected rights, which may result in civil disturbances in the form of protests.

Acts of terrorism, though a remote possibility, still remains a potential emergency.

C. Assumptions

- California State Polytechnic University, Pomona or Cal Poly Pomona, or the University, shall be referred to as "*Cal Poly Pomona*" or the "*University*" for the purpose of this plan.
- The Emergency Management and Business Continuity Manager shall be referred to as the "Emergency Manager" for the purposes of this plan.
- The Emergency Manager shall be responsible for developing and maintaining a roster of campus resources, contracts, and agreements for materials and services that may be needed in an emergency situation; including emergency response equipment, emergency power, communications equipment, care and shelter equipment, food and water.
- Cal Poly Pomona is responsible for emergency/disaster response actions and will commit all available resources to save lives, minimize injury to persons, minimize damage to property and preserve the environment of the campus.
- Cal Poly Pomona will utilize SEMS and NIMS in emergency/disaster response operations.
- Cal Poly Pomona will use ICS at all incidents and events. Multi-Agency Coordination System (MACS) will be used when needed.

Cal Poly Pomona will be compliant with California State University (CSU) Executive Order No. 1056 – Emergency Management Program and Emergency Management Coded Memorandum RM-2018-1.

- As specified in this plan, the Emergency Manager will coordinate the University's disaster response. The University will participate in the Los Angeles County Operational Area and in Area D (The joint powers authority agreement signed by cities and agencies of the eastern San Gabriel Valley).
- The Los Angeles County Operational Area is hereafter referred to as the "Operational Area" in this plan unless otherwise noted.
- Mutual aid assistance will be requested when disaster response, recovery and/or relief requirements exceed the University's ability.

1.3 PHASES OF EMERGENCY MANAGEMENT

This section describes, generally, the phases of emergency management which the University strives to carry out both on a day-to-day basis and in the wake of an emergency or disaster situation.

A. Mitigation

Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards, which exist within the University and are a threat to life and property are part of the mitigation efforts.

B. Prevention

The University needs to evaluate the potential for preventing damage and life impacts from disasters. Prevention strategies will vary based upon relevant risk assessments.

C. Preparedness

The campus community's response to any emergency/disaster is based on an understanding of the nature of the emergency/disaster, the potential hazards, the likely response of emergency services, and knowledge of what individuals and groups should do to increase their chances of survival and recovery.

Pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies. These programs must be coordinated in the campus community to ensure their contribution to emergency preparedness and response operations.

The preparedness phase involves activities taken in advance of an emergency/disaster. These activities help develop operational capabilities for disaster response. These actions might include mitigation activities, emergency/disaster planning, training, exercises and public education. The departments identified in this plan as having either a primary or support mission relative to response and recovery should prepare Standard Operating Procedures (SOPs) and checklists detailing personnel assignments, policies, notification rosters and resource lists. Personnel should be acquainted with these SOPs and checklists through periodic training in the activation and use of procedures.

Planning activities include:

- Developing hazard analyses
- Writing mutual aid plans
- Developing SOPs and checklists
- Training personnel and volunteers
- Improving public information and communications systems
- Developing systems for logistical support and financial accountability (i.e., disaster accounting system, pre-approved disaster contacts, vendor lists)
- Developing and maintaining emergency resources and contract lists
- Developing and implementing a plan for photo documentation of pre-disaster condition of public buildings and infrastructure

D. Increased Readiness

Increased readiness actions will be initiated by the receipt of a warning or the observation that an emergency/disaster situation is imminent or likely to occur soon. Actions to be accomplished include, but are not necessarily limited to:

- Review and update emergency/disaster plans, SOPs and resources listings
- Review emergency purchasing agreements and contractor/vendor lists
- Review disaster cost accounting procedures
- Review plans for photographic documentation of disaster damages
- Disseminate accurate and timely public information
- Accelerate training of all staff and volunteers
- Recruit volunteers as Disaster Service Workers
- Prepare resources for possible mobilization
- Test warning and communications systems

E. Response

1. Pre-Emergency/Disaster

When a disaster is inevitable, actions are precautionary and emphasize protection of life. Typical responses might be:

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency/disaster and notifying them of safety measures to be implemented
- Advising the Operational Area of the emergency/disaster
- Advising the CSU Chancellor's Office of the emergency/disaster
- Identifying the need for and requesting mutual aid
- Considering activation of the University EOC and the Rapid Assessment Team

2. Emergency/Disaster Response

During this phase, emphasis is placed on saving lives and property, control of the situation and minimizing effects of the disaster. Immediate response is accomplished within the affected area by University management, local government, the private sector and volunteer agencies.

The following may apply to the University during this phase:

- The University is minimally impacted or not impacted at all and is requested to provide mutual aid to other affected entities
- The situation can be controlled without mutual aid assistance from outside the University
- The situation requires mutual aid from outside the University

- The emergency/disaster management organization will give priority to the following operations:

  - Dissemination of accurate and timely information and warning to the public
  - Situation analysis
  - Resource allocation and tracking
  - Evacuation and rescue operations
  - Medical care operations
  - Coroner operations
  - Care and shelter operations
  - Perimeter and access control
  - Public health operations
  - Photographic documentation of all disaster damage to public property
  - Restoration of vital services and utilities

When local resources are committed (or are anticipated to be fully committed) and additional resources are required, requests for mutual aid will be initiated through the Operational Area, advising the CSU Chancellor's Office of all requests. Fire and law enforcement agencies will request or render mutual aid directly through existing mutual aid channels.

Depending on the severity of the emergency/disaster, the University EOC may be activated and a campus emergency may be proclaimed.

3. <u>Sustained Disaster Operations</u>

In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons and damage assessment operations will be continued until conditions are stabilized.

F. Recovery

Recovery includes both short-term activities intended to return critical systems to operation and long-term activities designed to return life to normal in the community. Depending on the impact of the event, recovery can take from several weeks or months in a smaller incident to decades in a larger, catastrophic event. However, regardless of size, it is a complex process which will ultimately involve not only the resources of the University, but those of county, state and federal agencies and departments, private sector and non-profit organizations, and the community.

Recovery begins immediately at the onset of an event. The focus is to restore services and return the University to a functional condition as quickly as possible. Phases of recovery will include activities and tasks which will need to be accomplished in the immediate, short-term, mid-term and long-term timeframes.

Recovery begins almost immediately, and the first activities will be coordinated from the EOC. Recovery operations will at some point transition from the Planning/Intelligence Section to a separate organization, which will be the Recovery Team.

1. <u>Organization</u>

The Recovery Team will be consistent with a SEMS organizational structure and be composed of Management, Operations, Planning/Intelligence, Logistics and Finance/Administration.

See Figure 1: Emergency Operations Center Team/ICS Chart.

Figure 1: CAL POLY POMONA Emergency Operations Center Team/ICS Chart
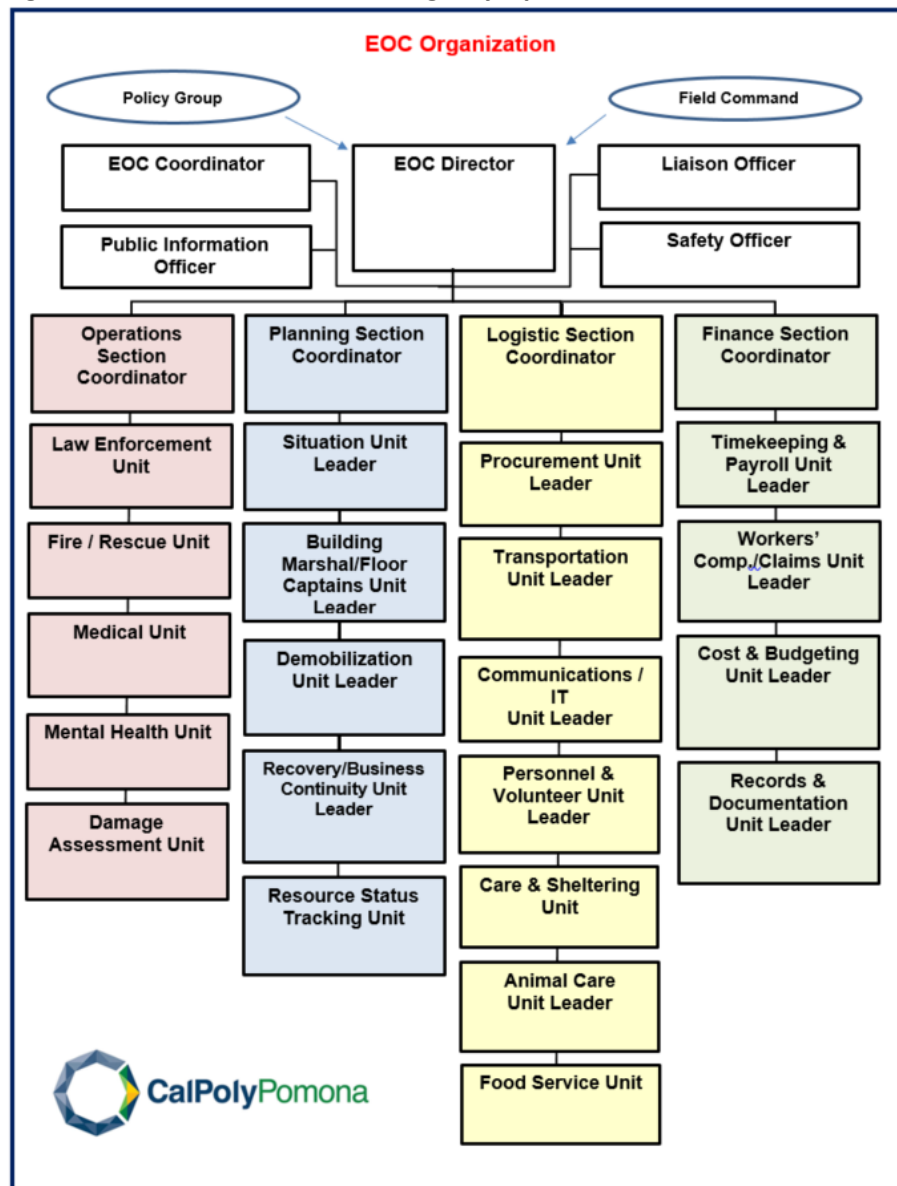
The *Recovery Team* will be composed of various campus representatives, departments, other governmental organizations and outside agencies, as needed, to effectively coordinate and manage policy decisions, public information needs and recovery operations. Representatives will include, but are not limited to, individuals from campus departments, University Cabinet, California State University Chancellor's Office, American Red Cross and community groups. Campus business continuity plans will be implemented to promote recovery. Campus departments will review impacts on programs, and the University will aggressively pursue state and federal assistance for recovery.

Outside agencies and nongovernmental organizations will provide some short-term assistance to disaster victims. Local Assistance Centers (LACs) or telephone call centers may also be established, providing a "one-stop" service to begin the process of receiving federal, state and local recovery assistance for the community.

The recovery period has major objectives, which may overlap, including:

- Restore University and community services
- Rebuild damaged property
- Identify and mitigate hazards caused by the disaster
- Recover disaster costs associated with response and recovery efforts

1.4 EMERGENCY MANAGEMENT ORGANIZATION

A. Standard Emergency Management System (SEMS)

SEMS is the system required by Government Code Section 8607(a) for managing emergencies involving multiple jurisdictions and agencies. SEMS consists of five organizational levels, which are activated as necessary; these levels are field response, local government, operational area, regional, and state. SEMS incorporates the functions and principles of the Incident Command System (ICS), the Master Mutual Aid Agreement (MMAA), existing mutual aid systems, the operational area concept, and multi-agency or inter-agency coordination.

The University must use SEMS to be eligible for funding of their response-related personnel costs under state disaster assistance programs.

SEMS has been established to provide effective management of multi-agency and multi-jurisdictional emergencies in California. By standardizing key elements of the emergency management system, SEMS is intended to:

- Facilitate the flow of information within and between levels of the system
- Facilitate coordination among all responding agencies

Use of SEMS will improve the mobilization, deployment, utilization, tracking, and demobilization of needed mutual aid resources. Use of SEMS will reduce incidences of poor coordination and communications; as well as reduce resource ordering duplication on multi-agency and multi-jurisdictional responses. SEMS is designed to be flexible and adaptable to the varied disasters that occur in California and to the needs of all emergency responders.

The five SEMS organizational levels are activated as needed for an emergency. Minimum activation requirements from SEMS regulations are shown in Table 1.

Table 1: Minimum Activations Required by SEMS

Situations Identified in SEMS Regulations	Field Response	Local Government	Operational Area	Regional	State
Incident involving two or more emergency response agencies §2405 (a), (b)	**Use ICS**				
Local emergency declared or proclaimed §2407 (a)(2)		**Use SEMS**			
Local government EOC activated §2407(a)(1)		**Use SEMS**			
Local government activates EOC and		**Use SEMS**			

Situations Identified in SEMS Regulations	Field Response	Local Government	Operational Area	Regional	State
requests OA EOC activation §2407(a)(1)					
Two or more cities within an OA declare or proclaim a local emergency §2409(f)(2)			**Activate EOC**	**Activate EOC**	**Activate EOC**
County and one or more cities declare or proclaim a local emergency §2409(f)(3)			**Activate EOC**	**Activate EOC**	**Activate EOC**
City, city and county, or county requests Governor's state of emergency proclamation §2409(f)(4)			**Activate EOC**	**Activate EOC**	**Activate EOC**
Governor proclaims a state of emergency for county or two or more cities §2409(f)(5)			**Activate EOC**	**Activate EOC**	**Activate EOC**
OA requests resources from outside its boundaries**§2409(f)(6)			**Activate EOC**	**Activate EOC**	**Activate EOC**
OA receives resource requests from outside its boundaries**§2409 (f)(7)			**Activate EOC**	**Activate EOC**	**Activate EOC**
An OA EOC is activated §2411(a)				**Activate EOC**	**Activate EOC**
A regional EOC is activated §2413(a)(1)					**Activate EOC**
Governor proclaims a state of emergency §2413(a)(2)					**Activate EOC**
Governor proclaims an earthquake or volcanic prediction §2413(a)(3)					**Activate EOC**

⬜ : Situation is not applicable to the SEMS level. Fix chart (OA)

The information on SEMS contained in the Basic Plan of Cal Poly Pomona's EOP only includes an overview of the system. Refer to the *SEMS Guidelines* for comprehensive details on the system.

1. **Field Response Level**

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. SEMS regulations require the use of ICS at the field response level of an incident.

2. **Local Government Level**

Local governments include cities, counties, and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. Local governments are required to use SEMS when their emergency operations center is activated, or a local emergency is declared or proclaimed in order to be eligible for state funding of response-related personnel costs. In SEMS, the local government emergency management organization and its relationship to the field response level may vary depending upon factors related to geographical size, population, function, and complexity.

There also exists state (e.g., CDF, CHP, CSU) and federal jurisdictions at the Local Government organizational level of SEMS with responsibility to manage and coordinate the overall emergency response and recovery activities within their jurisdictions. State agencies are required to use SEMS at this level and should be incorporated (or at least coordinated), as appropriate, at the SEMS Local Government or Operational Area organizational level.

Federal agencies are not required to participate in the SEMS organization. However, many federal agencies also have responsibility to manage and coordinate the overall emergency response and recovery activities within their jurisdictions and often must coordinate with other local and state jurisdictions (e.g., the USDA, Forest Service, the California Department of Forestry and Fire Protection, and local fire agencies coordinate wildfire suppression activities).

Operational Area

Under SEMS, the operational area means and intermediate level of the State's emergency management organization which encompasses the county and all political subdivisions located within the county including special districts. The operational area manages and/or coordinates information, resources, and priorities among local governments within the operational area, and serves as the coordination and communication link between the local government level and regional level.

It is important to note that while an operational area always encompasses the entire county area, it does not necessarily mean that the county government manages and coordinates the response and recovery activities within the county. The governing bodies of the county and the political subdivisions within the county make the decision on organization and structure within the operational area.

3. <u>Region</u>

Because of its size and geography, the state has been divided into six mutual aid regions. The purpose of a mutual aid region is to provide for the more effective application and coordination of mutual aid and other emergency related activities. In SEMS, the regional level manages and coordinates information and resources among operational areas within the mutual aid region, and between the operational areas and the state level. The regional level also coordinates overall state agency support for emergency response activities within the region.

4. <u>State</u>

The state level of SEMS tasks and coordinates state resources in response to the requests from the Regional EOCs and coordinates mutual aid among the mutual aid regions and between the regional level and state level. The state level also serves as the coordination and communication link between the state and the federal disaster response system.

5. <u>University Responsibilities under SEMS</u>

The integration of SEMS will be a cooperative effort of all departments and agencies within the University that have a disaster/emergency response role. The Emergency Manager is the point of contact for SEMS and NIMS compliance for the University. The Emergency Manager will be responsible for tasks including, but not limited to:

- Communicating information within the University on SEMS/NIMS requirements and guidelines.
- Coordinating SEMS/NIMS compliance among departments and agencies.
- Incorporating SEMS /NIMS into the University's procedures.
- Incorporating SEMS/NIMS into the University's emergency policies, plans, agreements, ordinances and memorandums of understanding (MOUs).
- Identifying special districts (e.g., I-Poly High Campus, etc.) that operate or provide services within the University. The disaster/emergency role of these special districts should be determined, and provisions made for coordination during emergencies.
- Identifying local volunteers and private agencies that have a disaster/emergency response role. Contacts should be made prior to any emergency or disaster to develop arrangements for coordination in emergencies.

B. National Incident Management System (NIMS)

NIMS is a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage

incidents involving all threats and hazards—regardless of cause, size, location, or complexity—to reduce loss of life, property and harm to the environment. NIMS is the essential foundation to the National Preparedness System (NPS) and provides the template for the management of incidents and operations in support of all five National Planning Frameworks, which are prevention, protection, mitigation, response, and recovery.

Incidents typically begin and end locally, and they are managed daily at the lowest possible geographical, organizational, and jurisdictional level. There are other instances where success depends on the involvement of multiple jurisdictions, levels of government, functional agencies, and/or emergency-responder disciplines. These instances necessitate effective and efficient coordination across this broad spectrum of organizations and activities. By using NIMS, communities are part of a comprehensive national approach that improves the effectiveness of emergency management and response personnel across the full spectrum of potential threats and hazards (including natural hazards, terrorist activities, and other human-caused disasters) regardless of size or complexity.

NIMS has six major components as described below.

1. <u>Command and Management</u>

NIMS standard incident command structures are based on three key organizational systems:

- **The Incident Command System (ICS)**: ICS is a standardized, all-hazard incident management concept. Its organizational structure allows its users to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.
- **Multi-Agency Coordination Systems (MACS)**: Provides coordination for incident prioritization, critical resource allocation, communications systems and information coordination. These systems include facilities, equipment, emergency operation centers (EOCs), personnel, procedures and communications.
- **Public Information Systems (PIS):** The processes, procedures and systems for communicating timely and accurate information to the public during crisis or emergency situations.

2. <u>Preparedness</u>

Effective incident management begins with a host of preparedness activities conducted on an ongoing basis, well in advance of any potential incident. Preparedness involves an integrated combination of planning, training, exercises, personnel qualifications and certification standards, equipment acquisition and certification standards, and publication management processes and activities.

- **Planning:** Plans describe how personnel, equipment, and other resources are used to support incident management and emergency response activities. Plans provide mechanisms and systems for setting priorities, integrating multiple entities and

functions, and ensuring that communications and other systems are available and integrated in support of a full spectrum of incident management requirements.

- **Training:** Training includes standard courses on multi-agency incident command and management, organizational structure, and operational procedures; discipline-specific and agency-specific incident management courses; and courses on the integration and use of supporting technologies.
- **Exercises:** Incident management organizations and personnel must participate in realistic exercises—including multi-disciplinary, multi-jurisdictional, and multi-sector interaction—to improve integration and interoperability and optimize resource utilization during incident operations.
- **Personnel Qualifications and Certifications:** Qualification and certification activities are undertaken to identify and publish national-level standards and measure performance against these standards to ensure that incident management and emergency responder personnel are appropriately qualified and officially certified to perform NIMS-related functions.
- **Equipment Acquisition and Certification:** Incident management organizations and emergency responders at all levels rely on various types of equipment to perform mission essential tasks. A critical component of operational preparedness is the acquisition of equipment that will perform to certain standards, including the capability to be interoperable with similar equipment used by other jurisdictions.
- **Mutual Aid**: Mutual aid agreements are the means for one jurisdiction to provide resources, facilities, services, and other required support to another jurisdiction during an incident. Each jurisdiction should be party to a mutual aid agreement with appropriate jurisdictions from which they expect to receive or to which they expect to provide assistance during an incident.
- **Publications Management:** Publications management refers to forms and form-standardization, developing publication materials; administering publications including, establishing naming and numbering conventions, managing the publication and promulgation of documents, and exercising control over sensitive documents; and revising publications when necessary.

3. Resource Management

The NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.

4. Communications and Information Management

NIMS identifies the requirement for a standardized framework for communications, information management (collection, analysis, and dissemination), and information-sharing at all levels of incident management. These elements are:

- **Incident Management Communications:** Incident management organizations must ensure that effective, interoperable communications processes, procedures, and systems exist to support a wide variety of incident management activities across agencies and jurisdictions.
- **Information Management:** Information management processes, procedures, and systems help ensure that information, including communications and data, flows efficiently through a commonly accepted architecture supporting numerous agencies and jurisdictions responsible for managing or directing domestic incidents, those impacted by the incident, and those contributing resources to the incident management effort. Effective information management enhances incident management and response and helps ensure that crisis decision-making is better informed.

5. <u>Supporting Technologies</u>

Technology and technological systems provide supporting capabilities essential to implementing and continuously refining the NIMS. These include voice and data communications systems, information management systems (i.e., record keeping and resource tracking), and data display systems. Also included are specialized technologies that facilitate ongoing operations and incident management activities in situations that call for unique technology-based capabilities.

6. <u>Ongoing Management and Maintenance</u>

This component provides strategic direction for and oversight of the NIMS, supporting both routine review and the continuous refinement of the system and its components over the long term.

The University follows *California Implementation Guidelines for the National Incident Management System* to ensure NIMS compliance.

C. Incident Command System (ICS)

ICS is a nationally recognized system for managing incidents as well as pre-planned events. It consists of a modular and flexible organizational structure, which allows for features such as management by objectives, action planning, span of control, organizational hierarchy, accountability and resource management. Detailed information on ICS can be found at www.fema.gov.

1. <u>Use of ICS at the Field Level</u>

The concepts, principles and organizational structure of ICS will be used in managing field operations. The size, complexity, hazard environment and objectives of the situation will determine the ICS size and the resources that will be required to support field activities. The

incident will be managed by objectives to be achieved, and those objectives are communicated to field and EOC personnel through the use of the action planning process.

Typically, an Incident Commander (IC) will communicate with the Emergency Manager to convey situation and resource status through established communications channels. Personnel at the Incident Command Post will also communicate with their counterparts in the EOC, when necessary. Some members of the EOC Command or General Staff may be asked to attend briefings or planning meetings at the Command Post.

When multiple agencies respond to the incident, the IC will establish a Unified Command/Multi-Agency Coordination System and agency representatives will be asked to report to the Liaison Officer. Outside agencies including those from county, state and federal agencies will participate in the Unified Command/Multi-Agency Coordination System by assisting in identifying objectives, setting priorities and allocating critical resources to the incident.

2. Field/EOC Communications and Coordination

The University's communication plan outlines the communications channels and protocols to be used during an incident. Typically, field communications directed to the EOC will occur at the Command and General Staff levels; or, if they are established, field units will communicate with a Department Operations Center (DOC) who will, in turn, relay the information to the appropriate section/function in the EOC.

The University EOC will communicate situation and resource status information to the Los Angeles County Operational Area, the CSU Chancellor's Office and other outside agencies via designated countywide emergency reporting systems and other systems referenced in the Los Angeles County Operational Area Disaster Information Reporting Procedures.

3. Field/EOC Direction and Control Interface

The Emergency Manager will establish jurisdictional objectives and priorities and communicate them to everyone in the EOC through the EOC Incident Action Plan. The Emergency Operations Center (EOC) will not direct or control field units, but rather supports their activities. Incident Commander(s) will ensure incident objectives and priorities are consistent with those policies and guidelines established at the University level by the Emergency Manager.

It is the responsibility of the Incident Commander to communicate critical information to the Emergency Manager in a timely manner.

4. Field/EOC Coordination with Department Operations Centers (DOCs)

If a department within the University establishes a DOC to coordinate and support their departmental field activities, its location, time of establishment, and staffing information will be communicated to the University EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information

to the EOC. DOCs act as an intermediate communications and coordination link between field units and the University EOC.

1.5 CONCEPT OF OPERATIONS

The California State University emergency management program requires the implementation and maintenance of an emergency management system on each campus that will be activated when an event has the potential for reaching proportions beyond the capacity of routine operations. Each campus program must be compliant with SEMS, NIMS, and ICS.

Cal Poly Pomona's President is delegated the responsibility for the implementation and maintenance of an emergency program on campus. Guidelines are outlined in Executive Order 1056, Section III Responsibility.

A. Emergency Declaration

The California Emergency Services Act provides the basic authorities for conducting emergency operations following a declaration of Local Emergency, State of Emergency or State of War Emergency by the Governor and/or appropriate local authorities, consistent with the provisions of the Act. There are three types of declarations of emergency in the State of California: local emergency, state of emergency, and state of war emergency.

The Emergency Manager may assist the University President with developing a University Emergency Proclamation. University Emergency Proclamation will be maintained on file in hardcopy form in the Office of Emergency Management and Business Continuity, as well as electronically.

The University shall notify and send a copy of the University's proclamation to the Disaster Management Area Coordinator (DMAC) for the Operational Area EOC so that the County can request a Local Emergency declaration or a concurrence by the County, to the California Governor's Office of Emergency Services, and to the California State University's Chancellor's Office (CSUCO).

1. <u>Local Emergency (University)</u>

A Local Emergency may be proclaimed by the University President under this plan and his/her inherent authority to regulate campus buildings and grounds and maintain order on campus (see, e.g., California Administrative Code, Title 5, Sections 41302, 42402). Such a declaration will be made when, in the University President's opinion, there is an actual or threatened condition of disaster or extreme peril to person or property on campus, which cannot be met by ordinary campus administrative guidelines and makes implementation of this plan necessary. Declarations are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the University caused by natural or man-made situations.

The University President must review the need to continue the declaration at least every fourteen days (or every twenty-one days if the Policy Group does not meet at least weekly)

until the Local Emergency is terminated. The Local Emergency must be terminated by resolution as soon as conditions warrant.

The declaration of a Local Emergency provides the University President with the legal authority to:

- If necessary, request that the Governor proclaim a State of Emergency and/or request a Presidential declaration.
- Promulgate or suspend orders and regulations necessary to provide for the protection of life and property, including issuing orders or regulations imposing a curfew within designated boundaries.
- Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, resolutions, emergency plans or agreements.
- Request state agencies and other jurisdictions to provide mutual aid.
- Require the emergency services of any local official or employee.
- Requisition necessary personnel and materials from any local department or agency.
- Obtain vital supplies and equipment and, if required, immediately commandeer the same for public use.
- Impose penalties for violation of lawful orders.
- Conduct emergency operations without incurring legal liability for performance, or failure of performance. (Note: Article 17 of the Emergency Services Act, Section 8655, provides for certain privileges and immunities).

2. **Local Emergency (County)**

Los Angeles County Office of Emergency Management (OEM) is the administrative coordinator of the Operational Area (OA). When the County OEM receives the University's declarations, the County may:

- Proclaim a local emergency
- Concur with the University's declaration
- Take no action

The County then forwards to California Emergency Management Agency, Southern Region:

- The University's proclamation
- The County's proclamation
- The County's concurrence with the local declaration

When the County of Los Angeles proclaims a local emergency, the University will be covered under the County declaration. If the emergency/disaster affects the University, it is recommended that the University also proclaim a local emergency, as that will enable the University to adopt emergency ordinances and promulgate regulations that would not otherwise be valid. Note that, according to the Attorney General, the County's ordinances

prevail in the event there is a conflict between the County's ordinances and ordinances adopted by the University (62 Ops. Cal. Atty. Gen. 701, 708 [1979]).

When the County proclaims a local emergency, they may request that:

- The State of California OES Director concur with the local proclamation
- The Governor proclaims a State of Emergency
- The Governor requests a Presidential Declaration of an Emergency or Major Disaster

3. State of Emergency

A State of Emergency may be proclaimed by the Governor when:

- Conditions of disaster or extreme peril exist, which threaten the safety of persons and property within the state, caused by natural or man-made incidents.
- Requested to do so by local authorities.
- Local authority is inadequate to cope with the emergency.

Whenever the Governor proclaims a State of Emergency:

- Mutual aid for outside assistance shall be rendered in accordance with approved emergency plans when the need arises in any County or City.
- The Governor shall, to the extent deemed necessary, have the right to exercise all police power vested in the state by the Constitution and the laws of the State of California within the designated area.
- Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.
- The Governor may suspend the provisions of orders, rules or regulations of any state agency; and any regulatory statute or statute prescribing the procedure for conducting state business.
- The Governor may commandeer or make use of any private property or personnel (other than the media) in carrying out the responsibilities of the office.
- The Governor may promulgate, issue and enforce orders and regulations deemed necessary.

4. State of War Emergency

Whenever the Governor proclaims a State of War Emergency, or if a State of War Emergency exists, all provisions associated with a State of Emergency apply, plus:

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

5. Federal Declaration

The Governor can request a Presidential Declaration of an Emergency or a Major Disaster. This opens the door for federal disaster assistance. In some circumstances, a Presidential Declaration may allow for the termination of public works contracts (California Government Code 4410-4412).

B. University Levels of Emergency

The following describe the levels of emergency for Cal Poly Pomona, in ascending order of severity:

Rapid Response Team (RRT)

The RRT is an interdisciplinary group appointed by the Emergency Management Executive and delegated responsibility for EOC support for and coordination with the incident command post or the RRT may have a command and control function in certain circumstances.

The CCP-RRT provides the command and control infrastructure that is required to manage the logistical, fiscal, planning, operational, safety, and campus issues related to any and all incidents/emergencies. CPP-RRT is made up of the individuals who would serve as the primary Incident Commanders and Command and General Staff. The organizational structure of the RRT operating under the ICS may not resemble the day-to-day organization of the University. Employees may report to other employees with whom they do not normally have a reporting relationship. An incident's type and size will dictate whether all or some of the CPP-RRT members are activated.

Incident Commander

The Incident Commander (IC) manages all emergency activities including development, implementation, and review of strategic decisions.
- The Incident Commander has the authority for all emergency response efforts and serves as supervisor to the Public Information Officer (PIO), Liaison Officer, Safety Officer, Operations Section Coordinator, Planning Section Coordinator, Logistics Section Coordinator, and Finance & Administration Section Coordinator.
- The Incident Commander is responsible for the overall management of the incident and all activities/functions until the IC delegates and assigns them to Command or General Staff depending on the complexity of the event.
- The Incident Commander communicates closely with the Policy Group.
- The IC determines the location of the Command Post/Department Operations Center (CP/DOC). If the event continues to expand and the Emergency Operations Center (EOC) is activated, then the IC and CP/DOCstaff and functions would move to the EOC.

The Incident Commander is responsible for the following tasks:
- Providing overall leadership for incident response.
- Assessing incident situation.
- Establishing incident objectives.
- Developing the Incident Action Plan (in conjunction with General Staff Section Coordinators when General Staff is activated).
- Initiating Incident Command System: developing an appropriate organizational structure and delegating authority (e.g. ICS staffing) /functions to others.
- Authorize release of information to the news media and general campus community.
- Approve requests for additional resources.
- Keep Policy Group informed of incident status.
- Developing the ICS structure for any given event.

A Deputy Incident Commander[1] may be designated to:
- Perform specific tasks as requested by the Incident Commander.
- Perform the incident command function in a relief capacity.
- Serve as a technical expert on the incident if not trained to the level of anIncident Commander.
- Represent an assisting agency that shares jurisdiction.

Establishing an Incident Commander

The Incident Commander (IC) will vary depending on the situation at hand. The IC may not always be the highest ranking individual at the university but rather an individual with the specific skills, knowledge base, and training needed to respond tothe specific situation.

When an incident occurs the initial Incident Commander will be established from the responding resources on-scene and communicated to UPD Chief of Police. During a more complex incident, a person with higher qualifications may be identified and a transfer of authority will occur. The on-site CPP - IC will provide a situation status briefing to an incoming IC assuming command. Incident command may be carried out by a Unified Command established jointly by units and/or agencies that have direct functional or jurisdictional responsibility for the incident.

6. Command Staff

   Command Staff report directly to the Incident Commander. Positions include the Public Information Officer, Liaison Officer, and Safety Officer.

Public Information Officer (PIO)

The PIO is responsible for relaying incident related information to the public and media and with other agencies. This position is always activated for Level 1,2, and 3 Incidents, and as needed for RRT activations.

1. Executive Director of Strategic Communications, Strategic Communications Senior Communications Specialist, Strategic Communications Designated employee of Strategic Communications

Liaison Officers

The Liaison Officers are responsible for coordinating with **external** partners, such as city, county, state, or federal agencies, and public and private resourcesgroups, as well as **internal** university groups.

1. AVP for Government and External Affairs, President's Office
2. Deputy Director
   Government and External Affairs
3. Government and External Affairs Analyst

Safety Officer

The Safety Officer monitors, evaluates and recommends procedures for all incident operations for hazards and unsafe conditions, including the health andsafety of emergency responder personnel. The Safety Officer is responsible for developing the site safety plan and safety directions in the Incident Action Plan(IAP).

1. Director, Environmental Health & Safety
2. Registered Environmental Health Specialist, Environmental Health

7. General Staff

The General Staff is comprised of four sections: (1) Operations, (2) Planning, (3) Logistics, and (4) Finance and Administration. Each section is headed by a Section Coordinator and can be expanded to meet the resources and needs of the response. Section Coordinator report directly to the Incident Commander.

Operations Section

The Operations Section is responsible for managing all incident specific operations   of an emergency response, including:

   o   Developing operational components of the IAP.
   o   Determine needs and request additional resources.
   o   Report information about special activities, events, and occurrences to the IC.
The Incident Commander will designate the Operations Section Coordinator.

Operations Section Coordinator will be assigned based on the type of incident. The following is a general guideline for departments filling the Operations SectionCoordinator position.

Law Enforcement / Fire / Public Safety Issue:	• Cal Poly Pomona: University Police Department
Public Works / Power Loss / Storm Damage:	• Cal Poly Pomona: Facilities Planning & Management
Biohazard / Chemical or Radiological Hazard:	• Cal Poly Pomona: Environmental Health & Safety
Student Crisis & Emergencies / StudentDeath(s) / Student Demonstrations / Bias Incidents	• Cal Poly Pomona: Student Affairs

Planning Section

The Planning Section is responsible for collecting, monitoring, evaluating, and disseminating information relating to the response effort. They are responsiblefor the development, maintenance and distribution of the Incident Action Plan(IAP).

Logistics Section

The Logistics Section is responsible for procuring supplies, personnel, and material support necessary to conduct the emergency response (e.g. personnelcall-out, equipment acquisition, lodging, transportation, food, etc.).

Finance Section

The Finance Section is responsible for purchasing and cost accountability relating to the response effort. This section documents expenditures, purchase authorizations, damage to property, equipment usage, and vendor contracting, and develops FEMA documentation.

EOC Activation

Level 3 Activation (Monitoring): An incident or event has or may occur that has the potential to require a response by multiple resources; it may last for more than one operational period. In a Level 3 activation, the Emergency Operations Center Director monitors the situation, provides basic support to

field operations, and provides information and situation reports (SITREPS) to the Chief of Police, the Emergency Operations Executive, the University PIO and the Policy group team as appropriate. Escalation of a Level 3 activation is at the discretion of the Emergency Operations Director.

Level 2 Activation (Partial): An incident or event has or will occur that has special or unusual characteristics requiring a response by more than one agency may require the acquisition and use of specialized resources, or is beyond the scope of available resources may require an elevated activation. The EOC may be partially or fully staffed at this level.

In a level, two activation the EOC Director monitors the situation, provides support to field operations, and provides information and situation reports (SITREPS) to the Emergency Operations Executive, and Policy Group as appropriate. Escalation of a Level II activation is at the discretion of the EOC Director. The EOC Director will also notify the Area D DMAC of the Level II activation.

ORGANIZATION – At the discretion of the EOC Director the staffing level will be determined.

Level 1 Activation (Full): This is an emergency which extends past the scope of normal operations, requires coordination across more than one department, affects multiple University buildings or facilities, or is an incident that affects a large portion of the University population. Examples of this include but are not limited to:

- Ongoing civil disturbance on University property
- Active shooter on campus
- Structural failure of a building causing multiple injuries and death
- Communicable disease outbreak
- Major earthquake

C. Notification and Activation

During a ***Level 3 Emergency***, the following notifications will take place:

- University Police Department (UPD)
- Emergency Management & Business Continuity (if applicable)
- Environmental Health & Safety (if applicable)
- Strategic Enterprise Risk Management (if applicable)
- Facilities Planning & Management (if applicable)
- Affected Vice President offices (if applicable)
- Campus state and auxiliary departments (if applicable)

During a ***Level 2 Emergency***, the following notifications will take place:

- University Police Department (UPD)
- Emergency Management and Business Continuity
- Strategic Enterprise Risk Management (SERM)

- Environmental Health & Safety
- Facilities Planning & Management
- Strategic Communications
- Affected Vice President offices (if applicable)
- Campus state and auxiliary departments (if applicable)
- Provost and Vice President for Academic Affairs

During a *Level 1 Emergency*, the following notifications will take place:

- University Police Department (UPD)
- Emergency Management and Business Continuity
- Strategic Enterprise Risk Management (SERM)
- Environmental Health & Safety
- Facilities Planning & Management
- Strategic Communications
- Affected Vice President offices (if applicable)
- Campus state and auxiliary departments (if applicable)
- University Provost
- University President
- CSU Chancellor's Office
- Disaster Management Area Coordinator

The Emergency Manager, will then notify EOC members and any other University personnel who will need to coordinate resources based on the incident.

1. Activation Authority

The following individuals, or authorized designee are authorized to activate this EOC:

- University President
- Emergency Manager
- Chief of Police

Once activated, the Emergency Manager will staff the EOC to meet the demands of the situation.

2. Notification Method

For obvious emergencies, (e.g., major earthquakes), employees pre-assigned to an emergency role/EOC function should automatically report to their assigned work station.

All other employees are recommended to:

- Monitor for Safety Alert System (our emergency messaging system) alerts to phones, email addresses, and text/SMS and TTY/TDD devices.
- Access the campus emergency information line at (866) 869-POLY (7659)
- Follow their respective department response plans
- Monitor University email
- Monitor radio stations KFI 640 AM, KFWB 980 AM or KNX 1070 AM for instructions
- Attempt to contact their respective departments
- Report for their next scheduled shift if no emergency instructions are available
- For all other events, department managers will implement telephone calling trees or other means of notifying employees (e.g., phone, radio, etc.) and provide instructions on when and where to report

EOC members will be notified via phone and text. A phone tree shall be established with contact information for each EOC member to be notified.

D. EOC Operations and Policy Groups

1. EOC Operations Group

The EOC Operations Group has responsibility for:

- Organizing, staffing and operating the EOC
- All communications and warning systems
- Providing information and guidance to the public
- Maintaining information on the status of resources, services and operations
- Supporting overall operations
- Obtaining support for the University and providing support to other jurisdictions as required
- Identifying and analyzing potential hazards and recommending appropriate countermeasures
- Collecting, evaluating and disseminating damage assessment and other essential information
- Providing status and other reports to the Operational Area

The EOC Operations Group is comprised of the EOC Director, Public Information Officer (PIO), Safety Officer, Liaison Officer, and all General Staff, of which one or more positions may be activated, as the emergency dictates. Further information on the EOC Operations Group members and responsibilities are located in the Roles and Assignment of Responsibilites Section of this EOP.

2. __EOC Policy Group__

The EOC Policy Group consists of:

- University President
- Chief of Staff to the President
- Provost and Vice President of Academic Affairs
- Vice President of Administrative Affairs and Chief Financial Officer
- Vice President of Student Affairs
- Vice President of University Advancement
- Vice President of Information Technology and Chief Information Officer
- Executive Director, Foundation
- Senior Associate Vice President of Strategic Communications and Public Information Officer
- Cabinet Liaison (appointed at the discretion of the University President)

When the Policy Group activates, they will have meetings:

- In a location determined by the University President
- Via conference call through an established conference call line designated by the University President

The Policy Group does not make operational decisions rather, they give authority to the EOC Operations Group to make such decisions during a critical incident or disaster. The Policy Group's main role is to provide policy guidance and make major decisions that affect the University. Examples include but are not limited to:

- Authorization of major emergency expenditures
- Cancellation of classes and other campus activities
- Closing of the University campus
- Relocation of classes when a building becomes unsafe for occupancy following an incident (academic continuity)

The Policy Group should refrain from direct involvement with the EOC, or field response activities. The Policy Group will obtain updated information and situational awareness from the Emergency Manager.

E. Emergency Operations Center

In normal conditions, day-to-day operations are conducted by departments and agencies that are widely dispersed throughout the University. At the discretion of the authorized personnel noted above, the

University will activate its EOC, from which centralized disaster/emergency management can be performed. This facilitates a coordinated response by the University and representatives of other organizations who are involved in the emergency response and recovery. For emergency resources,

please contact the Office of Emergency Management & Business Continuity. The contact phone number is (909) 869-4022 during business hours or (909) 869-3070 after hours.

An EOC provides a central location for information and decision-making, while allowing for face-to-face coordination among personnel who must make emergency decisions. The following functions may be performed in the University's EOC:

- Managing and coordinating disaster/emergency operations
- Receiving and disseminating warning information
- Developing emergency policies and procedures
- Collecting intelligence from and disseminating information to the various EOC representatives and to County, State, Federal and other agencies
- Preparing intelligence summaries, situation reports, operational reports and other reports
- Maintaining maps, display boards and other disaster related information
- Continuing analysis of disaster information
- Coordinating operational and logistical support
- Maintaining contact and coordination with Department Operations Centers (DOCs), other local government EOCs and the Operational Area
- Providing disaster/emergency information to the public and making official releases to the news media
- Communications
- Resource dispatching and tracking

University emergency/disaster response and recovery operations will be managed in one of three modes, depending on the magnitude of the emergency/disaster. The level of EOC staffing will vary with the level of activation and the specific disaster/emergency situation.

Level Three: Decentralized Coordination and Direction

This management mode is similar to day-to-day operations. It is activated when circumstances dictate that more than one campus department is required to handle the emergency. The Campus EOC is not activated and inter-unit coordination is accomplished via telephone or radio communications. Building Emergency Teams may be notified and asked to provide necessary support as requested.

Level Two: Centralized Coordination-Decentralized Direction

This mode of operation is used for emergency responses that require several campus units or agencies from off campus. In these situations, key management level personnel from the principle involved campus units will meet in a central location to provide coordination. Their activities can include, but are not necessarily limited to:

- Establishing a campus wide situation assessment function
- Establishing a campus wide public information function
- Determining resource requirements and coordinating resource requests

- Establishing and coordinating the logistical systems necessary to support emergency services

The coordinating group (functional coordinators and special staff) should meet at the campus EOC or the identified alternate location. Incident Commander(s) and on-site emergency services continue to report through established 24-hour dispatch facilities. Information is provided to the EOC (or identified alternate location) by dispatch facilities.

Level One: Centralized Coordination and Direction

This mode of operation will be utilized following a major disaster that would render it impossible for the campus to function effectively in either of the other modes. In this situation, the campus EOC will be activated and all coordination and direction of activities will be accomplished from the EOC.

During this level of activation, representatives from other jurisdictions or agencies may be staged on the University campus and/or representatives from the campus Emergency Management staff may be called upon to report to an off-campus Emergency Operations Center.

<u>University EOC Location</u>

During an EOC activation, the Emergency Manager will notify the appropriate personnel to respond to the designated EOC meeting location. There are physical and virtual methods of activating the EOC Operations Group. Notification should include whether activation is physical or virtual, as well as initial report time.

Primary Location
University Police Department
3801 W. Temple Ave., Building 109
Pomona, CA 91768

Alternate Location
Building 49 (Training Center), Conference Room
3801 W. Temple Ave.
Pomona, CA 91768

Virtual EOC
At any level of activation, the EOC Operations Group may activate virtually. Virtual activation will utilize a conference call line, which will be provided by the Emergency Manager at time of notification.

The EOC Operations Group may also utilize cloud-based software for managing communications and coordinating activities between teams during crisis and emergency situations.

F. Deactivation

The EOC Operations Group is deactivated at the discretion of the Emergency Manager. Deactivation occurs when normal operations can resume at affected sites or when the incident has been managed accordingly and can be returned to the direct control of those at the incident site. Notification of deactivation is issued over any open operational communication method.

Deactivated units will complete all required paperwork and transfer any remaining tasks or responsibilities to the appropriate unit, branch or section.

As EOC deactivation continues, this process will repeat itself. The deactivation should be overseen by a Demobilization Unit, or the Emergency Manager, to ensure procedures are followed.The Operational Area, Disaster Management Area Coordinator (DMAC), and CSU Chancellor's Office will be notified when the EOC deactivation is complete.

G. Considerations

The Americans with Disabilities Act of 1990 (ADA) requires that emergency preparedness and response programs be made accessible to people with disabilities and special needs, to include those with limited mobility, vision, hearing, cognitive disorders, mental illnesses and language barriers.

Included in the University's planning efforts for those with special needs are:

- Notification and warning procedures
- Evacuation considerations
- Emergency transportation issues
- Accessibility to emergency information

1. Disabilities Access and Functional Needs (D/AFN)

The University has a complete list of students who have self-reported to have an access or functional need. This list is maintained and regularly updated by the Disability Resource Center (DRC). In addition, all Resident Assistants (RAs) also have a current list of D/AFN students within their dorms of responsibilities. Refer to the Resident Assistant Manual for hazard-specific procedures in assisting D/AFN students during an emergency.

Also refer to the Emergency Procedures Pamphlet and Emergency Plan Summary and Self-Help Guide, both of which provide the procedures for assisting D/AFN individuals on campus during an emergency.

2. Limited English Proficiency (LEP)

The University addresses LEP students and staff in emergency planning by providing printed emergency materials in five different languages other than English, including Spanish, Chinese,

Japanese, Korean, and Arabic (see www.cpp.edu/em/). It also identifies and documents faculty and staff with foreign language skills who may be called upon to assist LEP students during an emergency. Additionally, the University utilizes emergency signage with pictorial representations that provide quick and easily understood instructions.

3. <u>Service Animals and Personal Pets (PETS Act)</u>

The PETS Act of 2006 directs that State and local emergency preparedness plans address the needs of people with pets and service animals after a major disaster, including the rescue, care and sheltering of animals.

It should be noted that animals whose sole function is to provide comfort or emotional support to an individual do not qualify as a service animal under the ADA. Furthermore, students are not required to notify the Disabilities Resource Center and register their service animal. University personnel may not inquire about an individual's disability or ask for confirmation that the companion animal is, in fact, a service animal under the ADA.

During emergency situations where time is of the essence, it may be impractical to determine the type of animal accompanying individuals seeking assistance and shelter. Therefore, any student living on campus with a service animal or personal pets will not be denied emergency sheltering. The University, to the best of its ability, will arrange to provide shelter for the student and the animal. During an event that requires long-term sheltering, the University will work with the student to identify the most practical arrangements and will assist the student in acquiring the necessary provisions for the animal (e.g. food).

H. Community Assistance by the University

A crisis affecting neighboring communities may require local authorities to request the assistance of University personnel and/or facilities. It is logical to assume such assistance would most likely involve the necessity to provide temporary shelter for victims of a disaster and/or medical care for these persons. The University will cooperate to the extent possible in any emergency assistance operations directed by outside agencies. Assistance of this nature may require entering into a Memoranda of Understanding, Mutual Aid Agreement or other forms of assistance arrangements. It may also require activation of this EOP.

1.6 Roles and Assignment of Responsibilities

The EOP describes in general terms the responsibilities for various University positions, departments, and groups, authorities, and the actions of a variety of response agencies.

A. The University President Responsibilities

The University President has overall responsibility for the provision of emergency services to the campus. These responsibilities include:

- Preside over the Policy Group.
  In the event that the President is unavailable, the succession plan is located in section 1.7.D of this document.
- Proclamation of a Campus State of Emergency.
- Adopt emergency policies and procedures.
- Request Mutual Aid from CSU Campuses across the state or assistance from the Chancellor's Office.
- Authorizes protective and precautionary measures.
  The President has named the Vice President for Administration and Finance (VP-A/F) to serve as the University's Emergency Management Executive responsible for oversight of the campuses emergency management and public safety functions.

B. The Vice President for Administration and Finance and Chief Financial Officer (CFO) Responsibilities

The University's Vice President of Administration and Finance serves as the University's Emergency Operations Executive, and shall be responsible for plan oversight and coordination with applicable stakeholders and for the direction and control of campus emergency managementand will:

- Provide policy guidance and executive support for the implementation of Cal Poly emergency management programs across the campus community.
- Provide funding for campus emergency programs, facilities, and resources.

C. Policy Group Responsibilities

This group consists of the *University President and Cabinet Members*, General Counsel, or designees. The University President or their designee will preside over the Group/Policy. The Policy Group have the ultimate authority for all University policies.

Not all members of the Policy Group are activated for every emergency. The determination of who should be activated is based on whether the emergency affects one or more functions in the scope of responsibility of that group member.

Responsibilities include:

- Makes policy decisions (e.g., class cancellation, campus closure, cancellation of University activities)
- Makes other strategic decisions and sets broad priorities
- Considers factors such as life safety, environmental, economic, legal, political, and reputational impacts of an incident
- Coordinates with the PIO to communicate with external stakeholders
- Coordinates with the PIO to participate in media interviews and conferences, as required
- Plans for and prioritizes any long-term continuity and recovery issues

D. The Rapid Response Team (RRT) Responsibilities

The RRT is an interdisciplinary group appointed by the Emergency Management Executive and delegated responsibility for EOC support for and coordination with the incident command post or the RRT may have a command and control function in certain circumstances.

- The RRT is responsible for the implementation of this plan.
- The organizational structure of the RRT operating under the ICS may not resemble the day-to-day organization of the University. Employees may report to other employees with whom they do not normally have a reporting relationship.
- As the incident expands or contracts, employee assignments may change in the ICS organization based on immediate incident support needs.

E. EOC Responsibilities

The University's emergency organizational structure is scalable and flexible. Based on the nature and needs of the situation, only required staff is activated. Depending on who is activated, the responsibilities tasked to the various staff below may be split, delegated, or combined to improve management or to streamline operations. See Figure 2 for the Emergency Operations Center Team/ICS chart. Each of the four general staff coordinators, Planning, Operations, Logistics, and Finance/Administration are responsible for activating support staff on an ad hoc basis. Support staff can be grouped and arranged into units (e.g., transportation unit, search and rescue unit) based on the needs of the emergency and the functional purposes of individuals.

Figure 2: Emergency Operations Center Team/ICS Chart

EOC Organization

EOC Director
(Manager, Environmental Health & Safety)

EOC Coordinator
(Sergeant, University Police Department)

Public Information Officer
(Senior Communications Specialist, Strategic Communications)

Liaison Officer (Policy Group)
(Assistant Director, Government & Community Relations)

Safety Officer
(Environmental Safety Specialist)

Operations Section Coordinator
(Associate Provost, Academic Affairs)

Law Enforcement Unit
(Training & Operations Specialist, University Police)

Fire/Rescue Unit
(LA County Fire Department Liaison)

Medical Unit
(Director, Administrative Operations)

Mental Health Unit
(Director, Counseling Services)

Damage Assessment Unit
(Manager, Building & Mechanical Services, Facilities Management)

Planning Section Coordinator
(Associate Vice President/Chief of Operations, Student Affairs)

Situation Unit Leader
(Chief of Staff, Division of Administrative Affairs)

Evacuation Coordinators Unit Leader
(Director, Media Vision)

Demobilization Unit Leader
(Manager, Custodial Services, Facilities Management)

Recovery/Business Continuity Unit Leader
(Business Continuity Coordinator)

Resource Status Tracking Unit
(Senior Coordinator Police & Parking Events Coordinator, Univ. Police)

Logistic Section Coordinator
(AVP, University Projects & Process Management, Information Technology)

Procurement Unit Leader
(Contract Analyst, Procurement & Support Services)

Transportation Unit Leader
(Citation & Permit Processing Coordinator)

Communications / IT Unit Leader
(Executive Director, Cloud and Support Services, Systems & Data Center)

Personnel & Volunteer Unit Leader
(Employee / Labor Relations Manager)

Care & Sheltering Unit
(Associate Director Facilities, University Housing Services)

Animal Care Unit Leader
(AVP Research, Innovation and Economic Development, Office of Research)

Food Service Unit
(Senior General Manager Resident Dining, Los Olivos Dining Commons)

Finance Section Coordinator
(CFO, Foundation Financial Services)

Timekeeping & Payroll Unit Leader
(Payroll Manager, Payroll & Benefit Services)

Workers' Comp./Claims Unit Leader
(Employee/Labor Relations Specialist)

Cost & Budgeting Unit Leader
(Senior Accountant, University Accounting Services)

Records & Documentation Unit Leader
(Lead Employment Specialist)

CalPolyPomona

Alternate

The following table indicates the primary and alternate University staff who will fill the roles identified in the Cal Poly Pomona EOC organizational chart.

Table 2: Emergency Operation Center (EOC) Roles and Designees

EOC Role	Primary	Alternate
Policy Group		
Policy Group	**President and Cabinet Members**	**Designees**
Command Staff		
EOC Director	Emergency Manager	Emergency Management Coordinator or designee
EOC Coordinator	Emergency Management Coordinator	University Police Officer assigned by the Chief of Police
Incident Commander	Chief of Police	Lieutenant, Police
PIO	Director, Strategic Communications	Senior Communications Specialist
Safety Officer	Environmental Health & Safety Manager	Environmental Safety Specialist
Liaison Officer	Director, Government & Community Relations	Assistant Director, Government & Community Relations
General Staff		
Planning & Intelligence Coordinator	Executive Director, University Housing Services	Associate Vice President/Chief of Operations, Student Affairs
Operations Coordinator	AVP Facilities	Associate Provost, Academic Affairs
Logistics Coordinator	AVP, Human Resources Operations, Emergency Management and Business Continuity	AVP, University Projects & Process Management, Information Technology
Finance/Admin Coordinator	AVP Finance & Administrative Services	Chief Financial Officer, Foundation Financial Services

1. Command Staff

EOC Director

This position is filled by the *Chief of Police*, or designee.

Responsibilities include:

- Delegating authority to act in the best interest of the University, on behalf of the University President and during immediate response operations
- Acting as first point of contact to report potential and ongoing incidents, which will need coordination across one or more departments
- Providing overall management of the emergency
- Leading the EOC Operations Group

- Providing initial notification and activation of EOC members
- Determining which EOC members and departments need to be activated
- In conjunction with the University President, determining whether to convene the Policy Group virtually or in person
- Providing ongoing situational status information to both Operations and Policy Groups
- Assigning EOC Operations Group members to maintain activity log and collects documentation
- Reviewing and approving overall priorities and action strategies for the emergency
- Interacting with and providing regular situation updates to the Policy Group, when activated

EOC Coordinator

This position is filled by the *Emergency Manager, Emergency Coordinator, or designee.*

Responsibilities include:

- Overall management of the physical EOC
- Providing staff support to the EOC
- Assisting with EOC set-up and coordinating internal EOC operations
- Ensuring the EOC is fully equipped and functional
- Resolving any equipment or technical issues staff members are experiencing
- Providing staff support to activated EOC roles, regardless of department or function

Incident Commander

This position is filled by a *University Police Lieutenant or Sergeant*.

Responsibilities include:

- Determining the location of the Incident Command Post from where tactical response operations will be managed.
- Working directly with the Incident Commanders from external support agencies to employ immediate life-saving actions and satisfy tactical objectives
- Determining the need for, establishing, and participating in unified command, when multiple jurisdictions and/or external agencies are supporting University Incident Response
- Authorizing protective action statements, which will be disseminated by the University Police Department Emergency Messaging Platform
- Determining incident resource needs and requests from the EOC
- Establishing parameters for resource requests and releases, including the process by which University emergency personnel working at the incident site will activate to request resources (including more personnel)
- Maintaining an accurate log or resources currently being utilized for response operations; provide this to the EOC as requested

- Determining a schedule of incident reporting to the EOC
- Keeping an open line of communication with the EOC
- Keeping the EOC Director informed on incident related progress and any issues that arise

Public Information Officer (PIO)

This position is filled by the *Director, Strategic Communications.*

Responsibilities include:

- Serving as the primary point of contact for public and media relations
- Handling informal and Freedom-of-Information Act (FOIA) requests from outside the University and responds to them accordingly
- Depending on the type and magnitude of the event, the PIO may serve as the spokesperson for the University or may serve as the coordinator, facilitator, and advisor to the University President, Cabinet Members, or other key staff who are designated spokespersons
- Monitoring media sources (broadcast, print, web, and social) to track and address inconsistencies in information, rumor control, and timeliness of messaging, and to ensure reputation management
- Coordinating with other Los Angeles County PIOs through a Joint Information System (JIS) in support of a Joint Information Center (JIC)

All media and public inquiries shall be vetted by the PIO. All inquiry responses, press releases, media advisories, and other University information developed for dissemination shall be approved by the University President or designee prior to delivery.

Safety Officer

This position is filled by the *Environmental Health & Safety Manager*.

Responsibilities include:

- Identifies hazardous situations associated with the incident, per existing procedures, processes and tools
- Ensures adequate levels of protective equipment are available and being used
- Collects information on reported hazards or unsafe operations
- Identifies corrective actions and ensures implementation
- Coordinates corrective action with the on-scene Incident Commander and Operations
- Investigates safety incidents that have occurred within incident areas per normal procedures
- Incorporate recommendations into safety messages provided throughout the duration of the incident
- Coordinates critical incident stress, hazardous materials, and other debriefings, as necessary

Liaison Officer

This position is filled by the *Director, Government & Community Relations*.

Responsibilities include:

- Serves as primary liaison for all external operational partners (i.e. police, fire, EMS)
- Serves as the point of contact between the University and the Disaster Management Area Coordinator
- Responds to the County or Operational Area EOC, as requested by the County or OA EOC Director
- Coordinates resource requests by the University to the County, or vice versa
- Working with the PIO, provides the County and other external stakeholders with periodic updates of the incident
- Maintains situational awareness with the County and other external response agencies

2. General Staff

Planning & Intelligence Coordinator

The Planning Coordinator position is filled by the *Executive Director, University Housing Services.*

The Planning Section is responsible for collecting, evaluating, and displaying incident intelligence and information, the use of which informs the development of the Incident Action Plans (IAPs) for the operational period(s). The Planning Section is also responsible for tracking resources assigned to the incident, maintaining incident documentation, and developing plans for demobilization.

In a large complex incident, the Planning Section may be expanded to include task-specific units that address functions like resources, situational awareness, documentation, demobilization, and technical specialists such as meteorology, cartography, and intelligence.

Operations Coordinator

The Operations Coordinator position is filled by the *Associate Vice President for Facilities Planning and Management.*

The Operations Section manages the University's emergency operations to achieve the incident objectives for the operational period. The Operations Section is usually the first to be activated to coordinate University activities in response to the incident. This Section has access to and responsibility for the most resources (people, equipment, and information) and may designate special teams to complete the emergency objectives. In a large incident with significant impacts, the Operations Section may be expanded to include task-specific branches, groups, or teams to address specific needs.

Logistics Coordinator

The Logistics Coordinator position is filled by the *Associate Vice President for Human Resources (HR) Operations, Emergency Management and Business Continuity Planning.*

The Logistics Section is responsible for ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies. Logistics also provides communication planning and resources, food services for emergency personnel, incident facility management and maintenance, and medical support (first aid) for University staff working the incident.

Finance & Administration Coordinator

The Finance Administration Coordinator position is filled by the *Associate Vice President for Finance and Administrative Services (FAS).*

The Finance Section is responsible for contract negotiation and monitoring, timekeeping, cost analysis, compensation for injury and property damage, and documentation for reimbursement (e.g. MOUs, FEMA reimbursement requests). The Finance Section may be expanded, as needed, to include task specific units including: purchasing, time, cost, compensation/claims, and recovery.

Due to the nature of most emergency situations, finance operations will often be carried out within compressed time frames and other factors that require non-routine procedures. However, it is critical that sound financial accounting practices be maintained throughout the incident activation, including monitoring and documenting expenditures for readiness, response, and recovery.

F. Department Responsibilities

1. Emergency Management & Business Continuity Department Responsibilities

The Department of Emergency Management's mission is to support students, faculty, and staff to ensure that as a university we work together to build, sustain, and improve our capability to prepare for, respond to, recover from, and mitigate all hazards. Emergency Management is responsible for the development, maintenance, and sustainability of the comprehensive, all-hazard, risk based Emergency Management plans which engage the whole community by considering all possible hazards, establishes a multilayer response organization, and outlines critical information requirements. Emergency Management manages all EOC operations and coordinates any and all emergency efforts, responses, and decisions during an emergency.

2. University Police Department Responsibilities

The University Police Department (UPD) is responsible for promoting a safe and secure learning environment by working cooperatively with the campus community to enforce the laws, preserve the peace, and maintain order. In addition, Parking and Transportation Services also fall under the purview of UPD. During an emergency the University Police Department is the primary field emergency services organization for Cal Poly that directs tactical response operations. UPD is also responsible for the Law Enforcement Unit function of the Emergency Operations Center.

3. Local Fire Department Responsibilities

The University spans several local political subdivisions fire protection is provided by the fire department of that jurisdiction, in conjunction with existing mutual between these agencies and other local jurisdictions. The local fire jurisdiction will form a Unified Command on any Incident affecting the University.

Each local fire jurisdiction will communicate directly with its own field forces and in turn, will keep the University's EOC informed and coordinate with via the Fire and Rescue Unit of all activities performed, personnel and equipment deployed, and additional personnel and equipment needed to maintain adequate response and recovery efforts. The Fire department is responsible for:

- Fire suppression
- Search and Rescue
- Coordination of Emergency Medical Services
- Hazardous Materials Response

4. Parking Transportation Services Responsibilities

Parking and Transportation Services is responsible for ensuring traffic safety, parking, and business services. During an emergency, Parking and Transportation Services is responsible for directing traffic, aiding in evacuation operations, establishing road closures, and is responsible for the Transportation Unit functions in the Emergency Operations Center.

5. Student Health Center/Health and Wellness Service Responsibilities

The Student Health and Wellbeing Department is responsible for providing care year round by appointment and on a walk-in basis to all students. Campus Health and Wellbeing provides ambulatory care, lab testing, on-site X-Rays, prescription medications, counseling services, and holistic wellbeing services. During an emergency Student Health and Wellbeing is responsible for offering health and safety assistance to all students, counseling post emergency situations, and is responsible for the Medical Unit and Mental Health Unit functions in the Emergency Operations Center.

6. University Housing Services (UHS) and University Village Housing (UVH)

University Housing Services (UHS) and University Village Housing (UVH) are the departments responsible for coordinating mass care and shelter for campus residents in an emergency or disaster. UHS and UVH manage on campus residents and will work in close collaboration with the American Red Cross (Red Cross) to ensure mass care and shelter services are responsive to the campus's operational needs. UHS and UVH assume their emergency role when the CPP EOC is activated or the Emergency Management & Business Continuity Department requests assistance.

7. Strategic Communications Department Responsibilities

The Strategic Communications Department is the lead organization for coordinating public information. During an emergency, Strategic Communications is responsible for field, Emergency Operations Center, and Emergency Policy Group public information functions and serves as the Public Information Officer (PIO) in the Emergency Operations Center.

8. Environmental Health & Safety Department Responsibilities

The Environment Health & Safety (EH&S) Department is responsible for the health and safety of all campus community members, including visitors. EH&S supports efforts to keep the campus population safe during an incident by, creating and reviewing SOP's and safety plans and protocols, providing technical consultation, and supporting emergency response. EH&S is also responsible for developing programs to ensure compliance with applicable state and federal health, safety, and environmental regulations and campus policies on environmental health and safety. Additional areas of responsibility include hazardous materials, environmental management as well as injury and illness prevention.

9. Strategic Enterprise Risk Management Department Responsibilities

The Strategic Enterprise Risk Management (SERM) Department is responsible for identifying potential threats and hazards and minimizing the impact of incidents on campus business operations, academic continuity, and people. SERM participates in vulnerability and hazard assessments, assist in the development of all hazard plans, provide insight into campus liability to key decision makers, and coordinates with the Finance/Administrative Section of the EOC on documentation, accounting, insurance contracts, and payment for emergency expenditures related to the incident.

10. Facilities Planning & Management Department Responsibilities

The Facilities Planning and Management is responsible for the oversight of facilities planning & capital projects, facilities operations, facilities customer and business services, emergency utilities and sustainability. FMP participates in vulnerability and hazard assessments, identifies sources for mutual aid agreements, and develops procedures for pre-positioned resource and equipment. During an emergency or disaster, FPM is responsible for the Damage Assessment Unit and coordinates with the Finance/Administrative Section of the EOC on documentation, accounting, and payment for emergency expenditures related to the incident. In addition, the Associate Vice President of FMD serves as one of the EOC Section Coordinators in the Emergency Operations Center.

11. Information Technology Department Responsibilities

The Information Technology and Instructional Planning Department (IT) is responsible for campus-wide Information Technology and Communications support and security. IT assists in the development of business continuity plans and the campus Continuity of Operations Plan (COOP). During an emergency, IT is the lead Information Technology organization for the Cal Poly Emergency Operations Center and is responsible for the IT & Communications Unit functions in the Emergency Operations Center.

12. Finance and Administrative Services Department Responsibilities

The Finance and Administrative Services Department (FAS) manages all financial, administrative, and cost analysis aspects of the emergency. FAS monitors and tracks all cost associated with the incident ensuring they are consistent with emergency spending procedures, ordinances, and rules for state and federal reimbursement purposes. FAS is the lead department in handling the financial aspects on the recovery phase and is responsible for the Finance and Administration section Coordinator and Cost and Budgeting Unit functions in the Emergency Operations Center.

13. Strategic Business Services Department Responsibilities

Strategic Business Services (SBS) provides advisory support in the areas of contracting and purchasing. SBS ensures all purchases are consistent with emergency spending procedures, ordinances, and rules for state and federal reimbursement purposes. During an emergency, SBS is responsible for the Logistics Section Coordinator and Procurement Unit functions in the Emergency Operations Center.

14. Human Resources & Labor Relations Department Responsibilities

The Human Resources & Labor Relations Department (HR/LR) is the lead organization coordinating all personnel related activities. During an Emergency, HR/LR is responsible for volunteer resources and the Disaster Service Worker Program during and serve as the Personnel and Volunteers Unit in the Emergency Operations Center.

15. Evacuation Coordinators Responsibilities

The CPP Evacuation Coordinator program is established to facilitate enhanced emergency preparedness and coordinated initial emergency procedures in every regularly occupied main campus building. The Evacuation Coordinator Guide establishes the concurrent responsibilities for University staff assigned as Evacuation Coordinators, and procedural guidelines to assist them in the performance of those duties prior to and during an emergency event.

16. Disability Resources Center / ADA Coordinator Responsibilities

The CPP Disability Resource Center (DRC) is the lead organization in cultivating an accessible and inclusive community where student community members with permanent and temporary disabilities have equal opportunity to participate in all aspects of campus life.

The CPP ADA Coordinator is the lead organization in cultivating an accessible and inclusive community where staff and faculty community members with permanent and temporary disabilities have equal opportunity to participate in all aspects of campus life.

During an emergency, DRC and the ADA Coordinator will serve as advisors to in the EOC as needed.

17. College of Agriculture Responsibilities

The College of Agriculture is the lead organization for coordinating agricultural and animal care resources. During an emergency, the college of Agriculture is responsible for the Animal Care Unit functions in the Emergency Operations Center.

18. Other University Departments Responsibilities

The University plans for the effective use of the department's workforce, resources, and facilities for dealing with any emergency or disaster that may occur. The needed workforce, resources, and facilities may come from any University department. Each University department shall:

- Provide staff representatives to the CPP Rapid Response Team (upon request)

• Participate in training and exercises related to incident management, EOC operations, and other subjects as necessary to assure safe and effective emergency preparedness, response and recovery operations. (As applicable)

• Provide staff representative (s) for each building and/or functional area to the Evacuation Coordinator program. Evacuation Coordinators are encouraged to participate in appropriate trainings, exercises, and Emergency Response Plan development necessary to assure effective and legally compliant building/functional area level preparedness and response to emergencies.

• Each University department will develop a Business Continuity Plan (BCP) or assist in the development of the division BCP.

19. Faculty and Staff Responsibilities

Every member of the faculty and staff should read and understand the Emergency Procedures flip chart, localized department emergency action plans (EAPs) and business continuity plans, and familiarize themselves with campus emergency procedures and building evacuation routes. Employees must be prepared to assess situations quickly andthoroughly, and use common sense in determining a course of action. They should follow Emergency Procedures to report fires or other emergencies that require immediate attention, establish contact with their Evacuation Coordinator members, and evacuate the building to pre-designated assembly areas in an orderly manner. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency.

20. Students Responsibilities

Students should familiarize themselves with the emergency procedures 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 pre-designated assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel.

G. Day-to-Day Emergency Readiness Responsibilities

The University strives to remain prepared to respond and recover from crisis, emergencies or disasters that impact the University and threaten its mission. Many incidents evolve slowly and can be monitored (e.g., public health emergency, storm, or labor disputes). Others, however, happen quickly with little or no warning (e.g., earthquake, technology failure, or violence). In all cases, the University staff charged with roles and responsibilities in this EOP will maintain a day-to-day readiness posture, so that they are best prepared to activate emergency procedures when needed.

1.7 DIRECTION, CONTROL, AND COORDINATION

A. University-wide Coordination

Localized emergencies (e.g., medical incident, fire affecting a small portion of an unoccupied building) generally will not require EOC activation, unless several departments need to coordinate a response. Any incident that affects only a single department, in which only a response is needed by that department's staff, will not require EOC activation and notification to the Emergency Manager is at the discretion of the department head.

When an incident affects multiple departments, multiple University buildings, and/or a large part of University population, the University Emergency Manager, will manage the coordination and communication among University response personnel, the University EOC, and departments affected by or involved in the response. This EOP provides the guidance necessary to coordinate a University-wide response, supplemented by relevant SOPs and other department-level plans.

If a department within the University establishes a Department Operations Center (DOC) to coordinate and support its own departmental field activities, the location, time of establishment and staffing information will be communicated to the University EOC. All communications with the field units of that department will be directed to the DOC who will then relay situation and resource information to the EOC. DOCs act as an intermediate communications and coordination link between field units and the University EOC.

B. Multi-Jurisdictional Coordination

Coordination among SEMS levels; field, local, operational area, region, and State is necessary for effective emergency response. In a major disaster, the University's EOC may be activated to coordinate the overall response, while the ICS is used by field responders directly engaged in immediate response and life-saving priorities.

When a disaster or emergency occurs, the University will use its own internal assets to provide emergency services. If the University's internal assets are not sufficient enough, the University will make a request to a neighboring jurisdiction for assistance. Internal assets include supplies and equipment available from local vendors.

If resources are still not available, resource requests should be directed to the designated countywide emergency reporting systems Operational Area Response & Recovery System (OARRS). Existing mutual aid agreements and financial protocols will be followed.

Communications should be established among all affected cities, special districts and the Operational Area. All reports and requests are to be entered in OARRS or sent to the Los Angeles County Sheriff's Department (LASD), Walnut Station, by means coordinated with the Watch Commander and University staff. LASD will then be responsible for sending the information to the Operational Area (OA) EOC.

1. <u>Reporting to the Operational Area</u>

The University should report its status to the Operational Area Disaster Management Area Coordinator whether or not it has any disaster damage.
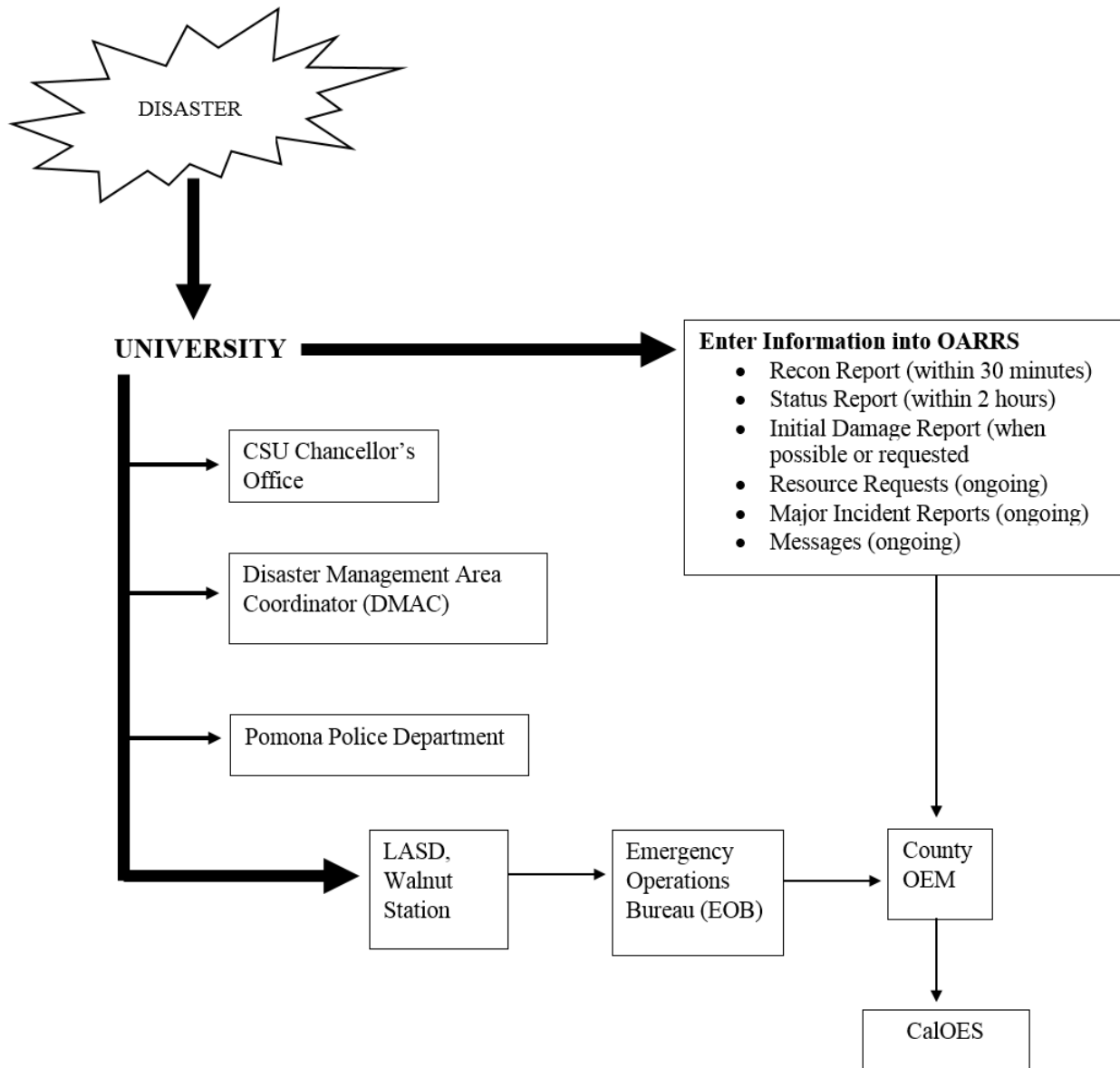
University reports and notifications are to be made to the Disaster Management Area Coordinator and the CSU Chancellor's Office. These reports and notifications include:

- Activation of the EOC
- Declaration of a Local Emergency
- Reconnaissance (Recon) Reports
- University Status Reports
- Initial Damage Estimates
- Incident Reports
- Resource Requests

Established reporting procedures include:

- Phoning, faxing, or emailing information to the Disaster Management Area Coordinator and the CSU Chancellor's Office.

Figure 3: University to Operational Area Information Reporting System

DISASTER

UNIVERSITY

CSU Chancellor's Office

Disaster Management Area Coordinator (DMAC)

Pomona Police Department

LASD, Walnut Station → Emergency Operations Bureau (EOB) → County OEM

Enter Information into OARRS
- Recon Report (within 30 minutes)
- Status Report (within 2 hours)
- Initial Damage Report (when possible or requested
- Resource Requests (ongoing)
- Major Incident Reports (ongoing)
- Messages (ongoing)

CalOES

C. Mutual Aid

Mutual aid is designed to ensure that adequate resources, facilities and other support are provided to jurisdictions 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.

1. <u>Mutual Aid Requirements</u>

- Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement
- During a proclaimed emergency/disaster, inter-jurisdictional mutual aid will be coordinated at the County, operational area or mutual aid regional level
- The University will make sure a communications plan is in place for response activities
- The University will make all non-law enforcement and non-fire mutual aid requests via designated countywide emergency reporting systems, such as OARRS.

    Requests should specify, at a minimum:

    - o Number and type of personnel needed
    - o Type and amount of equipment needed
    - o Reporting time and location
    - o To whom resources should report
    - o Access routes
    - o Estimated duration of operations
    - o Risks and hazards

2. <u>Mutual Aid System</u>

A statewide mutual aid system, operating within the framework of the State's Master Mutual Aid Agreement (MMAA), allows for the mobilization of resources to and from local governments, operational areas, regions and the State to provide requesting agencies with adequate resources. The general flow of mutual aid resource requests and resources within mutual aid systems are depicted in Figure 4.

Figure 4: Mutual Aid Resource Request
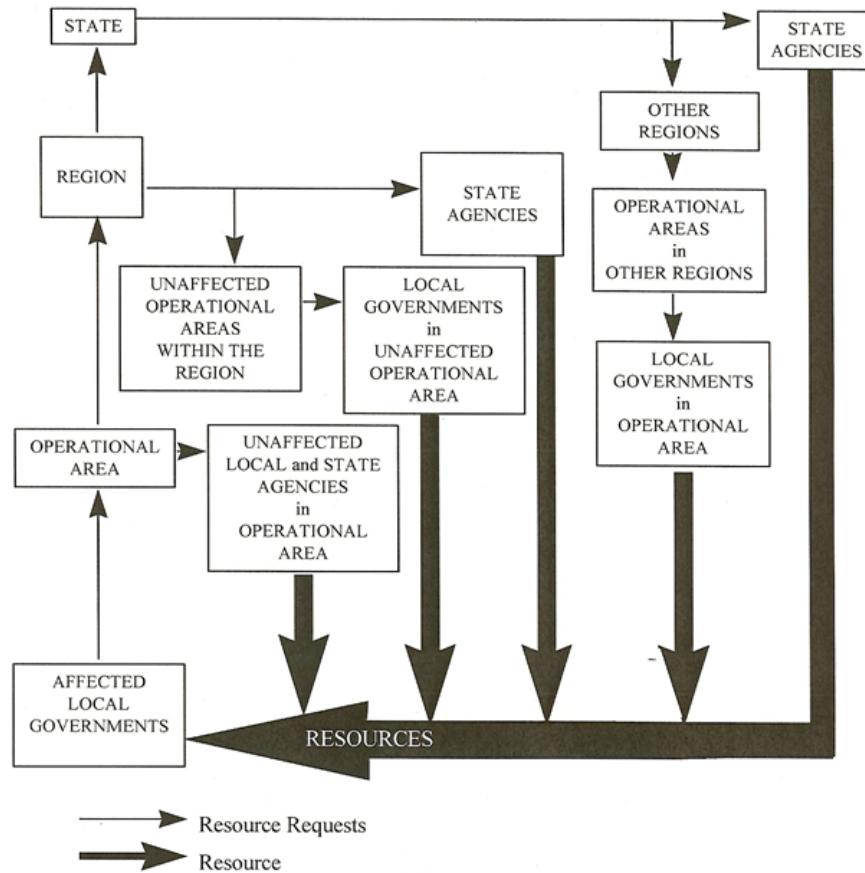
The system includes several discipline-specific mutual aid agreements, such as fire and rescue, law enforcement, medical, building and safety, coroners, emergency managers/Emergency Management Mutual Aid (EMMA) and public works. These systems are consistent with SEMS and NIMS at all levels. Resource request flow within each discipline-specific mutual aid agreement is depicted in Figure 5.

Figure 5: Discipline-Specific Mutual Aid Agreement Resource Request

* Includes Mental Health Mutual Aid System
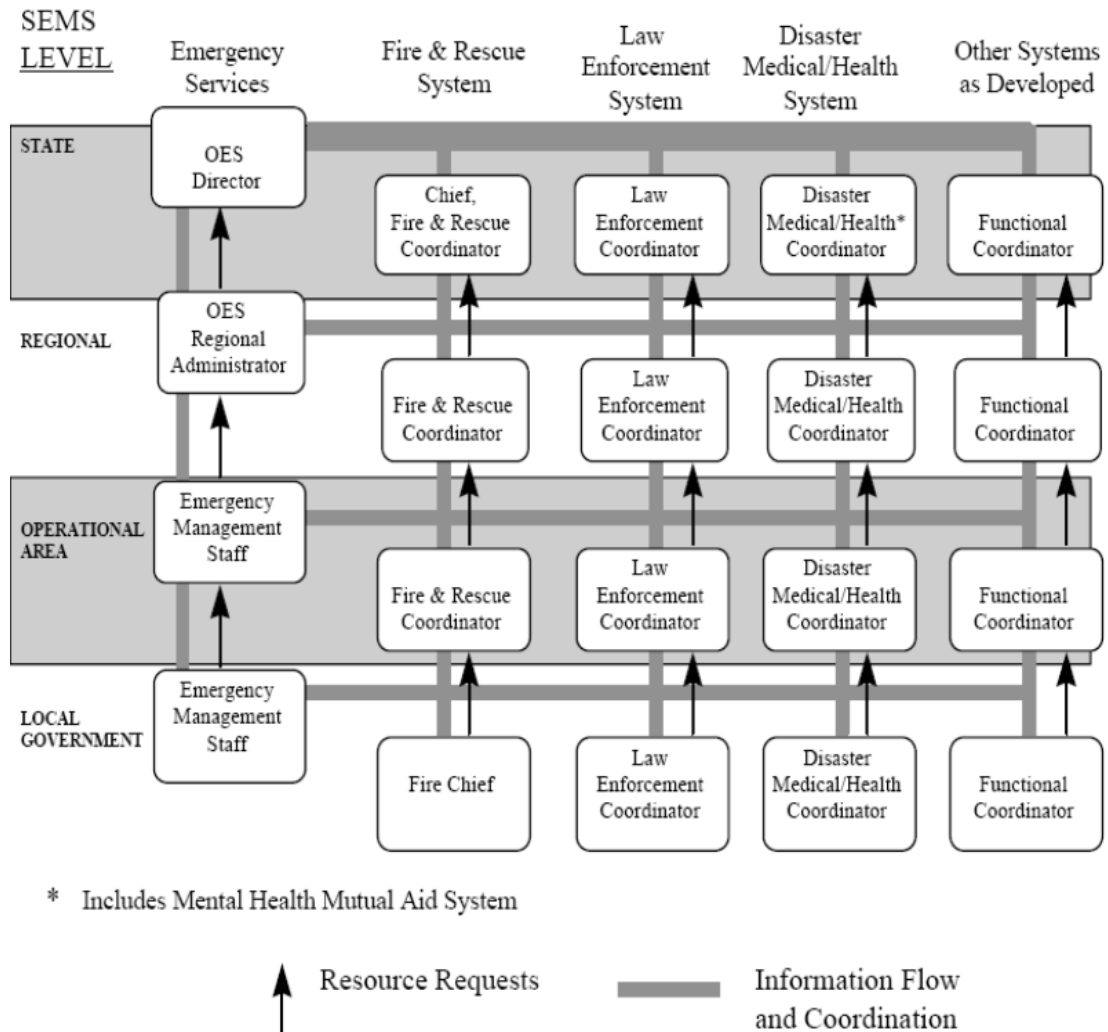
In addition to the mutual aid agreements that are in place within the State of California, the Governor signed the Emergency Management Assistance Compact (EMAC), which allows the State of California to participate with the other states in a nationwide mutual aid system. Mutual Aid with other states only occurs when the State of California has exhausted all relevant resources during a disaster affecting the state. The State of California only provides mutual aid to other states when the requesting state(s) has exhausted all potential and actual resources.

3. <u>Mutual Aid Regions</u>

Mutual Aid Regions I-VI were established in California under the Emergency Services Act and each contains designated counties. Los Angeles County and its cities are in Mutual Aid Region I, which is in the CAL EMA Southern Administrative Region. See Figure 6 for a map of the regions and respective counties.

Figure 6: California Mutual Aid Regions
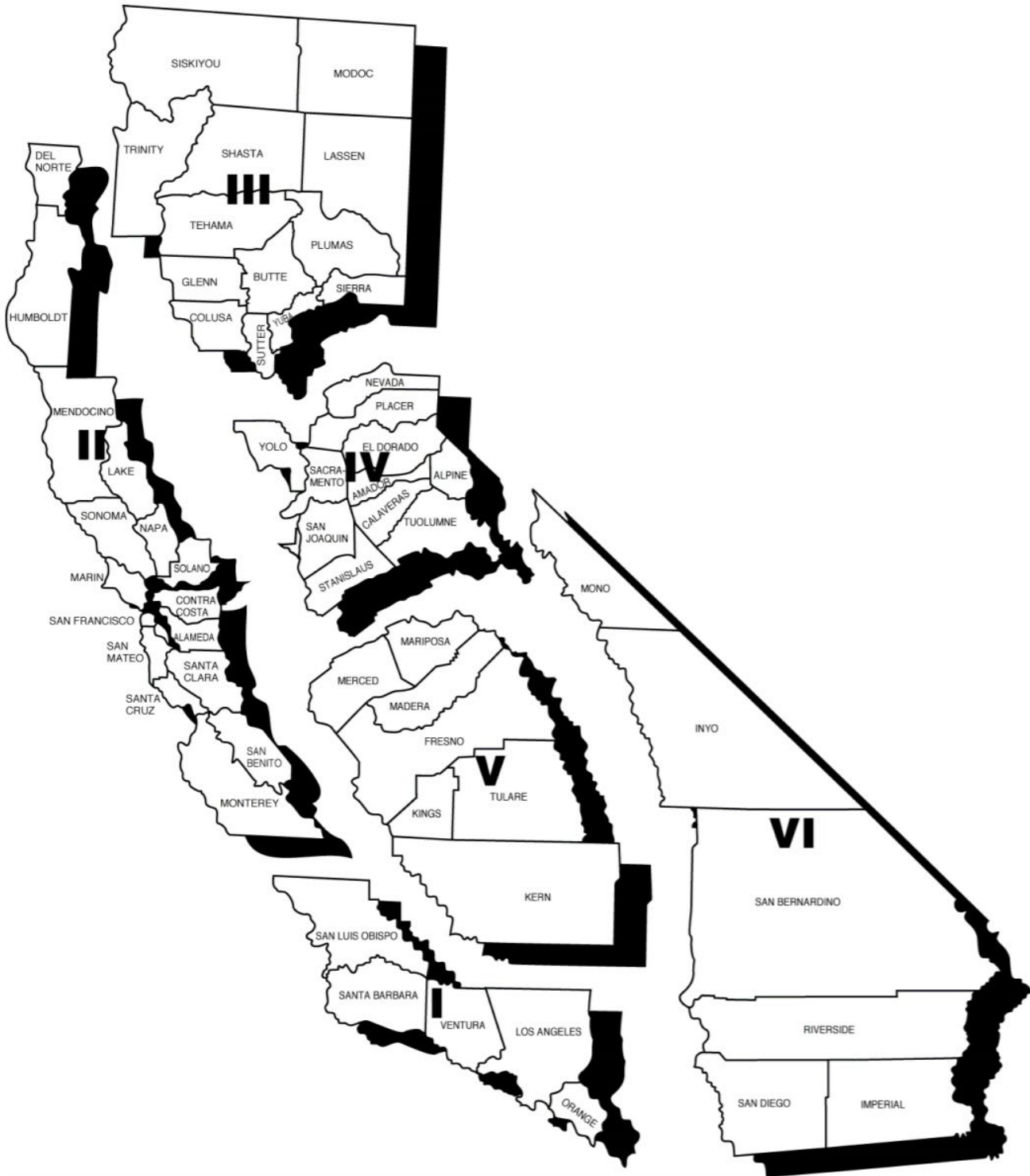
4. **Mutual Aid Coordinators**

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, regional and state levels. 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.

Mutual aid requests that do not fall into one of the discipline-specific mutual aid systems are handled through the emergency services mutual aid system by emergency management staff at the local government, operational area, regional and state levels. In the Operational Area, this would be coordinated through the Los Angeles County Office of Emergency Management.

Mutual Aid Coordinators at an EOC may be located in various functional elements (e.g., communications, public works, and health) or serve as an agency representative, depending on how the EOC is organized and the extent to which it is activated.

5. **Mutual Aid with Volunteer, Non-Governmental and Private Agencies**

Volunteer, non-governmental and private agencies may participate in the mutual aid system along with governmental agencies. For example, the disaster medical mutual aid system relies heavily on private sector involvement for medical/health resources.

The University's emergency preparedness partnerships, including volunteer agencies such as the American Red Cross, Salvation Army, Disaster Communications Services, CERT, community and faith-based organizations and others are an essential element of local, state and national emergency response to meet the needs of disaster victims.

Volunteer agencies and non-governmental organizations mobilize volunteers and other resources through their own systems. They also may identify resource needs that are not met within their own systems that would be requested through the mutual aid system. Volunteer agencies and non-governmental organizations with extensive involvement in the emergency response should be represented in EOCs.

Some private agencies have established mutual aid arrangements to assist other private agencies and government within their functional area. For example, electric and gas utilities have mutual aid agreements within their industry and established procedures for coordinating with governmental EOCs. In some functional areas, services are provided by a mix of special district, municipal and private agencies. Mutual aid arrangements may include both governmental and private agencies.

Liaison should be established between activated EOCs and private agencies involved in a response. Where there is a need for extensive coordination and information exchange, private agencies should be represented in activated EOCs at the appropriate SEMS level.

D. Succession of Key Positions (Continuity of Government)

A major disaster could result in great loss of life and property, including the death or injury of key University officials. At the same time, there could be partial or complete destruction of established seats

of government, and the destruction of public and private records essential to continued operations of government and industry.

In the aftermath of a major disaster, law and order must be preserved and essential University services must be maintained. This preservation is best accomplished by University staff.

Applicable portions of the California Government Code and the State Constitution provide authority for the continuity and preservation of state and local government.

The University President is responsible for providing continuous, effective leadership and authority under all aspects of emergency services operations (prevention, preparedness, response, recovery and mitigation). Under California's concept of mutual aid, local officials remain in control of their own jurisdiction's emergency operations while other jurisdictions may provide additional resources upon request. A key aspect of this control is to be able to communicate official requests, situation reports and emergency information during any disaster a community might face.

The first step in assuring continuity of operations is to have personnel who are authorized and prepared to carry out emergency actions for the University in the event of a natural, technological or national security disaster.

Article 15, Section 8643 of the Emergency Services Act describes the duties of a governing body during emergencies as follows:

- Ascertain the damage to the jurisdiction and its personnel and property
- Reconstitute itself and any subdivisions
- Perform functions in preserving law and order and furnishing local services

1. Emergency Policy Executive (University President)

Should the Emergency Policy Executive be unavailable or unable to serve, the positions listed below, in order, shall act as the Emergency Policy Executive.

- Vice President of Administrative Affairs and CFO
- Provost and Vice President of Academic Affairs
- Vice President of Student Affairs
- Vice President of University Advancement
- Vice President of Information Technology and CIO

The individual who serves as acting Emergency Policy Executive shall have the authority and powers of the Emergency Policy Executive to serve in that capacity until the Emergency Policy Executive is again able to serve, or until a successor has been appointed by the Office of the California State University Chancellor.

Notification of any successor changes shall be made through the established chain of command and notification shall be made to the CSU Chancellor's Office.

2. <u>Manager, Emergency Management and Business Continuity</u>

Should the Emergency Manager be unavailable or unable to serve, the positions listed below, in order, shall act as the Emergency Manager.

- Emergency Management Coordinator
- Chief of Police
- Designee, appointed by the University President

1.8 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

Smooth information flow within the response and emergency management organization is critical to successfully managing an incident. Whether it is a forecast event, an escalating situation, or no-notice incident, there are standard types of information that need to be monitored, collected, and analyzed for dissemination across the EOC Policy and Operations Groups.

A. Threat Monitoring

The Office of Emergency Management & Business Continuity regularly monitors multiple sources of information to maintain its readiness posture and provide for early detection of an incident that may affect the University. Although not all threats can be discovered in advance, monitoring can reduce the likelihood and impacts of emergencies.

The Office of Emergency Management & Business Continuity monitors information sources including, but not limited to:

- Direct communications received from faculty and staff (including calls, texts, social media, and email messages)
- Notifications from the University Police Department
- University Police Department Campus CCTV surveillance system – for emergency situations only
- Behavioral Threat Assessment team reports of student behavioral concerns
- National Weather Service or other weather alerts
- Pomona Police Department, Los Angeles County Sheriff's Department, California Highway Patrol (CHP), CSU, and Cal Poly Pomona crime reports and social media accounts

B. Initial Incident Awareness

When any staff or faculty member becomes aware of an incident with the potential to impact life, safety, or property that cannot be contained by that individual or by using normal day-to-day procedures, that person immediately alerts the University Police Department, or Emergency Manager, using the most direct and convenient mode at the time. The staff or faculty member will then notify his or her immediate supervisor of the situation.

Possible methods of communication include, in descending order of preference:

- In-person, verbal notification
- Campus (landline) telephones
- Cell phone
- Text message
- Email message

In all cases, communications ***must receive an immediate confirmation of receipt***. If the individual making an initial report does not receive immediate confirmation, he or she must exhaust other modes of communication until the notification has been received with an affirmative.

C. Ongoing Information Collection and Analysis

To develop response objectives and mitigate an incident, incident managers need robust situational awareness; this is achieved by constant observation, collection, and analysis of incident-related information. The Emergency Manager, with the assistance of EOC Operations Group members, is responsible for actively monitoring and maintaining situational awareness of impending or ongoing incidents. Such information is organized into a situation report.

The situation report describes metrics specific to the incident, potentially including but not limited to:

- Status of the threat/ hazard
- Number of students, faculty, and staff in various locations (e.g., sheltered, evacuated, off campus), or unaccounted for
- Progress of objectives and tasks
- Responding outside first responders

Situation reports are updated periodically, as appropriate to the incident.

D. Ongoing Operational Communications

The Emergency Manager provides accurate and timely information on impending or ongoing incidents to EOC Policy and Operations Groups. This includes information from external partners (police, fire, EMS, etc.).

When the EOC is activated, the Emergency Manager, provides initial notification and ongoing communications using the established phone tree among EOC members. This is the quickest and most efficient in sending and receiving communications among a group of people. If this mode is unavailable, the Emergency Manager, advises a back-up mode:

- Group text message
- Group email message
- Personal cell phones

E. Operational Communications with External Partners

The University Police Department maintains direct radio contact with local response agencies (police, fire, EMS). Pre-incident communications with external partners can be via both radio communications and telephone. During an incident, ongoing operational communications with University first responders may occur via 2-way radio, telephone, in-person, or public safety radio communications.

Additionally, potential or ongoing incidents in the surrounding community or outside University property may have an impact on the University. These may also require coordination with external partners. The Emergency Manager requests information from the public agency handling the incident on an ongoing basis and until the incident has been resolved. There may be instances during which the external agency may request a University liaison to keep in continual communication with them or sit in their local EOC. The Emergency Manager will report to the local EOC or designates someone with relevant experience from the University to do so.

1.9 ADMINISTRATION, FINANCE, AND LOGISTICS

This section covers general support requirements and the availability of services and support for all types of emergencies, as well as general policies for managing resources. This section identifies administrative controls (e.g. budget and acquisition policies and procedures) and requirements that will be used to provide resource and expenditure accountability.

A. Financial Tracking

All disaster or emergency related expenditures, will be tracked for possible reimbursement or outside funding. Individual departments are responsible for tracking all costs related to emergency response including force account work, force account equipment, materials and supplies, and contract work. Units will submit a spreadsheet with all emergency related costs by type.

The Finance/Administration Section of the EOC Operations Group will be responsible for collecting department expenditures and work orders, as well as tracking costs related to emergency expenditures. Incomplete information will be returned to the department for resubmittal.

Day-to-day (outside of an EOC activation) financial tracking is routinely managed by University Accounting and Budget Services.

B. Emergency Charge Accounts

Generally, all purchases are made by Direct Pay, with a check request, P-Card, Purchase Order, or established through a Contract (where an invoice is submitted and charged against the contract amount). Specific details on standard purchasing requirements can be accessed on the Cal Poly Pomona website at https://www.cpp.edu/procurement/.

P-Cards with extended purchasing limits are issued to all buyers. They are primarily used when the Procurement Department's daily operations are compromised (no phones, computers, etc.).

Cal Poly Pomona maintains a procurement plan, which includes a list of all vendors, emergency operations procedures, and emergency PO numbers for specific types of purchases (e.g., water). The plan also includes continuity measures for offsite redundancy of documents and capabilities, which are maintained by all Cal Poly Pomona buyers.

C. Existing Contracts

Cal Poly Pomona maintains certain contracts to carry out day-to-day business. When possible and practical, these existing contracts should be used to obtain services and supplies needed during emergency preparedness, response, and recovery operations.

D. Essential Personnel & Disaster Pay

California Labor Code §3211.92(b) identifies public agency employees, as Disaster Service Workers. Consequently, all on-duty University employees are expected to remain at work when an emergency occurs. Off-duty employees should report for work in accordance with University policy. If at home when a disaster occurs, employees are expected to ensure the welfare of their families and homes before reporting to work**.**

At the time of an emergency, all University employees are eligible to be called upon to assume an emergency assignment. Should that become necessary, the University President may suspend normal University business activities. The Personnel Unit, in the University's EOC Logistics Section will coordinate recruiting, orienting, and assigning employees and volunteers to emergency tasks, as directed by the Emergency Manager.

In addition to being available for an emergency assignment, it is the responsibility of all staff to:

- Be familiar with the University emergency organization, concept of emergency operations and the procedures outlined in this EOP
- Be familiar with department emergency procedures
- Attend required emergency training and exercises
- Maintain proficiency in any special skills needed for emergency assignment

E. Vital Records

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

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

- **Protect the rights and interests of individuals.** Examples include student transcripts, business records, personnel records, student patient records, Hazardous Materials Business Plan, and criminal record information.
- **Conduct emergency response and recovery operations.** Records of this type include individual personnel rosters, Emergency Operating Procedures, utility system maps, and the location of emergency supplies or equipment.
- **Business continuity plans or standard operating procedures**. Included in this group are financial records, payroll records, purchase orders, and departmental or campus-wide continuity plans.
- **Education data records.** Examples include faculty and staff research, journal articles, grant material, and examination grades.

Each department is responsible for designating a custodian for vital records and ensuring that vital record storage and preservation is accomplished. Vital storage methods that might be utilized include but are not necessarily limited to:

- duplication (either hard copy or removable computer disk)
- dispersal
- fireproof containers
- vault storage (both on and off campus)

F. Emergency Resources

The emergency manager is responsible to develop and maintain a roster of campus resources, contracts, and agreements for materials and services that may be needed in an emergency situation including emergency response equipment, emergency power, communications equipment, care and shelter equipment, food and water. The roster is required to reviewed and updated at least annually or as needed.

1.10 TRAINING AND EXERCISES

The Office of Emergency Management and Business Continuity, in collaboration with the University Police Department, will conduct regular training and exercising of this plan and other specific training as required for compliance with both SEMS and NIMS, along with coordinating; scheduling and documenting training, exercises, and after action and corrective action reports.

The objective is to train and educate students, campus personnel, emergency/disaster response personnel, and volunteers. Both training and exercises are important components to prepare personnel for managing disaster operations and are necessary to maintain the readiness of operational procedures. They provide personnel with an opportunity to become thoroughly familiar with the procedures, facilities and systems which will be used in a disaster.

A. Training Program

The University's Emergency Manager, or designee, has the responsibility to:

- Arrange and provide minimum training requirements for EOC personnel and other University staff with roles and responsibilities during an emergency or disaster. Training for EOC personnel should also be conducted annually.
- Encourage and support training for the University's faculty, staff, and students.
- Develop and assist Employee and Organizational Development and Advancement (EODA) and Academic Affairs in providing training on emergency preparedness during the orientation process for new hires.
- Develop and assist with training specific to Student Health and Wellness, and Counseling Services staff with responsibilities for Emergency Management functions, and how they will interface with emergency operations.
- Consult with the county and/or state emergency management offices in developing training courses.
- Receive technical guidance on latest techniques from county, state, and federal sources as appropriate and request assistance as needed.

The training programs:

- Meet training requirements established in Executive Order (EO) 1056 & Emergency Management Coded Memo RM-2018-1.
- Include information on the characteristics of hazards and their consequences and the implementation of emergency response actions including protective measures, notification procedures, and available resources.
- Include SEMS and ICS training, focusing on individual roles.
- Provide EOC personnel and other University staff with the variety of skills necessary to help reduce or eliminate hazards and increase their effectiveness to respond to and recover from emergencies of all types.

- Will be provided for crisis situations that require additional specialized training and refresher training.

1. EOC and Emergency Personnel

All University departments which are assigned emergency functions are responsible to develop an in-house training capability to allow further training to their employees in their duties and procedures.

Current training and operational requirements set forth under SEMS and NIMS have been adopted and implemented by the University. The Emergency Manager, or designee, maintains records and lists of training received by University personnel.

2. Evacuation Coordinators and Other Response Personnel

The University has developed an Evacuation Coordinator Training Program. Refer to the University's *Evacuation Coordinator Training Packet* and the *Emergency Procedures Handout* for detailed information on the training, roles and responsibilities of Evacuation Coordinators and other personnel responsible for supporting response at specific facilities/buildings. Currently, Evacuation Coordinators and personnel with responsibilities for building evacuation receive training on a regular basis with minimum topics including but not limited to:

- The University's EOP and subsequent updates
- The Building Evacuation Plan and subsequent updates
- Immediate Protective Actions
- Specific roles and responsibilities of the Evacuation Coordinator program
- Familiarization of the building of responsibility, with physical walk-through
- Supply and equipment kit locations

3. Individual Preparedness Information

The Emergency Manager will continually encourage the greater campus community to participate in emergency preparedness training. When available, the Emergency Manager will identify and provide information on training opportunities to the University community.

The Emergency Manager has developed emergency preparedness training for new hires, auxiliary and contracted staff and volunteers. In coordination with Employee and Organizational Development and Advancement (EODA) and Academic Affairs, the Office of Emergency Management and Business Continuity provides training resources for new hires, during the orientation process to be completed within one year from the date of hire. This training includes the assignment of online, web-based training modules and includes topics such as:

- The summary of potential threats and hazards to the campus
- General emergency procedures and protective actions (e.g., lockdown, building evacuation)

- The University's emergency operations
- Individual preparedness information (e.g., go-kits, work policies for emergencies/disasters)

It should be noted that auxiliary hires are trained by supervisors of auxiliary units and maintain their own employee records.

B. Exercise Program

The University will conduct exercises and continually test and evaluate this EOP. Records shall be maintained by the Office of Emergency Management & Business Continuity in coordination with University Police. Whenever feasible, the University will coordinate with neighboring municipalities, the county, and state and federal governments to participate in joint exercises. These exercises may consist of a variety of tabletop exercises, drills, functional exercises, and full-scale exercises.

As appropriate, the University will use Homeland Security Exercise and Evaluation Program (HSEEP) procedures and tools to develop, conduct, and evaluate these exercises. Information on this program can be found at http://hseep.dhs.gov.

The Emergency Manager, or designee, will work with University departments to identify and implement corrective actions and mitigation measures, based on both University- and external agency-sponsored exercises.

Regular exercises are required by both SEMS and NIMS. There are several forms of exercises:

- **Tabletop** - Informal discussion of a simulated emergency, with no time pressures, low stress, useful for evaluating plans and procedures and resolving questions of coordination and responsibility. Testing of at least one hazard event should be done once a year.
- **Drill** - Single emergency response function, single agency involvement, often a field component. Testing should be done at least once a year.
- **Functional Exercise** - Policy and coordination personnel practice emergency response, under stressful, realistic simulations, exercise takes place in real time, emphasizes emergency functions, and the EOC is activated. Testing should be done every other year.
- **Full Scale Exercise** - Takes place in real time, employees treat real people and use emergency equipment in the field, coordinates many agencies, including testing of mutual aid and assistance agreements, tests several emergency functions, EOC is activated, and produces a high stress environment. Testing should be done every five years, however activation of the EOC in response to an actual emergency or disaster will meet this testing requirement.
- **Campus building evacuation drills** - Conducted at least annually, or more frequently as needed.
- **Fire drills** - shall be conducted on buildings per state fire code regulations.

The University will conduct tabletop exercises as required by Executive Order 1056. The exercises conducted should allow the various administrative departments an opportunity to assess their capabilities in an emergency or disaster. These departments include, but are not limited to, those which have personnel as part of the EOC group and which are identified as having emergency support functions.

When practical, and as time and resources permit, the Emergency Manager will also assess and evaluate the EOC personnel's capabilities to carry out their roles and responsibilities as part of the EOC through a combination of drills, functional exercises, and full-scale exercises. These types of operational-based exercises will allow EOC personnel to apply their practical knowledge to a given scenario through actual physical simulation of EOC operations.

After an exercise or actual event, the Emergency Manager will be responsible for ensuring a debrief is conducted with participating personnel, departments, and external agencies and a report must be submitted in one of the following formats:

- After Action Report (AAR)
- Incident Summary Report (ISR)
- Exercise Summary Report (ESR)

At the completion of each exercise, or simulated emergency incident, the Emergency Manager shall be responsible for full documentation of test results. Lessons learned shall be documented in the form of a Corrective Action Plan or After Action Report. The Plan or Report shall be reviewed with the University Emergency Management Team and maintained by the Emergency Manager or Emergency Coordinator, consistent with guidelines found in EO 1031.

Such reports will be made available to the System-wide Office of Risk Management upon request. Activation of the EOC in response to an actual emergency or disaster will count as training in meeting the requirements of this section provided such emergency is well documented and discussed with the campus emergency management team.

1. <u>Equipment Tests</u>

In the course of an emergency, operations personnel utilize various types of equipment and technological resources to assist them in carrying out their functions. These pieces of equipment are not only prone to malfunction, but also are not necessarily tools which are used during day-to-day operations, leading to issues such as personnel not knowing how to use the equipment.

The Emergency Manager shall, when practical, incorporate equipment testing into the exercises conducted throughout the year. In addition, the Emergency Manager will ensure all EOC and emergency personnel are familiar with all equipment associated with emergency operations.

In coordination with the University Strategic Communications Department and Information Technology (IT) Division, the Emergency Manager will incorporate into the schedule, the monthly testing of emergency communications systems and equipment. In coordination with Facilities Planning & Management, the Emergency Manager will incorporate into the schedule when testing of the emergency generators occur. It should be noted that Cal Poly Pomona Auxiliary units and facilities are responsible for testing and maintaining documentation of their own emergency generators.

It is the responsibility of specific departments with which a function is charged (e.g., communications with Strategic Communications) to ensure testing is conducted. These records are

maintained with the department that has responsibility for the function. Departments are required to provide a testing schedule, and results of testing, within a reasonable amount of time when the Emergency Manager requests proof of testing.

1.11 PLAN DEVELOPMENT AND MAINTENANCE

On an annual basis, or more frequently as needed, the plan should be reviewed, updated, and distributed to the emergency management team members, and others as identified by the campus. Documentation of review, update and distribution must be in the form of a signed and dated written acknowledgement that is attached to the master campus emergency plan.

Specific responsibilities to maintain the plan include:

- Review of the plan with approval of necessary changes
- Distribution and record of the plan
- Assignment of personnel to fulfill roles and responsibilities of the plan
- Exercising the plan annually, at minimum
- Providing frequent training opportunities so that Cal Poly Pomona staff and students will know how to respond in emergency situations
- Identify and maintain methods of how the university community and the public can be informed of public parts of the plan

Any individual or department can forward any proposed changes to the plan to the University's Emergency Manager for consideration. This allows other departments and external support agencies with a vital interest in CSU, Cal Poly Pomona, and/or the EOP, to provide input to the document.

As part of the process to maintain and enhance consistency in all emergency planning and preparedness practices, when practical, the EOP plan review should be performed concurrently with review of other related University emergency plans and procedures.

1.12 AUTHORITIES AND REFERENCES

A. Authorities

1. Federal

- Americans with Disabilities Act of 1990 (ADA)
- Emergency Planning and Community Right-To-Know Act of 1986, also known as the Superfund Amendments and Reauthorization Act of 1986, Title III (42 U.S.C. §§ 11001-11050)
- Federal Civil Defense Act of 1950, Public Law 920, as amended
- Homeland Security Act, Public Law 107-296, as amended (6 U.S.C. §101-557)
- Homeland Security Presidential Directive No. 5, February 28, 2003
- Homeland Security Presidential Directive No. 8, December 17, 2005
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended
- Volunteer Protection Act of 1997, Public Law 105-19 (42 U.S.C. §§ 14501-14505)

2. State

- California Emergency Services Act, Chapter 7 of Division 1 of Title 2 of the Government Code
- California Government Code, Title 19, Public Safety, Div. 1, CAL EMA, Chapter 2, Emergency and Major Disasters, Subchapter 3, Disaster Services Worker Volunteer Program
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials
- California Education Code Sections 66600, 66606, 89031
- California Administrative Code Section 42402 and 41302
- California Natural Disaster Assistance Act, Chapter 7.5 of Division 1 of Title 2 of the Government Code
- Executive Order S-2-05, National Incident Management System Integration into the State of California
- "Good Samaritan" Liability
- Orders and Regulations Promulgated by the Governor to Take Effect upon the Existence of a State of War Emergency
- Orders and Regulations which may be Selectively Promulgated by the Governor during a State of Emergency
- Standardized Emergency Management System (SEMS) Regulations, Chapter 1 of Division 2 of Title 19 of the California Code of Regulations and Government Code Section 8607(a)

3. **Local**

- Area D Joint Powers Agreement signed by Cal Poly Pomona
- CSU Executive Order 1056, adopting the National Incident Management System (NIMS)/Standardized Emergency Management Systems (SEMS)
- Emergency Management Coded Memo RM-2018-1

B. References

1. Federal

- An ADA Guide for Local Governments, U.S. Department of Justice
- Hazardous Materials Emergency Planning Guide, NRT-1 and Plan Review Guide, NRT-1A, Environmental Protection Agency's National Response Team
- Local and Tribal NIMS Integration, U.S. Department of Homeland Security
- National Fire Protection Association (NFPA) Standard 1600
- National Incident Management System (NIMS), U.S. Department of Homeland Security
- National Response Framework, U.S. Department of Homeland Security
- NIMS Emergency Operations Plan (EOP) Compliance Checklist
- Pets Evacuation and Transportation Standards Act, H.R. 3858

2. State

- California Emergency Plan
- California (CAL EMA) Disaster Assistance Procedure Manual
- California (CAL EMA) Emergency Planning Guidance for Local Government
- California (CAL EMA) Emergency Planning Guidance for Local Government–Crosswalk (Checklist for Reviewing Emergency Plans)
- California Emergency Resources Management Plan
- California Fire and Rescue Operations Plan
- California Hazardous Materials Incident Contingency Plan
- California (CAL EMA) Implementation Guidelines for the National Incident Management System (NIMS)
- California Law Enforcement Mutual Aid Plan
- California Master Mutual Aid Agreement
- California (CAL EMA) State Emergency Plan (SEP) – Checklist Review (Based on Checklist for a NIMS-Compliant EOP from the Template for NIMS Implementation Plan)

3. **Local**

- Los Angeles County Operational Area Disaster Information Reporting Procedures
- Los Angeles County Operational Area Emergency Public Information Plan
- Los Angeles County Operational Area Emergency Response Plan
- Los Angeles County Operational Area Functional Annex—Recovery
- Los Angeles County Public Health, Annex 11, Operational Plan for Implementation and Enforcement of Isolation and Quarantine Measures
- Los Angeles County Public Works Disaster Routes Plan
- California State Polytechnic University, Pomona Hazardous Materials Area Plan filed with LACFD
- CSU Emergency Management Coded Memo RM 2018-1

1.13 Supporting Documents

A. Part 2: Attachments

   4. Attachment 1 - Appendices Terms & Acronyms
   5. Attachment 2 - Executive Order 1056
   6. Attachment 3 - Emergency Management Coded Memo RM 2018-1

This list of acronyms, terms and definitions was compiled from a wide variety of planning and operational documents produced by FEMA, CPP, and other agencies. While every effort has been made to ensure the accuracy, completeness, and currently applicable context of the definitions contained at the time of print in this appendix, this appendix is intended to be used to support, not supplant or supersede relevant policy directives and guidance, procedural and operations manuals, and authoritative source documents. This appendix is intended to provide a general understanding of commonly used emergency/disaster- related acronyms and terms used in the University's Emergency Management Program.

Acronyms

A
ADA – Americans with Disabilities Act
ARC – American Red Cross
ARES – Amateur Radio Emergency Services
AAR – After Action Report
ARC – American Red Cross

B
BC - Base Camp

C
CDF – California Department of Forestry
CALFIRE – California Department of Forestry and Fire Protection
CAOES – California Governor's Office of Emergency Services
CDC – Centers for Disease Control
CERT – Community Emergency Response Team
CISD – Critical Incident Stress Debriefing
CHP – California Highway Control
COE – US Army Corps of Engineers
COMM – Communications
COP – Common Operating Picture
COOP – Continuity of Operations
CPP– California State Polytechnic University Pomona
CSU – California State University System
CSUCO – CSU Chancellor's Office

D
DART – Disaster Assistance Response
Team DECON – Decontamination

D/AFN – Disability/Access and Functional Needs

DFO – Disaster Field Office

DHS – Department of Homeland Security

DMAC – Disaster Management Area Coordinator

DMORT – Disaster Mortuary

DOA – Dead on Arrival

DOC – Department Operations Center

DOD – Department of Defense

DOE – Department of Energy

DOJ – Department of Justice

DOT – Department of Transportation

E

EAP – Emergency Action Plan

EAS – Emergency Alert System

EM – CPP Emergency Management

EMS – Emergency Medical Services

EMT – Emergency Medical Technician

EOC – Emergency Operations Center

EOP – Emergency Operations Plan

ESF – Emergency Support Function

ETA – Estimated Time of Arrival

F

FAA – Federal Aviation Administration

FBI – Federal Bureau of Investigation

F/A – Finance & Administration Section

FM – CPP Facilities Management Department

FEMA – Federal Emergency Management

Agency FRP – Federal Response Plan

G

GETS – Government Emergency Communications

Service GIS – Geographic Information System

H

HAZMAT – Hazardous Material(s)

HSEEP – Homeland Security Exercise and Evaluation Program

I

IAP – Incident Action Plan

IC – Incident Commander

ICP – Incident Command Post

ICS – Incident Command System

IED – Improvised Explosive Device

IPAWS – Integrated Public Alert Warning System

J

JIC – Joint Information Center

JIS – Joint Information System JOC – Joint Operations Center

L

LACDPH – Los Angeles County Department of Public Health

Logs – Logistics Section

M

MCOA – Monterey County Operational Area

MCOES – Monterey County Office of Emergency Services

MOA – Memorandum of Agreement

MOU – Memorandum of Understanding

MSCA – Military Support to Civil Authorities

N

NDMS – National Disaster Medical System

NIMS – National Incident Management System

NOAA – National Oceanic and Atmospheric Administration

NWS – National Weather Service

O

OA – Operational Area

OEM – Los Angeles County Office of Emergency Management

OES – Office of Emergency Services

OPS – Operations Section

P

PIO – Public Information Officer

POC – Point of Contact

PR – Public Relations

PSAP – Public Safety Answering Point (9-1-1 Dispatch Center)

PPE– Personal Protective Equipment

R

RACES – Radio Amateur Civil Emergency Services

RRT – Emergency Response Team

REOC – Regional Emergency Operations Center

S

SAR – Search and Rescue

SEMS – Standardized Emergency Management System

SITREP – Situation Report

SOC – State Operations Center
SOG – Standard Operating Guideline

T

THIRA – Threat/Hazard Identification and Risk Assessment

U

UC – Unified Command

UPD – CPP University Police Department

USAR – Urban Search and Rescue

USCG – United States Coast Guard
USDA – United States Department of Agriculture

V

VoIP – Voice over Internet Protocol

W

WMD – Weapons of Mass Destruction

Definitions

Area D – One of eight Operational Areas in LA County made up of 23 cities, special districts, and partner agencies on the east side of Los Angeles County. The University is a part of this operational area.

AMBER Alert - A method to quickly disseminate information over television, cable, radio, and interstate reader-boards regarding an abducted child. Specific criteria must be met prior to the decision to broadcast an AMBER Alert. This decision is the responsibility of local law enforcement and requires a cooperative relationship between law enforcement, PSAPs, emergency management, and broadcasters.

After-Action Report (AAR) – Documentation of response actions and critical issues, usually prepared immediately following the conclusion of response operations. Used for identifying lessons learned, corrective actions, and follow-up actions.

Affected Population - Anyone who has been displaced, injured, or suffered some loss due to a disaster.

Agency Representative—A person assigned by a primary, assisting or cooperating federal, state, local or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

Area Command—An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area command has the

responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area command may be established at an EOC facility or at some location other than and ICP.

Base Camp – Term for the location at which the primary logistics functions for an incident are coordinated and administered. There is only one "Base Camp" per incident.

Biological agents – Microorganisms or toxins from living organisms that have infectious or non-infectious properties that produce lethal or serious effects in plants and animals.

Casualty—Any person who is declared dead or is missing, ill, or injured.

Catastrophic Incident—Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage or disruption severely affecting the population, infrastructure, environment, economy, national morale, and/or government functions. A catastrophic event could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to state, local, tribal and private-sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened. All catastrophic events are Incidents of National Significance.

Chain of Command—A series of command, control, executive, or management positions in a hierarchal order of an authority.

Chemical agents – Solids, liquids, or gases that have chemical properties that produce lethal or serious effects in plants and animals

Command Staff—In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

Common Operating Picture (COP) – Overall understanding of the incident parameters and response/recovery activities shared between all agencies, organizations, and responders.

Contingency plan – A plan addressing one or more specific threats that may never occur, but which are likely to remain a source of concern or interest for the duration of the operation.

Crisis management – Measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism.

Critical facilities – Those facilities which are crucial for the well-being of the community, such as hospitals, nursing homes, electrical plants, water and sewer utility facilities, data storage centers, and emergency operations centers.

Critical Incident Stress Debriefing (CISD) – Relevant to urban search and rescue, a process for allowing personnel to air their feelings and defuse emotions generated by stressful or traumatic disaster-related incidents.

Damage assessment – The appraisal or determination of the actual effects on human, economic, and natural resources resulting from human-made or natural disasters

Declaration request letter – The first of four documents produced as part of the Presidential declaration process. A letter produced by the state and sent through FEMA to the President, which requests a Presidential declaration of a major disaster or emergency. The request letter provides specifics on the nature, scope, and state response to the disaster.

Decontamination (DECON) – Relevant to hazardous materials operations, decontamination denotes the actions required to physically remove or chemically change the contaminants found on personnel or equipment.

Department Operations Center (DOC) – A pre-designated facility established by a department within an organization to coordinate the department level response and support to an emergency.

Disability/Access and Functional Needs (DAFN)
The Americans with Disabilities Act of 1990 (ADA) defines an individual with a disability as "a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

Disaster Management Area Coordinator (DMAC) – works with cities and partner agencies in their operational area to assist their emergency management activities and to act as a liaison between local government and county, state and federal agencies.

Direct federal assistance – A type of federal assistance wherein one or more federal departments or agencies provide goods and services to state and local government when the affected jurisdiction lacks the capability needed to perform or to contract for eligible emergency work and/or debris removal during a major disaster or emergency. Direct federal assistance is requested by the state. This assistance is authorized and reimbursed by FEMA, and is subject to federal-state cost-sharing. Technical assistance is a form of direct federal assistance.

Disaster Service Worker/Emergency Worker – Means any person who is registered with a local emergency management organization or the department and holds an identification card issued by the local emergency management director or the department for the purpose of engaging in authorized emergency management activities or is an employee of the state of California or any political subdivision thereof who is called upon to perform emergency management activities.

Duty Officer – An officer detailed to be constantly available for call-in emergencies during a specific period; he or she is usually in command when most of the unit is off duty and during holidays and vacations.

Earthquake – The sudden movement of the earth's crust caused by stress accumulated along geologic faults or by volcanic activity.

Earthquake magnitude – A measure of the strength of an earthquake, or the strain of energy released by it, calculated from the instrumental record by the event on a calibrated seismograph.

Emergency – An event or set of circumstances which demands immediate action to preserve public health, protect life, protect public property, or to provide relief to any stricken community overtaken by such occurrences or reaches such a dimension or degree of destructiveness as to warrant the governor declaring a state of emergency.

Emergency assistance – Assistance which may be made available under an emergency declaration. In general, federal support to state and local efforts to save lives, protect property and public health and safety, and lessen or avert the threat of a catastrophe. Federal emergency assistance may take the form of coordinating all disaster relief assistance provided by federal agencies, private organizations, and state and local governments. Or, the federal government may provide technical and advisory assistance to affected state and local governments for: the performance of essential community services, issuance of warnings of risks or hazards, public health and safety, debris removal, temporary housing, and distribution of medicine, food, and other consumable supplies.

Emergency alert system – A voice radio communications system consisting of broadcast stations and interconnecting facilities authorized by the Federal Communications Commission. The emergency alert system is designed for use by the President and other national, state, and local officials to broadcast emergency information to the public in time of war, state of public peril, disaster, or other national emergencies as provided by plans.

Emergency management – The process through which organizations prepare for emergencies and disasters, respond to them, recover from them, rebuild, and mitigate their future effects.

Emergency Manager/Director – The individual within each organization that has coordination responsibility for organizational emergency management.

Emergency Operations Center (EOC) – A pre-designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency preparedness – Activities and measures designed or undertaken to prepare for or minimize the effects of a hazard upon the civilian population, to deal with the immediate emergency conditions which would be created by the hazard, and to effectuate emergency repairs to, or the emergency restoration of, vital utilities and facilities destroyed or damaged by the hazard.

Emergency services – Firefighting, health and medical services, urban search and rescue, and hazardous materials response actions.

Emergency Support Function (ESF)—A grouping of government and certain private-sector capabilities into tan organizational structure to provide the support, resources, program implementation and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. The ESFs serve as the primary operational-level mechanism to provide assistance to state, local, and tribal governments or to federal departments and agencies conduction missions of primary federal responsibility. ESF-8 is the Health and Medical Services Annex http://www.au.af.mil/au/awc/awcgate/frp/frpesf8.htm.

Environment – Includes water, air, and land and the inter-relationships which exist among and between water, air, and land and all living things.

Evacuation – Organized, phased, and supervised dispersal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Expendable items – Consumables such as batteries, linens, clothes, and basic kitchenware.

Facility – All buildings, equipment, structures, and other stationery items which are located on a single site or on contiguous or adjacent sites and which are owned or operated by the same person or organization (or by any person/organization which controls, is controlled by, or under common control with such person/organization).

Finance/Administration Section – The Incident Command System Section responsible for all administrative and financial considerations surrounding an incident.

First responder – Personnel who have the responsibility to initially respond to emergencies, such as firefighters, police officers, State troopers, lifeguards, forestry personnel, ambulance attendants, and other public service personnel. Certain state laws require first responders to have completed a first-aid course and to have received training in cardiopulmonary resuscitation.

Flood – A general and temporary condition of partial or complete inundation of normally dry land areas from: overflow of inland or tidal waters; the unusual and rapid accumulation or run-off of surface waters from any source; mudslides which are proximately caused by flood and are akin to a river of liquid and flowing mud on the surface of normally dry land areas, as when earth is carried by a current of water and deposited along the path of the current; and the collapse or subsidence of land along the shore of a lake or other body of water as a result of erosion or undermining caused by waves or currents of water exceeding the cyclical levels which result in flood, as defined above.

Floodplain – Any land area susceptible to being inundated by floodwaters from any source.

Hazard – Relevant to emergency preparedness, a hazard is an emergency or disaster resulting from a natural disaster, or an accidental or man-caused event.

Hazard mitigation – (1) Any cost-effective measure which will reduce the potential for damage to a facility from a disaster event. (2) Any action is taken to reduce or permanently eliminate the long-term risk to human life and property from natural hazards.

Hazardous material (HAZMAT) – Any material which is explosive, flammable, poisonous, corrosive, reactive, or radioactive (or any combination), and requires special care in handling because of the hazards posed to public health, safety, and/or the environment.

Homeland Security Exercise and Evaluation Program (HSEEP) – A capabilities- and performance-based exercise program that provides standardized policy, doctrine, and terminology for the design, development, conduct, and evaluation of homeland security exercises.

Improvised explosive device (IED) – Any homemade bomb constructed and deployed in ways other than in conventional military action. It may be constructed of conventional explosives, or from mixtures of chemicals creating explosive materials, attached to a detonating mechanism. Incident – Any condition that causes or has the potential to cause injury, property damage/loss, or disruption to University operations. Under the ICS concept, an incident is an occurrence, either human-caused or by natural phenomena, that requires action by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan (IAP) – ICS term for a document that contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The IAP may be oral or written. When in writing, the IAP may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, maps, etc.)

Incident Command Post (ICP) – ICS term for the location at which the primary command functions are executed. The ICP may be collected with the incident base or other incident facilities.

Incident Command System (ICS) – A standardized on-scene emergency management concept specifically designed to allow its users to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Incident Commander (IC) – ICS term for the person, usually from the local jurisdiction, who is responsible for the overall management of an incident. In most incidents, the command activity is carried out by a single IC. The IC may be assisted by a deputy from the same agency or from an assisting agency.

Incident Management – The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

Incident objectives – Statements of guidance and direction necessary for the selection of appropriate strategies and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Joint Information Center (JIC) – A center established to coordinate the federal, state, and/or local public information activities on-scene. The JIC is the central point of contact for all news media at the scene of the incident. Public information officials from all participating federal, state, and/or local agencies should collocate at the JIC.

Joint Information System (JIS) – A system designed to facilitate the exchange and coordination of information, and to provide the framework for the release of timely, accurate, and appropriate information about a major disaster or emergency to the news media and the public. The JIS creates a linkage among all public information officers at the Federal, state, and local levels, as well as with the private sector, news media, and other key offices.

Joint Operations Center (JOC) – A temporary operating facility established by the lead federal agency under the operational control of the on-scene commander as the focal point for management and direction of on-site activities, coordination and establishment of state requirements and priorities, and coordination of the overall federal response.

Jurisdiction – ICS term for the range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political, geographic (e.g., city, county, state, or federal boundary lines,) or functional (e.g., police department, health department, etc.)

Landslide – A mass of soil, rock, or other material on a slope that moves, or threatens to move, out of its pre-disaster position. Slope failures may be caused by soil saturation.

Lessons learned – Critique information captured from past experiences, documented, and distributed in an effort to improve program operations and avoid repeating past mistakes.

Liaison Officer – When an incident is multi-jurisdictional or when several agencies are involved, an individual may be appointed to the command staff by each assisting or cooperating agency to serve as the contact for personnel assigned to the incident (other than those personnel on direct tactical assignments or those involved in a unified command).

Logistics Section – The Incident Command System Section responsible for providing facilities, services, and material support for the incident.

Major disaster – (1) Any natural catastrophe (including any hurricane, tornado, storm, high water, wind- driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United

States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, hardship, or suffering caused thereby. (2) When a catastrophe occurs in a state, the governor of the state, or the acting governor in his/her absence, may request a major disaster declaration by submitting the request to the President through the appropriate FEMA regional director.

Mass care – Mass care coordinates federal assistance in support of state and local efforts to meet the mass care needs of victims of a disaster. This federal assistance will support the delivery of mass care services of shelter, feeding, and emergency first aid to disaster victims; the establishment of systems to provide bulk distribution of emergency relief supplies to disaster victims; and the collection of information to operate a disaster welfare information (DWI) system for the purpose of reporting victim status and assisting in family reunification.

Memorandum of Agreement (MOA)/ understanding (MOU) – A formal or informal written arrangement whereby CPP receives or shares or provides services or resources with other organizations.

Military Support to Civil Authorities (MSCA) – Those activities and measures taken by Department of Defense (DOD) components to foster mutual assistance and support between DOD and any civil government agency in planning or preparedness for, or in the application of resources for response to, the consequences of civil emergencies or attacks, including national security emergencies.

Mitigation – Those activities designed to alleviate the effects of a major disaster or emergency or long-term activities to minimize the potentially adverse effects of future disasters in affected areas.

Mutual aid agreement – The written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request by furnishing personnel and equipment.

National Disaster Medical System (NDMS) – A partnership of four federal agencies – the Department of Health and Human Services, the Departments of Defense and Veterans Affairs, and the Federal Emergency Management Agency, and the private sector. The system has three components: direct medical care; patient evacuation; and non-federal hospital care. The NDMS also comprises more than 7,000 private sector medical and support personnel organized into 80 disaster assistance teams. These teams are deployed to provide immediate medical attention to the sick and injured during disasters, as well as mortuary and veterinary care, when local emergency response systems become overwhelmed.

Natural disaster – Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, or other catastrophe in any part of the United States which causes, or which may cause, substantial damage or injury to civilian property or persons.

National Incident Management System (NIMS) [ICS] - A standardized management plan that creates a unified structure for Federal, State, and local lines of government for incident response, using the Incident
Command System (ICS) that establishes command, operations, planning, logistics, and finance/administration.

Nuclear weapons – Weapons that release nuclear energy in an explosive manner as the result of nuclear chain reactions involving fission or fusion of atomic nuclei.

Operational period – A specific time period that serves as the baseline for planning, coordinating, and accomplishing emergency response operations and activities. The time interval covered by a single situation report (usually 24-hours).

Operations section – The Incident Command System (ICS) Section responsible for all tactical incident operations and implementation of the Incident Action Plan.

Organization chart – A line-and-staff representation of an organization and key functional areas/activities/positions.

Personal protective equipment (PPE) – Relevant to hazardous operations, equipment and clothing required to shield or isolate personnel from the chemical, physical, and biological hazards that may be encountered at an incident.

Planning section – Under the ICS concept of operations, the organizational component responsible for the collection, evaluation, and dissemination of tactical information related to an incident, and for the preparation and documentation of incident action plans. The section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Point of contact (POC) – An individual designated as the contact representative for various agencies, organizations, businesses, etc.

Point of Distribution (POD) – A POD is a designated area where commodities are distributed to the public following a disaster or emergency. Items distributed at a POD often include emergency meals, water, medication, personal protective equipment, etc.

Potential threat – Related to terrorism incident operations, a general concern or actual threat of terrorism occurring at or during a special event within the United States. A potential threat may cause the Federal Bureau of Investigation to request key agencies to implement precautionary measures (increased readiness) prior to the development of a credible threat or act of terrorism.

Preparedness – Those activities, programs, and systems that exist prior to an emergency that is used to support and enhance response to an emergency or disaster.

Procurement – The process of obtaining equipment, supplies, or services for the government.

Public Information Officer (PIO) – An individual assigned responsibility for collecting and disseminating information related to an incident. The PIO usually coordinates all media activities associated with the incident. The lead PIO also oversees hour-to-hour JIC operations.

Purchase order – Relevant to acquisition management, a purchase order is an offer by the government to buy certain supplies or non-personal services and construction from commercial sources upon specific terms and conditions, the aggregate amount of which does not exceed the small-purchase limit.

Radiological weapons – Radioactive materials or radiation-producing devices that are employed to cause casualties.

Rapid Response Team (RRT) – term for the incident commander and appropriate staff personnel assigned to monitor and mitigate threats and hazards of an incident.

Recovery – These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs that provide temporary housing assistance, grants, and loans to eligible individuals and government entities to recover from the effects of a disaster.

Regional Operations Center (ROC) – The temporary operating facility for the coordination of Federal response and recovery activities, located at the FEMA regional office (or at the Federal Regional Center) and led by the FEMA regional director or deputy director until the disaster field office becomes operational. Coordination of operations shifts to the state emergency operations center upon arrival of the ERT-A at that location. From that time forward, the ROC staff performs a support role for federal staff at the disaster scene.

Resources – ICS term for personnel and equipment available or potentially available for assignment to incidents. Resources are described by kind and type, e.g., ground, water, air, etc., and may be used in tactical support or overhead capacities at an incident.

Response – Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property, and meet basic human needs.

Responsibility – The obligation of a person for the proper custody, care, and safekeeping of government property in or under his or her possession or supervision.

Risk – The potential losses associated with hazards and are defined in terms of expected probability, frequency, magnitude, severity, exposure, and consequences.

Safety Officer – ICS title for a member of the command staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The safety officer may have assistants.

Situation Report (SITREP) – Periodic summary of the disaster situation, including the status of operations, geographical information, identification of operational priorities and requirements, reports

form specific ESFs on their major response and recovery activities, unmet needs, and recommended actions, as well as data on human services, infrastructure, and mitigation programs.

Stafford Act – The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. The Stafford Act provides an orderly and continuing means of assistance by the federal government to state and local governments in carrying out their responsibilities to alleviate the suffering and damage which result from disasters. The President, in response to a state governor's request, may declare an "emergency" or "major disaster" in order to provide federal assistance under the act.

Staging Area - A location or locations established by the Incident Command Structure (usually controlled by the Operations Section of the command or management structure) during an event where resources (human or physical) can be placed while awaiting assignment in efforts to respond to recovery from a crisis event.

Standardized Emergency Management System (SEMS) - The Standardized Emergency Management System (SEMS) is used to manage emergency response in California. SEMS consists of five hierarchical levels: field, local, Operational Area, regional, and State. SEMS incorporates the principles of the Incident Command System, the Master Mutual Aid Agreement, existing discipline-specific mutual aid agreements, the Operational Area concept, and multi-agency or interagency coordination and communication. Under SEMS, response activities are managed at the lowest possible organizational level.

Standard Operating Guideline (SOG) – A set of instructions covering those features of operations that lend themselves to a definite or standardized guideline without loss of effectiveness. A SOG is applicable unless ordered otherwise.

Threat – Natural, technological, or human-caused occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.

Tornado – A local atmospheric storm, generally of short duration, formed by winds rotating at very high speeds usually in a counterclockwise direction. The vortex, up to several hundred yards wide, is visible to the observer as a whirlpool-like column of winds rotating about a hollow cavity or funnel.

Transfer of Command – Transfer of command is the process of moving the responsibility for incident command from one Incident Commander to another. Transfer of command may take place for many reasons, including when:
• A jurisdiction or agency is legally required to take command
• Change of command is necessary for effectiveness or efficiency
• Incident complexity changes
• There is a need to relieve personnel on incidents of extended duration
• Personal emergencies arise (e.g., Incident Commander has a family emergency)
• The Agency Administrator or Jurisdictional Executive directs a change in.

Triage – Relevant to emergency medical services, triage is the screening and classification of sick, wounded, or injured persons to determine priority needs in order to ensure the efficient use of medical personnel, equipment, and facilities. Triage personnel are responsible for triaging patients' on-scene and assigning them to appropriate treatment areas. Triage personnel use a triage tag to identify and document the patient's medical condition.

Unified Command – Under the ICS concept of operations, a unified command is a unified team effort which allows all agencies with responsibility for an incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This unified command effort is accomplished without losing or abdicating agency authority, responsibility, or accountability.

Vendor – A provider of goods and/or services to a government department or agency entitled to payment from the department or agency if orders are delivered as agreed.

Veoci – An Emergency Operations Center (EOC) software package used, among other commercial products, by Federal agencies, state agencies, local jurisdictions, and universities as a tool during an incident / disaster to manage, coordinate, and document resources, communications, and activities. It utilizes the internet to create a web-based crisis Higher Education Emergency Management information management system that allows for the functions of an EOC to be located across a jurisdiction, state or region.

Weapon of mass destruction (WMD) – Any destructive device defined as any explosive, incendiary or poison gas, bomb, grenade, or rocket having a propellant charge of more than four ounces, missile having an explosive or incendiary charge of more than one-quarter ounce, mine or device similar to the above; any weapon involving a disease organism; any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

Windshield survey- Visual observations of surroundings/damages while in route to an end destination. These observations are relayed to the jurisdictional emergency operation center.