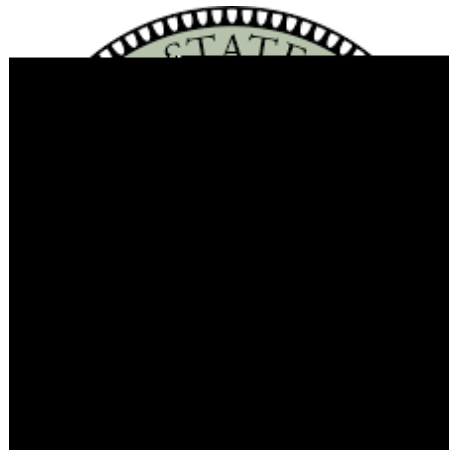


# **California State University East Bay Emergency Operations Plan**

**September 2022**





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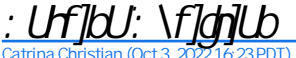



## **SIGNED PROMULGATION**

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

## RECORD OF REVIEW

Revised/Reviewed by:

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

**RECORD OF CHANGES**

#	Effective Date	Description of Change	
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## CSUEB EMERGENCY PLAN DISTRIBUTION LIST

	Title	Electronic file	Date
1	University President		
2	Provost/Vice President Academic Affairs		
3	Vice President, Administration and Finance/CFO		
4	Vice President, Student Affairs		
5	Vice President, University Advancement		
6	University Diversity Officer		
7	Associate Provost Faculty Affairs		

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

## **FOREWORD**

This California State University East Bay (CSUEB) Emergency Operation Plan (EOP) is a guide on how CSUEB will conduct an all-hazard response during an emergency. It is built on scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities on the campus. The plan describes specific authorities and best practices for managing large and small emergencies, whether natural or manmade.

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

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

**Executive Order No. 1056**

## **Section 1: INTRODUCTION**

### **A. PURPOSE**

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

The EOP incorporates operating procedures from the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS) for handling major emergencies which could disrupt normal campus operations. Though the most likely emergencies will involve fires, earthquakes, hazardous material incidents, terrorist threats, violent intruder, pandemic, or bomb threat, the EOP is designed to have an all-hazard approach to emergencies and provide guidelines for responding to University emergencies not outlined in this EOP.

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

### **B. SCOPE**

This Emergency Operations Plan is a campus-level plan that guides the emergency response of CSUEB personnel and resources during an emergency. It is the official Emergency Operations Plan for CSUEB and supersedes previous plans and precludes employee actions not in concert with the intent of this plan or the emergency organization created by it.

Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices and annexes hereto.

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

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

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

### **C. SITUATIONS AND ASSUMPTIONS**

#### **Situation**

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

CSUEB will normally manage large scale emergency/disaster operations from its EOC. Field operations will be controlled from one or more Incident Command Post(s) which will be located near the emergency/disaster scene.

The EOC has the capability to communicate with the necessary local and county agencies needed in times of emergency.

### **Assumptions**

## **Section 2: AUTHORITIES AND REFERENCES - Overview**

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

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

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

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

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

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

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

- National Response Framework (2016)

- National Incident Management System (2017)

- Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education (2013)

- FEMA Developing and Maintaining Emergency Operations Plans Comprehensive Planning Guide (CPG) 101

- State of California Emergency Plan (2017)

- California Office of Emergency Services Active Shooter Awareness Guidance (2018)

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



## **Section 3: DECLARATION OF EMERGENCY**

### **A. CAMPUS**

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

Promulgate orders, regulations, and policies necessary to provide for the protection of life and property, including closure of campus.

Facilitate participation in mutual aid from State agencies, CSU campuses, or local jurisdictions.

Activate campus personnel, logistical resources (and campus facilities) for emergency response to an emergency.

Ensure emergency response personnel are acting with authority to manage, control, and participate in activities outside the regular scope of employees' duties.

Provide an appropriate procedure for rostering emergency workers.

Ensure appropriate coverage of Workers' Compensation, reimbursement for extraordinary expenses, and state and Federal disaster relief funds, where applicable.

Implement documentation of damages, expenses, and recording of cost for reimbursement for extraordinary expenses and to seek federal disaster relief where appropriate.

Impose penalties for violation of lawful orders under Education Code Section 89031.

Conduct emergency operations without facing liabilities for performance, or failure of performance (Article 17 of the California Emergency Services Act).

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

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

### **B. LOCAL EMERGENCY**

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

A proclamation of a Local Emergency provides the governing body the authority to:

Provide mutual aid consistent with the provisions of local ordinances, resolutions, emergency plans, and agreements.

Receive mutual aid from State agencies.

In the absence of a State of War Emergency or State of Emergency, seek recovery of the cost of extraordinary services incurred in executing mutual aid agreements.

Promulgate orders and regulations necessary to provide for protection of life and property.

Promulgate orders and regulations imposing curfew.

Additionally, certain immunities from liability are provided for in the Emergency Services Act.



## **Section 4: CONTINUITY OF AUTHORITY - CSUEB**

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

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

The ultimate responsibility for emergency management on campus belongs to the President. To ensure the orderly continued opera

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

*Protect the rights and interests of individuals.* Examples include student transcripts, business records, personnel records, student patient records, Hazardous Material Business Plan, and criminal record information.

*Conduct emergency response and recovery operations.* Records of this type include personnel rosters, Emergency Operating Procedures, utility system maps, locations of emergency supplies and equipment.

*Reestablish normal administrative functions.* Included in this group are financial records, payroll records, and purchase orders.

*Educational.* Faculty and staff research, journal articles, grant material, exams, and grades. Each department is responsible for designating a custodian for vital records, and ensuring that vital record storage and preservation is accomplished. Vital records storage methods that might be utilized include but are not necessarily limited to:

- Duplication (either hard copy or removable computer disk)
- Dispersal
- Fireproof containers
- Vault storage (bo.:10.9-a.e-.0035 Tw(Duplication (either hard copy )Tj12.05 0 TD.0007 Tc-n

## **Section 5: CONCEPT OF OPERATIONS – Overview**

### **A. OPERATIONAL PRIORITIES**

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

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

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

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

When the event requires support for Police, Fire or Emergency Medical Services (EMS) operations, appropriate agencies/organizations are notified and respond. Depending upon



## EOC Emergency Management Functions

**Management:** This function provides for the overall management and coordination of response and recovery activities through the joint efforts of the university, the CSU system, local governmental agencies, and private organizations.

**Operations:** This function is responsible for coordinating all jurisdictional operations in support of the response to the emergency through implementation of the action plan.

**Planning/Intelligence:** This function is responsible for collecting, evaluating, and disseminating intelligence and information; developing the action plan in coordination with the other functions; and maintaining documentation.

**Logistics:** This function is responsible for providing facilities, personnel, equipment, food and shelter, and materials.

**Finance/Administration:** This function is responsible for financial and administrative aspects not assigned to

## **Section 6: PHASES OF EMERGENCY MANAGEMENT - Overview**

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

### **A. MITIGATION**

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

Specific hazard mitigation plans are prepared follo



Track and maintain damage assessment reports, casualties, evacuation status, radiation levels, chemical exposure, etc., into the EOC.

Support for cleanup and recovery operations following disasters.

Training of assigned response staff and campus volunteers to augment emergency functions.

## **Increased Readiness**

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

Inspections of critical facilities

Reviewing and updating emergency plans and SOPs

Briefing President's Cabinet

Updating resource lists

Mobilizing resources.

Testing warning and communications systems.

Disseminating accurate, timely, emergency public information.

Recruiting staff as Disaster Service Workers (DSWs).

## **C. RESPONSE**

### **Response Levels**

The CSUEB EOC has adopted the three levels of response established by the Governor's Office of Emergency Services. These graded levels provide planning guidance for a phased response approach to specific situations. Upon notification of the existence of a threat to public safety, property or the environment, (e.g., winter storm, earthquake, fire), the University President will call together key University staff to discuss th

- The EOC Director will staff the EOC according to need.
- Examples are single building fires on campus or a bomb threat.

Level III (Minor - Lowest)

- A minor to moderate emergency for which CSUEB and local resources are both adequate and available to respond.
- May require partial EOC activation.

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

**Immediate Impact**

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

Actions:

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

**Immediate Emergency**

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

Actions:

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

**Sustained Emergency**

As the emergency continues, assistance is provided to victims of the disaster and efforts are made to reduce secondary damage. ReD.0005 Tc-.0005 Tw(to victim)8.3(s of the disaster and ef)8.5(forts are m)8.3c

#### **D. TERMINATION and RECOVERY**

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

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

##### Actions:

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

## **Section 7: MANAGEMENT OF EMERGENCY OPERATIONS - CSUEB**

### **A. CAMPUS EMERGENCY ORGANIZATION AND UNITY MANAGEMENT**

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

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

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

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

### **B. ACTIVATION OF THE EMERGENCY OPERATIONS**

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

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

### **C. THE EMERGENCY OPERATIONS CENTER (EOC)**

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

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

- Support and coordinate emergency response and recovery operations
- Coordinate and work with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer agencies to assess situation status, monitor resource needs, and

Oversee and manage activities incurring costs and expenditures. Collect records needed for successful cost recovery Units in the field receive tactical direction from the Incident Command Post (ICP) in accordance with the Incident Command System (ICS) principles. The EOC is considered a Multi-Department Coordination Entity and is intended to support field forces by providing overall coordination and priority setting of resources.

The role of the EOC is to provide strategic support to the tactical, on-scene first responders, not to guide the decisions of the Field Incident Command. NIMS provides a support hierarchy, if an incident has grown beyond the capability of the University's first responders, activation of the University EOC opens the door for requests for aid from the local County Office of Homeland Security and Emergency Services. The purpose of activating the University EOC is to request aid in support of solicitations from First Responders. When any Special District or City in the County activates their EOC, the County must activate their EOC in order to provide support.

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

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

#### **D. EOC ORGANIZATION AND COMMAND**

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

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

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

- The EOC Director is in charge of the overall campus emergency response, reports to the President and oversees Management Staff and the EOC Section Chiefs
- The EOC Section Chiefs report to and take directions from the EOC Director and work with their Branches/Units and other EOC Section Chiefs
- Branch Directors/ Division Supervisors report to and take direction from their EOC Section Chiefs. Members work with their staff and other Branches/Units within their Section
- Units report to and take direction from their Branch Chief and work with their Department Operations Center when applicable and other Units within their Branch

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

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

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

***Emergency Operations Center Director (EOC Director)***  
The Vice President, Administration and Finance/

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



## **2. Operations Section Overview**

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

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

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

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

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

The Planning Section is also responsible for providing status reports, assessing damage, documenting EOC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After-Action Report when the EOC is deactivated.

Information is important to:

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

Documentation is important to:

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

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

- Damage Assessment
- Situation Status
- Continuity and Recovery

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

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

The Logistics Section includes the following functions:

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

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

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

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

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

#### **E. Virtual EOC**

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

The advantages of the virtual EOC will be the following:

- No waiting. The virtual EOC will allow the CSUEB to begin managing the event immediately rather than waiting for a team to physically assemble at our Primary and Secondary locations.
- Flexibility. Plans, teams, and processes can be changed more easily in a virtual world and meet the CSUEB fast and changing demands of a disaster.

Cost effectiveness. The cost of the virtual EOC will be less than maintaining a physical space.

Efficient communications. The cabinet policy group, EOC Roster, and partners can get updates in real time and view live status boards and briefings

Timely resource deployment. Resources can be deployed quickly and more efficiently, reducing response time and making for a faster recovery

In times of a pandemic like the COVID-19 pandemic, EOC roster were/are not physically located together, minimizing the spread of disease

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

Veoci includes:

Instant Messaging (IM) – Instant messaging will allow the EOC roster to talk in “real time”, allowing real-time virtual communication, coordination, and collaboration

Ability to establish centralized command and control

Accessible via internet, intranet/VPN, and mobile devices

Web-Enabled Meeting Tools – These tools will allow for virtual briefings and EOC Roster organization

Project Management – Veoci will allow EOC Roster, and external partners to work virtually, track actions, and document progress

Veoci will allow for status boards, tracking, reports, and separate rooms for private conversations

Provide documentation capability for an event

Allow for tracking of multiple incidents, locations, and resources

## **Virtual EOC TRAINING**

of emergency operations in the field. If appropriate, a Unified Command will be established with outside agencies and organizations. Command posts provide a contact point for response teams and arriving resources, radio communications with the EOC, a process for requesting resources and on-site assistance for the University regarding emergency services (i.e. medical care and shelter).

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

- Protect Life
- Restore order
- Protect property

Services the University Police Department provides include:

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

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

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

#### **G. INTER-AGENCY COORDINATION IN THE EOC**

A primary requirement of SEMS/NIMS is the use of inter-agency coordination at all levels. Inter-agency coordination is the participation of agencies and disciplines working together in a

### **Volunteer Team Leader Building Coordinators**

Each Volunteer Team Leader Building Coordinator is responsible for working with the Campus Emergency Coordinator/Manager and

"Joint Information System" (JIS). In a JIS, release

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

## **2. University**

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

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

In some incidents, such as an act of te

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

## **M. ROLES OF CAMPUS COMMUNITY MEMBERS DURING A DECLARED EMERGENCY**

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

### **1. Students**

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. Resident Hall occupants should be familiar with their emergency procedures.

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

General Responsibilities consist of:

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

- Work cooperatively with the EMBCM and Volunteer Team Leaders and Emergency workers in preparing for and responding to any campus emergency

- Work with the EMBCM to ensure an adequate number of Volunteer Team Leaders (VTL) are assigned to your building to perform an evacuation sweep of their building(s) within five minutes of a fire alarm/emergency.

- Maintain emergency contact lists and phone trees for your departments and staff and any other contacts critical to emergency response or recovery

- During an emergency, assist with accounting for staff. Assist VTLs as requested.

### **3. Faculty and Staff**

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

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





The major objective of long-term recovery operations includes:

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

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

## **2. After-Action Reporting (AAR)**

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

## **Section 8: STANDARD OPERATING PROCEDURES**

**A.**

**Table 1 - Training**

Activity/ Event Description	Objective	Frequency	Participants/Person s Affected	Provided by:
New Employee Emergency Preparedness and Response – online training	Covers campus emergency preparedness and response procedures.	Within 30 days of hire (Hiring manager is responsible to ensure their New Employee has completed the training)	New employees	Environmental Health and Safety (EHS)
New Employee Workplace Violence – online training	Covers campus emergency response procedures.	Within 30 days of hire (Hiring manager is responsible to ensure their New Employee has completed the training)	New employees	EHS
Violent Intruder - classroom	Responses to Violent Intruder Scenario	No requirement	Interested employees or departments	University Police Department (UPD)
Volunteer Team Leaders – VTL Coordinator	Introduce new VTLs to their emergency preparedness and response role	Initial and annual	VTLs	EHS
First Aid and CPR	Maintain First Aid and CPR readiness (including AED)	Every two years	VTLs, Resident Assistants, and other interested Faculty and Staff	EHS
Evacuation Chairs	Skill development - the use of evacuation chairs	As needed	Volunteer staff from Accessibility Services, UPD, VTLs	

**Table 2 - Drills**

Activity/ Event Description	Objective	Frequency	Participants/Person s Affected	Responsible Department
Tabletop Drills (EO 1056)	Testing of at least one hazard event to determine areas of improvement. During the annual drill, there will be a review of the NIM/SIMS system.	Annually	EOC	UPD/ Emergency Manager
Drill (EO 1056)	Testing of single emergency response function with single agency involvement	Annually	EOC and Operations	

**Table 3 - Ongoing Equipment Exercises or Inspections**

Activity/ Event Description	Objective	Frequency	Participants/Persons Affected	Responsible Department
Satellite Phone Test (SkyMar and phones)	Ensure communication capability of satellite phones issued to the Office of the President, Office of the Vice President of Administration and Finance, UPD Chief of Police and the other campus Emergency Operation Centers	Monthly	Those issued satellite phones in Hayward and Concord	UPD/ Emergency Manager
AlertMe Notification System	Verify reliability of the Campus Emergency AlertMe Systems.	Monthly	All AlertMe registrants	UPD/ Emergency Manager/ EHS
Campus Emergency Radio Test	Test the functionality of radios issued to Volunteer Team Leaders and other emergency responders, providing direct communication capability to the Emergency Operation Center.	Monthly		UPD/ Emergency Manager and EHS/VTL Coordinator
Electronic Door Lock	Continual surveillance of the exterior electronic locking mechanisms of campus buildings.	Continual	UPD	Facilities (Locksmith)

Automatic

## **B. VOLUNTEER TEAM LEADER (VTL) GUIDELINES**

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

### **Emergency Response Assistant responsibilities:**

Work with the EMBCM and departments to ensure there are an adequate number of trained VTLs in each building. Identify and enlist Volunteer Team Leaders, those individuals within buildings who would be diligent in performing these responsibilities

Schedule and track training provided to the VTLs

Work closely with the EMBCM to provide the Volunteer Team Leaders with any evacuation equipment and supplies deemed necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.

Maintain the VTL website and maps showing locations of emergency equipment:

Assembly Areas, AEDs, evacuation chairs for persons with disabilities who may require assistance

Lead monthly emergency radio tests.

### **Volunteer Team Leaders Coordinator Responsibilities:**

Maintain the emergency radios for their buildings or zones

Participate in the monthly radio test and ensure other VTLs are given the opportunity to participate

During an emergency coordinate communication between VTLs and UPD

### **Volunteer Team Leader Responsibilities:**

The Volunteer Team Leaders will respond to and assist in the evacuation of their assigned building upon activation of the fire alarm or at the first notice of a life-threatening condition requiring the immediate evacuation of a building's occupants whether or not the alarm is sounded

Practice with their fellow team members to develop the most thorough and timely evacuation procedures

Perform a sweep of their assigned area, consistent with personal safety, to ensure that all persons are alerted to evacuate the building when such an evacuation is required

Ask persons with disabilities if they need assistance to evacuate the building

Escort persons with special needs, who cannot self-evacuate to stairwells and alert the emergency responders of their locations

If able to do so safely, utilize the evacuation chair to evacuate disabled persons who require assistance

Prevent persons, other than emergency responders, from entering an evacuated building until notified by the emergency personnel that the building is safe and cleared for re-entry

Notify emergency responders of any obvious hazardous conditions within their building

## **C. CAMPUS PROTECTIVE ACTION GUIDELINES**

### **1. Shelter-in-Place**

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

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





## **E. EVACUATIONS FOR PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS**

Volunteer Team Leaders are familiar with these procedures in order to assist in planning for the evacuation of people with disabilities.

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

Communicate in plain language that is accessible to people with intellectual or developmental disabilities and people with limited English proficiency.

Evacuation of people with disabilities will be given the highest priority in all emergencies. Evacuating a disabled or injured person by only one person with no assistance is a last resort.

Attempt a rescue evacuation **ONLY** if you have had rescue training.

Use an evacuation chair, if available and able to do so safely.

Check on people with disabilities during an evacuation, determine if they have established a "buddy system," and ensure their safe evacuation.

Always **ASK** someone with a disability if he/she requires help **BEFORE** attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.

Immediately notify emergency responders of the location of any disabled/injured persons who were unable to evacuate.

Do **NOT** use elevators, unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.

### **2. Emergency Responses by Disability**

Blindness or Visual Impairment

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## Section 9: Unique Hazards

### A. Types of Hazards Likely to Occur on Campus

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

Threat/Hazard Type	Events
Natural Hazards	Earthquakes Severe weather (lightening, wind, flooding) Severe wind Wildfires Extreme temperatures



## **Section 10: Hazard Annexes**

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

## **Section 11: Position Checklists**

- A. COMMAND/MANAGEMENT SECTION –
  - Emergency Executive
  - Emergency Operations Center Director
  - Incident Commander
  - Emergency Operations Center Coordinator
  - Public Information Officer
  - Safety Officer
  - Liaison Officer
  
- B. OPERATIONS SECTION –
  - Operations Section Chief – Operations Checklist 1
  - Staging Area Manager – Operations Checklist 2
  - Medical Operations Director – Operations Checklist 3
  - Branch Director Operations – Checklist 4
  
- C. PLANNING SECTION –

## Section 12: EOC Emergency Supplies

### A. List

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



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

**EOC SECTION SUPPLIES: General**

	EOP Binder
	Hanging File Folders and folders

	Wi-Fi and Cable Connection
	Printer/Portable Printer

## **B. General Emergency Supplies**

### **1. Emergency Bars**

**Quantity   Expiration**

## **Annexes**

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