TABLE OF CONTENTS

Preface
Table of Contents........................................................................................................................................................................ i
Forward..................................................................................................................................................................................... iv
Letter of Promulgation................................................................................................................................................................... v
EOP Distribution List................................................................................................................................................................. vi
EOP Record of Changes............................................................................................................................................................... vii

Part One - The Basic Plan

Section I: Introduction.............................................................................................................................................................. 1
   A. Purpose
   B. Scope
   C. Concept of Operations
   D. Development and Maintenance of Plan
   E. Situation Overview
   F. Assumptions

Section II: Governance, Command & Control...................................................................................................................... 4
   A. Authority
   B. Command & Control

Section III: Organization and Assignment of Responsibilities............................................................................................. 6
   A. President’s Responsibilities
   B. Chain of Succession (Designation of Administrator in Charge of the Campus in the President’s Absence)
   C. Faculty and Staff
   D. Students
   E. Organization
   F. Mutual Aid

Section IV: Emergency Procedures............................................................................................................................................. 10
   A. Classification of Events
   B. Declaration of Campus State of Emergency
   C. Declaration of a State or Federal State of Emergency
D. Department and Building Emergency Action Plans
E. Emergency Assembly Areas
F. Campus Closure Procedures
G. Guidelines for Evacuation
H. Evacuation of Disabled Persons
I. Campus Communication and Notification
J. Termination and Recovery
K. Continuity of Operations
L. Emergency Equipment and Supplies

Section V: The Emergency Operations Center (EOC)

A. Guidelines for Activation of the EOC
B. EOC Staff Emergency Response
C. EOC Operations Support
D. Deactivation of the EOC

Section VI: EOC Organization and Command

A. Organization
B. The EOC/ICS Command Staff Positions
C. The EOC/ICS General Staff Positions

Section VII: Campus Emergency Preparedness Training, Drills, and Exercises

Part Two - Functional Annexes

1. Direction and Control (Incident Command System)
2. Communications (Contingency Communications Plan)
3. Warning (Emergency Notification Systems)
4. Health and Medical Services (Student Health and Counseling Services)
5. Building Emergency Action Plan

Part Three - Appendixes (Available in the EOC ONLY)

1. CSU Executive Order 1056
2. CSUEB Map of Assembly Areas
3. CSUEB Campus Map
4. EOC Roster
5. Building Safety Coordinator Roster
6. CSUEB Floor Plans
7. Volunteer Team Leaders Roster
8. Emergency Radio Assignment List
9. CSUEB Building Evacuation Procedures
10. Wheelchair and Evacuation Chair List
11. CSUEB Emergency Traffic Evacuation Plan
12. Inventory of Campus Emergency Equipment and Supplies
13. PG&E Fuel Cell Fire Alarm Emergency
14. PG&E Fuel Cell Emergency Response
15. CSUEB Emergency Procedures Desk Reference
16. CSUEB Operational Area Agreement
17. Satellite Radio Test results
18. Satellite “Iridium” Telephone Distribution List
19. Government Emergency Telecommunications Service (GETS) cards Distribution List
FOREWARD

The Chancellor of the California State University (CSU) has directed each CSU president to implement and maintain an emergency management program for his or her campus, including satellite locations. At California State University, East Bay (CSUEB), the President establishes the basic policies that govern emergency management; declares a campus emergency when required; and acts as the highest level of authority for the campus during an emergency.

Responsibility for campus-wide emergency management is delegated by the CSUEB President to the Vice President for Administration and Finance; or his or her designee. Ongoing campus emergency preparedness activities, including maintenance and distribution of the campus Emergency Operations Plan (EOP), are coordinated by the Commander of the Emergency Operations Center (EOC), through the Office of the Vice President for Administration and Finance.

The Commander of the EOC reports directly to the Vice President for Administration and Finance, and is responsible for planning, directing and organizing all aspects of campus-wide emergency preparedness programs. Questions regarding this plan or emergency preparedness may be directed to that office at 510-885-2250.

LETTER OF PROMULGATION
This revision of the California State University, East Bay (CSUEB) Emergency Operations Plan (EOP) is in accordance with the California State University Emergency Management Program - Executive Order 1056, and it supersedes all previous plans. This plan addresses the challenges and responsibilities of pre-event mitigation and post-event recovery in addition to preparedness and response. It conforms to the tenets of the California State Emergency Plan and the Standardized Emergency Management System (SB 1841).

Forces of nature or manmade accidents may create emergency conditions where our campus community must band together to respond and mitigate an unforeseeable natural disaster, accidents, hazardous material release, or act of terrorism. Planning and preparedness are necessary elements to protect the health and safety of our campus. Regardless of the size and complexity of the incident, CSUEB will initiate quick response and decisive action to mitigate the event. Depending upon magnitude of the natural disaster, the complexity of the response will require extensive planning to ensure unity of effort with the various response activities. Processes and procedures must be established for a more decisive and coordinated response.

CSUEB strives to provide a safe and secure environment for our faculty, staff and students to teach, work and learn. As such, the University has developed a comprehensive EOP. When implemented, this plan will provide timely, effective and efficient emergency response for the benefit and protection of the entire University community. Included in the plan is critical framework for coordination and mobilization of University assets and strategies for mitigating, responding, and recovering from an emergency. An annual review of this plan will be conducted to ensure all components, policies and procedures are current and effective.

The EOP is a tool. It requires the faculty, staff and students to stay vigilant, embrace the preparedness concepts, and ensure the procedures become part of our daily routine. We must all prepare for the “unexpected” and be ready if disaster strikes our great university.

Approved by:

Leroy Morishita, President
May 30, 2013

California State University, East Bay

Emergency Plan Distribution List
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<tr>
<td>Provost</td>
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<tr>
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<td>Vice President for Planning, Enrollment Management, and Student Affairs</td>
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<td>Associate Vice President, Facilities Development and Operations</td>
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<td>Associate Vice President, Risk &amp; Internal Controls</td>
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**RECORD OF CHANGES**

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CSUEB EOP. Rev. 5/15/13
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<th>J. Hodges</th>
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I. Introduction

A. Purpose

It is the purpose of this plan to define the actions and roles necessary to provide a coordinated response California State University, East Bay (CSUEB). The Emergency Operations Plan (EOP) establishes the organizational structure, policies, and procedures for directly responding to major emergencies. This EOP is meant to aid the CSUEB Emergency Operation Center (EOC) in the efforts to develop and maintain a viable all-hazard 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 coordinates the use of University and community resources to protect life and property. Emergencies anticipated by this plan include earthquakes, fires, hazardous materials releases, active shooters and bomb threats. This plan provides guidance to students, staff and faculty at CSUEB with a general concept of potential emergency assignments before, during, and following emergency situations.

As required by Government Code 8607, the EOP uses the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), and incorporates operating procedures from the Incident Command System (ICS) for handling major emergencies which could disrupt normal campus operations, and when responding to multi-agency or multi-jurisdictional emergencies.

This plan was developed to establish guidelines and procedures to mitigate the potential consequences of a major emergency or event that threatens the health and safety of the CSUEB students, faculty, staff, visitors and the general public. Through implementation of these operational response policies and guidelines, the overall effects of an emergency event can be minimized.

B. Scope

The EOP is the official campus level CSUEB Emergency Management plan that guides the emergency response and assigns the roles and responsibilities of departments, units, and individuals during emergencies. Designated personnel are expected to understand and follow the EOP, which supersedes operational portions of the CSUEB Multi-hazard Plan. It is the official EOP for CSUEB; it supersedes previous plans and precludes employee actions not in concert with the intent of this plan or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the Plan or any appendices and annexes hereto.
The EOP 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. The EOP shall be approved by the Vice President for Administration and Finance.

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

1. Save lives
2. Preserve order
3. Protect the environment
4. Protect property
5. Restore campus operations

D. Development and Maintenance of Plan
The Emergency Operations Center Commander, under the direction of the Vice President for Administration and Finance, is responsible for ensuring that this EOP is updated annually and that necessary changes are prepared, coordinated, approved, published and delivered.

E. Situation Overview

1. Characteristics
   a. The CSUEB main campus consists of approximately 364 acres within the incorporated boundaries of the City of Hayward. CSUEB also owns, operates or manages two satellite facilities, one located within the City of Oakland, and the second within the City of Concord. A map of the main campus and a list of campus facilities are incorporated in this plan. There are about 1300 people living in 10 residential units at CSUEB. There are approximately 2051 staff and faculty employed with CSUEB. Over 660 students are registered with the Student Disability Resources Center, 16 students who are either blind/visually impaired or have a mobility impairment limiting enough to warrant assistance in an emergency.

   b. The soils on the campus and surrounding slopes are composed primarily of clays and silt loams. Much of the surface soil in the campus area has been modified by development, and in places the soils are subject to severe erosion and rapid runoff. Some
areas of the campus contain highly expansive soils. In the steep sloped canyon areas, soil creep and soil slumps are common, presenting a concern for slope stability.

c. Natural and man-made events occur that can negatively affect the University and its occupants. The primary function of providing an environment of teaching, learning, conducting research and all of the activities that support those activities can also be disrupted for a few hours to several weeks by some extreme situations. Preparing for and planning a response to these events makes the Plan an important element to successful and positive outcomes for the University and its educational mission.

A Hazard Identification and Analysis of the campus has identified those areas and situations that need additional or extraordinary planning. A hazard survey identified and ranked vulnerabilities to allow management to focus University resources on the most likely of events.

2. Hazard Analysis

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>LIKELIHOOD OF OCCURRENCE</th>
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<tbody>
<tr>
<td></td>
<td>HIGH</td>
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<tr>
<td>Earthquake</td>
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<tr>
<td>Major Fire</td>
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<tr>
<td>Structural Collapse</td>
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<td>Disease Outbreak</td>
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<td>Civil Disorder</td>
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<tr>
<td>Utility Failure</td>
<td>X</td>
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<tr>
<td>Power Failure</td>
<td>X</td>
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<tr>
<td>Telecom Failure</td>
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<tr>
<td>Hazmat Spill/Leak</td>
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<td>Terrorist Attack</td>
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<td>Active Shooter</td>
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<td>Workplace Violence</td>
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<td>Airplane Crash</td>
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<td>IT Security Breach</td>
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<td>Bomb Threat</td>
<td>X</td>
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Earthquakes are a source of continued concern on the CSU East Bay (especially on the Hayward campus). It is the policy of the University, to the maximum feasibility by present engineering practices and funding, to provide reasonable levels of earthquake
safety for its faculty, students, staff, and public. This policy includes the following program for abatement of immediate seismic hazards.

All appurtenances such as bookcases over 48 inches in height, wall cabinets, display cabinets, lockers, heavy and large laboratory equipment, and compressed gas cylinders shall be fastened to the wall or floor in a manner to preclude their falling over in a moderate earthquake.

All lockers, cabinets, or any other fixtures permitted in corridors by the Fire Marshal must be firmly attached to prohibit their falling or breaking. Shelving containing bottles of chemicals must have seismic retaining strips or devices installed. Storage of large, heavy items must be maintained as low as possible. Heavy items that must be maintained at a level above 48 inches must be attached or restricted in such a manner as to preclude their falling in a moderate earthquake. All campus personnel shall have earthquake emergency training conducted annually within their departments.
F. Assumptions


2. Some emergencies will be preceded by a buildup period which, if recognized and utilized effectively, can provide advance warning to individuals on campus who might be affected.

3. Other emergencies occur with little or no advance warning, thus requiring mobilization and commitment of campus resources just prior to or after the onset of the emergency situation.

4. All available elements of the Campus Emergency Management Organization must respond promptly and effectively to any foreseeable emergency, to include the provision and utilization of mutual aid.

5. The EOC procedures will be adequate for most disaster conditions that could arise for CSUEB.

6. Close coordination must be maintained between CSUEB, the City of Hayward, Alameda County, and any established Incident Command Posts (ICPs) to identify special considerations, secondary threats, and available resources.

II. Governance, Command and Control

A. Authority

The manner in which CSUEB conducts emergency operations on campus is governed by State and Federal legislation. The ability to declare a campus State of Emergency is governed by CSUEB policy. The CSUEB President has the authority to declare a University State of Emergency. Usually, such a declaration will be made upon the recommendation of the Vice President for Administration & Finance, the EOC Commander, the Chief of Police and other administrators.

This Plan is promulgated under the authority of the CSUEB President. The CSUEB Emergency Operations Plan fulfills the University’s responsibilities to adhere to the:

**Standardized Emergency Management System** (SEMS), described by California Government Code 8607 (a), for managing response to multi-agency and multi-jurisdictional emergencies in California. SEMS, adopted by the State of California in 1995, incorporates the use of the Incident
Command System.

**Incident Command System (ICS),** the Master Mutual Aid agreement (MMA), existing mutual aid systems, and the County operational area concept and inter-agency coordination. This system, by promoting the use of common terminology and command structure, facilitates the flow of information and coordination between responding agencies. It provides an organizational structure capable of responding to various levels of emergencies ranging in complexity. It also provides the flexibility needed to respond to an incident as it escalates in severity. After each major emergency, the plan calls for an analysis of actions taken during the emergency incident and suggestions for corrective actions, if any.

**National Incident Management System (NIMS)** is prescribed by Homeland Security Presidential Directive 5 – Management of Domestic Incidents. NIMS establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations. It also utilizes the Incident Command System, as described above, to coordinate response activities on a national level.

**California State University Emergency Management Program-**
Executive Order # 1056, issued pursuant to Section II of the Standing Orders of the Board of Trustees of the California State University and in concert with the California Emergency Services Act in Section VII, commencing with Section 8550, of Division I of Title II of the Government Code.

**B. Command and Control**

1. **Emergency Policy Executive** - University President
   - Declares a Campus State of Emergency when required (California Administrative Code, Title 5, Sections 41302, 424020)
   - Functions as the highest level of authority during an emergency

2. **Emergency Operations Executive** - Vice President for Administration and Finance
   - Approves the EOP
   - Chairs the Emergency Policy Group which advises the University President about the EOP
   - Declares a Campus State of Emergency when required, if the Emergency Policy Executive is unavailable.

3. **EOC Commander**
   - Overall direction and operation of the EOC
   - Is the member of the Emergency Policy Group who develops and reviews the EOP
   - Oversees emergency training and education for designated personnel
• Is the liaison with outside emergency management agencies in preparing the EOP
• Ensures conflict resolution, provides guidance, ensures that compatible objectives are established and strategies are selected for the delivery/coordination of critical resources in support of campus emergency operations.

4. **Incident Commander** - Chief of Police/Director, EH&S
Chief of Police, University Police (emergencies such as an active shooter, bomb threats, earthquakes) or Director, Environmental Health and Safety (other emergencies such as hazardous materials releases):

• Directs the implementation of the Emergency Operations Plan and activates the Emergency Operations Center if necessary
• Has overall responsibility for the management of the response operation. This is a field position, and therefore is usually “on-scene”.

5. Incident Command System (ICS)
The nationally used standard on-scene emergency management concept specifically designed to allow user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident. As required by the SEMS and NIMS, the EOP uses the ICS when responding to field emergencies. The ICS, based on management by objectives, is organized with the Incident Commander as the focus of a command and organizational structure capable of responding to various levels of emergency. The flexibility of ICS allows for rapid expansion of a response when necessary, drawing on personnel who have been trained in emergency response. Because ICS uses common terminology at all levels of activity promoting consistent structure and functions for all emergency response organizations, the structure of the Emergency Operations Center may not resemble the everyday operational structure of CSUEB.

III. Organization and Assignment of Responsibilities

A. **President's Responsibilities**
The Campus President establishes the basic policies which govern the Campus Emergency Organization, declares a campus emergency when
required, and acts as the highest level of University authority during an emergency.

If, in the opinion of the President, conditions warrant, he/she can officially proclaim a “Campus Emergency.” Whenever possible, this will be done in coordination with the Chancellor’s Office. Proclaiming a Campus Emergency by the President has the following effects: it activates the Emergency Plan, facilitates campus participation in mutual assistance in the event of declaration of local emergency and/or State of Emergency, ensures that supervisors are acting under Presidential delegation in directing activities outside regular scope of employees’ duties, and helps ensure appropriate payment of Workers’ Compensation reimbursement for extraordinary expenses, and federal disaster relief, where applicable. It must be emphasized that records should be as accurate and complete as possible in order to file claims for such coverage, to seek reimbursement for extraordinary expense, and to seek federal disaster relief, where appropriate. Further information on authority for emergency operations is provided in “Authority.”

The Emergency Operations Executive is responsible for all aspects of the campus emergency plan, training, and implementation. Key to the Emergency Management Organization is the establishment of a Campus Emergency Operations Center (EOC) whose leadership, staffing, and location are pre-identified and equipped. During an emergency, the EOC will be activated and staffed to the extent required.

B. Chain of Succession (Designation of Administrator in Charge of the Campus in the President’s Absence)

The designated Administrator in Charge shall guide the conduct of the administration of the University during the absence of the President from the campus. Whenever presidential decisions or actions are urgently or specifically needed for the good order of the University, such as:

1. A campus emergency occurs.
2. A signature is required immediately on an official document.
3. A telephone call from a trustee, chancellor, or a legislator, when that person wishes to speak immediately with the president or to the individual in charge of the campus.
4. Other instances in which some action is required that cannot wait for the president’s return.

Efforts should be made by the Administrator in Charge to contact the President by whatever means are available and seek her/his advice concerning issues facing the University. In the absence of the President, the following individuals in the order listed will assume the responsibilities
of the President as the Administrator in Charge of the Campus in the
President’s absence:

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<tr>
<th>TITLE</th>
<th>NAME</th>
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<tr>
<td>Provost and Vice President, Academic Affairs</td>
<td>James Houpis</td>
</tr>
<tr>
<td>Vice President, Administration &amp; Finance; CFO</td>
<td>Brad Wells</td>
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<tr>
<td>Vice President, Planning, Enrollment Management and Student Affairs</td>
<td>Linda Dalton</td>
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<tr>
<td>Vice President, University Advancement</td>
<td>Anne Harris</td>
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<td>Associate Provost</td>
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</tr>
<tr>
<td>Dean, College of Education and Allied Studies</td>
<td>Carolyn Nelson</td>
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<tr>
<td>Dean, College of Letters, Arts, and Social Sciences</td>
<td>Kathleen Rountree</td>
</tr>
<tr>
<td>Dean, College of Business and Economics</td>
<td>Jagdish Agrawal</td>
</tr>
</tbody>
</table>

C. Faculty and Staff
Faculty and staff are expected to read and understand both Building
Emergency Plans, and when they exist, Department Emergency Plans,
and be familiar with the emergency procedures and evacuation routes
posted near elevators and exit doors. They follow the EOP to report
emergencies which require immediate action (e.g. fire), check in with their
Building Safety Coordinator, and evacuate buildings to designated areas in
an orderly manner. Faculty members are seen as leaders by students and
direct their students to assembly areas as required. Unassigned faculty
and staff who wish to assist in the campus response and recovery effort
should report to the Operations Chief.

All persons employed by the State of California are “Public Employees”
and are declared Disaster Service Workers subject to such disaster
service activities as may be assigned to them by their superiors or by law.
(Government Code Title 1, Division 4, Chapter 8)

D. Students
Students should be familiar with posted emergency procedures and
evacuation routes in each building they use. Students must be prepared to
evacuate to assembly areas in an orderly manner when an alarm sounds
or when directed to do so by emergency personnel. Students can report an
emergency by calling 9-1-1 from any campus phones.

E. Organization
It is anticipated that, as operations progress from Priority 1 through
Priority 5 responses, the administrative control of the campus will
transition from the NIMS/SEMS/ICS structure back to the CSUEB
organizational structure.

When an emergency occurs, this plan is invoked and a multiple-tier
graded approach is utilized for response. Initially, the CSUEB Police
Department (UPD) assumes incident command, makes the appropriate notifications and initiates mitigation and protective action. When the event requires support for police, fire or emergency medical services (EMS) operations, appropriate agencies/organizations are notified and respond. Depending on the nature of the event and in accordance with NIMS, the UPD Incident Commander (IC) may utilize a “Unified Command” structure with other agency response personnel.

When required, the EOC may be activated to support the ongoing response. This EOP has been developed and personnel have been trained and assigned to the EOC to promote integration for a multi-organizational response, if required.

F. Mutual Aid

California's disaster planning is based on a statewide system of mutual aid. Each local jurisdiction, such as CSUEB, relies first on its own resources, then calls for assistance within its own jurisdiction, expanding through its operational area to state resources and assistance when required.

1. CSUEB’s responsibilities

It is the responsibility of the University to develop and maintain current emergency plans that are compatible with the California Emergency Plan and the California Master Mutual Aid Agreement. This includes provisions for applying campus resources to meet the emergency requirements of the campus or its neighbors and coordinating such plans with those of neighboring jurisdictions to ensure mutual compatibility. Periodic training and testing of plans are required. As a part of that responsibility, the University is charged with:

- Identifying multi-purpose staging areas to provide rally points for incoming mutual aid.
- Responding to requests for mutual aid.
- Dispatching situation reports through established channels as the emergency situation develops and as changes in the emergency situation dictate. Reports go to the appropriate Operational Area Coordinator and/or OES Mutual Aid Region as the emergency situation develops and as changes in the emergency situation dictate.
- Requesting assistance from neighboring jurisdictions and/or the Operational Area, as necessary and feasible.
- Receiving and deploying resources as may be provided by neighboring jurisdictions and state, federal, and private agencies.
- The responsibility for logistical support of all reporting personnel.
• Carrying out emergency regulations issued by the Governor.

2. Requests for Mutual Aid
Requests for and coordination of mutual aid are accomplished through established channels (cities to Operational Areas, to Mutual Aid Regions, to State). Requests should include, as applicable:
   a. Number of personnel needed.
   b. Type and amount of equipment.
   c. Reporting time and location.
   d. Authority to which they are to report.
   e. Access routes.
   f. Estimated duration of operations.

3. CSUEB will provide mutual aid when:
   a. Requested from local governments that have declared a Local Emergency.
   b. Directed from the Office of Emergency Services (OES).
   c. A gubernatorial state of emergency in an area including CSUEB has been declared.
   d. Proclamation of a state of war emergency.
   e. A national emergency has been declared by the federal government.

IV. Emergency Procedures

A. Classification of Events

1. Incident - An incident is an occurrence or event which is caused by human action or natural phenomena and requires the response of emergency personnel to prevent or minimize the loss of life, property damage, and destruction of natural resources. Incidents may result in extreme peril to the safety of persons and property and may lead to or create conditions of a disaster. Incidents may also be rapidly mitigated without loss or damage. Large incidents, which do not at the time meet the disaster level definition, may call for local governments to declare a “Local Emergency.” Incidents require the on-scene field response of an Incident Commander, along with tactical and support resources organized in accordance with an Incident Command System structure.

Examples of Incidents:
• Protest demonstration
• Sink hole in street
• Building fire
• Multi-casualty accident
• Downed utility lines

2. **Emergency** - A condition that may result in extreme peril to the safety of persons and damage to property. In this context, an emergency and an incident could mean the same thing, although an emergency has a broader meaning and could involve several incidents.

Examples of Emergencies include:
- Earthquake
- Active shooter
- Major wildfire
- Bomb threat
- Hazardous material spill or leak

**Levels of Emergency**

**Level 1:** The emergency can be managed using normal campus resources. The Emergency Operations Center (EOC) is not activated. Examples are small chemical spills and auto accidents.

**Level 2:** The emergency requires multi-unit or multi-departmental resources. The EOC is partially activated. The IC staffs the EOC according to need and available personnel. Examples are single building fires and bomb threats.

**Level 3:** The emergency response is beyond normal campus resources. The Emergency Operations Center is fully activated and all designated Incident Command System personnel are notified. This is the highest level of emergency envisioned by the EOP. A campus state of emergency may be declared.

3. **Disaster**

A disaster is a sudden or calamitous emergency event bringing great damage, loss or destruction. They may occur with little or no warning, such as an earthquake or flash flood and can develop from one or more incidents, such as a major brush fire.

**B. Declaration of Campus State of Emergency**

Such a declaration will be made when, in the President’s opinion, there is an actual or threatened condition of a disaster or extreme peril to persons or property on campus that cannot be met by ordinary campus administrative procedures.

The President or Administrator in Charge will have the following effects and provide legal authority to:
1. Promulgate orders and regulations necessary to provide for the protection of life and property, including closure of campus

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

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

4. Activates the Plan, campus personnel, logistical resources, and campus facilities for response to an emergency

5. Provide an appropriate procedure for rostering emergency workers

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

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

8. 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 Emergency Services Act).

C. **Declaration of a State or Federal State of Emergency**

The Governor may declare a State of Emergency when conditions warrant and/or when the mayor or chief executive of a city or the chairman of the Board of Supervisors or county administrative officer requests the Proclamation. Alternately, the Governor may proclaim a State of Emergency in the absence of a request if it is determined that 1) conditions warrant a proclamation and 2) local authority is inadequate to cope with the emergency. The proclamation must be in writing, be well publicized, and filed with the Secretary of State as soon as possible following issuance. The proclamation is effective upon issuance.

During a State of Emergency, the Governor has the authority to promulgate, issue, and enforce orders and regulations within the affected area and employ State personnel, equipment, facilities, and other resources to mitigate the effects of the emergency. A State of Emergency must be terminated as soon as conditions warrant.

If the Governor requests and receives a Presidential declaration of an Emergency or a Major Disaster under Public Law 93-288 (Federal Disaster Relief Act of 1974), he/she will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer and the SCO will coordinate and control State and Federal efforts in support of City and County operations.
D. Department/Building Emergency Action Plans
Key specialized departments have specific department emergency plans that are followed in conjunction with the University Emergency Plan. Facilities Management and Student Health Services are examples of such departments.

E. Emergency Assembly Areas
Each building has designated emergency assembly areas (EEAs). When a building needs to be evacuated, exit the building and proceed to the designated EEAs. Account for all members of your department or unit and report them to the Building Safety Coordinator.

F. Campus Closure Procedures (Implemented by Director of Facilities Management)
1. Assign personnel for building closure
2. Assign personnel for closing down of power plant
3. Maintain list of buildings closed
4. Assign personnel to deliver barricades to entry points on campus
   • Harder Road - Carlos Bee Boulevard
   • Campus Drive
   • East and West Loop Roads
5. If needed, assign field teams to assist University Police staff in announcing campus closure to classrooms

G. Guidelines for Evacuation
When a fire alarm sounds, everyone must evacuate the building, as required by Fire Marshal regulations. University Police responders (Police, Fire, Environmental Health & Safety) can also order an immediate evacuation. In the event of a bomb threat, the ranking University Police official has the sole authority to assess the credibility of the threat and decide to evacuate a site. In a major earthquake, individuals should drop, cover and hold until the shaking stops, and then evacuate and wait for information from campus emergency services personnel before re-entering a building. The character and immediacy of an emergency determines the means by which people leave their building or area of campus. There are two stages of evacuation:

Stage 1: Building Safety Coordinators (BSCs), assisted by Volunteer Team Leaders (VTLs) and Department Safety Coordinators (DSCs), ensure that all building personnel, students and visitors leave the building and proceed to the Emergency Assembly Point for their building. BSCs use a roster to assure that building occupants are accounted for and that the building is appropriately secured.

Stage 2: In a campus-wide emergency, Building Safety Coordinators direct VTLs to lead building occupants to the Emergency Management
H. Evacuation of Disabled Persons

1. Emergency Evacuation Guidelines
   a. If assistance is not immediately available, the person should remain in the area and call for help until assistance arrives. Persons who cannot speak loudly should carry a whistle or have other means of attracting the attention of others. Rescue personnel, fire and police will first check all exit corridors and exit stairwells for trapped persons.

2. Guidelines to Consider When Evacuating
   a. Communicate the nature of the emergency to the person. Ask the person how you can assist. If possible, evacuate mobility aids (crutches, wheelchairs, walkers) with the person.

3. Visual Impairments
   a. Describe the nature of the emergency and offer to guide the person to the nearest exit. Have the person take your elbow and escort him or her, advising of any obstacles, such as stairs, narrow passageways or overhanging objects. When you have reached safety, orient the person to where you are and ask if further assistance is needed.

4. Hearing Impairments
   a. Many buildings are not equipped with flashing light alarms, and persons with impaired hearing may not perceive that an emergency exists. Communicate with the person by writing a note or using simple hand gestures.

5. Persons Using Wheelchairs
   a. Ask the person what method of assistance he/she prefers. Some people have minimal ability to move, and lifting them may be dangerous to them. Some persons using wheelchairs have respiratory complications; remove them from smoke or fumes immediately. If the disabled person wants to be moved
in his or her wheelchair, keep the following considerations in mind:

(1) With Their Wheelchair
- Do not attempt to move a person in a wheelchair by yourself; seek help.
- Ask if they want to move forward or backward down the stairs.
- Wheelchairs have many movable or weak parts.
- Some persons have no upper trunk or neck strength.
- Power wheelchairs have very heavy batteries; an evacuation chair may be needed and the chair retrieved later.
- If a seatbelt is available, use it!

(2) Without Their Wheelchair
- Ask how to remove them from the wheelchair.
- Ask whether to move their extremities or not.
- Ask whether they want to be moved down the stairs forward or backward.
- Ask whether the seat cushion or pad should be brought.

6. Emergency Evacuation Chairs (Stryker Chairs)

Emergency evacuation chairs, also known as disabled evacuation chairs, stairway evacuation chairs, fire evacuation chairs, evacuation chair or evac chairs, allow wheelchair users or less able bodied people to be evacuated quickly and safely down stairs in the event of an emergency. Evacuation chairs enables first responders to quickly move an incapacitated person to safety from multi-story facilities in urgent situations. Through patented design features that deliver handling confidence and maximize mobility, the evacuation chairs utilized at CSUEB exceed fire safety requirements and emergency response guidelines established by the Americans with Disabilities Act.

I. Campus Communications and Notification

1. CSUEB Emergency Notification Policy

Upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the life, safety, or security of the campus community occurring on campus, UPD will, without delay, and taking into account the safety of the community,
determine the content of emergency notification messages and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities (including, but not limited to, the CSUEB Police Department, the City of Hayward Fire Department, the CSUEB Emergency Operations Center), compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency. Examples of significant emergencies and dangerous situations that could necessitate issuance of emergency notification message(s) include:

- Earthquake
- Bomb threat
- Campus violence (active shooter)
- Perpetrator of serious assault or rape at large
- Civil unrest
- Explosion
- Fire (localized building fire or wildfire)
- Gas leak
- Hazardous material spill
- Public health crisis
- Terrorist incident

2. Planning Assumptions

   Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. The following assumptions provide the basis for emergency notification at CSUEB.

a. With the exception of certain weather situations, most emergencies requiring emergency notification will arise with little to no notice and may present an immediate threat to life, safety, or security.

b. As emergencies arise, the University will balance confirming the threat with the need to provide emergency notification quickly.

c. The majority of emergencies will be reported to and dealt with by the CSUEB Police Department.

d. Because many situations may require an immediate response, there likely will not be time for consultation before issuing a notification.

e. A single notification system may not reach members of the campus community in a timely manner; therefore, a multilayered approach to emergency notification may be
needed, using a number of communication tools depending on the situation.

f. Members of the campus community will seek additional information once notified of a dangerous situation.

g. It is probable that speculation will occur in the absence of information; therefore, notification messages should be clear and provide as much accurate information as possible.

h. Basic services, such as electricity, may be interrupted during an emergency situation, limiting some communications.

i. Regular testing of emergency notification systems is necessary to ensure that those authorized to issue notification are familiar with the protocol for their usage. Regular testing of the emergency notification systems also will be conducted to ensure that they operate as expected.

3. Authorized Officials

During or in the lead up to an emergency that threatens life, safety, or security, it will be necessary for notification to be provided to the CSUEB community with speed and accuracy. Conditions may not allow time for responders or other officials to seek approval to send notification messages.

For this reason, CSUEB has designated specific campus officials to serve as Authorized Officials who are empowered to authorize the issuance of emergency notifications. Each Authorized Official is expected to act within his/her realm of responsibility as defined by department mission and authorize emergency notification when experience and prudence indicate that emergency conditions warrant such actions be taken.

It is important here to draw a distinction between the authorization of an emergency notification and the issuance of a notification. Authorizing a notification involves:

- Making a determination that a notification is necessary
- Formulating message content
- Selecting the appropriate segment of the campus to receive notification
- Choosing the appropriate communication tool.

In contrast, issuing a notification is the physical act of using a communication tool to send a notification message to the population. Authorized Officials likely will not have received training for all of the emergency notification systems, nor is this necessary. Upon authorization
of an emergency notification, the Authorized Official will either issue the notification him/herself or contact an individual who is trained to operate the system to send it.

The following individuals are the Authorized Officials at CSUEB:

- President or designee
- Vice President of Administration and Finance
- EOC Commander
- Chief of Police or designee
- Incident Commander
- Senior Police Supervisor on duty
- Office of University Communications staff (PIO)

All CSUEB personnel and students play a role in communications: accurate reports from the scene of an incident are essential to providing adequate emergency response. Conversely, the campus community must receive up-to-date instructions about emergency response activities and news of the evolving emergency. The EOC and field teams usually communicate through police radios and walkie-talkies.

Communication with departments not directly involved in the emergency depends on the type of information to be disseminated, scope of the emergency and available methods of communication.

**Communications during an Emergency**

```
Emergency Policy Executive

Emergency Operations Executive

Incident Commander (IC)

Emergency Operations Center Support Sections
  Planning Section
  Situation Analysis Staff
  Operations Section

Public Information Officer (PIO)

Emergency Status Reports

Main Emergency Extension 3333

Department Operations Centers (DOCs)
```
J. Termination and Recovery
The EOC Director will determine when to terminate the emergency, deactivate the EOC and transition to normal campus governance and operations. Recovery is the time period beginning just prior to termination of the emergency, until the building/facility or campus is returned to normal campus governance and operational status. Termination of the Emergency initiates transitioning from the Emergency Phase into the Recovery Phase. Once the decision is made to enter the Recovery Phase, personnel involved in the response will be informed of this transition. The recovery efforts will initially utilize the EOC as the primary planning and coordinating center.

K. Continuity of Operations
It is the intent of CSUEB to respond quickly and effectively to emergencies and disasters, seeking to continue/preserve instruction to students and maintain essential services to the extent feasible, and return to normal operations as quickly as possible. Decisions related to this goal will focus on the restoration/maintenance of essential/core services and systems.

1. Essential/Core Services and Systems

Essential/core services and systems are defined as those necessary to (1) preserve lives (human and animal), (2) maintain the physical plant/infrastructure, (3) provide for campus safety and security, and/or (4) continue essential business services until an emergency has abated. In addition, essential/core services are those which must be carried out on a regular basis and where an interruption of such services cannot exceed 28 days. Examples of essential/core services include, but are not limited to the following:

- Potable water supplies for drinking and sanitation
- Food/Dining services on or near campus
- Sewer/wastewater systems for human health and sanitation
- Energy sources including electricity, natural gas, fuel for vehicles
- Availability of emergency medical care on/near campus
• Police patrol, emergency response, and dispatch services
• Emergency Fire/Rescue services
• Sound & effective Administrative, Housing, and Academic leadership
• Safe classroom/lecture/lab spaces for instruction
• Faculty, lecturers, and administrative support for Academic Instruction
• Safe office/meeting spaces for administrative functions
• Academic Information Technology Support, Academic Computing
• Disposal of waste, hazardous materials, and custodial cleaning of restrooms
• Engineering and maintenance functions for buildings, heating/ventilation maintenance for failures of electrical, mechanical and structural assets
• Workable communication systems within campus community
• Effective communication systems to CSU and students/families elsewhere
• Computer systems and programs for administrative functions
• Payroll services, revenue collection, accounts payable, financial reporting
• Financial aid services

L. Emergency Equipment and Supplies

1. Purchasing Equipment and Supplies
The needs of the campus, in a sustained emergency situation, require that necessary equipment be in place and in operational order. Designated campus personnel have been issued P-Cards with high limits for use in the purchase of emergency equipment and supplies and additional purchase cards are maintained as part of the supplies maintained in the EOC. Memorandums of Understanding have been put in place with local vendors to provide access to additional needed resources. These MOUs, to the extent possible, have been coordinated through the campus Emergency Management Coordinator and Contracts and Procurement.

2. Supply Maintenance
Food supplies consist of those food items maintained by campus dining services as well as non-perishable food items maintained in the EOC and in a locked area in the Boiler Room. Agreements are in place with the Red Cross to provide additional food should the campus be declared an emergency shelter. Some water supplies are on hand. The campus will continue to pursue the purchase of a water purification system to provide needed purified water should the water supply become contaminated.
3. Inventory
An inventory of all emergency equipment and resources on campus is maintained, categorized (typed) and updated annually by the Environmental Health & Safety Staff.

V. The Emergency Operations Center (EOC)

A physical location, at which the emergency management team convenes to establish and execute response strategies and tactics, deploy resources, implement mitigation measures and initiate the recovery process. The EOC is located in the Student Services Administration (SA) building, room SA 4350.

In cases of direct damage to the EOC, a fully operational alternative EOC is activated. Designated alternative sites are, in order: (1) Valley Business Technology (VBT) Room # 126; (2) University Police Department; and (3) Facilities Management. Signs directing personnel to the alternative EOC shall be placed in a conspicuous location, such as the entrance door, if it can be done safely.

Designated emergency staff ensure that the EOC can be activated within one hour and remain operational under emergency conditions.

A. Guidelines for Activation of the EOC
The EOC is activated for any major emergency, catastrophic incident, and/or when multi-unit or interagency coordination is required. If necessary, the IC shall recommend that the Emergency Policy Executive (University President) or the Emergency Operations Executive (Vice President for Administration & Finance) declare a Campus State of Emergency.

The EOC may be activated under any of the following conditions:

1. On the order of the IC when interagency or multi-jurisdictional resources are required
2. On the order of the Emergency Policy Executive or Emergency Operations Executive, when the existence of a Campus State of Emergency has been proclaimed in accordance with the appropriate emergency statute
3. When a Local Emergency has been proclaimed by the City of Hayward or Alameda County in the area which includes CSUEB
4. When a State of Emergency has been proclaimed by the Governor in the area which includes CSUEB
5. By Presidential declaration of a National Emergency

B. EOC Staff
The EOC staff reports to the IC and includes Emergency Operations Section Chiefs (Operations, Logistics, Planning and
Administration/Finance) who develop/implement tactical and operational responses to the emergency. The IC, via the Public Information Officer, provides the Emergency Policy Executive with current information on the status of emergency response.

C. EOC STAFF Emergency Response
The EOC Staff manage the response to the emergency from the EOC by:

1. Coordinating information, priority setting, and directing strategic activities
2. Allocating designated and critical resources among units and departments and locating and requesting supplemental and external resources as necessary
3. Communicating with external agencies and providing equipment they require
4. Developing information about the emergency to brief the media and the public
5. Coordinating damage assessment and recovery activities

Departments, units, and responding teams request aid and supplies from the Section Chiefs who forward the request as necessary to the EOC at the next level of emergency organization. CSUEB responds at the field level (on the scene) and forwards requests to the local area responder, the City of Hayward.

D. EOC Operations Support

1. Department Operations Centers (DOCS)
   Some departments, such as University Police and Facilities Management, establish Department Operations Centers (DOCs) to coordinate the activities of field teams and communicate with the EOC. DOC Managers plan specific actions to carry out the policy decisions and priorities made by Section Chiefs at the EOC and report changes in the field to the Section Chiefs.

2. Building Safety Coordinators (BSCs)
   Each Building Safety Coordinator (BSC) is responsible for developing a Building Emergency Action Plan and designating an Emergency Assembly Point in advance. BSCs coordinate the Volunteer Team Leaders (VTLs), assigning one VTL to each floor. In an emergency, BSCs coordinate safe evacuation and account for building occupants at the designated assembly point using a building roster prepared in advance. BSCs are the liaison between the Department Safety Coordinators (DSC) and VTLs for each building, reporting the status of injuries and damage to the EOC.
3. **Department Safety Coordinators (DSCs)**
Managers of large departments designate a **Department Safety Coordinator (DSC)** to develop a **Department Emergency Plan** and chair the **Department Safety Committee**. In an emergency, the DSC is responsible for the safe evacuation of the department, with the assistance of the BSCs and the VTLs. DSCs assess injuries and damage to department personnel and property, and make status reports to the BSCs.

4. **Volunteer Team Leaders (VTLs)**
**Volunteer Team Leaders (VTLs)** assist the BSCs in notifying building occupants of required evacuations, managing evacuations safely, and accounting for building occupants at designated assembly points. VTLs may be stationed at doors to prevent people from entering or reentering an evacuated building. VTLs are designated by BSCs and DSCs.

5. **Community Emergency Response Team (CERT)**
**CERTs** are self-contained, multi-purpose teams comprised of trained volunteer staff, faculty & students from many different departments and divisions. Each team's members will automatically come together to meet and deploy as a unit following a major campus emergency (e.g. earthquake), working in coordination with CSUEB’s EOP. CERT tasks include, but are not limited to:
- Executing light search and rescue;
- Extrication of trapped persons
- Providing medical first aid and triage of the injured
- Preventing and suppressing incipient fires
- Supporting other emergency field operations

E. **Deactivation of the EOC**
The Emergency Policy Executive (University President) or the Emergency Operations Executive (VP for Administration and Business Affairs) decides, with advice from the Incident Commander, when to deactivate the EOC. Field teams are notified and record the time of deactivation. Teams requested to remain at the site after deactivation must receive written authorization from the EOC.
VI. EOC Organization and Command

Emergency Operations Center Staff
Command Section

- Incident Commander
- Liaison Officer
- Public Information Officer
- Safety Officer

Operations Section Chief
Planning Section Chief
Logistics Section Chief
Finance Section Chief

A. Organization
Personnel assigned to the EOC are organized in accordance with NIMS/SEMS guidelines. The EOC is comprised of Command Staff and General Staff.

B. The EOC/ICS Command Staff Positions
The EOC Command Staff consists of the following positions:

- Incident Commander
- EOC Commander
- Safety Officer
- Liaison Officer
- Public Information Officer

C. The EOC/ICS General Staff Positions
The EOC General Staff consists of the following positions:

- Operations Section Chief
- Planning/Intelligence Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief
## TABLE 1   EOC POSITION TITLES AND ASSIGNMENTS

### COMMAND STAFF

<table>
<thead>
<tr>
<th>Position</th>
<th>Primary</th>
<th>Backup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Commander</td>
<td>Chief of Police</td>
<td>1. Police Lieutenant</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. EOC Commander</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Sgt University Police</td>
</tr>
<tr>
<td>Liaison Officer</td>
<td>Director, Government &amp; Community Relations</td>
<td>1. EOC Commander</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Sgt University Police</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>AVP, University Communications</td>
<td>1. Public Information Officer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Media Relations Officer</td>
</tr>
<tr>
<td>Safety Officer</td>
<td>AVP, Risk Management</td>
<td>1. Director, Environmental Health &amp; Safety (EHS)</td>
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<td></td>
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<td>2 Risk Management rep</td>
</tr>
</tbody>
</table>

### GENERAL STAFF

| Operations Section Chief | Police Lieutenant | 1. Police Sergeant |
|                        |                    | 2. Manager, Parking & Transportation Services |
|                         |                    | 2. Facilities Planning & Design |
| Logistics Section Chief | Director, Facilities Operations | 1. Manager, Trades |
|                         |                    | 2. Manager, Custodial/Grounds |
| Finance Section Chief   | AVP, Fiscal Services | 1. Director, Fiscal Services |
|                         |                    | 2. Director, Procurement & Support Services |
VII. Campus Emergency Preparedness Training, Drills, and Exercises

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

- Provide general instructions to the campus population regarding potential hazards, methods of alerting and protective actions that may be ordered;
- Provide training to members of the EOC staff;
- Provide problem-solving drills to the members of the EOC to enhance their skills;
- Continually improve emergency management/emergency response training incorporating new ideas and lessons learned

A. Drills

Emergency preparedness drills provide a supervised, “hands-on” training component for members of the EOC as well as provide an opportunity for the EOC to demonstrate and maintain individual and organizational capabilities. This program may include tabletop drills, walk-through drills, practical and full-scale drills and annual exercises. Further, evacuation drills are conducted during the Fall and Spring semesters, at various times, including one (1) full-campus drill during the Fall.

B. Exercises

Exercises are conducted to provide evaluation of emergency response training and to evaluate CSUEBs ability to respond effectively to an emergency. The exercise critique and evaluation process proves feedback for improving weakness in policies, plans, procedures, facilities, equipment, training and performance (After-Action Plan). Participation in exercises is required for all personnel who are expected to participate in an actual emergency response.

Emergency exercises require substantial effort to plan and coordinate effectively. The use of a realistic scenario and adequate controls enhances the validity of the exercise to evaluate operational procedures and personnel performance.

Corrective action items as a result of the drill exercise program critique processes are entered into an After Action. Action items and lessons learned during the course of the exercise are incorporated into emergency plans, procedures and training as appropriate.
1. DIRECTION AND CONTROL

Concept of Operations

Incident Commander
The Incident Commander (IC) is the chief of the Command Section and oversees the planning, mitigation and training components of the CSUEB Emergency Operations Plan. In an emergency, the IC has overall responsibility to develop strategies, formulate and implement an Incident Action Plan, direct the Emergency Operations Center staff, and review actions after the emergency has subsided.

Designated CSUEB Incident Commanders
University Police have senior authority in emergencies that involve security (e.g. riots, bomb threats), fire, or natural disasters (e.g. earthquakes). For safety emergencies (e.g. hazardous materials releases), the Director of Environmental Health and Safety has senior authority.

<table>
<thead>
<tr>
<th>TABLE 2</th>
<th>CSUEB INCIDENT COMMANDERS by Type of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Incident</td>
<td>Primary</td>
</tr>
<tr>
<td>Security (e.g. Riots, Bomb Threats) or Fire</td>
<td>Chief of Police</td>
</tr>
<tr>
<td>Natural Disaster or Safety e.g. Earthquakes</td>
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<td></td>
<td></td>
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<tr>
<td>Hazardous Materials Spills And Leaks</td>
<td>Director of EHS</td>
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</table>

Role in Emergency Response
The IC is the overall manager of an incident. Most incidents are handled by a single IC who is selected by qualifications and experience. The IC may designate a Deputy IC from the campus or from an assisting agency. Deputy ICs have the same qualifications as the IC because they must be ready to assume command at any time.

In an emergency, the first arriving emergency responder (e.g. Environmental Health and Safety, Police, Facilities Management) activates the EOC. He or she is the IC on the scene until relieved by the senior person with legal or assigned responsibility for the type of emergency.

There is only one IC at any given time. An IC who is being relieved must fully brief the incoming IC and notify Command Staff and Section Chiefs that a change in command is taking place.
Until the IC assigns Command Staff and General Staff (Section Chiefs), the IC is responsible for all Sections. The IC determines which, if any, personnel to activate. As needed, the Incident Commander designates a Public Information Officer, a Liaison Officer, and a Safety Officer (Command Staff) and activates Operations, Logistics, Planning, and Finance Sections (General Staff) by assigning a single chief to a Section. The IC or Section Chief may assign one or more deputy positions.

Activated personnel communicate directly with field command posts, Departmental Operations Centers, Building Safety Coordinators and external agencies from assigned work stations in the Emergency Command Center. An Officer or Section Chief who is being relieved must fully brief his or her replacement and notify other personnel in the Section and the Incident Commander of the change.

**Emergency Responsibilities List**

In an emergency, the IC has the responsibility to:

- Follow the IC’s Job Action Sheet
- Assess the situation and/or obtain a briefing from the previous IC
- Determine Incident Objectives and strategy
- Establish the immediate priorities
- Activate the EOC and the Command Section workstation
- Establish an appropriate organization
- Schedule planning meetings as needed
- Approve and authorize the implementation of an Incident Action Plan
- Ensure that adequate safety measures are in place
- Coordinate activity for all Command and General Staff
- Coordinate with activated DOCs and EOCs as required
- Communicate with key people and officials
- Approve requests for additional resources or for the release of resources
- Inform the Emergency Operations Executive and the Emergency Policy Executive of incident status
- Approve the use of trainees, volunteers, and auxiliary personnel
- Oversee the demobilization
- Review actions after the incident
- Maintain the Section Log

**Emergency Operations Center Commander**

- Is the member of the Emergency Policy Group who develops and reviews the EOP
- Oversees the establishment of the EOC
- Oversees emergency training and education for designated personnel
- Serves as the liaison with outside emergency management agencies in preparing the EOP
**Liaison Officer**

The Liaison Officer is the contact for personnel assigned to the incident by outside agencies assisting the campus emergency response agencies. These personnel are liaisons called Agency Representatives, not those with direct tactical assignments or those involved in a Unified Command.

In many multi-jurisdiction incidents, an agency or jurisdiction will send a representative to assist in coordination efforts. An Agency Representative is an individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Liaison Officer or to the Incident Commander in the absence of a Liaison Officer.

**Responsibilities:**

- Ensure that all agency resources are properly checked-in at the incident
- Obtain briefing from the Liaison Officer or Incident Commander
- Inform assisting or cooperating agency personnel on the incident that the Agency Representative position for that agency has been filled
- Attend briefings and planning meetings as required
- Provide input on the use of agency resources unless resource technical specialists are assigned from the agency
- Cooperate fully with the Incident Commander and the General Staff on agency involvement at the incident
- Ensure the well-being of agency personnel assigned to the incident
- Advise the Liaison Officer of any special agency needs or requirements
- Report to home agency dispatch or headquarters on a prearranged schedule
- Ensure that all agency personnel and equipment are properly accounted for and released prior to departure
- Ensure that all required agency forms, reports and documents are complete prior to departure
- Have a debriefing session with the Liaison Officer or Incident Commander prior to departure

**The ICS General Staff Positions**

The General Staff consists of the following positions:

- **Operations Section Chief**
- **Planning/Intelligence Section Chief**
- **Logistics Section Chief**
- **Finance/Administration Section Chief**
Figure 9
Operations Section Organization

Operations Section Chief

University Police Unit
Duties include Law Enforcement and Movement, Fire and Rescue

Fire Team
The Fire Team, managed by the Fire Coordinator, oversees firefighting efforts, manages volunteer firefighting support, determines and recommends fire containment actions as appropriate. The Operations Section Chief will activate the Fire Coordinator if necessary.

Rescue Team
The Rescue Team, under the Rescue Coordinator, coordinates its efforts with Fire Team and law enforcement to provide comprehensive rescue services. Fire or police department representatives will determine priorities.

Coroner Team
The Coroner Team works under the direction of the Medical Unit and may be activated if the County Coroner is not available.

Mental Health Team
The Mental Health Team works under the direction of the Medical Unit and provides mental health services as needed.

Medical Unit
The Medical Unit will develop an Incident Medical Plan (to be included in the Incident Action Plan); develop procedures for managing major medical emergencies; provide
medical aid; and assist the Finance/Administration Section with processing injury-related claims.
Note that the provision of medical assistance to the public or victims of the emergency is normally coordinated through agency DOCs and EOCs and is not an appropriate task for the Logistics Section Medical Unit.

Responsibilities:

- Determine level of emergency medical activities prior to activation of Medical Unit
- Determine if Coroner and Mental Health Teams need to be activated
- Acquire and manage medical support personnel
- Prepare the Medical Emergency Plan (ICS Form 206)
- Establish procedures for handling serious injuries of responder personnel
- Respond to requests for:
  - Medical aid
  - Medical transportation
  - Medical supplies
- Assist the Finance/Administration Section with processing paper work related to injuries or deaths of incident personnel

Environmental Health and Safety Unit

Public Health
- Conduct campus field survey to detect damage to hazardous materials storage, water and sewage systems.
- Identify sources of contamination dangerous to the physical and mental health of the campus.
- Inform the County Health Officer of the situation and request assistance if needed.
- Advise EOC Director of need to close buildings or areas due to health problems.
- If County Health Officer is unable to response sufficiently due to extreme emergency situations, consider the following actions as appropriate to the situation:
  - Assess situation and establish priorities for dealing with potential hazards to campus health
  - Locate sources of potable water
  - Coordinate health-related activities among local public and private response agencies or groups.
  - Coordinate, with the School of Science designee, the collection and disposal of the dead animals
  - Coordinate mosquito and other vector control operations
  - Inspect foodstuffs, water, drugs, and other consumables for purity and usability
  - Be prepared to make emergency announcements and/or campus postings on health matters
o Provide chemical toilets and other temporary facilities for the disposal of human waste and other disease causing refuse
o Monitor sanitation in feeding facilities
o Coordinate the procurement of portable sewage pumps
o Conduct inspection of health hazards in damaged buildings

HAZARDOUS MATERIALS SECTION

- Works under the direction of Environmental Health and Safety Unit
- Provides specialized support for handling hazardous materials and containing/controlling hazardous materials releases

PLANNING/INTELLIGENCE SECTION

Planning Section Chief
Responsibilities:
- Collect and process situation information about the incident
- Supervise preparation of the Incident Action Plan
- Provide input to the IC and Operations Section Chief in preparing the Incident Action Plan
- Reassign out-of-service personnel already on-site to ICS organizational positions as appropriate
- Establish information requirements and reporting schedules for Planning/Intelligence Section units (e.g., Resources, Situation Units)
- Determine need for any specialized resources in support of the incident
- If requested, assemble and disassemble strike teams, task forces, platoons, or squads not assigned to operations
- Establish special information collection activities as necessary, e.g., weather, environmental, toxics, etc.
- Assemble information on alternative strategies
- Provide periodic predictions on incident potential
- Report any significant changes in incident status
- Compile and display incident status information
- Oversee preparation of Incident demobilization plan
- Incorporate the incident traffic plan (from Ground Support) and other supporting plans into the Incident Action Plan
- Coordinate with Planning/Intelligence Sections at activated agency DOCs and EOCs
- Maintain Unit Log

When activated by the Incident Commander, a Planning Section Chief manages the section and is a member of the Command Section’s General Staff. There are six units which may be activated as necessary under the responsibility of the Planning Chief:

- Resources Unit
- Documentation Unit
- Situation Analysis Unit
- Damage Assessment Unit
- Demobilization/Recovery Unit
- Technical Specialists

Technical experts assigned to the incident report to the Planning Section if established. Depending on the situation, technical experts work in the Section or are reassigned to the site to direct specific tactical operations.

**Figure 10**

Planning Section Organization

![Planning Section Organization Diagram]

**RESOURCES UNIT**

The **Resource Status Unit** receives information from Situation Analysis, Damage Assessment, University Police (law enforcement, fire, rescue, etc.) and various other sources. Once this information is gathered and forwarded from Situation Analysis, Resources Status will post and keep current all information on the status display boards and maps in the EOC.

This unit is responsible for maintaining the status of all assigned resources (primary and support) at an incident. It achieves this through:

- Overseeing the check-in of all resources
- Maintaining a status-keeping system indicating current location and status of all resources
- Maintenance of a master list of all resources, e.g., key supervisory personnel, primary and support resources, etc.

Responsibilities:

- Establish check-in function at incident locations
- Prepare Organization Assignment List (ICS Form 203) and Organization Chart (ICS Form 207)
- Prepare appropriate parts of Division Assignment Lists (ICS Form 204)
- Prepare and maintain the Command Post display (to include organization chart and resource allocation and deployment)
- Maintain and post the current status and location of all resources
- Maintain master roster of all resources checked in at the incident
A Check-In Recorder reports to the Resources Unit Leader and is responsible for accounting for all resources assigned to an incident.

**DOCUMENTATION UNIT**

The **Documentation Unit** is responsible for the maintenance of accurate, up-to-date incident files. The Documentation Unit records all events and operations. In addition, the unit maintains and files all “EOC messages, maintains an official history of the emergency to insure complete documentation for the recovery of funds and provides guidance to other EOC members for assistance in work station documentation procedures. Duplication services will also be provided by the Documentation Unit. Incident files will be stored for legal, analytical, and historical purposes.

**Responsibilities:**
- Set up work area; begin organization of incident files
- Establish duplication service; respond to requests
- File all official forms and reports
- Review records for accuracy and completeness; inform appropriate units of errors or omissions
- Provide incident documentation as requested
- Store files for post-incident use

**SITUATION ANALYSIS UNIT**

The **Situation Analysis Unit** collects and processes all information regarding resources and response to the emergency. The Unit tracks when information was collected who was reporting it, what areas were involved, evaluates it, and forwards the information to Resource Status for posting. In addition, Situation Analysis is responsible for updating the mapping of the emergency and the recording of operations.

The collection, processing and organizing of all incident information takes place within the Situation Unit. The Situation Unit may prepare future projections of incident growth, maps, and intelligence information.

**Responsibilities:**
- Begin collection and analysis of incident data as soon as possible
- Prepare, post, or disseminate resource and situation status information as required, including special requests
- Prepare periodic predictions or as requested
- Prepare the Incident Status Summary Form (ICS Form 209)
- Provide photographic services and maps if required

Three positions report directly to the Situation Unit Leader:
- Display Processor - Maintains incident status information obtained from Field Observers, resource status reports, etc. Information is posted on maps and status boards as appropriate
- Field Observer - Collects and reports on situation information from the field
• Weather Observer - Collects current weather information from the weather service or an assigned meteorologist

DAMAGE ASSESSMENT UNIT
The Damage Assessment Unit reviews information that has been gathered to provide a clear picture of the extent the emergency has affected the entire Campus. Inspection reports covering all buildings and grounds must be processed to prepare a clear and concise report for the Incident Commander. In addition, the unit maintains ongoing communications with field units to keep information current and complete.

DEMOBILIZATION/RECOVERY UNIT
Recovery Unit is responsible for

• Determining impacts of the emergency requiring recovery planning
• Initiating recovery planning meetings with appropriate individuals and agencies
• Developing the initial recovery plan and strategy for the jurisdiction
• Ensuring that all appropriate agencies are kept informed and have the opportunity to participate in the recovery planning process
• Developing the strategy to transition from recovery planning in the EOC to a wider post-emergency recovery effort

The Demobilization Unit is responsible for developing the Incident Demobilization Plan. On large incidents, demobilization can be quite complex, requiring a separate planning activity. Note that not all agencies require specific demobilization instructions.

Responsibilities:

• Review incident resource records to determine the likely size and extent of demobilization effort
• Based on above analysis, add additional personnel, work space and supplies as needed
• Coordinate demobilization with Agency Representatives
• Monitor ongoing Operations Section resource needs
• Identify surplus resources and probable release time
• Develop incident check-out function for all units
• Evaluate logistics and transportation capabilities to support demobilization
• Establish communications with off-incident facilities, as necessary
• Develop an incident demobilization plan detailing specific responsibilities and release priorities and procedures
• Prepare appropriate directories (e.g., maps, instructions, etc.) for inclusion in the demobilization plan
• Distribute demobilization plan (on and off-site)
• Ensure that all Sections/Units understand their specific demobilization responsibilities
• Supervise execution of the incident demobilization plan
• Brief Planning/Intelligence Section Chief on demobilization progress
Technical Specialists

Technical Specialists act as an advisor to the Incident Commander. They provide expertise in specific areas and may assist in the development of the Action Plan. In some cases, such as hazardous materials or Radiologic emergency releases, a Technical Expert might also be assigned directly to the scene of the incident.

Certain incidents or events may require the use of Technical Specialists who have specialized knowledge and expertise. Technical Specialists may function within the Planning/Intelligence Section, or be assigned wherever their services are required. In the Planning/Intelligence Section, Technical Specialists may report to the following:

- Planning/Intelligence Section Chief
- A designated Unit Leader
- Obtain briefing from Section Chief
- Participate in incident planning meetings, as required
- Determine current status of unit activities
- Confirm dispatch and estimated time of arrival of staff and supplies
- Assign specific duties to staff; supervise staff
- Develop and implement accountability, safety and security measures for personnel and resources
- Supervise demobilization of unit, including storage of supplies
- Provide Supply Unit Leader with a list of supplies to be replenished
- Maintain unit records, including Unit Log

LOGISTICS SECTION

Logistics Section Chief

The Logistics Section Chief will determine the need to activate or deactivate a unit. If a unit is not activated, responsibility for that unit's duties will remain with the Logistics Section Chief.

Logistics Section Chief Responsibilities:

- Manage all incident logistics
- Provide logistical input to the IC in preparing the Incident Action Plan
- Brief Branch Directors and Unit Leaders as needed
- Identify anticipated and known incident service and support requirements
- Request additional resources as needed
- Review and provide input to the Communications Plan, Medical Plan and Traffic Plan
- Supervise requests for additional resources
- Coordinate with activated Logistics Sections at agency DOCs and EOCs
- Oversee demobilization of Logistics Section
The **Logistics Section** is responsible for all services and support needs of an incident including obtaining and maintaining essential personnel facilities, equipment and supplies, communication systems, and transportation as needed. When activated by the Incident Commander, the **Logistics Section Chief** manages the Logistics Section and is a member of the Command Section General Staff. The Logistics Section Chief may assign a Deputy who is most often assigned when all designated units (listed below) within the Logistics Section are activated. Seven units may be established within the Logistics Section:

- Personnel Unit
- Supply Unit
- Facilities Unit
- Transportation Unit
- Communications Unit
- Food Unit
- Shelter Unit

**Figure 11**

**Logistics Section Organization**

**PERSONNEL UNIT**
The Personnel Unit Leader’s responsibilities include:

- Providing personnel resources as requested in support of the EOC and Field Operations
- Identifying, recruiting and registering volunteers as required
- Developing an EOC organization chart
- Supervising the Personnel Unit

To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section **prior to acting on the request**.
In coordination with the Safety Officer, determine the need for crisis counseling for emergency workers; acquire mental health specialists as needed. Arrange for child care services for EOC personnel as required. Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards. Keeps the Logistics Section Coordinator informed of significant issues affecting the Personnel Unit.

SUPPLY UNIT
The Supply Unit is responsible for ordering, receiving, processing and storing all incident-related resources. All off-incident resources will be ordered through the Supply Unit, including:

- Tactical and support resources (including personnel)
- All expendable and non-expendable support supplies

Responsibilities:

- Provide input to Logistics Section planning activities
- Provide supplies to Planning/Intelligence, Logistics, and Finance/Administration Sections
- Determine the type and amount of supplies en route
- Order, receive, distribute, and store supplies and equipment
- Respond to requests for personnel, equipment, and supplies
- Maintain an inventory of supplies and equipment
- Service reusable equipment, as needed.

Two Managers report directly to the Supply Unit Leader:

- Ordering Manager -- Places all orders for incident supplies and equipment
- Receiving and Distribution Manager -- Receives and distributes all supplies and equipment (other than primary tactical resources), and is responsible for the service and repair of tools and equipment

FACILITIES UNIT
This unit is responsible for set up, maintenance and demobilization of all incident support facilities except Staging Areas. The Facilities Unit will also provide security services to the incident as needed.

Responsibilities:

- Participate in Logistics Section/Support Branch planning activities
- Determine requirements for each incident facility
- Prepare layouts of facilities; inform appropriate unit leaders
- Activate incident facilities
TRANSPORTATION UNIT
The Transportation Unit is primarily responsible for the maintenance, service, and fueling of all mobile equipment and vehicles, with the exception of aviation resources. The Unit also has responsibility for the ground transportation of personnel, supplies and equipment, and the development of the Incident Traffic Plan.

Responsibilities:

- Participate in Support Branch/Logistics Section planning activities
- Provide support services (fueling, maintenance, and repair) for all mobile equipment and vehicles
- Order maintenance and repair supplies (e.g., fuel, spare parts)
- Provide support for out-of-service equipment
- Develop the Incident Traffic Plan (should be done by a person experienced in traffic management)
- Maintain an inventory of support and transportation vehicles
- Record time use for all incident-assigned ground equipment (including contract equipment)
- Update the Resources Unit with the status (location and capability) of transportation vehicles
- Maintain a transportation pool on larger incidents as necessary
- Maintain incident roadways as necessary

An Equipment Manager reports to the Transportation Unit Leader and is responsible for the service, repair, and fuel for all equipment; transportation and support vehicle services; and to maintain equipment use and service records.

COMMUNICATIONS UNIT
The Communications Unit is responsible for developing plans for the use of incident communications equipment and facilities; installing and testing of communications equipment; supervision of the Incident Communications Center; and the distribution and maintenance of communications equipment.

Responsibilities:

- Advise on communications capabilities/limitations
- Prepare and implement the Incident Radio Communications Plan (ICS Form 205)
- Establish and supervise the Incident Communications Center and Message Center
- Establish telephone, computer links, and public address systems
• Establish communications equipment distribution and maintenance locations
• Install and test all communications equipment
• Oversee distribution, maintenance, and recovery of communications equipment, e.g., portable radios and FAX machines
• Develop and activate an equipment accountability system to provide technical advice on:
  - Adequacy of communications system
  - Geographical limitations
  - Equipment capabilities
  - Amount and types of equipment available
  - Potential problems with equipment

FOOD UNIT
The Food Unit is responsible for supplying the food needs for the entire incident, including all remote locations (e.g., Camps, Staging Areas), as well as providing food for personnel unable to leave tactical field assignments.

Responsibilities:

• Determine food and water requirements
• Determine method of feeding to best fit each facility or situation
• Obtain necessary equipment and supplies and establish cooking facilities
• Ensure that well-balanced menus are provided
• Order sufficient food and potable water from the Supply Unit
• Maintain an inventory of food and water
• Maintain food service areas, ensuring that all appropriate health and safety measures are being followed
• Supervise caterers, cooks, and other Food Unit personnel as appropriate

FINANCE/ADMINISTRATION SECTION
The Finance Section, also known as the Finance/Administration Section, is responsible for cost and personnel accountability and risk assessment. It documents expenditures, purchase authorizations, timekeeping, equipment use, vendor contracting, property damage, injury claims and cost accounting. When activated the section is managed by the Finance Section Chief who is a member of the Command Section’s General Staff. The Finance Section is responsible for the following areas: Procurement, Compensation and Claims, Cost, Time, and Recordkeeping.

FINANCE SECTION CHIEF
When activated, the Finance Section Chief is responsible for managing all financial aspects of an incident. Only when involved agencies have a specific need for Finance/Administration services is the Section activated. The Finance Chief reports to the Incident Commander and supervises five Unit Leaders:
The Finance Section Chief’s responsibilities include:

- Managing all financial aspects of an incident
- Providing financial and cost analysis information as requested
- Gathering pertinent information from briefings with responsible agencies
- Developing an operating plan for the Finance Section; filling supply and support needs
- Meeting with outside agency representatives, as needed
- Maintaining daily contact with agency DOC’s and EOC’s on Finance matters (this is particularly critical in proclaimed disasters where State and Federal reimbursement is likely)
- Ensuring that all personnel time records are accurately completed and transmitted to home agencies, according to policy
- Providing financial advice for demobilization planning
- Ensuring that all obligation documents initiated at the incident are properly prepared and completed
- Briefing agency administrative personnel on all incident-related financial issues need attention or follow-up

PROCUREMENT UNIT

All financial matters pertaining to vendor contracts, leases, and fiscal agreements are handled by the Procurement Unit which is managed by the Procurement Unit Leader. The Unit is responsible for maintaining equipment time records. The Procurement Unit establishes local sources for equipment and supplies; manages all equipment rental agreement; and processes all rental and supply and fiscal document billing invoices. The unit works closely with local fiscal authorities to ensure efficiency.

Responsibilities include:

- Reviewing incident needs and any special procedures with Unit Leaders, as needed
- Coordinating with local jurisdiction on plans and supply sources
- Obtaining Incident Procurement Plan
- Preparing and authorizing contracts and land use agreements, as needed
- Drafting memoranda of understanding
- Establishing contracts and agreements with supply vendors
- Providing for coordination between the Ordering Manager, agency dispatch, and all other procurement organizations supporting the incident
- Ensuring that a system is in place which meets agency property management requirements Ensuring proper accounting for all new property
Interpreting contracts and agreements, and resolving disputes
Coordinating with Compensation/Claims Unit for processing claims
Coordinating use of funds as required
Completing final processing of contracts and sending documents for payment
Coordinating cost data in contracts with Cost Unit Leader

COMPENSATION & CLAIMS UNIT
Compensation and Claims (C&C) oversees the completion of all forms required by worker’s compensation and regulatory agencies. A file of injuries and illnesses associated with the incident will also be maintained and all witness statements will be obtained in writing. Close coordination with the Medical Unit is essential. The C&C Unit is responsible for investigating all claims involving property associated with or involved in the incident. This can be an extremely important function on some incidents.

Responsibilities include:

- Establishing contact with the incident Safety Officer and Liaison Officer (or Agency Representative if no Liaison Officer is assigned)
- Determining the need for Compensation for injury and Claims Specialists and order personnel as needed
- Establishing a Compensation-for-Injury work area within or as close as possible to the Medical Unit
- Reviewing the Medical Plan
- Reviewing procedures for handling claims with Procurement Unit
- Periodically reviewing logs and forms produced by Compensation/Claims Specialists to ensure compliance with agency requirements and policies
- Ensuring that all Compensation-for-Injury and Claims logs and forms are complete and routed to the appropriate agency for post-incident processing prior to demobilization
- Assigning, if possible, two specialists who report to the Compensation/Claims Unit Leader

COST UNIT
The Cost Unit provides all incident cost analysis. It ensures the proper identification of all equipment and personnel requiring payment; records all cost data; analyzes and prepares estimates; and maintains accurate records of incident costs.

Responsibilities include:

- Coordinating with agency headquarters on cost reporting procedures
- Collecting and recording all cost data
- Developing incident cost summaries
- Preparing resources-use cost estimates for the Planning/Intelligence Section
- Making cost-saving recommendations to the Finance/Administration Section Chief
TIME UNIT
The Time Unit is responsible for ensuring the accurate recording of daily personnel time, and compliance with specific agency time recording policies. As applicable, personnel time records will be collected and processed for each operational period. Responsibilities include:

- Determining incident requirements for time recording function
- Contacting appropriate agency personnel/representatives
- Ensuring that daily personnel time recording documents are prepared and in compliance with agency policies
- Maintaining separate logs for overtime hours
- Submitting cost estimate data forms to Cost Unit as required
- Maintaining records security
- Ensuring that all records are current and complete prior to demobilization
- Releasing time reports from assisting agency personnel to the respective Agency Representatives prior to demobilization

The Personnel Time Recorder may report if activated, to the Time Unit Leader, Personnel Time Recorder who oversees the recording of time for all personnel assigned to an incident. Also, records all personnel-related items, e.g. transfers, promotions, etc.

RECORD KEEPER
The Record keeper is responsible for the security and completion of all financial records.

2. COMMUNICATIONS
CSUEB Contingency Communications Plan
(A version of the complete plan is maintained in the EOC)

California State University, East Bay's (CSUEB) contingency communications plan outlines the roles, responsibilities, and protocols that will guide the University, its executives, and its Office of University Communications (UCom) team in responding to situations and developments that threaten the image, integrity, operations, or reputation of the University. This plan calls for prompt, accurate, well-coordinated, and strategically managed communications and information sharing with CSUEB's audiences during an emergency or crisis, including students, faculty, staff, alumni, parents, trustees, neighbors, city leaders, the media, and the East Bay regional community, as well as county, state, and federal officials.

EMERGENCY COMMUNICATIONS

Emergency communications deal with or respond to natural or manmade disasters such as an earthquake or fire; crimes that represent an ongoing threat, such as an active shooter; or other events that involve response from police, fire, or emergency medical personnel.

Emergency Operations Plan

CSUEB has an Emergency Operations Plan (EOP) that establishes the organizational structure, policies, and procedures for responding to major emergencies, such as earthquakes, fires, hazardous materials releases, and bomb threats. This plan coordinates the use of University and community resources to protect life and property and is CSUEB's official emergency management plan. It guides the University's emergency response and assigns the roles and responsibilities of departments, units, and individuals during emergencies. The CSUEB EOP also assigns responsibility to the Office of University Communications for incident communications to the campus community and the surrounding region.

The manner in which CSUEB conducts emergency operations on campus is governed by State and Federal legislation, and the ability to declare a campus State of Emergency is governed by CSUEB policy. The President, as Emergency Policy Executive, and the Vice President for Administration and Finance, as Emergency Operations Executive, have sole authority to declare a University State of Emergency. Typically, such a declaration will be made upon the recommendation of the Chief of Police and other administrators.

The Chief of the University Police Department (UPD), who will also serve as the Incident Commander (IC), has responsibility for the overall administration and implementation of the Emergency Operations Plan.

Emergency Operations Center
When an emergency occurs, the University Police Department (UPD) assumes incident command, and, depending on the nature of the event, may implement a “Unified Command” structure with other agency response personnel. The UPD may also activate an Emergency Operations Center (EOC) to coordinate response to an emergency. When the EOC is activated, Office of University Communications staff will report to and respond to communications requests and directions from, the Incident Commander and the PIO (or a PIO backup, per the following roster), who will be located in the EOC.

Emergency Operations Center Staffing & Operations

When a campus emergency is declared and the EOC is activated, staff assigned to the Command Section must report to the EOC immediately. The Command Section is responsible for emergency policy and coordinating joint efforts of external agencies, private organizations, and internal departments. This section sets objectives and priorities for emergency response. The Incident Commander (IC) is the chief of the Command Section and has overall responsibility for management of an emergency. Command Section staff includes, at the discretion of the Incident Commander, a Public Information Officer (PIO), as well as a Liaison Officer, Safety Officer, and up to four section chiefs. The IC develops strategies, formulates and implements an action plan, directs the Command and General Staffs – including the PIO – during the emergency.

PIO Responsibilities

When a unified command structure is implemented in an emergency, the University’s PIO is responsible for:

• Overseeing communications with the media and other organizations and individuals seeking information about the emergency, with the support of the Media Relations Officer (see below)

• Keeping the Emergency Policy Executive - the President – apprised of the status of emergency response, as provided and directed by the IC, with the AVP, UCom acting as an executive liaison (see below)

• Issuing campus and community updates using available and appropriate channels, with the support of a senior UCom writer (see below)

• Supervising the activities of information officers assigned by other departments as assistants, who will be asked to serve as information runners, among other tasks (see below).

Other Office of University Communications and University Staff Responsibilities

In an emergency, professionals from the Office of University Communications, as well as staff designated by other department to serve as information officers, will be assigned to support the work of the PIO in an emergency, as follows:
The Media Relations Officer (MRO) will report to the PIO for the duration of the crisis and handle media inquiries and campus briefings. The MRO will stay in constant contact with the PIO, either by cell phone, walkie-talkie, or, if necessary, by reporting to the EOC every 15 - 20 minutes, either in person or via an assigned runner. Because of the crucial need for the MRO to remain in close contact with and in physical proximity to the PIO and EOC, the MRO will use parking lot A, across the street from the Library, as a media staging location. The MRO will meet and manage the visits of any reporters coming to campus to cover the emergency.

The senior writer will report to the PIO at the EOC and assist with drafting, producing, and distributing written communications, messages, reports, updates, and briefings.

The Director, Social Media Relations will support the PIO and coordinate with AVP, UCom and the MRO in posting updates to the University's social media channels and outlets.

Communications staff from UCom or assigned by other departments will serve as runners. They will be responsible for conveying messages and information between UCom team members at the EOC and other locations, as well as University executives, such as the Emergency Policy Executive (the President), who also may not be at the EOC but another location with cabinet members.

The Associate Vice President, University Communications will report to the Emergency Policy Executive (the President) and serve as a communications advisor and information and communications liaison between the President and PIO at the EOC. In this capacity, the AVP, UCom recommends and develops key messages that are relayed to the PIO for dissemination. The AVP also assesses whether key messages are reaching audiences and determines whether strategies need to change, in consultation with the President and cabinet.

The difference between crisis and emergency communications
For purposes of this plan, we distinguish between two types of contingency communications: crisis communications and emergency communications – each with differing protocols – as follows:

Crisis communications deal with an event, development, or controversy that prompts or has the potential to prompt adverse or negative media coverage and public scrutiny. These can range from incidents such as student protests or employee misconduct to a legal dispute, arrest, or an accident or death involving students or employees. CSUEB procedures for non-emergency crisis-communications development start on page 3 of this guide.

Emergency communications include those dealing with or responding to natural or manmade disasters such as an earthquake or fire; crimes that represent an ongoing threat, such as an active shooter; or other events that involve response from police, fire,
It is important to understand that a communications crisis can also be a situation where, in the eyes of the media or general public, the University has not reacted to one of the above developments in the appropriate manner. **Unified guiding principle: Tell it all, tell it fast, and tell the truth**

What’s crucial in a crisis or emergency communications situation is to tell it all, tell it fast, and tell the truth. If handled correctly, the University, its executives, and its communications team can meet ethical, legal, and professional responsibilities and also minimize damage. Our guiding principle is to communicate facts as quickly as possible, updating information regularly as circumstances change, to ensure the safety of the CSUEB community and the continued operation of essential services, while safeguarding the University’s reputation and standing among its many constituencies.

We recognize that honesty, transparency, and speed are the most effective means for avoiding lasting damage to the institution and widespread second-guessing by the public, which expects immediate access to full and accurate information from public institutions. In other words, in any crisis, a good offense is the best defense. In a crisis, however, the University may not instantly have all the information some members of the community or media expect. That makes it imperative for University representatives to speak with accuracy about what we know and not to speculate about details we do not know.

We will use multiple mediums creatively and proactively to reach as many people as possible with accurate, timely information. This is especially important in the first hours and days of an emergency or a crisis. Our goals are to be open, accountable, and accessible to all audiences; strategic in terms of messages and their affect on the University’s image; and always mindful of legal and privacy concerns.

**What the CSUEB crisis communications team will do**

The Crisis Communications Team will implement some, or all, of the steps outlined below, depending upon the circumstances, coordinating continuously with designated leadership representatives. Throughout a crisis, the team will meet frequently to review changing facts; assess key messages and whether they are effective and reaching audiences; and determine whether to revise team composition or strategies.

1.) **Assess the nature and gravity of the situation, and develop a strategy** to guide the development and dissemination of messages that (a.) meet legal and ethical requirements; (b.) protect life and safety and safeguard University operations (in an emergency); and (c.) avoid or mitigates damage to the University’s image, reputation, and standing.

2.) **Compile, analyze, and record known facts**, denoting those that can and cannot (and on what grounds, e.g., Family Educational Rights and Privacy Act) be released to the public, and determine whether an announcement or response is needed and for which of the University’s key audiences. Fact sheets can be used as the basis or foundation for all communications related to the crisis situation, whether internal or...
external, individual or mass, including news releases, Web postings, University Communiqués, and e-mail updates. They will also help inform the team’s overall strategy as events unfold. As the situation changes, it is critical to keep fact sheets updated.

3.) Develop key messages as talking points that are appropriate for the nature and gravity of the crisis, as well as consistent with CSUEB and CSU positioning, to guide and inform all University communications. Distinguish between various constituencies and channels, creating audience- and interest-specific messages. One message may address what CSUEB knows about the crisis and is doing to ensure the safety, rights, or interests of those involved, while presenting the University’s assessment of the situation. Another may be forward-looking and address what CSUEB will do to make sure the crisis doesn’t happen again. Messages should evolve as circumstances change but always aim to communicate confidence, control, and calm, balancing a sense of concern with resolve and action.

4.) Determine who will act as spokespersons, both in terms of an official spokesperson, such as the University’s Public Information Officer or Media Relations Officer, as well as one or more senior University leaders or executives. (See rosters, below). The official spokesperson or spokespersons will handle media inquiries and briefings, as well as general-public inquiries, while University executives may serve as key incident-specific experts or spokespersons or represent the University at a formal press gathering.

Designate a member of the crisis communications team to communicate key messages and emerging facts to those spokespersons and handle media preparation or training. It is critical that senior leaders and University-leadership representatives have copies of the most recent CSUEB messages and news releases to ensure clarity among all involved about what is being shared with the public and to ensure the continuity and consistency of CSUEB messaging and strategy.

In a major crisis or emergency, it is critical for a high-ranking leader of the University, such as the President, to be the University’s public face and take the lead in communicating key messages and answering questions. Such action illustrates that the situation is under control and that efforts are being made to address any questions that have arisen. It also serves to calm and assure various audiences.
3. WARNING/EMERGENCY PUBLIC INFORMATION

CSUEB Emergency Notification Protocol
(A version of the complete plan is maintained in the EOC)

Upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the life, safety, or security of the campus community occurring on campus, the California State University, East Bay (CSUEB) University Police Department (UPD) will, without delay, and taking into account the safety of the community, determine the content of emergency notification messages and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities (including, but not limited to, UPD, the City of Hayward Fire Department, and the CSUEB Emergency Operations Center), will compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency. Examples of significant emergencies and dangerous situations that could necessitate issuance of emergency notification message(s) include:

- Earthquake
- Bomb threat
- Campus violence (e.g., active shooter)
- Perpetrator of serious assault or rape at large
- Civil unrest
- Explosion
- Fire (localized building fire or wildfire)
- Gas leak
- Hazardous material spill
- Public health crisis
- Terrorist incident

Scope

This Emergency Notification Protocol describes the procedures for the approval and issuance of emergency notification messages during emergencies and dangerous situations. It is an attachment to the CSUEB Emergency Operations Plan (EOP) and should be viewed in the context of that document.

Training & Testing

University officials who are authorized to approve the dissemination of notification messages will be trained to:

- Determine appropriate message content
- Determine the segment of campus to receive notification
- Choose the appropriate communication tool
Also, the users of each communication tool will receive training on the specific procedures for issuing notifications using that particular tool.\(^1\) This Emergency Notification Protocol will be tested at least once per calendar year. Tests may range from testing the functionality of communication tools to testing the ability of users to issue a notification. Additionally, testing of communication tools may be incorporated into broader emergency response exercises. Tests are described in more detail in the EOP.

### Planning Assumptions

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. The following assumptions provide the basis for emergency notification at CSUEB.

1. With the exception of certain weather situations, most emergencies requiring emergency notification will arise with little to no notice and may present an immediate threat to life, safety, or security.
2. As emergencies arise, the University will balance confirming the threat with the need to provide emergency notification quickly.
3. The majority of emergencies will be reported to and dealt with by UPD.
4. Because many situations may require an immediate response, there likely will not be time for consultation before issuing a notification.
5. A single notification system may not reach members of the campus community in a timely manner; therefore, a multilayered approach to emergency notification is recommended, using a number of communication tools as needed.
6. Members of the campus community will seek additional information once notified of a dangerous situation, it is important that updates are provided as soon as they become available.
7. It is probable that speculation will occur in the absence of information; therefore, notification messages should be clear and provide as much accurate information as possible.
8. Basic services, such as electricity, may be interrupted during an emergency situation, limiting some communications.
9. Regular testing of emergency notification systems is necessary to ensure that those authorized to issue notification are familiar with the protocol for their usage. Regular testing of the emergency notification systems also will be conducted to ensure that they operate as expected.

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\(^1\) The training required to use most communication tools described in the CSUEB Emergency Notification Protocol is already part of the regular training for many staff members.
Authorized Officials

During or in the lead-up to an emergency that threatens life, safety, or security, it will be necessary for notification to be provided to the CSUEB community with speed and accuracy. Conditions may not allow time for responders or other officials to seek approval to send notification messages.

For this reason, CSUEB has designated specific campus officials to serve as Authorized Officials who are empowered to authorize the issuance of emergency notifications. Each Authorized Official is expected to act within his or her realm of responsibility as defined by department mission and authorize emergency notification when experience and prudence indicate that emergency conditions warrant such actions be taken.

It is important here to draw a distinction between the authorization of an emergency notification and the issuance of a notification. Authorizing a notification involves:

- Making a determination that a notification is necessary
- Formulating message content
- Selecting the appropriate segment of the campus to receive notification
- Choosing the appropriate communication tool.

In contrast, issuing a notification is the physical act of using a communication tool to send a notification message to the population. Authorized Officials likely will not have received training for all of the emergency notification systems, nor is this necessary. Upon authorization of an emergency notification, the Authorized Official will either issue the notification themself or contact an individual who is trained to operate the system to send it.

The following individuals are the Authorized Officials at CSUEB:

- President or designee
- Vice President of Administration and Finance
- EOC Commander\(^2\)
- Chief of Police or designee
- Incident Commander\(^3\)
- Senior Police Supervisor on duty
- Office of University Communications staff (PIO)

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\(^2\) As noted in the CSUEB Emergency Operation Plan (EOP), the EOC Commander is a designee of the President who gives overall direction to campus emergency response activities and communicates directly with Vice President of Administration & Finance during an emergency.

\(^3\) As noted in the CSUEB Emergency Operation Plan, the Incident Commander is the individual charged with managing the on-scene response to an emergency situation.
Types of Emergency Notification

Emergency situations are unique occurrences and the community will require communication to varying extents depending on the situation. CSUEB issues four types of emergency notifications depending on the time frame associated with a given emergency: Immediate, Impending, Status Update, and All Clear. Information is also disseminated to the larger community.

Immediate

When an immediate or already occurring situation poses an immediate threat to life, safety, or security on campus, the following actions will be taken:

1. **Confirm report.** Here, confirmation means that a CSUEB official(s) has verified that a legitimate emergency or dangerous situation is imminent or already occurring. However, this does not necessarily mean that all of the pertinent details are known or even available. Depending on the situation, confirmation may be achieved through one or more of the following sources:
   - Investigation by UPD
   - Investigation by other CSUEB campus units, including but not limited to: Risk Management, Facilities, Student Health, and Environmental Health and Safety (EH&S)
   - Investigation by City of Hayward Fire Department and/or Police Department
   - Alameda County Emergency Services and/or Health Department
   - California Emergency Management Agency
   - Media reports originating from the incident scene
   If the responding unit determines through its own investigation or through contact with another source that there exists a credible threat to life, safety, or security of the campus community, he or she will contact an Authorized Official to inform him or her of the situation.

2. **Determine message content.** The Authorized Official will determine how much information is appropriate to disseminate at different points in time. He or she may consult with other campus officials as appropriate. Subject to the technological limitations of the mass notification system used, emergency notification messages should contain the following information:
   - Date and time of incident or threat
   - Location of the incident or threat
   - Nature of the incident or threat
   - Actions that should be taken by affected or potentially affected populations
3. **Determine segment of campus.** Depending on the circumstances, CSUEB may send emergency notification messages to the entire campus community or only a segment of the population. If a confirmed emergency situation appears likely to affect a limited segment of the campus community, emergency notification messages may be limited to that group. If the potential exists for a very large segment of the campus community to be affected by a situation or when a situation threatens the operation of the campus as a whole, then the entire campus will be notified. In any case, there will be a continuing assessment of the situation and additional segments of the campus community may be notified if the situation warrants such action.

4. **Choose communication tool.** The Authorized Official, considering the nature of the threat and the population to be notified, chooses the appropriate communication tool(s) to utilize. CSUEB has at its disposal a number of tools that may be used to disseminate emergency notifications to the campus community. Available tools are described in detail in the pages that follow.

5. **Authorize emergency notification.** The Authorized Official will - having confirmed the threat and determined message content, the segment of campus to be notified, and the appropriate communication tools - authorize the dissemination of emergency notification.

6. **Issue emergency notification.** The Authorized Official will issue the notification or contact the trained user of the chosen communication tool(s) to issue it.

7. **Notify Vice President of Administration & Finance.** As soon as he or she is reasonably able to do so, the Authorized Official will notify the Vice President of Administration & Finance of the decision to issue notification.

**Impending**

When a situation appears likely to occur at some point in the near future that may pose a threat to life, safety, or security on campus the following actions will be taken:

1. **Confirm report.** Here, confirmation means that a CSUEB official(s) has verified that a legitimate emergency or dangerous situation is imminent or already occurring. However, this does not necessarily mean that all of the pertinent details are known or even available. Depending on the situation, confirmation may be achieved through one or more of the following sources:

   - Investigation by UPD
   - Investigation by other CSUEB campus unit, including but not limited to: Risk Management, Facilities, Student Health, or EH&S
• Investigation by City of Hayward Fire Department and/or Police Department
• Alameda County Emergency Services and/or Health Department
• California Emergency Management Agency
• Media reports originating from the incident scene

If the responding unit determines through its own investigation or through contact with another source that there exists a credible threat to life, safety, or security of the campus community, he or she will contact an Authorized Official to inform him or her of the situation.

2. Consult with the Vice President of Administration & Finance. If the report is confirmed, the Authorized Official will contact and consult with the Vice President of Administration & Finance to determine whether the situation requires emergency notification. The Vice President of Administration & Finance may choose to consult with the University President or other University officials, as time allows.
   • If it is determined that emergency notification is required, the Vice President of Administration & Finance will direct the Authorized Official to proceed using the process noted above for Immediate notifications or may assume that responsibility him/herself, or
   • If it is determined that emergency notification is not required, the Vice President of Administration & Finance will direct the Authorized Official to continue to monitor the situation for further developments that may require emergency notification to be sent.

Status Update

If new information is received that could further impact the life, safety, and security of the campus community, an Authorized Official may issue a status update message using the process noted above for Immediate notifications. Messages should contain at a minimum the following information:
• Date and time of the incident or threat
• Current situation status
• Continued actions(s) that should be taken by affected or potentially affected populations
• Sources for additional information regarding the incident or threat

All Clear

When the situation has been contained and the life, safety, and security of the campus community no longer is at risk, an Authorized Official will issue an “all clear” message. Messages should contain at a minimum the following information:
• Date and time of “all clear” message
• Actions required to resume normal campus operations
Communication with the Larger Community

Information will also be disseminated to individuals and/or organizations outside of the campus community. Information provided to the larger community is developed and disseminated as appropriate by the Vice President of Administration & Finance, University Communications (UCom), UPD, and other responding campus unit(s). Various methods may be employed to disseminate information, including the CSUEB website and communications directly with the media.

Communication Tools

Blackboard Connect

CSUEB has contracted with Blackboard Connect, a web-based mass notification service, to send SMS, voice, and email messages to people who are enrolled in the system. CSUEB refers to our mass notification system as “AlertMe;” and students, staff, and faculty are automatically enrolled in the AlertMe system. However, members of the CSUEB campus community should visit the AlertMe sign-in page to verify their information. Internet connectivity is not required to issue notification messages; notifications may be issued from a computer or by using a cell phone or landline telephone. Example text and voice messages are included at the end of this document.

Trained Users

Designated staff from the following CSUEB departments are trained to issue AlertMe notifications using Blackboard Connect:

- University Police Department (UPD)
- Office of University Communications (UCom)
- Emergency Operations Center (EOC)
- Information and Technology Services (ITS)

Websites

The CSUEB website, www.csueastbay.edu, and the content management system (CMS) that powers it as a primary channel and means for responding to both crisis and emergency situations with news, advisories, information, and updates will be employed as an emergency notification tool when necessary. It receives a high volume of daily traffic, providing a location for posting notifications that will be viewed by a sizeable portion of the campus community. Notifications issued using this communication tool will be brief and will direct readers to where they can find additional information. The CSUEB Emergency Web Site (EWS), which is powered by a backup server housed at the Chancellor’s Office in Long Beach, will be activated in case of a CSUEB main website failure.
Trained Users
Designated staff in UCom with CMS access and the ability to update online crisis and emergency information.

"Emergency 2000" Telephone Line

CSUEB has a dedicated telephone line, (510) 885-2000, for recorded emergency messages, advisories, and instructions.

Trained Users
The telephone line is maintained by CSUEB Telecommunications Services, but designated staff in UCom are responsible for creating, activating, and updating emergency specific messages and for publicizing the activation.

CSUEB Social Media Accounts

CSUEB has a robust social media network that includes a wide range of audience-specific social media accounts managed and coordinated by UCom and other University units, which include or feature various CSUEB news streams and RSS feeds. These include more than 20 Facebook and Twitter accounts, with hundreds of followers, including more than 30 news reporters, and a LinkedIn account popular among CSUEB alumni, as well as other social media accounts. The CSUEB media networks are linked to our AlertMe notification system to enhance the efficiency of the CSUEB Emergency Notification System.

Because these accounts are acquiring a growing following and are preferred communications channels for many CSUEB students, employees, and friends, they are an integral part of emergency communications.

Trained Users
Designated staff in UCom

CSUEB "All-Mail" Messages and Horizon (all-student) e-mail

University-wide e-mail messages, including “all-mail” and “communiqués,” are official announcements and statements communicating important, urgent, or material changes and developments - including those of an emergency or crisis nature.

Trained Users
Designated staff in UCom and each of the University’s cabinet-level executives - the president, vice presidents, and chief information officer - and their designees - are authorized to send to the all-mail list.

CSUEB Digital Signage Systems
CSUEB currently has 29 flat screen digital monitors (50-inch screens) located throughout the Hayward and Concord campuses that allow for real-time updates and pushes a “crawl” that can be used for updates or emergency broadcasts. CSUEB also has two marquee sign systems, one located in the Student Union Plaza at CSUEB Hayward Campus and one at the entrance to the Concord Campus.

Trained Users
Designated staff in Ucom, UPD, and the EOC.

Outdoor Warning System

A long-range, audible fixed loud speaker system is located atop the Valley Business and Technology (VBT) Center to notify and inform a portion of the campus community about an emergency situation. Notification provided using this method is limited by the distance the sound will travel.

Trained Users
- University Police Department
- Emergency Operations Center

Police Patrol Vehicle Loudspeakers

The UPD has the ability to make roving announcements via loudspeakers mounted within police vehicles. Notification provided using this method is limited by the distance the sound will travel, will likely only be heard by people who are outside, and will not be available if police are engaged in response to an emergency.

Trained Users
Designated staff in the UPD are trained to issue notification messages using patrol vehicle loudspeakers.

Pre-scripted Notification Messages

CSUEB AlertMe Text Messages

The following emergency notification message frameworks are approved for use as immediate notifications. Additional information may be added as needed. Please note that SMS messages are limited to 160 characters, but should be kept below 130 characters, if possible, because of cell phone carrier restrictions.

Generic Message


Armed Subject
CSUEB Hayward Campus emergency. A suspect with a weapon is on campus. Go to the nearest room and lock door. Follow instructions from authorities. (147 characters)

Fire

CSUEB Hayward Campus emergency. Fire in the [e.g., Administration Building]. Stay away from that area of campus. Do not enter this building. Fire Dept. on scene. (153 characters)

CSUEB AlertMe Voice and Email Messages

The following emergency notification message frameworks are approved for use as Immediate notification messages. Additional information may be added as needed. Please note that voice recordings and email messages have no time limits, but a 30 second to 35 second message is recommended.

Generic Message

This is a CSUEB Hayward Campus emergency. [Provide a brief description of the situation]. Please go to a safe location. Check www.csueastbay.edu or call (510) 885-2000 for more information and updates.

Armed Subject

CSUEB Hayward Campus EMERGENCY! There is a suspect with a weapon on campus. Shots have been fired at [e.g., Student Housing - Pioneer Heights _ Building]. If you are on campus, go to the nearest available room and lock the door. If you are not on campus, stay away. THIS IS NOT A TEST! Wait for the all-clear notification from University officials or local authorities. For additional information and updates, go to the CSUEB website, www.csueastbay.edu or call the emergency telephone line at (510) 885-2000.
4. HEALTH AND MEDICAL CARE

CSUEB Student Health and Counseling Services

DISASTER PLAN

In a campus community disaster, the Student Health & Counseling Services will be utilized as a treatment site and for stabilization of patients until transfer to a local hospital can be facilitated. Employees will assist in the care of the injured. The intent of the plan is to establish a system that responds to two situations:

1. On-site: this response will prepare for the reception of casualties at SHCS.

2. Alternate site: this plan will be put in effect if SHCS is unsafe or inaccessible.

In disasters that affect the integrity of the SHCS building such as fire involving our building and earthquake, evacuation of the building ensues. Once the University declares the building is safe for re-entry, the on-site plan takes into effect. If the University declares the SHCS building to be unsafe or not habitable and another building or site is temporarily chosen, then the alternate site plan is initiated. Initiation of the disaster plan is declared by the Executive Director. In his/her absence, the designated line of authority will be observed.

ACTIVATION OF THE ON-SITE DISASTER PLAN

On hearing the disaster information, the following will occur:

A. The Executive Director, Medical Director, Disaster Coordinator, Administrative Analyst Specialist, and Medical Records Supervisor will meet for briefing in the COMMUNICATION CENTER (Medical Records).
   1. The Executive Director, or designee, will be the Disaster Coordinator and organize the Student Health & Counseling Services Disaster response with the University and the Emergency Operations Center.
   2. Dr. Delfina Clinch will act as back up Coordinator.
   3. The Administrative Analyst Specialist will keep statistics of the injured. He/she will assist in Recovery Room/First Aid Room also.
   4. The Medical Records Supervisor will coordinate communications and handle all public relations matters.

B. Student Health & Counseling Services employees will:
1. Direct all patients out of Student Health & Counseling Services.
2. Begin pre-assigned Disaster Plan duties.
   a. The Disaster Plan is located in the conference room.
   b. Employee assignment cards are in holders next to the Disaster Plan Map.
      These may be pulled by employee if necessary.

5. BUILDING EMERGENCY ACTION PLAN

This plan will provide guidance and establish procedures for situations where a
building evacuation, a building “Lockdown” or “Shelter in Place” is declared or
directed. It will also outline procedures for reporting and/or responding to
other unusual occurrences such as criminal activity, demonstrations/riots, etc.

While no plan can outline every occurrence or possible situation, there are
basic plans and procedures which, if practiced allow an organization to react
quickly and effectively.

It is everyone’s responsibility to know their building plan, particularly if they
have been designated to perform specific duties related to that plan, such as
Building Safety Coordinator or Volunteer Team Leader. Likewise, it is every
employee’s responsibility to participate in drills or trainings related to the plan,
and follow the direction of their coworkers who have been designated as
emergency staff for their floor or their building.

1.0 INTRODUCTION

1.1 Each building must have a Building Emergency Action Plan (BEAP) to provide for
students, faculty, staff and visitors during an emergency. Each BEAP is developed by
the individual department or group of departments occupying the building. The
Building’s plan was developed using a model plan prepared by the CSUEB Emergency
Operations Center. This plan has been reviewed and approved by the CSUEB
Emergency Operations Center Commander and implemented on (date).

1.2 Each Building Emergency Action Plan is developed not only to provide for the safety of
the University community, but also to comply with California Occupational Safety and
Health Administration (CalOSHA) California Code of Regulations *3220 Emergency
Action Plan. The Building’s BEAP is kept on file in the Emergency Operations Center
Office.

1.3 The Building Emergency Action Plan will be reviewed and tested annually

2.0 EMERGENCY ACTION PLAN RESPONSIBILITIES

2.1 Plan Preparation: The Department Head or his/her designee is responsible to ensure
that the department uses the model Building Emergency Action Plan and develops a
department specific plan.

Managers of large departments that have a dominate presence in a building are asked
to designate a Building Safety Coordinator (BSC) to develop a Building Emergency
Action Plan for that building. In some instances, (such as the Student Services &
Administration Building), separate BSC’s may be designated per floor. For example, a
BSC representing Administration on the fourth floor, a BSC for PEMSA for the first and third floors, and perhaps a BSC on the second floor to represent Human Resources and Finance. In an emergency, the Building Safety Coordinator is responsible for the safe evacuation of the building/department, with the assistance of the Volunteer Team Leaders. Building Safety Coordinators assess injuries and damage to department personnel and property, and make status reports to the Emergency Operations Center Commander.

2.2 Plan Maintenance: The Building Safety Coordinator assigned by the Department Head is responsible for plan maintenance, employee education and annual testing of their plan. Testing will entail conducting an emergency exercise for one chosen section of the plan. During an emergency, the BSC, in coordination with the EOC Commander, will implement the Building Emergency Action Plan and coordinate emergency actions to ensure the safety of the people in this building. The BSC emergency duties include:

- Ensure that the notification to emergency agencies takes place.
- Assist in building evacuation.
- Report to the assembly area.
- Account for evacuated personnel.
- Collect essential information for emergency personnel (i.e., location of the incident, persons still in building, and special hazards in the building, unique conditions).
- Develop specific procedures to assist persons with physical disabilities that are assigned to the department.
- Assist physically disabled employees, students or visitors.
- Implement the post emergency procedures.

2.3 Plan Implementation: Each BSC should designate Volunteer Team Leaders (VTL’s) to each floor, who will be responsible for coordinating the BEAP for that respective floor. The emergency duties, as personal safety and time permits, of the VTL include:

- Ensure all persons are evacuated.
- Solicit volunteers to assist individuals with disabilities.
- Conduct a sweep of the floor and ensure that all doors are closed, elevators empty and critical operations stabilized.
- Assist physically disabled employees, students or visitors.

All persons employed by the State of California are “Public Employees” and are declared Disaster Service Workers subject to such disaster service activities as may be assigned to them by their superiors or by law. (Government Code title 1, Division 4, Chapter 8)

3.0 EMERGENCY ACTION PLAN – FIRE

3.1 Any faculty, staff, student or visitor that becomes aware of a fire shall immediately activate the building fire alarm system by pulling the manual station if the building fire alarm has not activated. The fire alarm system will in turn notify all building occupants that a fire emergency exists. This is accomplished through sounding an audible alarm and a visual flashing light. The University Evacuation Policy mandates that the building shall immediately be evacuated. All faculty, staff, students, and visitors will regard any activation of a fire alarm as a true fire emergency unless there has been previous notification of the fire alarm system being tested.
3.2 The person activating the fire alarm shall notify the CSUEB Police Dispatcher of the fire by calling 911 or x5-3791 from any campus telephone.

3.3 All occupants will immediately evacuate the building using the nearest exit. Occupants may collect their valuables (purse, coat, etc.) if time permits and should close the door upon leaving. Any occupant who comes into contact with a student or visitor should direct them to evacuate the building. Any occupant that comes into contact with a physically disabled individual should assist that individual from the building or to the nearest stairwell landing and seek assistance from an emergency responder outside the building. **DO NOT USE ELEVATORS.**

3.3.1 Only occupants trained to operate a fire extinguisher should make an attempt to extinguish the fire. Those who have not been trained shall immediately evacuate the building.

3.3.2 Only if the fire is very small, such as an early stage fire, should those trained occupants attempt to extinguish the fire. If the fire is not contained, involves flammable solvents, is spreading rapidly, is partially hidden behind a wall or ceiling, cannot be reached from a standing position, or if it becomes difficult to breathe in the room, immediately evacuate the building.

3.4 **Evacuation.** Emergency Evacuation Procedures:

- Upon hearing an alarm, evacuate the area immediately. Unless there is prior notification, always assume the alarm is real.
- If possible, as you leave the area notify others nearby who may be unaware.
- Shut doors as you leave (this will reduce smoke migration).
- Use the nearest Exit and exit the building via the stairs. **Do not use the elevators.**
- If there are students in your area, instruct them to evacuate.
- If there is anyone needing assistance to evacuate, assist the person if it is safe to do so.
- Once outside the building, assemble in your building Assembly Area. If unable to reach the Assembly Area, assemble in an open area 100 feet from the building.
- If there is anyone missing or needing assistance to evacuate, inform emergency response personnel (University Police, VTL, Fire Department, etc.) immediately.
- Do not re-enter the building until given the “All Clear” by UPD, EHS, Facilities Management or other emergency response personnel (Hayward Police or Hayward Fire Department).
- If you have waited for a while in the Assembly Area and no emergency personnel have responded, call the University Police Department (x5-3791) to ensure it is alright to re-enter the building.
- If you must go home, **INFORM** your supervisor or emergency response personnel so they can account for your absence.

3.5 Once out of the building, all occupants should gather at designated assembly areas to be counted. The BSC or a VTL will conduct a roll call of employees to determine if everyone has vacated the building. No employee should leave the assembly area, either to re-enter the building or leave the campus, until advised to do so by the BSC. Anybody that is noticed missing should be reported to the BSC.

3.6 The BSC will provide information to the CSUEB Police Dispatcher, Hayward Fire Department or any other emergency response agencies on the scene. This information
may include, but is not limited to:

- Location of the fire.
- Name and Location of disabled individuals requiring evacuation assistance.
- Status of the evacuation, personnel missing that may still be in the building.
- Special hazards associated with the building.

DO NOT RE-ENTER THE BUILDING UNTIL FIRE OFFICIALS GIVE THE APPROVAL.

4.0 EMERGENCY ACTION PLAN - EARTHQUAKE

4.1 This section of the BEAP will be activated when a significant earthquake occurs.

4.2 Earthquakes occur without warning. Some earthquakes are instantaneous tremors and others are significant sustained events followed by aftershocks. When a significant earthquake occurs, occupants should immediately drop, cover, and hold on.

**NOTE:** In areas with heavy equipment or hazardous materials, predetermine the safest area to drop and cover.

4.3 Once the shaking has stopped, gather valuables and quickly leave the building. **DO NOT USE ELEVATORS.** All employees should gather at designated assembly areas. Any occupant who comes into contact with a student or visitor should direct them to take appropriate actions. Any occupant that comes into contact with a physically disabled individual should assist that individual or take them to the nearest stairwell landing and seek assistance from an emergency responder outside the building. The VTL’s and/or BSC will conduct roll calls to ensure all employees are out of the building.

4.4 Be prepared for aftershocks. Although smaller than the main shock, aftershocks cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks, or even months after the quake. Follow the same procedures as for earthquakes.

4.5 If building occupants cannot be accounted for, the BSC may direct personnel to locate the missing people but instruct personnel **NOT TO RE-ENTER THE BUILDING.** The BSC should contact the CSUEB Police Department at 911, 510-885-3791 from a cellular phone for assistance.

4.6 The Facilities Manager, CSUEB Police Department, Hayward Fire Department Personnel, EOC Commander, EH&S Director, and the relevant Department Chairperson will consult and make a decision on whether employees can return to their workstations or be dismissed for the day. The BSC will relay the decision to the other employees.

5.0 EMERGENCY ACTION PLAN – NON CAMPUS HAZARDOUS MATERIALS

5.1 This section of the **BEAP** should be activated in the event of a hazardous material incident occurring outside the building that could have an impact on the building. Examples could be a broken natural gas line or a spill from a delivery truck.

5.2 Hazardous material accidents can occur on campus or in the adjacent areas and could impact this building. Local media will broadcast warnings over radio and television to
communicate that a hazardous materials incident has occurred. The National Weather Service will broadcast similar warnings over NOAA Weather Radios. Community sirens might sound, notifying people within hearing range to listen to the media. Information Technology may broadcast information over the University's website. Once building occupants become aware of a hazardous material incident that may impact the building, they should immediately notify CSUEB Police Dispatch and employees by word of mouth or telephone. This notification will advise building occupants to implement the emergency action plan.

5.3 The CSUEB emergency management team uses two strategies for protecting community members during hazardous material emergencies, the Building Safety Coordinator will notify the building occupants of which strategy has been implemented.

5.4 **Shelter in Place.** Everyone in the building would be required to stay in the building until the all clear is given. Employees will take the following actions:

**During the emergency:**
- Close all windows and doors
- Turn off heating/cooling systems (HVAC), if possible, (facilities staff will do this if they are able).
- Move to the designated shelter in place location for further instructions
- Any occupant who comes into contact with a student or visitor should direct them to take appropriate actions
- Any occupant that comes into contact with a physically disabled individual should assist that individual

5.4.1 The Building Safety Coordinator will ensure that the actions outlined in section 6.4 are completed. The Building Safety Coordinator and/or VTL's will also conduct a roll call to ensure that all personnel are accounted for. If anyone is aware that someone is missing, they should report this to the BSC immediately.

5.4.2 The Building Safety Coordinator will monitor the news media or the NOAA Weather Radio for further updates and will advise personnel on any changes in the situation. The Building Safety Coordinator will also announce the all clear when declared by community officials.

5.4.3 If personnel become ill from the chemical release, the Building Safety Coordinator or designee should contact the CSUEB Police Department at 911, 510-885-3791 from a cellular phone, or 5-3791. CSUEB Police will dispatch emergency personnel to assist.

**After the emergency:**

5.4.4 The Building Safety Coordinator will direct personnel to open doors and windows and allow the building to air out after the all clear is given. The CSUEB Facilities Division will reactivate the heating/cooling system (HVAC).

5.5 **Evacuation.** Emergency Evacuation Procedures:

- Upon hearing an alarm, evacuate the area immediately. Unless there is prior notification, always assume the alarm is real.
- If possible, as you leave the area notify others nearby who may be unaware.
- Shut doors as you leave (this will reduce smoke migration).
- Use the nearest Exit and exit the building via the stairs. **Do not use the elevators.**
- If there are students in your area, instruct them to evacuate.
- If there is anyone needing assistance to evacuate, assist the person if it is safe to do so.
- Once outside the building, assemble in your building Assembly Area. If unable to reach the Assembly Area, assemble in an open area 100 feet from the building.
- If there is anyone missing or needing assistance to evacuate, inform emergency response personnel (University Police, VTL, Fire Department, etc.) immediately.
- Do not re-enter the building until given the “All Clear” by UPD, EHS, Facilities Management or other emergency response personnel (Hayward Police or Hayward Fire Department).
- If you have waited for awhile in the Assembly Area and no emergency personnel have responded, call the University Police Department (x5-3791) to ensure it is alright to re-enter the building.
- If you must go home, **INFORM** your supervisor or emergency response personnel so they can account for your absence.

5.5.1 The Building Safety Coordinator will ensure that the actions outlined in section 6.5 are completed as directed by emergency officials. The Building Safety Coordinator and/or VTL's will also conduct a roll call to ensure that all personnel have evacuated the building.

5.5.2 If personnel become ill from the chemical release, the Building Safety Coordinator or designee should contact the CSUEB Police Department at 911, 51-885-3791 from a cellular phone or 5-3791.

5.6 If building occupants cannot be accounted for, the Building Safety Coordinator should contact the CSUEB Police Department at 911, 50-885-3791 from a cellular phone or 5-3791.

5.7 The Building Safety Coordinator will determine whether employees should return to their workstations or go home after consultation with Hayward Fire Department personnel, the CSUEB Police Department, and/or the Environmental Health and Safety Director.

6.0 EMERGENCY ACTION PLAN - CHEMICAL EMERGENCY

6.1 This section of the BEAP should be activated in the event a hazardous material incident occurs inside of the building (laboratory, maintenance or physical plant operation).

6.2 Any person that becomes aware of a serious chemical accident in the building will immediately notify the co-workers around them and their supervisor. Either the person who discovered the chemical accident or the supervisor will immediately notify the BSC. The Building Safety Coordinator or designee will immediately notify employees by public address announcement, word of mouth or email.

6.3 Personnel that are involved with a laboratory experiment or process should take steps to stop the process or experiment to prevent additional accidents if it is left unattended.

6.4 Personnel in the immediate area of the chemical accident will vacate the area and report to the designated location. They should leave the area immediately, closing, but not
locking, any doors as they leave. Any occupant who comes into contact with a student or visitor should direct them to take appropriate actions. Any occupant that comes into contact with a visitor or student that is physically disabled should assist those individuals.

6.5 The Building Safety Coordinator will immediately notify the CSUEB Police Department at 911, 510-885-3791 from a cellular phone or 5-3791 and report the chemical emergency. The Building Safety Coordinator will also notify Facilities Management, who will shut down the HVAC system as needed to prevent the spread of chemical gasses through the cooling/heating system.

6.6 If personnel become ill from the chemical release, the Building Safety Coordinator or designate should contact the CSUEB Police Department at 911, 510-885-3791 from a cellular phone or 5-3791.

6.7 The Building Safety Coordinator will consult with EH&S or UPD to determine if further evacuations are necessary.

6.8 The Building Safety Coordinator and/or Building Safety Assistants will conduct a roll call to ensure that all personnel have evacuated the building.

6.9 The Building Safety Coordinator will provide information to the CSUEB Police, Environmental Health & Safety Officer, Hayward Fire Department or any other emergency response agencies on the scene. This information may include, but is not limited to:

- Location of the spill,
- Status of the evacuation, personnel missing that may still be in the building, and
- Special hazards associated with the building.

7.0 EMERGENCY ACTION PLAN - UTILITY OUTAGE

7.1 Employees will become aware of utility outages by the obvious absence of that particular utility:

- No Lights, Computers not working - Electric
- Toilets won't flush, drinking fountains not working - Water
- Inability to place outgoing telephone calls - Telephone
- Building won't warm up during winter - Steam or Gas
- Building won't cool in summer - Electric or chilled water

7.2 The Building Safety Coordinator, Department Chairperson or other administrative staff should contact the CSUEB Police Department at 911, 510-885-3791 on a cellular phone or 5-3791 to report the problem and obtain any available information.

7.3 While a power interruption does not usually cause emergencies within a facility or injuries to its employees, hazards may be created by outages. The Building Safety Coordinator in conjunction with the Department Chairperson will determine the appropriate course of action. The Building Safety Coordinator and Department Chairperson should consider the following issues:
7.4 Unless a decision has been made by the Provost, the Building Safety Coordinator and the Department Chairperson will make a decision regarding the continuance of work in the building during a utility interruption. Any occupant who comes into contact with a student or visitor should direct them to take appropriate actions.

7.5 If laboratory research is underway during a utility interruption and the interruption will affect the research, the research should be placed in a safe condition until the utility has been restored. Experiments, chemical processes and operating electric equipment should be placed in a safe condition that will not cause additional problems when utilities are restored.

7.6 If anyone is trapped on an elevator, immediately call the CSUEB Police Department at 510-885-3791 for assistance.

8.0 EMERGENCY ACTION PLAN - WORKPLACE VIOLENCE, ACTIVE SHOOTER, TERRORISM

8.1 Building occupants may become aware of a violent act by the sounds of an explosion, gunfire, scuffling, or by observation of events that could only be intentional acts of violence. The person(s) who observe these life-threatening acts should immediately seek shelter and call the CSUEB Police Department at 911, 510-885-3791 on a cellular phone or 5-3791. Building occupants may also become aware through the CSUEB emergency notification system. The AlertMe system may be activated and an emergency email, text, and phone call will received.

8.2 The Building Safety Coordinator should attempt to communicate to everyone in the building that a perpetrator of workplace violence is in the building. This may be done by public address announcement, telephone and/or word of mouth.

8.3 Different types of workplace violence require different actions:

8.3.1 Explosion - If an explosion occurs, building occupants should leave the building using the same evacuation plan and procedures as they would for a fire.

8.3.2 Gunfire - If you become aware of gunfire occurring in the building get out if you can get out. If you can’t get out, lockdown by taking refuge in a room that can be locked. The room should also provide limited visibility to anyone that is outside of it. Secure the door and hide under a desk, in a closet or in the corner. **DO NOT UNLOCK THE DOOR FOR ANYONE.** Once the situation has been resolved, a UPD Police Officer or other University official will unlock the door and provide you with instructions.

8.3.3 Physical Threat - If someone’s actions pose a physical threat to you, evacuate the area and report these actions to your supervisor. CSUEB Police may be
contacted by dialing 911 from a campus phone, 510-885-3791 from a cellular phone or 5-3791.

8.3.4 Toxic or Irritant Gas - Immediately evacuate the building using the same evacuation plan and procedures as they would for a fire.

8.3.5 Hostage Situation - Immediately vacate the area or seek safe, secure shelter, take no chances to endanger the life of the hostage. Contact the CSUEB Police Department at 911, 510-885-3791 on a cellular phone or 5-3791. In the event someone is hurt and/or a fire is caused by these events, advise the CSUEB Police Department of this situation.

8.3.6 Possible disruptive event – A disruptive event may be a demonstration or riot or other possible threat. A “precautionary lockdown” is where a building floor and/or the entire building may be directed to secure areas away from the building’s common hallways and public corridors.

When a “precautionary lockdown” is ordered, Volunteer Team Leaders will lock all doors leading to the public corridors or the area of the threat and instruct others in their area not to open these doors or exits into the areas of the threat. When possible, efforts should be made to make the office appear as if it is closed or unoccupied, i.e. turn off lights, draw the blinds, etc.

Building Emergency Staff will only open the doors when;
1) The “All clear” has been given by emergency personnel.
2) The threat has entered the secured area and it is necessary to evacuate the area.

8.4 The Building Safety Coordinator, Department Chair, and CSUEB Police Department will coordinate the building’s security once the Incident Commander releases the building. This group will also contact building occupants and advise them on when to return to work.

8.5 The Building Safety Coordinator and/or the Department Chair will participate in any post-incident critique regarding the emergency.

8.6 Any occupant who comes into contact with a student or visitor should direct them to take appropriate actions. Any occupant that comes into contact with a visitor or student that is physically disabled should assist those individuals.

9.0 EMERGENCY ACTION PLAN - BOMB THREAT/EXPLOSION/SUSPICIOUS PACKAGE

9.1 A person would become aware of a bomb threat by either a telephone call, e-mail or a letter. The person receiving the threat shall immediately notify the CSUEB Police Department at 911, 510-885-3791 from a cellular phone or 5-3791.

9.1.1 If the threat is made by telephone, ascertain as much information as possible about the bomb and its location, such as:
- Exact location of the bomb?
- When is the bomb going to explode?
9.2 The person should then notify his or her supervisor, the Building Safety Coordinator and the Department Chairperson as quickly as possible.

9.3 CSUEB Police Department to determine if a building evacuation is warranted. If evacuation is necessary, follow the same evacuation procedures as for a fire.

9.4 Occupants should not touch any suspicious or unfamiliar objects. Occupants should wait for police personnel to arrive on the scene before conducting any type of search.

9.5 The Building Safety Coordinator, Department Chair, and CSUEB Police Department will coordinate the building’s security once the Incident Commander releases the building. This group will also contact building occupants and advise them on when to return to work.

9.6 The Building Safety Coordinator and/or the Department Chair will participate in any post-incident critique regarding the emergency.

9.7 If an explosion does occur, building occupants should leave the building using the same evacuation plan and procedures as they would for a fire.

10.0 EMERGENCY ACTION PLAN - MEDICAL EMERGENCY

10.1 Contact the CSUEB Police Department at 911 or 510-885-3791 and report the emergency.

10.2 When reporting the emergency, provide the following information:

- Type of emergency
- Location of the victim
- Condition of the victim
- Any dangerous conditions

10.3 Comfort, but do not move the victim unless he/she is in danger, wait for help to arrive.

10.4 Have someone standby outside the building to "flag down" EMS when they reach the vicinity of the building.

10.5 Once the victim has been cared for and is transported, immediately report the injury to the Workers Comp Coordinator.

11.0 ACTIONS TO TAKE AFTER THE EMERGENCY

11.1 Once the emergency is over and the building has been returned to the occupant, the Building Safety Coordinator and Department Chair will determine if the building occupants should return to work or be released. If they are released, employees will be advised when to return to work.
11.2 The Building Safety Coordinator, Department Chair, and CSUEB Police Department will coordinate the building’s security once the Incident Commander releases the building. This group will also contact building occupants and advise them on when to return to work. Environmental Health and Safety will coordinate the mitigation of the spill and notification to governmental agencies.

11.3 The Building Safety Coordinator and/or the Department Chair will participate in any post-incident critique regarding the emergency.

11.4 The Building Safety Coordinator will contact the University’s Risk Management Office regarding any property damage or injury caused by the incident. The Building Safety Coordinator will also contact Facilities Manager regarding any repairs needed.

11.5 The Department Chair will direct that an after action report be prepared after implementing the BEAP. This report shall review emergency actions, their effectiveness and needed revisions.