Multihazard Emergency Plan 2010-2011

- Emergency Planning Basis
- Emergency Management Plan
- National Incident Management System
- Standardized Emergency Management System
- Incident Command System
- Personal Planning Information

Reviewed and Updated: 12.15.2009
Foreword

This plan is designed to provide information to emergency response personnel and is basically an administrative guide outlining action steps for those offices and departments contributing essential services in emergency situations. The plan is directed toward flexibility, as the time and extent of a disaster is unpredictable. Each campus department is responsible for formulating and maintaining its own standard operating procedures in support of this plan.

Record of Changes

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Distribution List

Associate Vice President, Administration and Finance
Associate Vice President, Academic Affairs
Campus Emergency Response Team Coordinator
Director, Planning and Construction
Director, Disabled Students
Director, Environmental Health & Safety
Director, Facilities
Director, Housing
Director, Human Resources
Director, Public Safety
Director, Publications/Public Affairs

Director, Student Health Center
Emergency Operations Center (12 copies)
University Police, Communications Center
University Police, Operations Commander
University Police, Watch Commander's Office
University President
Vice President, Administration and Chief Financial Officer
Vice President, Information Technology Services
Vice President, Institutional Advancement
Vice President, Student Affairs
Vice President/Provost, Academic Affairs
# Multihazard Emergency Plan

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Part VII. Personal Planning Guide & Information

- Including: "Student & Staff with Disabilities" Information Sheet; and "Campus Emergency responders Duties."
EVACUATION ROUTES; STAGING AREAS; EMERGENCY OPERATIONS CENTER LOCATION

Staging Areas include all “light blue” parking zones indicated in the map

Evacuation Routes indicated in red

Emergency Operations Center
HAZARDOUS MATERIALS STORAGE LOCATIONS

with “NFPA” Signage

**Fire Hazards**
- 4 – Extremely flammable
- 3 – Ignites at normal temperatures
- 2 – Ignites when moderately heated
- 1 – Must be preheated to burn
- 0 – Will not burn

**Health Hazards**
- 4 – Deadly
- 3 – Extreme danger
- 2 – Hazardous
- 1 – Slight Hazard

**Reactivity**
- 4 – May detonate
- 3 – Shock or heat may cause detonation
- 2 – Violent chemical change possible
- 1 – Unstable if heated
- 0 – Normally stable

**Specific Hazards**
- **OXY** – Oxidizer
- **COR** – Corrosive
- 💦 - Water reactive
- 🔥 - Radioactive
## Emergency Generators

### SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT PERMITS

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GSF: Gross Square Feet  
ASF: Assignable Square Feet  
FAC: Facility  

Type 1 & 2 = Concrete/Stucco/Steel  
Type 4 = Light noncombustible frame  
Type 5 = Wood  
Type 0 = No record  

(25-50) = scheduled for remodel in the next 5 years  
I = one hour fire rated  
2 = two hour fire rated  

General Seismic Analysis of Buildings

E:\1.7 Building Appraisals 2009-10 Page (g)
Emergency Operations Center

**Generator Locations**

- G1362  Student Housing
- F37306  Emergency Operations Center
- F85281  Luckman
- F90140  Library Computer
- F33256  E & T North Patio
- F5731  Administration Boiler Room
- F86535  Administration Loading Dock
- F90141  Health Center
- F47028  Bio-Science
- F97561  Physical Science
- F98623  La Kretz Hall
- F3058  University Police
- F90142  Parking Structure 3
- F5729  Plumber’s Shop
- F56673  Bungalow X

*California State University, Los Angeles*

*PowerPoint  H: Map of Generators 2009-2010*
## Vulnerability Hazard Assessments 2009-2010

[Based on 2009 data]

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<th>LIGHTING</th>
<th>LIFE SAFETY SYSTEMS DRILLS</th>
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</tr>
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<td>BASEMENT</td>
<td>Mar-Jun 09</td>
<td>Sep-09</td>
<td>Yes</td>
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<td>Student Union</td>
<td>YES</td>
<td>Mar-Jun 09</td>
<td>Sep-09</td>
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<td>Theatre (State Playhouse)</td>
<td>YES</td>
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Part I

PLANNING BASIS
Part I. Planning Basis

1. Purpose

A. This multi-hazard Emergency Operations Plan addresses the campus emergency management system for extraordinary emergency situations. It strives for compatibility within The California State Universities (CSU) as well as with the National Incident Management System [NIMS], the Standardized Emergency Management System [SEMS], and the Incident Management System protocols [ICS].

B. The campus Emergency Operations Plan is supported by various Annexes that focus on specific campus functional unit responsibilities to specific kinds of emergencies, such as a major earthquake, flood, or hazardous materials incident. The President or his designee places it into operation, whenever an extraordinary emergency affecting the campus is anticipated or when such an emergency reaches proportions beyond the capacity of routine procedures.

C. The major goals of this Emergency Operations Plan and supporting guidance are the preservation of life, the protection of property, and continuity of campus operations. Secondary objectives include:
   - Prescribing authority, responsibility, functions, and operations of the Campus Emergency Management Organization, including the management of critical resources.
   - Coordinating emergency operations with those of other agencies.
   - Developing mutual aid and other support agreements with appropriate local and state agencies.

2. Organization of the Emergency Plan

A. The California State University, Los Angeles (CSULA), Multihazard Emergency Plan is organized into three main components:
   1. The Planning Basis unit that depicts requirements and background.
   2. The Emergency Management Plan that establishes campus policies and procedures which depicts the Campus Emergency Management Organization and assignments relative to the responsibilities for managing emergency operations.
   3. Ten functional annexes that provide guidance for Functional Coordinators:
      - Fire Operations
      - Law Enforcement and Traffic Control
      - Medical Operations
      - Public Health Operations
      - Coroner Operations
      - Care and Shelter Operations
      - Movement Operations
      - Rescue Operations
      - Construction and Engineering Operations
      - Resources and Support Operations

B. The emergency response plan is based on a thorough analysis of the hazards (or potential emergencies) that could affect the CSULA campus. The analysis identifies situations that would be faced by emergency managers and responders if an emergency occurs.
3. Campus Emergency Management

A. The Campus President:
   • Establishes the basic policies that govern the Campus Emergency Management Organization;
   • Declares a campus emergency when required; and
   • Acts as the highest level of authority during an emergency.

B. The Emergency Operations Plan provides specific guidance regarding management of emergency operations.

C. The Campus Emergency Management Organization is comprised of designated campus officials and functional coordinators, which are responsible for all emergency operations on the campus. Additionally, the Campus Emergency Management Organization coordinates with neighboring jurisdictions as required for effective emergency response. (Note: It is crucial that necessary agreements, processes, and procedures be in place with these neighboring jurisdictions prior to an emergency to optimize the timeliness and effectiveness of the response structure.)

D. The Emergency Operations Executive is responsible for all aspects of the campus emergency plan, training, and implementation. Key to this Emergency Management Organization is the establishment of a Campus Emergency Operations Center (EOC).

E. A matrix has been completed showing primary and support responsibilities of campus functional units for the functions identified in the plan and are provided in Enclosure 2, "Functional Responsibilities of Campus Units."

F. Standard Operating Procedures (SOPs) have been developed that provide "how to" information for specific operations or activities during an emergency.
   • Each campus functional unit with an assigned responsibility has developed SOPs for fulfilling these responsibilities.
   • Since an emergency may occur at a time when many individuals with emergency responsibilities are not on campus, essential call-back procedures have been developed.
   • CSULA has identified critical sites (e.g., buildings containing toxic or radioactive materials, utility cut-off locations, et cetera) and will develop SOPs for those personnel working in the field during an emergency.
   • Additionally, SOPs for protection of vital records, including computer data bases, must be developed.

4. Concept of Operations

A. Concepts presented in this emergency management plan consider the full spectrum of emergency responses, from a minor involvement (Level I) to total involvement from a destructive impact (Level III). Some emergencies will be preceded by a build-up period that, if recognized and utilized effectively, can provide advance warning to individuals on campus who might be affected. 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.

B. 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.


A. Campus Emergency.

1. If, in the opinion of the President and conditions warrant, he/she can officially proclaim a "Campus Emergency." Whenever possible, this will be done in coordination with the Office of the Chancellor.

2. Proclamation of a Campus Emergency by the President has the following effects:
   a. It activates the Multihazard Emergency Operations Plan;
   b. It facilitates campus participation in mutual assistance in the event of declaration of local emergency and/or State of Emergency;
   c. It ensures that supervisors are acting under Presidential delegation in directing activities outside the 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.
   d. Further information on authority for emergency operations is provided in Enclosure 3, "Authority."

B. Local Emergency.

1. "Local Emergency" under the California Emergency Services Act means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the territorial limits of a county, or city and county, or city which are likely to be beyond the control of that political subdivision.

2. Only properly designated officials within these political subdivisions may declare a Local Emergency.

3. This designation was not intended to apply to a situation geographically confined to the CSULA campus.

C. State of Emergency.

1. A "State of Emergency" under the Act means the duly proclaimed existence of conditions of disaster or of extreme peril to the safety of persons and property within the state, which conditions, by reason of their magnitude, are or are likely to be beyond the control of any single local jurisdiction and require the combined forces of a mutual aid region or regions to combat.
2. Only the Governor or his designee may declare a State of Emergency.

D. Mutual Aid.

1. If it is determined that local, state, or possibly federal aid will be needed:
   a. A Campus Emergency will be proclaimed;
   b. A request will be made to the City of Los Angeles Disaster Management to proclaim a Local Emergency; and
   c. A formal request will be submitted by the City of Los Angeles through Operational Area EOC and the State Office of Emergency Services (OES) requesting that the Governor proclaim a State Of Emergency.

2. If law enforcement assistance is needed, the request will be made to the City of Los Angeles Police Department.

3. As provided in the California Emergency Plan, certain State agencies will provide assistance to threatened or stricken areas. State agency representatives will establish liaison with their local counterparts to relay information and mutual aid and State assistance as necessary. (The State of California is currently divided into six Mutual Aid Regions, as shown on the following page.) Further information on the mutual aid system is provided in a subsequent chapter titled, "California Mutual Aid System".

6. Emergency Management Training and Exercising

A. The objective of the Emergency Management Organization is efficient and timely response during emergencies. A good plan is a first step toward that objective. However, planning alone will not guarantee preparedness. Training is a vital element of the campus Emergency Operations Plan.

B. The following emergency management personnel are included in specific emergency management training:
   - Emergency Operations Center Staff
   - University Police
   - Student Health Center
   - Emergency Response Teams
   - Environmental Health & Safety
   - Amateur Radio Group
   - Building Coordinators
   - Volunteers

C. There are three major training considerations.

1. The Campus Emergency Operations Plan:
   - An overview of the Plan and the responsibilities of each area/department;
   - Levels of responsibilities with clearly designated individuals and their roles; and
   - An Outreach Plan that brings the “need-to-know” information to the people on campus.

2. Response:
   - Levels of response to emergencies;
   - Special circumstances [hazardous materials, public health ];
   - Control and reporting; and
• Use of outside agencies and resources [mutual aid].

3. Emergency Preparedness:
• Drills and practice sessions;
• Identification of dangerous areas;
• Formulation of an Emergency Preparedness Team;
• Review and familiarization of available emergency equipment and supplies;
• Individual training in building safety, search and rescue, basic first aid, incident containment, and public safety;
• Coordination of campus-wide response.

D. An essential element of the training program is emergency simulation exercises that allow personnel to become thoroughly familiar with the procedures, facilities, and systems that will actually be used in emergency situations. These exercises are carried-out in several forms.

• Orientation seminars are used to introduce or refresh participants to plans and procedures. They may involve lectures, panel discussions, media presentations, talk-through or reviews of past cases for lessons learned. Such exercises can involve all levels of personnel and particularly support service groups.

• Tabletop exercises provide a convenient and low-cost method of introducing officials to scenario-related problem situations for discussions and problem solving. These exercises are a good way to see if policies and procedures exist to handle certain issues.

• Functional exercises are utilized to simulate actual emergencies. They will involve the complete emergency management staff and are designed not only to exercise procedures but also to test the readiness of personnel, communications, and facilities. Such exercises will be conducted at the EOC level and as field exercises.

• Full Scale Exercises are the most complex type of activities and the ultimate goal of the training program. This is a full performance exercise that adds a field component, which interacts with the EOC through simulated messages. These exercises test the deployment of resources and operations field personnel.

7. Campus Emergency Equipment

A. It should be recognized that certain extraordinary emergencies (e.g., major earthquake) of a local/regional impact could necessitate the CSULA campus standing alone for a significant period of time (e.g., 72 hours or longer).

B. A list of available and inventoried equipment is included as an appendix.

8. Hazard Mitigation

A. Hazard mitigation is an important element of a comprehensive disaster preparedness program. Measures will be taken to reduce the potential impact of known hazards on the campus, if feasible.

B. Once a disaster has occurred, the campus may be involved in complying with the hazard mitigation requirements of Section 406 of the Federal Disaster Relief Act of 1974. The
procedures for implementing Section 406 are summarized in an appendix.

**California State University: The Los Angeles Community**

1. **Location.**
   A. The campus consists of 176 acres, comprising approximately two million gross square feet of building interior within Los Angeles County. The campus is in the upper northeastern section of the City of Los Angeles.
   B. The University is bounded on the northeast by the City of Alhambra and on the southeast by the City of Monterey Park. The University is bounded on the east and south by two major freeways.
   C. A Metrolink train station is located on the south portion of the campus and serves approximately 750 passengers daily.

2. **Population Characteristics.**
   A. The Student Housing area can have up to 850 residents depending on the time of year. There are 192 apartments in a two story complex design. Each apartment has approximately 368 square feet and there is a 5,000 square foot recreational building.
   B. During peak hours (0830–1300 and 1700-2000, Monday through Thursday), it is estimated that the student population on the campus reaches approximately 8,000 to 10,000.
   C. The number of staff and service personnel on the campus totals approximately 2400 employees. A variety of shifts are worked (figures include faculty) with the majority working daytime hours between 0800 and 1800.
   D. The disabled population is approximately 250. This figure includes students, staff and service personnel. It is unknown how many disabled persons are on campus during peak hours.
   E. CSULA has several children-related programs scattered throughout the campus:
      1. **Child Care Center**, Anna Bing Arnold: The Children's Center provides part-time or full-time care for children within the ages of 4 months to 30 months; a pre-school program; a Kindergarten; and an after school program. They operate Monday-Thursday, 0730-1830; Friday 0730-1730, with no weekend hours.
      2. **Centro de Ninos y Padres**, King Hall 158, operates daily, Monday-Friday, may have up to 40 children. This early intervention program serves young children with disabilities and their families from the multicultural community of East Los Angeles. The center, part of the Division of Special Education--provides early home and school intervention for children from birth to three who are identified by the Regional Center as having developmental disabilities and are at risk. Its goal is to provide family-focused services that will enhance the child’s overall development and the quality of family.
      3. **Los Angeles High School of the Arts**, main office area is located in Library North (#7A on the campus map) with classes in King Hall and other locations. Over 500 high school 9th through 12th graders participate in this program.

3. **Parking.**
   A. There are presently 7,261 parking spaces available on campus.
   B. There are three multi-level parking structures on campus: two located on the southwest end and another one just north of the Luckman Fine Arts Complex.
HAZARD ANALYSIS AND PLANNED RESPONSE

Earthquake

1. Earthquake Analysis.

A. Four known active faults run near the CSULA campus area:
   - The Raymond Hills Fault is 4 miles north of the campus, runs through South Pasadena and has measured 6 to 7 on the Richter Scale.
   - The Newport/Inglewood Fault runs from Long Beach to Baldwin Hills and has measured up to 7 on the Richter Scale.
   - The San Andreas Fault is approximately 25 miles from the campus and is capable of an 8.5 Richter magnitude or higher.
   - Whittier Narrows Fault is located 7 miles southeast of Pasadena and was unknown until an event occurred on October 1, 1987, that did affect the campus.

B. The multiple floor high-rise buildings and the parking structures are locations that require immediate inspection in the event of an earthquake. The Physical Science Building contains numerous labs, bottled gas, radioactive material, and explosive compounds to be considered.

C. An earthquake reaching 7.0 Richter magnitude or higher places CSULA in an extremely hazardous situation. The anticipated region-wide damage will doubtless limit outside assistance. During the first 72 hours, emergency operations will be hampered by many problems such as: loss of communications, damage to transportation routes, and disruption of public utilities. The initial earthquake damage will only be a preamble to additional hazards, such as fire, mudslides, and toxic pollutants, all of which have the capacity to exceed the earthquake itself in disaster potential.

2. Planned Response. [The following summarizes the major operations in response to an earthquake. Detailed response actions are included in checklists attached to the Plan.]

A. When a major earthquake has occurred, the campus-wide notification system (using available and working technology, including telephone, email, voice mail, fax, public address systems in Police vehicles, and/or person to person) will be activated for alerting the campus community of road conditions, potential hazards, and public announcements.

B. Full or partial activation of the CSULA Emergency Operations (EOC) will depend upon the damage to the University and potential hazards. When the EOC is activated, a direct line to the countywide EOC will be maintained.

C. Damage assessment teams will be sent to survey the campus for injured people, building damage, chemical and electrical hazards, and resource requirements. Assessment teams will continue until all campus buildings are identified as safe for re-entry.

D. Rescue operations may be required to assist trapped and injured persons. Emergency care will be provided to injured persons. Food and temporary shelter may be provided until the campus is restored to normal operations.
E. In the event of major damage or injuries, classes may be canceled and protective measures will be taken. Extensive damage or threats from secondary hazards may require the campus be evacuated. Students, faculty, and staff will be notified by the campus public address system, by the Public Safety staff, and by telephone calls (if operational) of the necessity to evacuate. Any evacuation will be coordinated with the County of Los Angeles, Emergency Operations Center.

F. If evacuation is not possible, shelter facilities will be announced and a shelter supervisor sent to each designated shelter. That person will register the people in the shelter and maintain radio communication with the CSULA EOC.
HAZARD ANALYSIS AND PLANNED RESPONSE
Hazardous Materials Incident


A. Los Angeles County is a blend of urban, rural, and industrial communities all of which are in close proximity to major industrial complexes normally associated with the use of varying degrees of hazardous materials. The potential for a hazardous materials incident exists throughout the County on major transportation routes as well as fixed industrial sites. Consequently, any major incident will involve multiple communities requiring each to draw upon the available resources of the County.

B. CSULA should expect to initially address any hazardous materials incident affecting its campus, independent of immediate County resources. Moreover, the County and region may assess its available resources and determine that CSULA has a problem that could be of lower priority than another community, thereby causing additional aid to be delayed. Realistically, it may be several days before outside assistance is obtained.

C. Hazardous materials are also found on campus in controlled quantities. A release could pose a threat to individuals in the immediate vicinity.

D. The campus is directly bordered by railroads and two major freeways. Tons and hundreds of gallons of hazardous materials may be transported by the railroad system and by trucks on the freeways at any given time of the day. This creates the potential for a serious hazardous materials spill or release in the campus area.

E. ANALYSIS OF HAZARDOUS MATERIALS ON CAMPUS

Chemical Stores
1) Due to the nature of the instructional, research and support activities being conducted at CSULA, the hazardous nature of the materials varies significantly.
2) The support areas typically house petroleum products – from oils to fuels (gasoline and diesel), janitorial cleaners, insecticides, and pesticides. Some of these are in bulk quantities while the majority is in smaller consumer-type containers.
3) In the educational areas the variety of types and hazards of chemicals is vast. The more sensitive materials include: metals (mercury, cadmium, chromium, lead), cyanides, acids (low pH), alkaline (high pH), organic solvents, chlorinated solvents, water/air reactives, and highly flammable compressed gas cylinders. Most materials are in small containers averaging less than five- (5) gallons each in size.
4) Access into chemical areas should be highly restricted due to the toxic nature present.

Biological Agents
1) The nature of the biological agents in the two Sciences buildings (Physical & Biological) is not considered to be area contaminant issues. The hazards are more direct contact and personnel entering areas designated as having biological agents and/or pathogens (blood products) should wear appropriate levels of personal protective equipment.
2) There are additional laboratories in the Fine Arts and King Hall buildings, which are designated as infectious areas.
Radioactive Materials

1) The predominant buildings of concern for radiological hazards are the Physical Sciences, Biological Sciences and Student Health Center structures.

2) If an incident were to develop impacting an area identified as storage, or where there is use of radioactive isotopes, the responders should secure the perimeter and not allow anyone in except for qualified personnel. Qualified personnel are those trained in radioactive material response, and/or responsible University Radiation Safety Office personnel.

3) Of particular concern are the Basement and Sub-Basement areas of Physical Sciences, which house the Van de Graaff Particle Accelerator, high-energy isotope storage and radioactive waste storage.

Miscellaneous

1) Besides the environmental health concerns mentioned above, it should be clearly understood by anyone entering the buildings that damaged infrastructure carries the possibility of asbestos and lead inhalation concerns.

2) In addition, mercury switches in the thermostats and potentially PCB-containing ballasts are ever present in the older structures.


A. The campus Environmental Health and Safety Officer will be contacted immediately upon notification of an incident. It will be his duty to evaluate the situation and to provide professional analysis.

B. Full or partial activation of the CSULA Emergency Operations (EOC) will depend upon the damage to the University and potential hazards. When the EOC is activated, a direct line to the countywide EOC will be maintained.

C. Traffic will be controlled and monitored within the campus and at the access/egress control points. An estimate will be made of the number of people and cars leaving the campus and to what extend additional transportation is required. Control will be initiated over the campus transportation resources, which have been assessed to be capable of transporting 200 individuals at a combined effort. Handicapped, children, and persons with special needs will be evacuated first. If additional transportation resources are necessary they will be requested through the County EOC.

D. The campus EOC director will confirm CSULA evacuation with the County during the action for purposes of judging the progress and to the end to ensure completion.

E. Perimeter and security control will be established and maintained.

F. The area will be checked to ensure that everyone has evacuated.
3. **Planned Response: On Campus Incident.**

A. An on campus incident is unlikely to require the evacuation of more than a small area of the campus. Individuals in the affected area will be warned and directed to leave.

B. The campus Environmental Health and Safety Officer will be contacted immediately upon notification of an incident. It will be his duty to evaluate the situation and to provide professional analysis.

C. The area will be sealed off by Public Safety employees with appropriate barricades, tape, and positioned personnel (safety considerations first priority).

D. Campus Health Center should be notified immediately if operational during the time of the incident.

E. Any injured, exposed, or ill persons will be treated at the Campus Health Center, or if necessary transported to local hospitals.

F. Identification of source materials is an absolute requirement. The fire department and medical personnel need specifics to determine the appropriate level of response and treatment. Gathering data from witnesses and victims assists in this endeavor, however all safety precautions must be considered.

4. **Planned Response: Off-Campus Incident**

A. A major off-campus release could require sheltering or evacuation of all or part of the campus.

B. A sudden release of hazardous materials may allow little time for an organized response. The appropriate reaction may be advising people to stay indoors, close doors and windows, shutdown heating, air conditioning and exhaust systems, and to seal any openings as feasible.

C. If time permits, evacuation may be the appropriate action to take. Evacuation would most likely occur on notification from county or city officials responsible for managing the incident.

D. Special considerations must be given for the transport and assistance of handicapped persons and children.
HAZARD ANALYSIS AND PLANNED RESPONSE

Flooding

1. Flooding Incident Analysis.

A. Flooding in the Los Angeles City area will typically be the result of torrential rains. Water damage on campus will probably be confined to basement and ground-floor levels located on the lower-campus area. Flooding of low ground public streets and campus parking lots may isolate the campus for a period of time.

B. Usually there will be advanced warning as water rises. Close coordination with local authorities, coupled with constant vigilance of the surrounding area, will minimize danger to employees, damage to property, or loss of equipment.

C. One of the greatest hazards to personnel will be the electrical grounding of equipment and power lines. Explosions could occur from extinguished gas flames.

D. An analysis was conducted of the campus to identify potential flood zones and buildings with the following results:
   1) Administration Building: storm drain blockage (south side) can result in the flooding of the basement area.
   2) Engineering and Technology Building: storm drain blockage and heavy run-off can flood basement (northeast side).
   3) King Hall: minor flooding in basement is possible if storm drain becomes clogged with leaves or debris (north side).
   4) Luckman: loading dock area could build up with water and enter building through electrical conduits located near the ramp.
   5) Sump pumps: all sump pumps should be checked to ensure they are keeping up with demand (Physical Science, Library North, King Hall Mechanical Room, Administration, and Engineering and Technology).

2. Planned Response to Flood Incident. [Detailed actions are included in response checklists.]

A. Since advanced warning of flooding conditions can usually be anticipated, the Emergency Operation Center will be activated if conditions warrant it to determine the necessary action to be taken.

B. If the EOC is activated, the Emergency Operations Center Director (Director of Public Safety) will organize inspection teams to evaluate and monitor each area previously identified as at risk locations.

C. When required, all employees and students, except those necessary to assist in the emergency, will be released if time permits. Prior to the release of employees and students, freeway and street conditions will be ascertained and announced on the campus-wide public address system and reported to local radio stations.

D. Accomplishment of shutdown procedures of the areas that may be affected by flooding is of primary consideration to prevent fire, explosion, and electrical hazards.
E. Concurrently, pumping will begin as soon as water levels threaten.

F. Any area flooded or evacuated will be sealed off by barricades or University Police personnel to prevent injury to employees, pilferage, and interference with emergency operations.

G. Injured or ill people will be treated at the Health Center or, as necessary, dispatched to hospitals. Under more severe conditions, outside ambulance service may be impossible to request; therefore, other means of evacuating serious cases must be considered.

H. Once the dangerous conditions to employees have been reduced, immediate attention should be turned to minimizing damage or loss to property and equipment by water.
   - Sand bags will be used, where feasible, to protect against flood waters.
   - Teams will be organized to remove material and equipment to high ground safety.
   - Personnel will be assigned to provide early warning of rising water in other portions of the University.
   - Damage assessment will be continually reported.

I. In extreme cases of flooding where outside areas are affected and travel disrupted, it may be necessary for employees to remain at the University for an unusual length of time.
   - Lodging and feeding of personnel will be required.
   - Rationing of food and possibly water must be considered.
   - Assignment of employees to safe areas and rooms may be necessary.
   - Eating and work schedules, emergency lighting, clothing and bedding may be required.

J. When the water has subsided and the threat of further flooding diminishes, repair operations will receive primary consideration.
   - Priorities of work will be assigned to restore the educational effort at the earliest practicable time.
   - Completion of this work may involve restoration of public utilities; electrical and machinery areas; specialized zones such as the computer areas; the switchboard area; and other support facilities.
   - Material and equipment removed must be returned to its original storage.
   - Assistance required at this time, in addition to an increase in manpower, may be food services, emergency procurement, and provisions for emergency expenditure of funds.
AUTHORITY

1. Introduction

A. The California Emergency Services Act (California Government Code, Section 8850 et seq., hereinafter referred to as the Act) provides the basic authority for conducting emergency operations following a proclamation of emergency by the Governor and/or appropriate local authorities. The provisions of the Act are supplemented by emergency regulations at the local level. Local and Campus Emergency Plans are considered to be extensions of the California Emergency Plan.

B. The California Emergency Plan is published in accordance with the Act. It describes overall Statewide authorities and responsibilities and outlines the functions and operations of government at all levels.

2. Emergency Proclamations

A. Campus Emergency.
   1. The President may declare a Campus Emergency under this Plan and his/her inherent authority to regulate campus buildings and grounds and maintain order on campus (see California Administrative Code, Title 5, Sections 41302 and 42402). Such a declaration will be made when, in the President's opinion, there is an actual or threatened condition of disaster or extreme peril to persons or property on campus which cannot be met by ordinary campus administrative procedures and makes implementation of this Plan necessary.

   2. Implementation of the campus Plan puts into effect the campus' role in the California Emergency Plan and is the first step in coordinating disaster assistance with local jurisdictions and giving and receiving mutual aid under that Plan, if necessary.

B. Local Emergency.
   1. The local governing body or a duly authorized local official, as specified by local ordinance, may proclaim a Local Emergency. Proclamations normally will be made when there is an actual or threatened disaster or extreme peril to the safety of persons and property within the territorial limits of a county, city and county, or city.

   2. The proclamation of a Local Emergency provides legal authority to:
      • Request that the Governor proclaim a State of Emergency (if necessary).
      • Promulgate orders and regulations necessary to provide for the protection of life and property.
      • Exercise full power to provide mutual aid to any affected area in accordance with local ordinances, plans, and/or agreements.
      • Request that State agencies provide mutual aid.
      • Require the emergency services of any local official or employee.
      • Requisition necessary personnel and material of any department or agency.
      • Conduct emergency operations without facing liabilities for performance or failure of performance.

C. State of Emergency.
   1. A state of Emergency may be proclaimed by the Governor when:
      a. There exist conditions of disaster or extreme peril to the safety of persons and property within the State; and
b. It has been requested by local authorities, or local authority is inadequate to cope with the emergency.

2. Whenever the Governor proclaims a State of Emergency:
   a. Mutual aid shall be rendered in accordance with approved ordinances, plans, and/or agreements, including the campus Plan and its agreements with local jurisdictions.
   b. The Governor shall have the right to exercise within the designated area all police power vested by the Constitution and the laws of the State of California.
   c. The Governor may suspend the provisions of any regulatory statute; or any statute prescribing the procedure for conducting state business; or the orders, rules, or regulations of any state agency, including campus procedures.
   d. The Governor may commandeer or utilize any private property or personnel (other than the media) in carrying out his responsibilities.
   e. The Governor may promulgate, issue, and enforce orders and regulations as he/she deems necessary.

3. References: The following provides emergency authority for conducting and/or supporting emergency operations.

   A. Campus
   1. The authority to govern The California State University and to maintain its buildings and grounds has been given to the Board of Trustees by the Legislature (California Education Code, Sections 66600, 66606, and 89031). In turn, the campus President has been delegated the authority to regulate the buildings and grounds of his or her individual campus (see California Administrative Code, Title 5, Sections 41302 and 42402).
   2. Title 5, California Administrative Code, Section 42404, states: "The President of each campus is responsible for the educational effectiveness, academic excellence, and general welfare of the campus over which he presides."
   3. Title 5, California Administrative Code, Section 41302, states: "During periods of campus emergency, as determined by the President of the individual campus, the President may, after consultation with the Chancellor, place into immediate effect any emergency regulations, procedures, and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property, and maintain educational activities."

   B. State.
   2. California Natural Disaster Assistance Act, California Government Code, Sections 8680-8692.
   3. Flood Fighting, California Water Code, Section 128.

   C. Federal.
THE CALIFORNIA MUTUAL AID SYSTEM

1. Introduction

A. The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure that adequate resources, facilities, and other support are provided to jurisdictions whenever their own resources prove to be inadequate to cope with a given situation(s).

B. The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and adopted by California's incorporated cities and all 58 counties. It created a formal structure within which each jurisdiction retains control of its own personnel and facilities but may give and receive assistance. State government, on the other hand, is obligated to provide available resources to assist local jurisdictions in emergencies.

C. To facilitate the coordination and flow of mutual aid, the state has been divided into six Offices of Emergency Services (OES) Mutual Aid Regions (see map, Planning Basis Section). Through this mutual aid system, the state OES can receive a constant flow of information from every geographic and organizational area of the state. This includes direct notification from a state agency or department or from a local government entity that a disaster exists or is imminent. In some cases, it also includes information that makes it possible to anticipate an emergency and mitigate its effects by accelerated preparations, or perhaps prevent a situation from developing to disaster proportions.

D. To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, Fire Coordinators and Law Enforcement Coordinators have been selected and function at the Operational Area (countywide), Mutual Aid Region (two or more counties), and at the state (OES) level. It is expected that during a catastrophic event, such as an earthquake, coordinators will be assigned at all levels for other essential services (e.g., medical, care and shelter, rescue, etc.).

2. Responsibilities of Operational Levels

A. Campus. The campus is responsible for:
   1. Developing and maintaining current emergency plans that are compatible with the California Emergency Plan and the California Master Mutual Aid Agreement, which 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. Periodic training and testing of plans are required.
   2. Identifying staging areas to provide rally points for incoming mutual aid.
   3. Responding to requests for mutual aid.
   4. Dispatching situation reports through established channels as the emergency situation develops and as changes in the emergency situation dictate.
   5. Requesting assistance from neighboring jurisdictions and/or the Operational Area, as necessary and feasible.
   6. Receiving and deploying resources as may be provided by neighboring jurisdictions and state, federal, and private agencies.
   7. Carrying out emergency regulations issued by the Governor.
B. Local Jurisdictions. Local jurisdictions are responsible for:
1. Developing and maintaining current emergency plans that are compatible with the California Emergency Plan and the California Master Mutual Aid Agreement and are designed to apply local resources in meeting the emergency requirements of the immediate community or its neighbors and in coordinating such plans with those of neighboring jurisdictions to ensure mutual compatibility.
2. Identifying Multipurpose Staging Areas to provide rally points for incoming mutual aid and/or a staging area for support and recovery activities.
3. Responding to requests for mutual aid.
4. Dispatching situation reports 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.
5. Requesting assistance from neighboring jurisdictions and/or the Operational Area, as necessary and feasible.
6. Receiving and deploying resources as may be provided by neighboring jurisdictions and state, federal, and private agencies.
7. Carrying out emergency regulations issued by the Governor.

C. Operational Area. Coordinators at the Operational Area level are responsible for:
2. Maintaining liaison with the appropriate OES Mutual Aid Region Coordinator, the local jurisdictions within the county, and neighboring jurisdictions.
3. Identifying Multipurpose Staging Areas to provide rally points for incoming mutual aid and/or staging areas for support and recovery activities.
4. Channeling local mutual aid requests that cannot be satisfied from within the county to the appropriate OES Mutual Aid Region Coordinator.
5. Dispatching reports to the appropriate OES Mutual Aid Region Coordinator as the emergency situation develops and as changes in the emergency situation dictate.
6. Receiving and employing resources provided by other counties and by state, federal, and private agencies.
7. Carrying out emergency regulations issued by the Governor.

D. OES Mutual Aid Region. Coordinators at the OES Mutual Aid Region level are responsible for:
1. Maintaining liaison with appropriate state, federal, and local emergency response agencies located within the region.
2. Providing planning guidance and assistance to local jurisdictions.
3. Responding to mutual aid requests submitted by local jurisdictions and/or Operational Area Coordinators.
4. Receiving, evaluating, and disseminating information on emergency operations.
5. Providing the State Director, OES, with situation reports and, as appropriate, recommending courses of action.

E. State Office of Emergency Services
1. Performs executive functions assigned by the Governor.
2. Coordinates the extraordinary emergency activities of all state agencies.
3. Receives, evaluates, and disseminates information on emergency operations.
4. Prepares emergency proclamations and orders for the Governor and disseminates to all concerned.
5. Receives, processes, evaluates, and acts on requests for mutual aid.
6. Coordinates the application of state mutual aid resources and services.
7. Receives, processes, and transmits requests for federal assistance.
8. Directs the receipt, allocation, and integration of resources supplied by federal agencies and/or other states.
9. Maintains liaison with appropriate state, federal, and private agencies.
10. Coordinates emergency operations with bordering states.

F. Other State Agencies. Provides mutual aid assistance to local jurisdictions commensurate with capabilities and available resources.

3. Policies and Procedures

A. Mutual aid resources will be provided and utilized in accordance with the California Master Mutual Aid Agreement and supporting separate agreements.

B. During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the appropriate Operational Area or Mutual Aid Regional level whenever the available resources are:
   1. Subject to state or federal control.
   2. Subject to military control.
   3. Located outside the requesting jurisdiction.
   4. Allocated on a priority basis.

C. Due to the incompatibility of radio communications equipment between most agencies, local agencies should, where possible, provide incoming mutual aid forces with portable radios using local frequencies.

D. Requests for and coordination of mutual aid support normally will be accomplished through established channels (cities to Operational Areas, to Mutual Aid Regions, to State). Requests should include, as applicable:
   1. Number of personnel needed.
   2. Type and amount of equipment.
   3. Reporting time and location.
   4. Authority to which they are to report.
   5. Access routes.
   6. Estimated duration of operations.

4. References. Mutual aid assistance may be provided under one or more of the following:

A. California Fire and Rescue Emergency Plan.
B. California Law Enforcement Mutual Aid Plan.
C. Local Mutual Aid Agreement.
D. Federal Disaster Relief Act of 1974.
BASIC CAMPUS EQUIPMENT LIST

1. Introduction. The need for equipment is predicated on the following assumptions:

A. That the campus will establish an Emergency Operations Center (EOC).
B. That a primary function will be management of emergencies.
C. That the campus may have to "stand alone" for 72 hours, or longer.
D. That lifesaving/rescue operations, if appropriate, will be undertaken as quickly as possible.
E. That mutual aid will be given by local agencies as available.

2. Equipment. The equipment available as of January 2010 to carry out the management of emergencies and lifesaving/rescue operations are described in the following listing.

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HAZARD MITIGATION

Procedures for Implementing Section 406

1. Introduction

A. This section summarizes procedures for implementing Section 406 (Minimum Standards for Public and Private Structures) of the Federal Disaster Relief Act of 1974 and hazard mitigation responsibilities of federal and state government.

B. Activities enumerated in this enclosure will be conducted in accordance with the enabling legislation, plans, and agreements listed in Part I, Authority Section of this document.

C. Section 406 of Public Law 93-288 requires, as a condition for receiving federal disaster aid, that repairs and reconstruction be done in accordance with applicable codes, specifications, and standards. It also requires that a state recipient of federal aid evaluate the natural hazards of the area in which the aid is to be used and take action to mitigate them, including safe land use and construction practices.

2. Concepts

A. To be effective, hazard mitigation actions must be taken in advance of a disaster. Whenever possible, both planning and action should take place in advance.

B. After disaster strikes, mitigation opportunities exist only for the next disaster and even those opportunities are often needlessly limited by the absence of advance planning. Nevertheless, Section 406 deals with the opportunities presented in the immediate post-emergency period to mitigate potential hardship and loss resulting from future disasters. Thus, involvement with hazard mitigation is triggered in post-disaster situations.

C. Hazard mitigation includes such activities as:
   1. Minimizing the impact of future disasters on communities.
   2. Improvement of structures and facilities at risk.
   3. Identification of hazard-prone areas and development of standards for prohibited or restricted use.
   4. Loss recovery and relief (including insurance).
   5. Hazard warning and population protection.

3. Implementation: Federal/State Agreement

A. Following each Presidential declared Emergency or Major Disaster, the Regional Director of the Federal Emergency Management Agency (FEMA) and the Governor's Authorized Representative execute a document called the Federal/State Agreement. This Agreement includes appropriate provisions for hazard mitigation. Typically, the state agrees to:

   1. Evaluate or have the applicant evaluate the natural hazards in the disaster area and make appropriate recommendations to mitigate them.
2. Follow up with applicants to ensure that the appropriate hazard mitigation actions have been taken.
3. Follow up with applicants to ensure that the appropriate hazard mitigation plan or plans have been developed and submitted to the FEMA Regional Director for concurrence.
4. Review and update as necessary disaster mitigation portions of emergency plans.

B. The campus will coordinate its mitigation activities with the Governor's Authorized Representative. A Federal/State Hazard Mitigation Team will be appointed to assist the Governor's Authorized Representative with assigned responsibilities.
Part II

EMERGENCY MANAGEMENT PLAN
Part II. EMERGENCY MANAGEMENT PLAN

1. Introduction

A. This Plan establishes policies and procedures and assigns responsibilities to ensure the effective management of campus operations during emergency situations. Additionally, it provides direction for:

1. The dissemination of emergency public information;
2. Emergency communications;
3. Alerting and warning procedures; and
4. Damage assessment and reporting.

B. To ensure that emergency operations are conducted in a timely and effective manner, this Plan is supported by a series of functionally specific responses to different kinds of emergencies.

2. General Objectives

A. The management of emergency operations requires planning for and responding to the involved events. The general emergency management objectives to be accomplished by CSULA include:

1. Overall management and coordination of emergency operations (to include on-scene incident management).
2. Coordinating or maintaining liaison with appropriate federal, state, and local governmental agencies and applicable segments of the private sector.
3. Requesting and allocating resources and other support.
4. Establishing priorities and resolving any conflicting demands for support.
5. Coordinating mutual aid.
6. Activating and using communications systems.
7. Preparing and disseminating Emergency Public Information.
8. Managing the care of persons when their movement is necessary.
9. Collecting and evaluating damage information and other essential data.
B. There are three major training considerations.

1. The Campus Emergency Operations Plan:
   a. Provide an overview of the Plan and the responsibilities of each area/department;
   b. Establish and review individual area plans that connect to the overall campus Plan;
   c. Review and familiarize individuals with functional levels of responsibility; and
   d. Design and implement an Outreach Plan that brings the “need-to-know” information to the people on campus.

2. Response:
   a. Understanding the levels of response to emergencies;
   b. Identifying and becoming familiar with special circumstances [hazardous materials, public health];
   c. Control and reporting; and
   d. Use of outside agencies and resources [mutual aid].

3. Emergency Preparedness:
   a. Drills and practice sessions;
   b. Identification of dangerous areas;
   c. Formulation of an Emergency Preparedness Team;
   d. Review and familiarization of available emergency equipment and supplies;
   e. Individual training in building safety, search and rescue, basic first aid, incident containment, and public safety;
   f. Coordination of campus-wide response.

C. Goals and Objectives:

Goal 1. Clearly define the Emergency Operations Plan for ease of understanding and implementation and provide adequate training campus-wide at least twice a year.

Objective 1.1 Prepare an overview of the Plan in written form and distribute it to all campus areas.

Objective 1.2 Design flow-charts that depict lines of authority and individuals responsible for specific functions. These charts would then be part of management orientations and areas/departments “local” response plans. [Note: each department should have their own response plan that integrates into the campus-wide plan.]
Objective 1.3  Design a presentation [PowerPoint] package that provides people an understanding of Emergency Operations Plan. This would be the cornerstone of a continual outreach effort that would make the Plan real and understandable. All campus personnel would eligible for this training, including students.


Objective 2.1  Train personnel in three distinct levels of response: Campus, Local, and State. This would include the volunteer groups, Public Safety personnel, and the members of the Emergency Preparedness Team. It would discuss mutual aid and global responsibilities.

Objective 2.2  Link emergency response to the hazards and conditions found on campus. This would be provided as training for all groups on campus and would include hazard identification and concerns.

Objective 2.3  Provide an overview of the control and reporting function to mitigate disaster and emergency situations. This training would discuss the importance of recognizing possible dangers both before and after an event has occurred. This will be open to all areas and personnel.

Goal 3.  Provide emergency preparedness training that brings confidence in the level of planning maintained to respond to emergencies.

Objective 3.1  Distribute regional information related to training available in search and rescue, hazardous materials, basic first aid/CPR, and response team member certification to Emergency Preparedness Team members.

Objective 3.2  Conduct table-top exercises once a year, along with one modified and one full drill annually. These sessions will be used to evaluate the readiness of the campus as a whole; the Emergency Preparedness Team abilities and coordination; and the soundness of our Plan. These will be open training sessions in which anyone can observe or volunteer their time to contribute.

Objective 3.2  Twice a year Emergency Preparedness Evacuation Drills will be conducted with a review of the major considerations in the event of an emergency event.
Goal 4. Establish a volunteer program related to emergency and disaster response.

Objective 4.1 Design a volunteer program centered on CERT that provides: basic disaster management information; an overview of rights, responsibilities and role limitations; and training on specific actions that can be performed by volunteers.

Objective 4.2 Establish specific screening criteria and registration for all volunteers.

3. Operational Approaches

A. Emergency Management Modes: Campus emergency operations will be managed in one of three modes, depending on the magnitude of the situation.

1. Decentralized Coordination and Direction: Level 1 Response

   a. This management mode is similar to day-to-day operations and will be used for emergency activities in which normal management procedures and local resources are adequate. Campus emergency function coordinators will provide necessary support as established by appropriate agreements. The CSULA Emergency Operating Center (EOC) is not activated, and inter-unit coordination is accomplished via established telephone and radio communications.

   b. As desired and established, incident management procedures will be used for on-scene activities. On-scene managers and responders will report (unless otherwise instructed) through University Police 24-hour dispatch facilities.

2. Centralized Coordination--Decentralized Direction: Level II Response

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

      1) Establishing a campus-wide situation assessment function.
      2) Establishing a campus-wide public information function.
      3) Determining resource requirements and coordinating resource-requests.
      4) Establishing and coordinating the logistical systems necessary to support emergency services.

   b. The coordinating group (functional coordinators and special staff) will meet at the CSULA EOC or an alternate location.

   c. Incident managers and on-site emergency services will report through established 24-hour dispatch facilities. Information is provided to the EOC (or other coordination center) by dispatch facilities.
3. Centralized Coordination and Direction: **Level III Response**

   a. This mode of operation will be **utilized following a major disaster** that would render it impossible for the CSULA campus to function effectively in either of the other modes.

   b. In this situation, the campus EOC will be activated and all coordination and direction activities (including Public Safety dispatch) would be accomplished from the EOC. Incident Emergency Management Systems (to the extent practicable) will report to and receive direction from the EOC.

B. **Emergency Management Periods.**

   Emergency management includes three periods of activity. Detailed emergency actions for responding to the various emergencies are provided in Emergency Response Checklists.

1. **Pre-Emergency Period**

   The Campus Emergency Management Staff will maintain communications systems and the EOC in operable condition. Plans, procedures, and resource data will be kept up to date. If an emergency situation is likely, the Emergency Management Organization will take necessary actions to increase readiness.

2. **Emergency Period**

   If a threatening situation develops, the Emergency Operations Executive will be notified immediately. The elements of the Emergency Management Organization will be activated as required at the direction of the Emergency Operations Executive. Incident management will be established to direct field units. Operations will be coordinated in a centralized or decentralized mode, depending on the magnitude of the emergency situation. Actions will be directed to save lives and protect property. If the situation warrants, a Campus Emergency may be declared.

   If an emergency occurs without warning, on-duty personnel will manage the initial response in a decentralized mode. Centralized management, if required, will be established as rapidly as conditions permit. Assistance will be requested through mutual aid channels as needed. A Campus Emergency may be declared. Neighboring jurisdictions will be notified and, if deemed essential, will be requested to proclaim a Local Emergency.

3. **Post-Emergency Period (Recovery)**

   As soon as practical following a major emergency, normal management of campus operations will be restored. Disaster assistance for affected persons will be coordinated through Disaster Assistance Centers (DACS) in the local area. If major damage has occurred, a recovery group will be formed to coordinate planning and decision making for recovery and reconstruction efforts.
4. **Standardized Emergency Management System**

Fully activated, the Standardized Emergency Management System (SEMS) consists of all local jurisdictions (cities and county unincorporated areas), including campuses, Operational Areas (countywide), OES Mutual Aid Regions (multi-county), and state government.

The CSULA campus will be responsible for directing and coordinating emergency operations within its boundaries similar to local jurisdictions, with the other levels of the statewide system being responsible for coordinating or providing support as required. The organization and responsibilities of each of the levels are outlined below. Emphasis has been placed on the Campus Emergency Management Staff. Staffs at the other levels will have counterparts to the Campus Emergency Management Staff.

**A. Campus Emergency Management**

1. The Campus Emergency Management Organization will be directed by the Emergency Operations Executive (Vice President for Administration and Chief Financial Officer), who will be responsive to the President.

2. The Emergency Operations Executive will be supported by the Incident Commander (Emergency Operations Center Director, normally the Chief of Police), Section Chiefs and functional operations Coordinators with responsibilities as indicated below.

3. Additional support as necessary will be provided by special staff members for Communications, Warning, Situation Analysis and Damage Assessment, Emergency Public Information, Radiological Protection, and Environmental health and Safety. (See “Emergency Response Organization Chart”, the “Functional Responsibilities Chart”, and the “Campus Emergency Management Staff” listing for specific information.)

4. The Campus Emergency Management Organization will have overall responsibility for:
   - Organizing, staffing, and operating the EOC;
   - Operating communications and warning systems;
   - Providing information and guidance to the campus community;
   - Maintaining information on the status of resources, services, and operations;
   - Directing overall operations;
   - Obtaining support for the campus and providing support to nearby jurisdictions as required;
   - Analyzing hazards and recommending appropriate countermeasures;
   - Collecting, evaluating, and disseminating damage assessment and other essential information; and
   - Providing status and other reports to the Operational Area EOC (if activated).

5. The general responsibilities of key members of the Campus Emergency Management Organization are listed below. (Specific responsibilities are provided in the Functional Annexes to this plan.)
   a. Campus President
      Establishes the basic policies which govern the Campus Emergency
Management Organization; declares a campus emergency when required; acts as the highest level of authority during an emergency; as necessary, calls upon the Campus Disaster Council.

b. Emergency Operations Executive [Vice President, Administration & CFO]

Ensures that the campus Emergency Management Organization performs according to established procedures; establishes priorities; authorizes deviations in procedures for implementing the Emergency Plan; recommends protective actions (e.g., closure of the campus) to the campus President; and oversees operations of the Incident Commander.

c. Emergency Operations Center Director, Incident Commander [Director, Public Safety]

Responsible for the operations and coordination of the EOC and field operations under the Incident Command System; requests mutual aid assistance with the approval of the Director of Emergency Services; provides liaison with nearby jurisdictions and appropriate state and federal agencies.

d. Section Chiefs. There are four major sections within the Emergency Response Organization: Operations, Finance, Logistics, and Planning.

(1) Operations Section Chief [Police Captain or Lieutenant]

Responsible for the management of all operations directly applicable to the primary mission is assigned to this position. The Operations Chief activates and supervises organization in accordance with the Incident Action Plan, and directs its execution. The Operational Chief also requests and/or releases resources, makes expedient changes to the Incident Action Plan as necessary; and reports such to Incident Commander. The functions under Operations include:

- Law Enforcement, Traffic Control, Warning, Evacuee Staging Areas and Mutual Aid. Police Lieutenant or highest-ranking police official with assistance from Parking Control. This person coordinates the law enforcement and traffic in and around the disaster area; maintains communication with field units; evaluates and provides status reports; make decisions regarding the commitment of resources, and determines the need for additional assistance.

- Communication. Police dispatch, telecommunications, and volunteer radio group personnel. Each group will have its own coordinator and be centrally maintained through the Police Department. This also includes maintaining a EOC log of events and actions. Receives and transmits radio messages among and between field units and the EOC. Provides dispatcher services for incident.

- Fire and Rescue. Controlled by Los Angeles Fire Department, if on scene, through the Director of Facilities.

- Health and Safety, Radiation Safety and Hazardous Materials. The Campus Health and Safety Officer shall coordinate these functions.
• Medical Emergency and Coroner. Both functions are coordinated by the Director of the campus Health Center and include the use of both private and local government providers concerning the transportation of casualties and use of medical resources; public health concerns and measures on campus; and providing health information to the campus community.

• Engineering and Construction. This function is the responsibility of the Director of Construction and Planning and includes evaluation of buildings and area related to safety; inspection; maintenance and repair; and coordination of debris removal.

(2) Logistics Section Chief [Special Assistant to the VP of Administration/CFO]
This position is responsible for providing facilities, services and material in support of the incident. The Logistics Section Chief participates in development and implementation of the Incident Action Plan and activates and supervises the elements within the Logistics Section. This section is human resource based and includes:

• Care, Shelter and Movement. The Director of Housing is responsible for this function, which includes coordination with the Red Cross and local government officials concerning the procurement and allocation of resources to support mass care operations: activates appropriate campus lodging and feeding facilities; and coordinates the movement of persons from hazardous or threatened areas to lower-risk reception areas.

• Transportation/Movement. This function is directed by the supervisor of Campus Transportation (Public Safety group) and includes the coordination of the allocation of transportation resources required to move people, equipment and essential supplies.

• Equipment. A designee from Facilities, preferably the Supervisor of Trades Personnel, will oversee this function, which deals with the movement, use and need for major equipment.

• Supplies. This function covers the use of available campus supplies and is controlled by a person designated and assigned through Facilities.

• Volunteer Organization. The coordinator of the Campus Disaster (Emergency) Response Team controls this function, which includes the number of personnel available, hours utilized and assignments.

• Damage Assessment and Utilities. This function is managed by Facilities and involves the evaluation of all damage and the operational readiness of electric, water, gas, and waste systems.

(3) Finance Section Chief [Assistant Vice President, Administration and Finance]
As designated by the Assistant Vice President of Administration and Chief Financial Officer, this position is responsible for all financial and cost analysis aspects of the incident and for supervising the elements in the Finance Section, which include:

• Procurement. This involves the tracking of contracts, rental agreements and associated costs of materials (Procurement designee).

• Records and Records Security. Records related to personnel time, equipment, and purchases [Director, Human Resources].

• Expenditures. Recommends cost-effective strategies for resource
procurement [Purchasing designee].

- Documentation of fiscal needs – future forecasting included [Fiscal Services designee].

(4) Planning Section Chief [Vice President of Institutional Advancement]
Responsible for the collection, evaluation, dissemination and use of information developed about the incident and status of resources. Information is needed to a) understand the current situation b) predict probable course of incident events, and c) assist in preparing alternative strategies and control operations for the incident. This section is situational based and includes:

- Intelligence. This function is extremely important in providing an overview of the situation and the effectiveness of the response activities (Campus Transportation).
- Academic Resources. (Provost and Associate VP, Academic Affairs)
- Incident Documentation. (Internal Auditor and a representative from Administrative Technology)
- Recovery.

e. Other Functional Concerns and Additional Detail.

(1) Evacuee Staging Areas.
This function includes the coordination of staging areas; establishment of student information programs; organization of student volunteers; and assistance with care and sheltering operations.

(2) Warning.
University Police has the primary responsibility for promptly notifying the campus community of an emergency situation.

(3) Utilities.
This function includes the coordination with private and government-operated utilities concerning the continued operation of water, gas, and electric services on campus. (Logistics Section)

(4) Communications.
Coordinates with telecommunications companies concerning the continued operation of telephone services and the campus computer network. (Logistics Section)

(5) Damage Assessment.
Responsible for assessing post-event serviceability of facilities, structures and roads; usually conducted by 'at the scene' survey teams of qualified inspectors. (Logistics Section)

(6) Message Center.
Receives and transmits messages to personnel at the EOC and at the incident. Maintains files of general messages and status reports. (Plans Section)
(7) **Display Processor.**
Displays incident information on status boards and maps. Evaluates field reports. (Planning Section)

(8) **Activation of the Campus EOC.**
If there is a possibility that all (or a related part) of the Statewide Emergency Management System will be activated, the CSULA campus EOC will be activated and staffed by all or part of the designated Emergency Management Staff.

B. **Local Jurisdiction Emergency Management**

1. If the City of Los Angeles or County of Los Angeles emergency organizations are activated, an official designated by local ordinance will function as the Emergency Services Director. The Director will be responsible for emergency operations within the jurisdiction and coordination with other jurisdictions and the University campus.

2. The Director will be assisted by the Incident Commander and Section Chiefs, who together with the functional coordinators, will operate the EOC. Incident-level emergency management will be implemented as required for the on-scene management of field operations.

C. **Operational Area Emergency Management**

1. The Emergency Services Act designates the Operational Area, consisting of a county and all its political subdivisions, as an intermediate level of the Emergency Management System. Use of the Operational Area to coordinate emergency activities is optional during a Local Emergency or a State of Emergency.

2. If the Operational Area level is activated during an emergency, a county official designated by County Ordinance will function as the Operational Area Coordinator and will have the overall responsibility for coordinating countywide emergency operations and the support requirements of jurisdictions within the county. The Operational Area also will be the focal point for information transfer and support requests by cities within the county. The Area Coordinator and supporting staff will constitute the Operational Area Emergency Management. The Area Staff will submit all requests for support that cannot be obtained within the county and other relevant information to the appropriate OES Mutual Aid Region Emergency Management Staff.

D. **Mutual Aid Region Emergency Management**

1. The OES Mutual Aid Region Emergency Management Staff is headed by a State OES Regional Manager and will be supported by designated state agency representatives; The Regional Emergency Management Staff will coordinate and support local emergency operations at the request of Operational Area Coordinators.
2. The Regional Staff will submit all requests for support that cannot be obtained within the Region and other relevant information to the State Emergency Management Staff.

E. State Emergency Management

1. The State Emergency Management Staff is headed by the Director, OES (acting as a representative of the Governor), or his designated representative, and assisted by coordinators provided by state agencies.

2. When activated, the State Staff will be responsible for coordinating statewide emergency operations, to include the provision of mutual aid and other support and the redirection of essential supplies and other resources to meet local requirements.
## CAMPUS EMERGENCY MANAGEMENT STAFF

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Designee</th>
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<tbody>
<tr>
<td>Incident Plan Executive*</td>
<td>President</td>
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<tr>
<td>Legal Advisor</td>
<td>Vice President for Administration &amp; CFO</td>
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<tr>
<td>Emergency Operations Executive*</td>
<td>Director, Public Affairs</td>
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<tr>
<td>Public Information Officer*</td>
<td>Designee, Public Affairs</td>
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<td>Message Center</td>
<td>Designee, Human Resources</td>
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<tr>
<td>Safety Officer*</td>
<td>Director, Public Safety</td>
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<tr>
<td>Emerg. Operations Center Director/Incident Commander*</td>
<td>Police Captain or Lieutenant</td>
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<td>Operations Section Manager*</td>
<td>Watch Commander, Police</td>
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<tr>
<td>Law</td>
<td>Lieutenant, Police</td>
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<tr>
<td>Mutual Aid</td>
<td>Watch Commander, Police &amp; Supervisor</td>
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<td>University Police</td>
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<td>Parking</td>
<td>Los Angeles Fire Department</td>
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<td>Hazardous Materials</td>
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<td>University Police</td>
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<td>Los Angeles Fire Department</td>
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<td>Health and Safety</td>
<td>University Police</td>
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<td>Coroner</td>
<td>University Police</td>
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<td>Construction/Engineering</td>
<td>Los Angeles Fire Department</td>
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<td>Communications</td>
<td>University Police</td>
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<td>Fire and Rescue</td>
<td>Logistics Section Manager*</td>
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<td>Evacuee Staging Areas</td>
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<td>Finance Section Manager*</td>
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<td>Procurement</td>
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<td>Records/Records Security</td>
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<td>Documentation</td>
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<td>Plans Section Manager*</td>
<td>University Police Designee</td>
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<tr>
<td>Intelligence [Situation Analysis]</td>
<td>Director, Campus Transportation</td>
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<tr>
<td>Academic Resources</td>
<td>Provost and/or Associate Vice Pres., Acad. Affairs</td>
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<tr>
<td>Incident Documentation</td>
<td>Designee, Administrative Technology and Internal Auditor</td>
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<tr>
<td>Recovery</td>
<td>Designee, Fiscal Services</td>
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| *These staff members will normally operate from the campus EOC. All other personnel will report to the EOC initially and then work in designated sites (normal work areas if available).*
Part II: Enclosure 2

Campus Emergency Operations Center

The Cal State L.A. Emergency Operations Center (EOC) is located in the Northeast section of the campus, near the Housing area. It is a secure location that provides a single focal point for centralized information management, decision-making, resource support and resource application during a disaster response.

When the EOC is activated, the Campus Emergency Management Staff will respond to that location and coordinate emergency operations from there.

The campus also has a Mobile Communications Center that can serve as an alternate Emergency Operations Center and/or a control point.
1. Responsibilities

A. The Director of Public Safety has the primary responsibility for promptly notifying the campus community when warranted by an emergency situation.

B. Notification of the campus community will be normally accomplished through the Public Safety Dispatch Center. It will involve a warning that an emergency exists and the issuance of appropriate instructions.

C. The Public Safety Dispatch Center is the primary point on campus for receipt of warnings from local and state officials. Warnings may be received via radio (county radio net), internet, teletype, and telephone (public telephone, ring down line to county EOC, or direct line to Los Angeles Fire Dispatch Center).

2. Warning and Notification Systems

A. The campus-wide public address system will be utilized to provide a general warning.

B. The telephone activation fanout system will be utilized by the Public Safety dispatcher to notify various areas of the campus. Persons contacted will be given instructions and advised to assist in implementing appropriate actions for their particular areas of responsibility or general location.

C. Notification can also be made through the use of mobile vehicles, both police and parking, via public address systems and hand-held address units. Emergency personnel will also give on-site voice commands.

D. Portable radios available to Police, Parking, and Facilities personnel provide communications with the Public Safety Dispatch Center, the campus EOC, and other field units.

E. University Police also has a Mobile Communications Center which can provide communications with Public Safety Dispatch Center, the campus EOC, campus field units, other campus locations within the system, and outside agencies.

F. Countywide Early Warning Systems (sirens) also provide notification. Los Angeles County has a siren system which, when activated, will alert the general public to the Emergency Broadcast System (EBS) stations for the receipt of emergency instructions. The initial sounding of the siren system will not necessarily require evacuation of the campus. The initial instructions may include certain protective actions with instructions to listen to the radio or television for further information.

G. Telephone Voicemail System. In the event of an emergency, Information Technology Services will be requested to notify or warn the campus through the Voicemail Network System. The Public Information Officer will prepare the warning or notice.
1. Introduction

A major problem following a disastrous event is collecting and analyzing information on the nature, severity, and extent of damage, and reporting the results through established channels. The information will provide campus officials a logical basis for their response and management decisions.

2. Responsibility

A. The Plans Section is responsible for collecting, analyzing and forwarding situation information from field reports. Plans staff prepares situation status reports and conducts briefings for action planning.

B. Following a disaster, University Police field units will promptly conduct a rapid reconnaissance (also known as “Windshield Surveys”) of affected areas determine the extent of damage and will report the information to the University Police Communications Center. This information will be relayed to the campus EOC when it is activated. The information will then be reported to the Area EOC (County of Los Angeles) as necessary. Reports will be utilized to determine the extent and severity of damage, and will provide the basis for initiating emergency response and mutual aid support.

C. The Construction/Engineering element of the Logistics Section will conduct a detailed assessment of damage as part of the recovery process. This information will serve as a basis for the allocation of state funds under the State Natural Disaster Assistance Act and/or the application of federal disaster relief programs, the latter of which would be appropriate in the event of a Presidential declaration.

3. Policies and Procedures

A. Disaster Intelligence. In a major disaster, there are three kinds of disaster intelligence required:

- Information necessary to determine operational problems and the immediate needs of victims. This information is the most important, and an overriding priority will be given to its collection.

- Specific information on dollar amounts, which is collected in order to permit the Governor to request a declaration from the President under the provisions of the Federal Disaster Relief Act of 1974 (Public Law 93-288). The collection of this information is important but must not be accomplished until the needs of #1 above have been satisfied.

- Information, in sufficient detail, that will be necessary to properly plan for both short- and long-range recovery. In the beginning, this item will have the lowest
priority; however, it will assume the greatest importance once priorities #1 and #2 above have been discharged.

B. Reconnaissance

An immediate reconnaissance of the campus area will provide a description of the situation which can then be evaluated and provide a determination as to general needs and course(s) of action to be taken.

Campus damage reconnaissance usually will be accomplished through ground surveys and will require the observation and reporting of damage, casualties, status of risk areas, and other facts necessary for executive decision. This activity should include the inspection and reporting of the status of campus facilities.

Where local and state capabilities exist and conditions permit, a rapid means of determining general damage levels can be provided through aerial reconnaissance. This campus will arrange to receive relevant information from aerial reconnaissance where available.

C. Situation Reporting

1. In a major disaster, a series of reports will be required in order to provide detailed information to the various levels of government. The campus will support the state situation-reporting system by providing reports to the City of Los Angeles and the County.

2. Where no damage is observed, negative reports will be submitted. Reports will be submitted through agreed-upon channels by the Plans Section and will consist of the following types of reports:

   a. Flash Reports

      The first reports to be submitted by campus officials will be Flash Reports. These will be verbal reports, with the first being submitted as quickly as possible following a disaster.

   b. Situation Reports

      A more refined and detailed Situation Report will be prepared and submitted through channels every two hours, or as requested. This report will define affected areas, identify closed roads and highways, estimate the number of casualties, and provide other essential information. Reports will provide, as a minimum, the information contained in the Situation Report Form, utilized as the primary reporting document and available via the campus EOC.

   c. Detailed Reports

      Following the Situation Reports, government at all levels will require more detailed information, particularly that resulting from damage estimates and
analyses. This kind of information would also materially assist the state and Federal governments in determining the exact situation. The information should include: the total numbers of dead and injured; the amount of damage to facilities; and the type and relative priority of needed assistance.

D. Damage Assessment

1. To support claims for property losses under state and federal disaster recovery programs, the campus EOC staff will, as early as feasible, conduct a detailed assessment of damage and submit reports through channels to the OES Mutual Aid Regional Office. (Note: Requests for assistance under the State Natural Disaster Assistance Act must be accompanied by damage assessment information relative to public real property, excluding public property used solely for recreational purposes.)

2. Damage assessment will be conducted through "at the scene" surveys by teams of qualified inspectors. Where required, inspectors from appropriate state and federal agencies will augment these local teams. (Note: Costs related to damage assessment are not reimbursable under existing disaster relief laws.)

3. Individual Assistance damage assessment relates to estimates of damage to the private sector. Included are damages to homes, businesses, farms, possessions, and other improvements. Public Assistance damage assessment involves damage to public facilities (public buildings, sewer facilities, bridges, roads, public schools, et cetera). Included in this category are costs associated with emergency actions related to search and rescue, medical care, emergency shelter, feeding, relief, and rehabilitation.

4. Complete details relative to the overall scope of damage assessment, to include forms, procedures, et cetera, are included in the State Disaster Assistance Procedural Manual (published and issued separately).
## Situation Report

**Location of Incident:**

**Time of Report:**

**Date of Report:**

**Type of Event (descriptive category) – check all that apply:**

- Building Damage / Collapse
- Person Trapped
- Chemical / Hazardous Materials
- Building Assessment
- Utility Hazard
- Fire
- Explosion
- Security
- Drill (evacuation / exercise)
- Other

**Area of Campus Affected:**

**Time & Date of Incident Identified / Found:**

**Human Impact:**

- Estimated Number of Dead:
- Total Number Evacuated:

**Property Loss:**

- Buildings Destroyed [name of building]:
- Buildings Damaged [name of building – indicate major/minor]:

**Utility Assessment:**

- Gas:
- Electric:
- Telephone:
- Water:
- Sewer:
- Network Connectivity:

**Transportation Assessment [roads – internal & external]:**

**Non-Structural Property Assessment:**

**Other Special Problems / Comments:**

**Name of Person Completing Report [PRINTED]:**

**Signature of Person Completing Report:**

**This Report was Transmitted to:**

- Name:
- Position / Title:
- Location [e.g., BOC]:
- Date / Time:
ENVIRONMENTAL HEALTH AND SAFETY

1. Introduction

A. Normally, all biological, chemical and radioactive materials, if properly stored and handled, pose no extreme threat to the campus. However, during times of natural or man-made disasters, these materials become a special hazard to the campus as well as to emergency personnel who will be responding to the affected area.

B. This type of hazard could be the result of an accident or the result of any of the following emergencies and/or disasters: earthquakes, fire, explosions, hazardous materials spill, aircraft accidents, floods, and sabotage. Therefore, hazard control may be required when any of the above events occurs. This is an important consideration when the emergency or disaster involves any of the science buildings.

2. Responsibilities. The Environmental Health and Safety Department

a. Determine, detect, and identify hazardous biological and chemical agents and make necessary recommendations;

b. Provide hazardous materials control and assist monitoring clean-up operations; and

c. Assist in directed evacuations and building clean-up when hazardous materials are involved.

3. Policies and Procedures. Under emergency or disaster conditions, admission to the following listed rooms will be restricted as follows:

a. Rooms containing pathogenic organisms:

(1) Only trained personnel shall be allowed to enter, wearing protective clothing and biological respirators.

(2) All fires must be contained in these rooms and be allowed to burn themselves out. Firefighters then may enter with respirators after all walls and contents of the room have been wet down with a fine spray of water.

(3) Refrigerators and freezers, in most cases, should remain intact; however, they should be isolated under a special tent and removed or disposed of only with the protection of a self-contained breathing apparatus.

b. Rooms containing radioactive chemicals:

(1) Only authorized radiation safety personnel should be admitted, wearing protective clothing, a filtered breathing apparatus, and a radiation badge. Radiation detectors, such as Geiger counters, should be carried.
(2) Short exposure to radiation at the levels present in these rooms is not considered to be lethal; therefore, entry to save human life by emergency personnel other than radiation safety officers should not be prevented.

c. Rooms containing toxic, flammable, explosive, or carcinogenic chemicals:

(1) In chemistry storage areas, it is preferable that only emergency personnel familiar with chemical hazards should enter when equipped with personal and respiratory protection.

(2) Acknowledge any posted warnings (NFPA Diamonds) and relay that information to all concerned.

Note: If the incident proves to be serious in nature, the Countywide Hazardous Materials Incident Response Plan will be activated. The Plan provides procedures for requesting mutual aid if needed. Copies of the Countywide Plan are available at the EOC and University Police Department.
HAZMAT/SEARCH & RESCUE COORDINATOR’S CHECKLIST

Activity: Coordinates the efforts of Emergency Response Team members engaged in hazardous materials response and search and rescue activities.

Primary: Director, Environmental Health & Safety.

Hazard Implications:

Earthquake: Probable immediate need for activation of the campus Emergency Response Team to determine the extent of any hazardous materials releases. If campus structures are compromised, the activation of the search and rescue component of emergency response may be necessary.

Fire: Firefighters will need information concerning the types, quantities and hazardous materials contained in or near the fire site.

Flood: Potential for explosion of water reactive chemicals. Other chemical reaction may occur.

General Response

1. Evaluate status reports relating to HAZMAT releases and reports of persons trapped in campus structures.

2. Deploy HAZMAT teams to inspect and report status of high-risk areas, contain releases, remove individuals trapped in dispersion areas, and evaluate structures for further rescue operations.

3. Communicate information to EOC Director regarding search and rescue priorities.

4. Provide EOC Director with information to be used for broadcast of emergency self-help instructions.
EMERGENCY PUBLIC INFORMATION (EPI)

1. Purpose

This enclosure establishes the Campus Emergency Public Information (EPI) Organization and prescribes procedures for:

A. The rapid dissemination of accurate instructions and information to the campus community during periods of emergency.

B. Response to media inquiries and calls from the campus community.

C. Establishment of a Media Center near the Emergency Operations Center (EOC) for use by representatives of the print and electronic media.

D. Establishment of an On-Scene Public Information Team at the site of the incident.

2. Assumptions

During emergency situations:

A. The campus community will demand information about the emergency situation and instructions on proper survival/response actions.

B. The media will demand information about the emergency. The local media, particularly radio, will perform an essential role in providing emergency instructions and status information to the public. Depending on the severity of the emergency--or the media's conception of the severity of the emergency--regional and national media also will demand information and may play a role in notifying distant relatives of disaster victims.

C. Depending on the severity of the emergency, telephone communication may be sporadic or impossible. Local and regional radio/television stations without emergency power may be off the air.

D. Demand for information will be overwhelming if sufficient staff is not provided and if staff is not trained.

3. Concept of Operations

EPI activities during emergencies are summarized below for each period/phase.

A. Pre-Emergency Period

Emphasis will be placed on preparing and maintaining contact lists; developing sample news releases, radio/TV messages, and emergency instructions requiring only the particulars to be inserted; organizing and training EPI Staff; and coordinating EPI plans with neighboring jurisdictions.
If an emergency appears likely, EPI will take actions to increase readiness, including reviewing, updating, and completing prepared radio/TV messages and emergency instructions and news releases. There may be a need to respond to inquiries from the media and public.

B. Emergency Period

During emergency operations, the Campus PIO will serve as the dissemination point for all media releases. Other functional units wishing to release information must coordinate through the PIO. The Campus PIO will coordinate media releases with neighboring jurisdictions.

EPI functions will involve warning the campus community of an imminent hazard and providing instructions on protective actions to take to avoid the hazard or reduce its impact. EPI Staff will be fully mobilized, and emergency instructions/information will be disseminated in the following priorities (see Enclosure 9, "Emergency Public Information Priorities," for details):
1) Lifesaving/health-preservation instructions.
2) Emergency status information.
3) Other useful information.

C. Post-Emergency Period (Recovery)

During this period, appropriate information will continue to be released, particularly on the restoration of essential services, on travel restrictions, and on assistance programs available. When time allows, actions taken during the emergency will be assessed, and the EPI Plan and checklist will be revised as necessary.

4. California Emergency Public Information System

A. The California Emergency Public Information System includes city, county, Office of Emergency Services (OES) Mutual Aid Region, state and federal public information officers [PIO], and public information representatives from private agencies. The scope of the emergency will determine how many levels of the system become actively involved in EPI release. The Campus PIO will coordinate with the EPI System that has been activated by local jurisdictions and state OES.

B. City and county public information officers will release EPI locally and will provide status information to public information officers at the next higher level of government. The Campus public information officers should coordinate in advance with city and county representatives and the public information officers of local private agencies, such as the American Red Cross, the Salvation Army, and utility companies, so that mutual needs may be fulfilled during emergencies.

C. When the OES Emergency Public Information Organization at the OES Headquarters in Sacramento have been activated, public information officers will be assigned to the affected OES Mutual Aid Region(s) to gather status information from local jurisdictions and provide it to the State OES public information officer. Mutual Aid Region public
information officers may reply to media calls and will relay information from the state and federal levels to local officials.

D. The State OES public information officers will summarize the disaster situation for the media and report on state agency response activities. The State OES public information officers also will establish statewide Emergency Broadcast System (EBS) programming, keep the Federal Emergency Management Agency (FEMA) public information officers informed of developments, and provide EPI staff support to local jurisdictions on request. The State OES public information officers will coordinate news releases pertaining to a particular jurisdiction with that jurisdiction prior to dissemination to the news media. When prior coordination is not feasible, the local public information officer will be informed at the earliest possible opportunity.

E. The FEMA public information officers will provide information on federal response efforts and federal assistance programs and may provide EPI staff support to the state on request. The federal government determines nationwide EBS programming.

5. Campus EPI Organization and Responsibilities

A. The Campus Emergency Public Information Organization will be supervised by the Campus public information officer or alternate. The organization will function on a 24-hour basis during emergencies and will be divided into four elements: Emergency Information/Rumor Control Section; Non-emergency Information/Visitor Control Section; On-Scene Public Information Team; and Administrative Support Section. As soon as possible after the onset of an emergency, the public information officer will fully mobilize the EPI Organization, requesting additional staff support, and set up a Radio Amateur Civil Emergency Service (RACES) information relay system as necessary. When activated, the Campus public information officer, or alternative will supervise the EPI Organization. The organization should operate on a 24-hour basis, with staff members being assigned to three nine-hour shifts with a one-hour overlap to allow for briefing.

B. Emergency Information/Rumor Control Section Responsibilities
   1) Rapidly release emergency instructions and information to the campus community through all available means.
   2) Receive all calls coming into the campus Emergency Operations Center (EOC) over the public access lines, responding to those from the public and the media, and relaying calls to other EOC staff as appropriate. (Media will be provided at least three telephone lines exclusively for their inquiries.)
   3) Obtain periodic situation updates from EOC staff members and maintain section status boards and maps. Make situation reports and provide hard copy of news releases to the local jurisdiction.
   4) Prepare news releases as requested by the public information officer.
   5) Update recorded telephone messages hourly or as situation changes.

C. Non-emergency Information/Visitor Control Section Responsibilities
   1) Receive and handle non-emergency calls.
   2) Greet and badge all visitors, VIPS, and media; arrange for official spokesperson(s) and media tours of the EOC (one crew at a time).
3) Maintain situation boards and maps in the Media Information Center.
4) Provide escorts to accompany visitors into disaster areas.
5) Arrange accommodations and transportation for official visitors.
6) Assist Emergency Information/Rumor Control Section, as required.

D. On-Scene Public Information Team Responsibilities
1) Establish a Media Control Point in the vicinity of, but physically separated from, the incident site or Command Post.
2) Request media cooperation, with "ground rules" established by Incident Commander/Emergency Manager.
3) Brief the media on the incident and on response actions underway. Names or other identification of casualties will not be released.
4) Maintain liaison with the Incident Commander/Emergency Manager to obtain latest information and remain current on the situation.
5) Arrange interviews and live camera shots with key personnel when requested by the media and when such requests can be accommodated without interfering with response operations.
6) Keep the Emergency Information/Rumor Control Section and other EOC staff apprised of the status of the emergency situation. (Communication shall be through RACES radio.)

E. Administrative Support Section Responsibilities
1) Provide administrative support (telephones, desks, typewriters, office supplies, computers and copy machines, clerical support) to all elements of the Jurisdiction EPI Organization.
2) Provide foreign-language translators and broadcasts as necessary.
3) Ensure that the Media Information Center is operational and maintained.
4) Arrange details of and equipment for press conferences and media briefings.
5) Assist the media in securing accommodations and transportation, if determined necessary by the campus public information officer.
6) Assist other sections as required.

6. Communications

A. The campus will rely on commercial telephone for dissemination of information to the media and for responding to direct public inquiry. The public information officer should ensure that sufficient telephone circuits are installed in the Emergency Information/Rumor Control Section area to handle incoming calls (at least three lines for media inquiry only) and in the Media Center to allow the media to relay information.

B. The public information officer should arrange for at least one unlisted, outgoing line for his/her exclusive use during disasters. (The PIO may choose instead to request the telephone company to institute line load control, i.e., switch certain lines to outgoing only during disasters.)

C. The telephone/fax machine will be used to coordinate with public information officers in other affected jurisdictions and at other government levels.

D. Should telephones be out of service or unavailable (as will be the case of the On-Scene
PIO Team), the Radio Amateur Civil Emergency Service (RACES) or Amateur Radio Emergency Service will be used for communicating EPI messages. Provisions for this support will be made in advance and a list of trained RACES/ARES operators maintained. The public information officer may request activation of local EBS stations following established EBS procedures.

E. Local commercial radio is the most rapid means of communicating emergency information to the public; however, EPI may need to be disseminated in a number of ways, including:
1) Regional commercial radio stations whose signals reach the stricken area (if local stations are off the air).
2) Television stations (including cable).
3) Newspapers.
4) Special EPI Supplements to newspapers.
5) Leaflets distributed by volunteers.
6) University Police vehicle loudspeakers.
7) Personal contact.

7. Media Access Privileges

A. Ground Access

1) California Penal Code, Section 409.5, permits access by accredited reporters to areas that are closed to the public during disasters. The California Peace Officers' Association suggests that, "In general, authorized members of the news media are to be permitted free movement in the area as long as they do not hamper, deter, or interfere with the law enforcement or University Police functions."

2) If access restrictions for the media are unavoidable in the opinion of the authority in charge of the incident/disaster, a "pool" system may be established. Reporters on-scene should be permitted to select one representative from each medium (radio, television, newspaper, wire service) and from each level of coverage (local, regional, national, international) to be escorted into the area. Reporters then will share information, photographs, and video/audio tape with other accredited reporters. If access by the media must be denied or restricted for any reason, a complete explanation must be given.

B. Air Access

Federal Aviation Administration Regulation 91.91 covers temporary flight restrictions during incidents/disasters and sets forth procedures which pilots of media and other aircraft must follow. Permission to fly over incident sites may be denied if such flights will pose a significant safety hazard to the general public.

EMERGENCY PUBLIC INFORMATION PRIORITIES

1. Lifesaving/Health Preservation Instructions
   A. What to do (and why).
   B. What not to do (and why).
   C. Information (for parents) on status and actions of University (if in session).
   D. Hazardous/contaminated/congested areas to avoid.
   E. Curfews.
   F. Road, bridge, freeway overpass, and alternate routes to take.
   G. Evacuation:
      1) Routes;
      2) Instructions (including what to do if vehicle breaks down); and
      3) Arrangements for persons without transportation.
   H. Location of mass care/medical/coroner facilities, food, safe water. Status of hospitals.
   I. First-aid information.
   J. Fire fighting instructions.
   K. Emergency telephone number (otherwise request people not to use telephone). Stress to out-of-area media that people should NOT telephone into the area. Lines must be kept open for emergency calls.
   L. Instructions/precautions about utility use and sanitation
   M. Essential services available--hospitals, grocery stores, banks, pharmacies, et cetera.
   N. Weather hazards (if appropriate).

2. Emergency Status Information.
   A. Media direct line number. Public direct line number.
   B. Description of the emergency situation, including number of deaths and injuries, property damage, and persons displaced.
C. Description of government and University response efforts (mass care, medical, search and rescue, emergency repair, debris clearance, fire/flood fighting, et cetera).

D. Any of the Priority 1 information in summary form on a "nice to know" rather than "vital to know and act upon" basis.

E. Where people should report/call to volunteer.

F. How people in other areas can obtain information about relatives/friends in the disaster area (coordinate with Red Cross on release of this information). How disaster victims can locate family members.

3. Other Useful Information

Usually this sort of information will be released in the Post-Emergency Period because of lack of time and other priorities during other phases.

A. State/federal assistance available.
B. Disaster Assistance Center opening dates/times.
C. Historical events of this nature.
D. Charts/photographs/statistics from past events.
E. Human interest stories.
F. Acts of heroism.
G. Historical value of property damaged/destroyed.
H. Prominence of those killed/injured.
PUBLIC INFORMATION OFFICER

1. **Activity:** The Public Information Officer is responsible for developing and releasing information about the incident to the news media, to incident personnel, and other appropriate agencies and organizations.

2. **Primary:** Director, Public Affairs.

3. **General Response--All Hazards.** The following actions will be taken during any major emergency affecting the campus:

   A. Obtain information on situation and actions taken from Incident Commander.

   B. Expeditiously disseminate accurate instructions and information to the campus community during periods of emergency.

   C. Respond to media inquiries and calls from the campus community.

   D. Arrange details for press conferences, interviews media briefings and tours. Issue 'ground rules'.

   E. Assign responsibilities to all persons participating in public information activities, including shift arrangements.

   F. Prepare all public information and supplemental instructions specific to CSULA. Review with and obtain authorization from Emergency Operations Executive (Vice President, Administration and CFO) prior to release.

   G. Coordinate with the appropriate Emergency Public Information System including city, county, Office of Emergency Services, Mutual Aid Region, state and federal Public Information Officers and public information representatives from private agencies.

   H. Obtain media information that may be useful to incident planning.
PART II, ENCLOSURE 11

EMERGENCY BROADCAST SYSTEM PROCEDURES

1. Emergency Broadcast System

   The City and the County of Los Angeles utilizes the Emergency Broadcast System (EBS) in the event of an emergency. The EBS is a group of radio stations that have agreed to immediately broadcast and frequently repeat official messages during an emergency of any kind. Every major radio station monitors all emergency radio and teletype messages of potential public interest.

2. Utilizing the Emergency Broadcast System

   The Emergency Broadcast System (EBS) for CSULA will be activated directly through the County EOC for major area-wide information releases.

3. CSULA Messages

   In an emergency, all public information and supplemental instructions specific to CSULA will be prepared by the CSULA Public Information Officer (PIO) and authorized for release by the EOC Director. The press release (message) will be dispatched to the County EOC (telephone) where it will be released for broadcast.

   If the County EOC is not activated, emergency messages regarding CSULA may be broadcast on the system by contacting the Los Angeles County Sheriff's Department's Watch Commander, who will deliver the information to the designated stations.
VITAL RECORDS PROTECTION

1. Purpose

The records protection procedures are adopted to assist emergency workers and University personnel responsible for records in the event of a major emergency, fire, or other emergency on campus where records protection and security are a factor.

2. Authorities and References

   A. Government Code, Sections 14750(b) and 14746(b).
   B. Governor's Executive Order B-48-78.

3. Background

There are instances where extra protection and security of vital records will be necessary, such as in the case of a fire or flood. Other examples are a serious emergency, such as an earthquake or another major emergency where evacuation, sheltering, or the closure of the campus is the recommended protective action. It is essential that procedures be implemented to provide not only emergency response, but pro-active measures as well. Without steps to protect records and a plan for recovery, the University will not be able to meet its legal and ethical obligations following an emergency or disaster.

4. Records Considered Vital

   A. First-class Records (irreplaceable/cannot be reconstructed):
      1) Records essential to the protection of the rights of persons.
      2) Payroll.
      3) Academic records, i.e., grades, class records.
      4) Employee service records, i.e., personnel records.
      5) Records essential to the protection of the rights of the University or the execution of its obligation.
         • Specifications and drawings.
         • Deeds.
         • Current contracts.

   B. Second-class Records
      1) Records which require much time or expense to replace (not absolutely vital to business).
      2) Records of historical interest (archival) and irreplaceable.
5. **Pro-Active Measures**

   A. **First-class Records:**
      1) All records classified as "first class" shall be duplicated (preferably microfilmed) and stored at an off-campus location known by the University administration.
      
      2) Special care shall be taken to provide as much security and protection as possible for first-class records stored on campus (storage in fireproof, lockable cabinets, if possible).

   B. **Second-class Records**
      1) They shall be maintained in protected mode whenever possible.
      
      2) These records might be stored in fireproof vaults, safes, or filing cabinets, or at least in campus buildings of low-hazard vulnerability, if they are not accessed regularly.

6. **Emergency Response**

   A. **Notification Responsibility--Records Security:**
      1) In the event of a major emergency where sheltering, evacuation, or closure of campus is the recommended protective action, the Procurement and the Financial Section Manager (EOC members), or alternate, will share the responsibility of notification of persons responsible for records security.
      
      2) People notified will be requested to secure all records, computer tapes, computers, et cetera, as well as lock necessary doors and windows prior to leaving the facility.
      
      3) If sheltering, evacuation, or closure of campus is initiated, the closure of buildings/lockup procedures will be implemented under the direction of the Operations Section manager, or alternate, in conjunction with the Director of Facilities.

   B. **Special Considerations--Cash/Checks:**
      1) Areas where cash, checks, et cetera, are on hand, i.e., the Cashier's Office, the Bookstore, eating establishments, the Student Union, and the Library, staff will be instructed to secure funds.
      
      2) In areas where large amounts are on hand, a University police officer shall be dispatched to assist in the securing process, or to assist person(s) responsible for security and/or transportation to a designated location.

   C. **Record Keeping:**
      A record will be maintained indicating departments/persons contacted, actions taken, and special problems, if any.
D. Special Instructions
   1) The Operations Section manager, or designee from the University Police, will formulate special security and patrol plans, and make assignments where necessary.

   2) The goal of such plans and assignments will be to provide security for records and/or cash within the University during times that the campus is closed or buildings are not occupied due to an emergency.

7. Pro-Emergency: Opening of University

   A. An assessment team designated by the EOC Director (Logistics Section) will assess areas damaged due to an emergency, i.e., fire, flood, or earthquake.

   B. Documentation will be taken of any records destroyed, stolen, and/or missing, and a plan will be developed to replace those vital records so that the University (school, department, or office) can begin total operation at the earliest time possible. This plan may include the obtaining of duplicate records stored off-campus or, if necessary, the use of back-up records when accessible at other locations, i.e., Office of the Chancellor, Computer Center, et cetera.

8. Conclusion

   The most important aspects of records security and protection are:

   A. Prior notification to persons in charge of records in the event that protective actions will necessitate extra security measures;

   B. All records stored in fireproof, security-efficient cabinets/containers; and

   C. Duplication of vital records stored off-campus to be used for restoring operation in the event existing records are destroyed. Preplanning, which includes a pro-active approach and instant implementation procedures, should be constantly evaluated and updated for success and to minimize disruption of the University function.
PART II, ENCLOSURE 13

CAMPUS CLOSURE PROCEDURES

PURPOSE

To assist Emergency Operations Center (EOC) personnel and emergency field personnel when closing the campus due to an emergency or potential safety problem.

2. BACKGROUND

A. The basic mission of California State University, Los Angeles is to function as an educational institution which necessitates continuing programs, classes and laboratories unless there is a compelling reason not to do so, such as immediate or potential danger to life and property.

B. There may be times when only a certain area of the campus will necessitate closure for the protection of certain individuals or property. There may be, however, other times when the entire campus must be closed.

3. EMERGENCY SITUATION

A. The decision to close the campus shall be made by the President, or his acting designee, on the basis of recommendations received through the Emergency Operations Executive, the Emergency Operations Center Director, or if the situation dictates, the senior University Police official on duty. During an emergency, the Emergency Operations Executive will have direct communication with the Emergency Operations Center Director who will be located at the Emergency Operations Center (if activated) or the University Police station.

4. CLOSING THE CAMPUS

A. A formal Declaration of Campus Emergency shall be obtained from the President or his acting designee.

B. Upon authorization by the President, the following personnel will be notified by the President's Office:
   1) Vice President for Administration and CFO;
   2) Vice President for Academic Affairs;
   3) Vice President of Information Resource Management; and
   4) Vice President for Student Services.

C. These individuals will call those who report directly to them, and in turn, they will call their department heads and other key personnel to relay appropriate information.

D. The Director of Public Affairs will advise the campus and off campus news media, as appropriate, of the decision to cancel classes and close the campus.
5. **CAMPUS CLOSURE IMPLEMENTATION PROCEDURES**: Implemented by: Emergency Operations Center Director (Director of Public Safety or designee).

A. Request Public Information Officer to prepare media release stating campus is closed and why. This release, once authorized, is to be given to the County and City EOC for release. Message should include phone number for on-campus people to call for assistance.

B. Request Public Information Officer to prepare release to be provided to the University Police Dispatch.

C. Request Operations Section Manager (Police Lieutenant), Police Watch Commander on duty, and Director of Facilities Management to send field teams to classrooms (if during class hours) to announce closure of school. Once buildings are empty, request field teams to secure them and report secured buildings back to CSULA EOC.

D. Request Operations Section Manager (Police Captain or Lieutenant) and/or the Police Watch Commander on duty, to assign staff to call and advise Housing of closure of school. Resident Directors and staff should be requested to activate Housing Emergency Operations Plan, as designed in by their group.

E. If closure of campus is suggested as protective action, notify Emergency Operations Executive (Vice President, Administration and Finance) and make recommendations.

F. Coordinate with County and City EOC (if activated) on implementation of closure procedures.

G. Assign personnel to post barricades/signs at incoming points to campus. Also place barricades at all entrances to parking lots from surface streets. Post barricades/signs at incoming points:
   1) Eastern Avenue
   2) Campus Road
   3) Cavanaugh Road
   4) Mariondale Avenue/University Vista
   5) Levanda Avenue
   6) Hellman Avenue

H. Notify Director of Facilities.

I. Maintain list of buildings closed and secured.

J. Coordinate with Emergency Operations Executive regarding progress of closure.
### Part II  Enclosure 14

**Emergency Operations Executive Checklist**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensures that the Emergency Management Staff performs according to established policy and procedures. Directs the recovery process and prioritizes salvage operations. Provides the President with information to make decisions concerning response, recovery and the reopening of the campus.</td>
<td></td>
</tr>
<tr>
<td><strong>Primary Position Responsible for this Function:</strong> Vice President for Administration and Chief Financial Officer.</td>
<td></td>
</tr>
<tr>
<td><strong>Action Guideline:</strong></td>
<td><strong>Action Taken:</strong></td>
</tr>
<tr>
<td>Obtain information on situation immediately. Possible sources of information include Public Safety, Facilities Management, radio or television reports, etc.</td>
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<tr>
<td>Notify campus President of situation. If appropriate, direct Emergency Operations Center Director (Director of Public Safety) to activate emergency plan and campus EOC.</td>
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<tr>
<td>Ensure all emergency notifications have been made.</td>
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<tr>
<td>Authorize emergency messages and dissemination of public information to the campus and community.</td>
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<tr>
<td>Establish priorities, authorize exceptions and direct and coordinate overall response during emergency.</td>
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<tr>
<td>Determine if evacuation and campus closure is appropriate. If so, implement Campus Closure Procedure.</td>
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<tr>
<td>Ensure adequate communications with President, Vice Presidents, Chancellor's Office, campus constituencies and off-campus agencies.</td>
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</table>

**Notes on Conditions Observed:**

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FILENAME: Checklist_EmerOpExec.vsd
### CSLA Emergency Operations

#### EOC Director’s Checklist

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action Taken</th>
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</thead>
<tbody>
<tr>
<td>Directs emergency operations in accordance with established Action Plan and with policy direction from the President and the Emergency Operations Executive. Overall management of incident and emergency activities, including development, implementation and review of strategic decisions.</td>
<td></td>
</tr>
<tr>
<td>Primary Position Responsible for this Function: Chief, University Police.</td>
<td></td>
</tr>
<tr>
<td><strong>Action Guideline:</strong></td>
<td><strong>Action Taken:</strong></td>
</tr>
<tr>
<td>Contact Emergency Operations Executive and obtain approval for implementation of plan (if time permits).</td>
<td></td>
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<tr>
<td>Direct Section Managers (Operations, Finance, Logistics, and Planning) to make emergency notifications.</td>
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<tr>
<td>Notify staff if EOC is to be activated.</td>
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<tr>
<td>Activate EOC, if required.</td>
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<tr>
<td>Initiate emergency messages to campus community via emergency vehicle public address systems and telephone notifications.</td>
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<tr>
<td>Log names of personnel reporting to campus EOC and record times</td>
<td></td>
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<tr>
<td>Make EOC assignments. Distribute identification vests and materials.</td>
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<tr>
<td>Brief members of EOC on situation, instructions, and actions taken by local area (as known).</td>
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<tr>
<td>Activate call-back procedures.</td>
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<tr>
<td>Establish communications with Director of Emergency Services, County EOC/Sheriff’s Department, University Police Dispatch Center, and campus responders.</td>
<td></td>
</tr>
<tr>
<td>Advise Emergency Operations Executive of situation and recommend appropriate actions.</td>
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<tr>
<td>Establish operational schedules and priorities consistent with direction from Emergency Operations Executive.</td>
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</tr>
<tr>
<td>Direct public information releases by PIO when authorized by Emergency Operations Executive (if the EOE is available).</td>
<td></td>
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</tbody>
</table>

**FILENAME:** Checklist EOC Director.vsd
<table>
<thead>
<tr>
<th>Action Guideline</th>
<th>Action Taken</th>
</tr>
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<tbody>
<tr>
<td>Ensure 24-hour staffing of EOC for duration of emergency.</td>
<td></td>
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<tr>
<td>Provide periodic status reports to Emergency Operations Executive and to City and County EOC/Sheriff's Department.</td>
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<tr>
<td>If campus closure is ordered, implement Campus Closure Procedure.</td>
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<tr>
<td>If evacuation is ordered, direct notification of campus community and direct Movement Coordinator (Logistics Section) to implement evacuation plans.</td>
<td></td>
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<tr>
<td>Once the campus is evacuated, advise City and County EOC and secure campus buildings. Continue manning EOC as needed. Provide for Security. Initiate restricted entry permit procedures.</td>
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<tr>
<td>Obtain authorization for reentry of campus when conditions permit.</td>
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<tr>
<td>Initiate field operations.</td>
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<tr>
<td>Identify hazards and unsafe conditions.</td>
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<tr>
<td>Initiate field situation analysis (Planning Section).</td>
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<tr>
<td>If necessary, activate mutual aid procedures.</td>
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<tr>
<td>Establish operational schedules and priorities.</td>
<td></td>
</tr>
<tr>
<td>Coordinate development of recovery plan (Planning Section).</td>
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</tr>
<tr>
<td>Coordinate record keeping, logs, and incident documentation.</td>
<td></td>
</tr>
</tbody>
</table>

**Operational Notes:**

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## Part II, Enclosure 16

### CSLA Emergency Operations

#### Operations Section Checklist

<table>
<thead>
<tr>
<th>Activity:</th>
<th>Action Taken:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for the management of all operations directly applicable to the primary mission. Activates and supervises Section units, makes expedient changes to the Action Plan as necessary, and reports such to the Incident Commander.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Primary Position Responsible for this Function:</th>
<th>Date / Time Person Completing Checklist Reported to EOC:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lieutenant, University Police</td>
<td>Name of Person Completing Checklist:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action Guideline:</th>
<th>Action Taken:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Develop operations portion of Emergency Plan with assistance of Plans Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Brief and make assignments to Operations Section Coordinators in accordance with Emergency Plan.</td>
<td></td>
</tr>
<tr>
<td>Supervise operations.</td>
<td></td>
</tr>
<tr>
<td>Determine need and approve requests for additional resources.</td>
<td></td>
</tr>
<tr>
<td>Review suggested list of resources to be released and initiate recommendation for release of resources.</td>
<td></td>
</tr>
<tr>
<td>Report information about special activities, events and occurrences to Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Maintain written documentation, including operation times, significant events, equipment inventory, names of Operation Section personnel on duty.</td>
<td></td>
</tr>
<tr>
<td>Activate Communications Center and Message Center [EOC].</td>
<td></td>
</tr>
</tbody>
</table>

FILENAME: Checklist: Operations ved
<table>
<thead>
<tr>
<th>Action Guideline</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Activate and brief Finance Section emergency personnel, as necessary.</td>
<td></td>
</tr>
<tr>
<td>Become familiar with general organization structure and objectives for emergency situation being managed.</td>
<td></td>
</tr>
<tr>
<td>Determine probable financial and cost analysis needs.</td>
<td></td>
</tr>
<tr>
<td>Initiate record keeping system for all expenditures [Excel is an EDC Finance Desktop].</td>
<td></td>
</tr>
<tr>
<td>Ensure that appropriate purchasing and contract procedures are in place.</td>
<td></td>
</tr>
<tr>
<td>Ensure compliance with OES and FEMA guidelines for reimbursement.</td>
<td></td>
</tr>
<tr>
<td>Provide periodic updates to Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Collect estimates of damage to facilities (Logistics Section) and assist in documentation of event in relation to cost.</td>
<td></td>
</tr>
<tr>
<td>Coordinate with departments in connection with security of records in the event of campus closure.</td>
<td></td>
</tr>
<tr>
<td>Coordinate with appropriate managers on procedures for handling emergency purchases and expenditures.</td>
<td></td>
</tr>
</tbody>
</table>
### Summary of Significant Events:


### Mitigation Actions Taken:


### Status of Individuals Still at Risk:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
<th>Cause</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### Names of Emergency Personnel Involved in Actions Taken:


### This Report was Transmitted to:

<table>
<thead>
<tr>
<th>Name:</th>
<th>Position/Title:</th>
</tr>
</thead>
<tbody>
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</table>

<table>
<thead>
<tr>
<th>Location:</th>
<th>Date / Time:</th>
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</tbody>
</table>
### Plans Section Checklist

**Activity:**
Responsible for collecting, evaluating and disseminating information about the development of an incident and status of resources. Supervises the Situation Analysis component with a goal of recovery.

**Date / Time Person Completing Checklist Reported to EOC:**

**Primary Position Responsible for this Function:**
Director, Library.

**Name of Person Completing Checklist:**

<table>
<thead>
<tr>
<th>Action Guideline</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director</td>
<td></td>
</tr>
<tr>
<td>Activate and brief Planning Section emergency personnel, as necessary.</td>
<td></td>
</tr>
<tr>
<td>Prepare ‘status boards’ and ‘check-in lists’ - assigning an individual to track personnel on scene [EOC and field].</td>
<td></td>
</tr>
<tr>
<td>Establish information requirements and reporting schedules for EOC organizational elements, for use in preparing status reports.</td>
<td></td>
</tr>
<tr>
<td>Review Emergency Response Plan [actions to be taken for the event] with Emergency Operations Center Director and Operations Section Chief, then prepare recommendations to maintain or modify plan as needed according to situation.</td>
<td></td>
</tr>
<tr>
<td>Track available and committed resources - checking with Operations and Logistic Sections.</td>
<td></td>
</tr>
<tr>
<td>Coordinate the collection and dissemination of disaster information and intelligence with other Sections.</td>
<td></td>
</tr>
<tr>
<td>Initiate collection and display of significant disaster events.</td>
<td></td>
</tr>
<tr>
<td>Conduct periodic disaster and strategy plan briefings with Emergency Operations Center Director and Section Chiefs.</td>
<td></td>
</tr>
<tr>
<td>Complete periodic Situation Status Reports.</td>
<td></td>
</tr>
<tr>
<td>Initiate record keeping system.</td>
<td></td>
</tr>
<tr>
<td>Develop information to assist in determining if closure of the campus and/or the cancellation of classes is necessary.</td>
<td></td>
</tr>
<tr>
<td>Take the lead in developing recovery plan in consultation with EOC staff.</td>
<td></td>
</tr>
</tbody>
</table>
### Logistics Section Checklist

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director</td>
<td></td>
</tr>
<tr>
<td>Activate and brief Logistics Section emergency personnel, as necessary</td>
<td></td>
</tr>
<tr>
<td>Anticipate probable requirements for support, and identify sources.</td>
<td></td>
</tr>
<tr>
<td>Establish ordering procedures with Supply/Procurement Officer [Finance Section]</td>
<td></td>
</tr>
<tr>
<td>Maintain current inventory list of in-service or readily available resources.</td>
<td></td>
</tr>
<tr>
<td>Maintain Disaster Supply inventory list [main storage area] and a list of available equipment from other campus resources [i.e., Facilities]</td>
<td></td>
</tr>
<tr>
<td>Maintain status board on damage assessment and equipment signed out.</td>
<td></td>
</tr>
<tr>
<td>Identify probably resource shortfalls and advise other sections as appropriate.</td>
<td></td>
</tr>
<tr>
<td>Coordinate Logistics’ Section assigned personnel.</td>
<td></td>
</tr>
<tr>
<td>Coordinate and process all requests for support services, care, shelter, transportation, supplies and equipment.</td>
<td></td>
</tr>
<tr>
<td>Provide Emergency Operations Center Director with input regarding services available.</td>
<td></td>
</tr>
<tr>
<td>Initiate records keeping system for resources implemented.</td>
<td></td>
</tr>
<tr>
<td>Action Guideline:</td>
<td>Action Taken:</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Assist and work closely with CSULA Human Resources Director in relation to:</td>
<td></td>
</tr>
<tr>
<td>1) The management of campus employees;</td>
<td></td>
</tr>
<tr>
<td>2) Coordination of Mutual Aid, specifically personnel coming from other</td>
<td></td>
</tr>
<tr>
<td>organizations [i.e., time/date of arrival, time/place cleared, organization,</td>
<td></td>
</tr>
<tr>
<td>contact information];</td>
<td></td>
</tr>
<tr>
<td>3) Coordination of Volunteers; and</td>
<td></td>
</tr>
<tr>
<td>4) Liaison with Planning &amp; Intelligence</td>
<td></td>
</tr>
</tbody>
</table>

Notes:

Date & Time information provided to Incident Commander: Signature of Logistics Section Coordinator or representative:
## President's Checklist

**Activity:**
- Highest level of authority during emergency/disaster.
- Authorize protective/precautionary actions as warranted by situation.
- Establish policies for emergency response as required.

**Primary Position Responsible for this Function:**
President (or designee if not available)

<table>
<thead>
<tr>
<th>Action Guideline</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report to the Office of the President. If the administrative office is deemed unsafe, report to Student Housing, Phase II, conference room.</td>
<td></td>
</tr>
<tr>
<td>Assess situation: Obtain information through the Emergency Operations Executive (VP Admin/CFO), the Emergency Operations Center Director, and/or the senior University Police Officer on duty.</td>
<td></td>
</tr>
<tr>
<td>Declare a campus emergency if situation warrants.</td>
<td></td>
</tr>
<tr>
<td>Consult with Chancellor, if feasible.</td>
<td></td>
</tr>
<tr>
<td>Authorize protective or precautionary actions as appropriate. Consider: Evacuation, Shelter, &amp; Campus Closure.</td>
<td></td>
</tr>
<tr>
<td>Issue any necessary public statements through the Public Information Officer.</td>
<td></td>
</tr>
<tr>
<td>If campus closure is directed, ensure that the following are notified:</td>
<td></td>
</tr>
<tr>
<td>- VP Administration/CFO</td>
<td></td>
</tr>
<tr>
<td>- VP/ Provost Academic Affairs</td>
<td></td>
</tr>
<tr>
<td>- VP Student Affairs</td>
<td></td>
</tr>
<tr>
<td>- VP Information Technology Services</td>
<td></td>
</tr>
<tr>
<td>- VP Institutional Advancement</td>
<td></td>
</tr>
<tr>
<td>- Director, Public Information Officer</td>
<td></td>
</tr>
<tr>
<td>- Chancellor's Office</td>
<td></td>
</tr>
<tr>
<td>- Emergency Operations Center Director</td>
<td></td>
</tr>
<tr>
<td>Conduct periodic disaster and strategy plan briefings with Emergency Operations Executive and/or the EOC Director and Section Chiefs arranged through the Planning Coordinator.</td>
<td></td>
</tr>
<tr>
<td>Record specific directions relayed to the Emergency Response Effort [EOC].</td>
<td></td>
</tr>
</tbody>
</table>

FILENAME: President's Checklist.usd
## Public Information Officer’s Checklist

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for developing and releasing information about the incident to the news media, to incident personnel, and other appropriate agencies and organizations.</td>
<td></td>
</tr>
<tr>
<td>Primary Position Responsible for this Function: Executive Director, Public Affairs Alternate: Director of Media Relations, Public Affairs</td>
<td></td>
</tr>
<tr>
<td>Action Guideline:</td>
<td></td>
</tr>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Become familiar with general organization structure and objectives for emergency situation being managed.</td>
<td></td>
</tr>
<tr>
<td>Expediously disseminate accurate instructions and information to the campus community during periods of the emergency.</td>
<td></td>
</tr>
<tr>
<td>Respond to media and campus community inquiries.</td>
<td></td>
</tr>
<tr>
<td>Arrange details for press conferences, interviews, media briefings, and tours. Issue the limitations placed on access to campus grounds.</td>
<td></td>
</tr>
<tr>
<td>Assign responsibilities to all personnel participating in public information activities, including shift arrangements [people will probably be needed 24 hours a day].</td>
<td></td>
</tr>
<tr>
<td>Prepare all public information announcements specific to CSULA. Review with President and EOC Director [Vice President, Administration and Chief Financial Officer] and obtain approval prior to release.</td>
<td></td>
</tr>
<tr>
<td>Coordinate with the appropriate Emergency Public Information System [Mutual Aid Region I], including city/county office of emergency services, regional mutual aid authorities, and state and federal public information as required.</td>
<td></td>
</tr>
<tr>
<td>Obtain media information and forward to EOC Director any information that may be useful to planning response [i.e., road closures, utilities data, regional concerns].</td>
<td></td>
</tr>
<tr>
<td>Use campus notification systems as necessary to provide information to students, faculty, and staff [i.e., electronic sign boards, networked communications, telephonic, and direct posting of written notices].</td>
<td></td>
</tr>
</tbody>
</table>
Public Information Officer’s Checklist, Page 2

<table>
<thead>
<tr>
<th>Summary of Significant Events Released to Media:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<tr>
<td>Actions Taken to Notify Campus &amp; Community:</td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td>Public Information Personnel Available:</td>
</tr>
<tr>
<td>Name</td>
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<tr>
<td>Notes:</td>
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<td></td>
</tr>
<tr>
<td>This Report was Transmitted or Provided to:</td>
</tr>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Location:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Other Special Problems / Comments:</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
**CSULA Emergency Operations**

**Safety Officer Checklist**

<table>
<thead>
<tr>
<th>Activity:</th>
<th>Action Taken:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible to ensure safety of all personnel through monitoring and assessing hazardous and unsafe situations.</td>
<td></td>
</tr>
<tr>
<td>Primary Position Responsible for this Function: Designee, Human Resources / Operational, Environmental Health and Safety.</td>
<td></td>
</tr>
<tr>
<td><strong>Action Guideline:</strong></td>
<td></td>
</tr>
<tr>
<td>Check-in and obtain briefing on situation from Emergency Operations Center Director.</td>
<td></td>
</tr>
<tr>
<td>Obtain briefing and receive assignments.</td>
<td></td>
</tr>
<tr>
<td>Identify hazardous and unsafe conditions/situations.</td>
<td></td>
</tr>
<tr>
<td>Exercise emergency authority to stop and prevent unsafe acts.</td>
<td></td>
</tr>
<tr>
<td>Post danger signs where and when applicable [barrier tape, signage, barriers, safety cones, etc.].</td>
<td></td>
</tr>
<tr>
<td>Investigate accidents that occur within incident area.</td>
<td></td>
</tr>
<tr>
<td>Maintain log, including operation times, significant events, equipment needed or purchased, and names of personnel involved events observed or reported.</td>
<td></td>
</tr>
<tr>
<td>Interface with all Section Chiefs, the Emergency Operations Center Director, and the Emergency Operations Executive.</td>
<td></td>
</tr>
</tbody>
</table>

**Notes on Conditions Observed:**

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**Filename:** Checklist Safety Officer.xml
Part III

ANNEX
&
Supplemental Planning Guides
1. **Organization and Responsibilities**

A. Campus.

1) The Los Angeles City Fire Department is responsible for all fire fighting operations on campus.
2) University Police and the Parking Unit will support City fire personnel by controlling traffic, crowds and access.
3) The CSULA Environmental Health and Safety personnel will assist in operations.
4) Facilities will support fire operations by heavy equipment, barricades for crowd control, sandbags for floods and water control, damage assessment, turning off utilities, and ventilation and clean-up activities.

B. County and City Fire Coordinators are responsible for coordinating operations within their respective jurisdictions. They will provide available resources from their jurisdiction to support the campus in response to requests through established mutual-aid channels.

C. Operational Area

1) The Operational Area Fire and Rescue Coordinator, who is selected by the Fire Chiefs within the Operational Area, is the next level of mutual-aid responsibility and are responsible for countywide fire resources.
2) Mobilization of Operational Area fire resources is activated by the Operational Area Fire and Rescue Coordinator, or his/her representative, in response to a request for assistance from an authorized fire official of the participating agency in need. The Operational Area Fire and Rescue Coordinator must notify the Regional Fire and Rescue Coordinator of area resources committed.

D. Mutual Aid Region

1) Each Office of Emergency Services (OES) Mutual Aid Region has a Regional Fire and Rescue Coordinator who is selected by the Operational Area Fire and Rescue Coordinators within their respective regions. They, in turn, appoint two or more alternate Regional Fire and Rescue Coordinators. The Regional Coordinators, or their alternates, serve on the staff of the OES Regional Manager during a State of Emergency proclaimed by the Governor.
2) Should a present or anticipated emergency be so great as to require the resources of one or more Operational Areas, the Regional Fire and Rescue Coordinator will organize and dispatch the requested resources from those available to the requesting jurisdiction.
3) Regional Fire and Rescue Coordinators, upon dispatch of mutual aid resources from within the region, must inform the Chief, OES Fire and Rescue Division, of the resources committed.
E. State

1) The Governor's Office of Emergency Services (OES) is responsible for the coordination and application of state resources, in support of local jurisdictions during an emergency. The State Fire and Rescue Coordinator is the Chief of the Fire and Rescue Division of OES and is a staff member of the Director of OES. The State Fire and Rescue Coordinator is responsible for taking appropriate action on requests for mutual aid received through Regional Fire and Rescue Coordinator channels. If federal aid is requested, the Chief of the OES Fire and Rescue Division shall inform the appropriate federal counterpart.

2) State agencies having resources to support fire operations include the Department of Forestry, State Fire Marshal, Department of Fish and Game, and Military Department.

2. Policies and Procedures

A. All requests for fire support will be submitted through established channels. Requests should include, as applicable:
   1) Reason for request.
   2) When needed.
   3) Where the resources are to be dispatched and to whom they should report.

B. Responding Fire personnel will coordinate their services with the CSULA University Police to assist in any search and rescue functions.

C. University Police will assist in any evacuation and/or warning procedures per request or as needed.

D. As necessary, campus personnel will organize fire watch for mass care facilities and/or buildings.

E. Due to incompatibility of radio communications equipment between fire services and campus personnel, where and when possible, incoming mutual aid assistance will be provided portable radios using a common frequency.

F. Under the State of California Office of Emergency Services (OES) Fire and Rescue Mutual Aid System, this campus is situated within Region 1, Los Angeles County, Area A.

G. Statewide mutual aid programs are designed to coordinate the mobilization of equipment and personnel in the event of geographic disaster. A devastating disaster involving the Los Angeles Basin would cripple nearby fire and rescue crews, limiting response to CSULA. The campus must plan to rely on University available resources in the planning process.
B. LAW ENFORCEMENT AND TRAFFIC CONTROL OPERATIONS ANNEX

1. Organization and Responsibilities

A. Campus.

1) The University Police, who is a member of the Operations Section under Standardized Emergency Management System [SEMS] will be responsible for:
   • Coordinating campus law enforcement and traffic control operations.
   • Coordinating law enforcement and traffic control support to other functions.
   • Maintaining communications with field commands.
   • Evaluating status reports and determining priorities for commitment of law enforcement resources.
   • Determining the need for additional assistance and submitting request for mutual aid through established channels.

2) The Parking Unit will assist in traffic control operations.

3) Mutual Aid resources will be requested through the Operational Area Law Enforcement Coordinator. The nearest mutual aid resources are the County Sheriff, Alhambra Police, Monterey Park Police, and the LAPD.

4) Facilities and Parking personnel will provide barricades for crowd and access control.

B. In each county there is an Operational Area Law Enforcement Coordinator who is the County Sheriff. When an emergency cannot be handled by a law enforcement agency within an Operational Area, the Area Coordinator is responsible for providing assistance and coordination to control the problem.

C. Mutual Aid Region.

1) Each Office of Emergency Services (OES) Mutual Aid Region has a Regional Law Enforcement Coordinator who is elected by the Operational Area Coordinators (Sheriffs) within the region.

2) Should a present or anticipated emergency be so great as to require the resources of one or more Operational Areas, the Regional Law Enforcement Coordinator is responsible for organizing and coordinating the dispatch of resources from within the Region to affected areas.

D. State.

1) The Governor's Office of Emergency Services coordinates the procurement of state resources required to support local jurisdictions during an emergency. The OES Director, through the State Law Enforcement Coordinator (a member of the OES Staff), has the responsibility for law enforcement mutual aid coordination at the state level.
2) State agencies having resources to support local law enforcement and traffic control operations include the California Highway Patrol (CHP), Military Department, Department of Justice, Department of Alcoholic Beverage Control, Department of Corrections, Department of Forestry, Department of Fish and Game, Department of General Services (California State Police), and Department of Transportation.

3) The Governor's Office of Homeland Security is California's lead state organization for the gathering and dissemination of information critical to our protection, creating the state's comprehensive security strategy and designing and implementing critical state, regional and local programs. This Office has established five Terrorism Threat Assessment Centers throughout California where representatives from federal, state and local law enforcement agencies can share vital information and direct investigations and resources appropriately. The Governor's Office of Homeland Security [OHS] was established by Executive Order in 2003, providing a clear line of authority for the office to administer programs critical to the protection of California's people and assets.

2. Policies and Procedures

A. Security patrols will be maintained in evacuated areas when feasible. Appropriate precautions will be taken to protect personnel from potential hazards.

B. Priority for movement in impacted areas will be given to essential activities such as public safety, medical and health services, and the delivery of essential provisions and other resources.

C. If an emergency situation dictates the movement of persons from hazardous areas, movement operations will be conducted in accordance with the *Movement Operations Annex* [included in this document].

D. If an area is evacuated, or is considered unsafe, access controls will be established. Access controls may be established prior to an evacuation in order to limit the number of persons in a hazardous area or to facilitate an evacuation. Control points will be established to ensure that only authorized personnel are permitted to enter, pass through, or remain within controlled areas.

1) Criteria for allowing entry into closed campus areas will be established for each incident. Two basic options are available:

(a) **No Access:** Prohibits public from entering the closed area. Authorized personnel, i.e., local, state, and federal emergency personnel, will be allowed entry to perform emergency work as necessary. Media representatives will be allowed access on a controlled basis.

(b) **Limited Access:** Allows persons into closed area according to criteria established by the Incident Manager. Entry criteria should define the persons who will be allowed entry and whether motor vehicles are allowed. Persons allowed entry might include residents with valid identification and owners,
managers, and employees of businesses located in closed areas. All persons allowed access will be required to sign a waiver of liability and to complete an entry permit.

2) Penal Code, Section 409.5 (Authority of Peace Officers to Close Areas in Emergencies), indicates that any unauthorized person who willfully and knowingly enters an area closed by a peace officer and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

3) Nothing in Penal Code, Section 409.5, prevents a duly authorized representative of any news service, newspaper, radio or television station or network from entering a closed area.

4) A pass system will be established for entry and exit of secured areas. (See Enclosure 1, "Permit to Enter Restricted Areas.") A record will be maintained of all vehicles and personnel who enter a closed area.

5) If hazardous conditions are present in the closed area, all personnel will be advised of the conditions and of appropriate precautions.

6) Various personnel and devices will be required to control access, such as the following:
   - Personnel to direct traffic and staff control points.
   - Signs to control or restrict traffic.
   - Two-way radios to communicate to personnel within and outside the secured area.
   - Control point(s).
   - Adjacent highway markers indicating closure of area.
   - Markers on surface roads leading into the secured area.
   - Patrols within and outside the secured areas.

E. Auxiliary and reserve personnel will be utilized for low-risk duties such as security and traffic control.

F. Shifts and patrol areas will be reconfigured, as necessary, to meet the demands of the situation.

G. Due to the incompatibility of radio communications equipment between most law enforcement agencies, incoming mutual aid forces will be provided with portable radios using local frequencies.

H. Coordination of mutual aid support will be accomplished through established channels. Requests should include, as applicable:
   - Number of personnel needed.
   - Type and amount of equipment.
   - Reporting time and location.
   - Authority to whom they are to report.
   - Access routes.
   - Estimated duration of operations.
I. All law enforcement mutual aid support will, to the maximum extent possible, be provided in accordance with the California Law Enforcement Mutual Aid Plan.

J. Whenever a State of Emergency exists within a region or area, the following personnel who are within the region or area, or who may be assigned to duty therein, have full peace officer powers and duties as provided by Section 830.1 of the Penal Code:

- All members of the California Highway Patrol.
- All deputies of the Department of Fish and Game who have been appointed to enforce the provisions of the Fish and Game Code.
- The State Forester and the classes of the Department of Forestry who are designated by the State Forester as having the powers of peace officers.
- All members of the California State Police.
- Peace officers who are State employees within the provisions of Section 830.5 of the Penal Code.

K. California Highway Patrol (CHP) support of mutual-aid operations is normally provided after local and adjacent governmental resources within a given Operational Area have been reasonably committed. Such support also may be provided earlier if the Governor determines it to be in the best interest of the public. CHP personnel committed to the support of local authorities shall remain under the command and control of their department. Commanders and designated supervisors may accept missions from the responsible local authorities. Requests for support by the CHP will be submitted to the appropriate Area Commander who may commit half of the Area's on-duty forces. (Note: All local law enforcement resources do not necessarily have to be committed prior to requesting such support.)

L. State Military Forces (National Guard) in support of local law enforcement will accept and execute broad mission-type orders from the civil officer in charge, but will at all times remain under the military chain of command. The provisions of Section 365 of the Military and Veterans Code place solely on the military commander all decisions as to tactical direction and troops, kind and extent of force to be used, and particular means to be employed to accomplish the objective specified by the civil officer in charge. (Note: The Department of the Army has issued certain regulations regarding temporary loan of federal military resources to National Guard units and local civil authorities.)

M. When the State has committed all of its available forces, including State Military Forces, and when such forces are unable to control the emergency, only the Governor may request that the President assign federal troops to assist in restoring or maintaining law and order.
Enclosure 1: Law Enforcement and Traffic Control

PERMIT TO ENTER RESTRICTED AREAS [Example]

1. Reason for entry.


Enclosure 2: Law Enforcement and Traffic Control

WAIVER OF LIABILITY

(TO BE SIGNED AND RETURNED WITH APPLICATION FORM)

I, the undersigned, hereby understand and agree to the requirements stated in the application form and in the safety regulations and do further understand that I am entering a high-hazard area with full knowledge that I do so at my own risk; and I do hereby release and discharge the Federal Government, the State of California, and all its political subdivisions, their officers, agents, and employees from all liability for any damages or losses incurred while within the Closed Area.

I understand that the entry permit is conditional upon this waiver. I understand that no public agency shall have any duty to attempt any search and rescue efforts on my behalf while I am in the Closed Area.

Signatures of applicant and members of the group
(Print full name & then sign)

_________________________________________ Date:

I have read and understand the above waiver of liability

_________________________________________

I have read and understand the above waiver of liability

_________________________________________

I have read and understand the above waiver of liability

_________________________________________

I have read and understand the above waiver of liability

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I have read and understand the above waiver of liability

_________________________________________

I have read and understand the above waiver of liability

_________________________________________

I have read and understand the above waiver of liability
Enclosure 3: Law Enforcement and Traffic Control

LAW ENFORCEMENT AND TRAFFIC CONTROL CHECKLIST

Activity: Maintain law and order and ensure that all campus rules and regulations are abided by and enforced. Manage various incidents which are the responsibility of police. Provide adequate security for all campus-based and related activities; provide traffic control; recommend priority for traffic control; recommend priority for traffic routing and route restoration; direct the use of volunteers in emergency traffic control.

Primary: Watch Commander, University Police

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus. Also, consider additional actions listed under specific hazard on the following pages. Special procedures pertaining to other incidents have also been developed and should be referenced as appropriate.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine the nature and seriousness of the situation.</td>
<td></td>
</tr>
<tr>
<td>Activate emergency operations staff procedures.</td>
<td></td>
</tr>
<tr>
<td>Report to EOC until relieved by higher authority.</td>
<td></td>
</tr>
<tr>
<td>Ensure that Student Housing resident coordinators have been notified of situation.</td>
<td></td>
</tr>
<tr>
<td>Activate University Police personnel call-back procedures.</td>
<td></td>
</tr>
<tr>
<td>Ensure that communications have been established with pre-designated off-campus facilities and agencies.</td>
<td></td>
</tr>
<tr>
<td>Designate a Communications Officer and Traffic Officer.</td>
<td></td>
</tr>
<tr>
<td>Provide appropriate briefings as required.</td>
<td></td>
</tr>
<tr>
<td>Maintain records and logs of events, instructions and events, instructions given, and actions taken.</td>
<td></td>
</tr>
</tbody>
</table>

Section III Page 9 of 73
Enclosure 4: Law Enforcement and Traffic Control

**EARTHQUAKE**

**Hazard Implications:** Telephone service may be out. Police communications may have to serve as temporary emergency services command linkage. May be pressed into a variety of support functions not part of normal law enforcement role. Many people will volunteer services and will need direction and control.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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</thead>
<tbody>
<tr>
<td>Monitor all situation reports for possible security/law enforcement problems.</td>
<td></td>
</tr>
<tr>
<td>Establish with Incident Commander the priority for assignments.</td>
<td></td>
</tr>
<tr>
<td>Make initial assessment of personnel requirements based on situation assessment.</td>
<td></td>
</tr>
<tr>
<td>Participate in action plan development with Operations Section Chief and other Operations Coordinators.</td>
<td></td>
</tr>
<tr>
<td>Reevaluate personnel requirements and shift status.</td>
<td></td>
</tr>
<tr>
<td>Recommend traffic control procedures for use in any evacuations.</td>
<td></td>
</tr>
<tr>
<td>Ensure that traffic control decisions and actions are made a part of any action plan developed for the next operational period.</td>
<td></td>
</tr>
<tr>
<td>Recommend priorities for street debris clearance and restoration.</td>
<td></td>
</tr>
<tr>
<td>Assign volunteers to locations as required. Be sure they are clearly identified and distinctively marked.</td>
<td></td>
</tr>
<tr>
<td>Monitor effectiveness of Police portion of Action Plan. Adjust as necessary after conferring with Operations Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Maintain close liaison with other Operations Coordinators.</td>
<td></td>
</tr>
</tbody>
</table>
Enclosure 5: Law Enforcement and Traffic Control

Hazardous Materials Incident

Hazard Implications: Toxic spill incidents may pose problems of extremely urgent warning and evacuation actions. Special care must be taken to avoid contact with substance or vapors. Refer to the Campus Hazardous Material Contingency Plan for specific information on management responsibility and detailed procedures.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td>Notify Department of Environmental Health and Safety Management.</td>
<td></td>
</tr>
<tr>
<td>Assign units to provide warning and assist in area evacuation.</td>
<td></td>
</tr>
<tr>
<td>Provide security around affected area as necessary.</td>
<td></td>
</tr>
<tr>
<td>Ensure that all personnel remain upwind or upstream from the incident site. This may require repositioning of personnel and equipment as conditions change.</td>
<td></td>
</tr>
<tr>
<td>Follow detailed University Police procedures that place the initial responsibility for the incident with fire officials, if on scene.</td>
<td></td>
</tr>
<tr>
<td>Assist in efforts to identify substance only in regard to interviewing people familiar with the area, building, and/or room.</td>
<td></td>
</tr>
<tr>
<td>Update Operations Section Manager on any changes in situation.</td>
<td></td>
</tr>
</tbody>
</table>
Enclosure 6: Law Enforcement and Traffic Control

Flooding

Hazard Implications: Police may be required to provide warning and evacuation, and will be responsible for ensuring security of evacuated area.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notify Facilities Management</td>
<td>Ensure that all flood or flood prone areas are properly cordoned off</td>
</tr>
<tr>
<td>and Environmental Health</td>
<td>and traffic control and access measures are taken.</td>
</tr>
<tr>
<td>Safety.</td>
<td></td>
</tr>
<tr>
<td>If evacuation is warranted,</td>
<td>Ensure that all affected buildings are searched and marked.</td>
</tr>
<tr>
<td>warn all persons in threatened</td>
<td>Provide security and access control for evacuated areas.</td>
</tr>
<tr>
<td>areas.</td>
<td>Provide law enforcement and crowd control services at shelter facilities.</td>
</tr>
<tr>
<td></td>
<td>Assist in the removal and disposition of fatalities.</td>
</tr>
<tr>
<td></td>
<td>Ensure that all buildings are searched and marked.</td>
</tr>
</tbody>
</table>
Enclosure 7: Law Enforcement and Traffic Control

Major Fire

**Hazard Implications:** Police will provide warning and assist in evacuation. Provide perimeter and access control.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assist in warning persons in fire-threatened area.</td>
<td></td>
</tr>
<tr>
<td>Assist arriving fire units in entering the area.</td>
<td></td>
</tr>
<tr>
<td>Relocate people near fire-threatened areas to safe areas.</td>
<td></td>
</tr>
<tr>
<td>Provide security and access control as required.</td>
<td></td>
</tr>
</tbody>
</table>
C. MEDICAL OPERATIONS ANNEX

1. Organization and Responsibilities.

A. Campus

1) The Campus Disaster Medical Coordinator will be responsible for:
   - Assessing the extent of casualties on campus and reporting the situation to local medical authorities through established channels.
   - Requesting disaster medical assistance as needed through established channels.
   - Directing the activities of campus medical and health personnel to assist local responders on campus.
   - Coordinating with the County Health Officer concerning disaster medical operations on campus and the transportation of casualties to medical facilities.

2) If available resources are not sufficient to respond to campus needs because of the severity of the disaster situation, the Campus Medical Coordinator, in coordination with the County Health Officer, will be responsible for:
   - Directing campus personnel and volunteers to provide casualty care as feasible.
   - Establishing temporary casualty care facilities.
   - Arranging for transportation of casualties to medical facilities and casualty collection points by expedient means.

3) A listing of organizations locally available to support disaster medical care operations is provided in Enclosure: "Supporting Organizations and Responsibilities."

B. County and City Disaster Medical Coordinators

The County Disaster Medical Coordinator (County Health Officer or designee) is responsible for the coordination of disaster medical operations throughout the county. City Disaster Medical Coordinators, where designated, will coordinate operations within their jurisdictions in support of the County Disaster Medical Coordinator.

C. Operational Area

The Operational Area Disaster Medical Coordinator (County Health Officer or designee) may direct the countywide disaster medical care program or, by prior agreement, support a multi-county emergency medical services program adapted for disaster purposes. Responsibilities at the Operational Area level include, but are not limited to:
   - Coordinating disaster medical care operations within the county or multi-county area.
   - Coordinating the procurement and allocation of critical public and private medical and other resources required to support disaster medical care operations in affected areas.
• Coordinating means of transporting casualties and medical resources to health care facilities, including Casualty Collection Points (CCPS) within the area and to, or from, other areas as requested.
• Responding to requests from the Regional Disaster Medical/Health Coordinator (MHC) to provide disaster medical care assistance, as conditions permit.
• Maintaining liaison with the appropriate American Red Cross Chapter, volunteer service agencies, and such sub-area representatives within the county as may be designated.
• Ensuring that the existing county or multi-county medical care system for day-to-day emergencies is augmented in the event of a disaster requiring utilization of medical mutual aid resources.
• Communicating with the MHC on matters requiring assistance from other counties and state or federal governments.
• Coordinating the activities of his/her staff or agents who perform these duties on a sub-area/district/municipal basis.

D. Mutual Aid Region: The Regional Disaster Medical/Health Coordinator will:
• Coordinate the acquisition and allocation of critical public and private medical and other resources required to support disaster medical care operations in affected areas.
• Coordinate medical resources in unaffected counties in the Region for acceptance of casualties.
• Request assistance from the Emergency Medical Services Authority (EMSA) and/or State Department of Health Services (DHS) as needed.

E. State

1) The Emergency Medical Services Authority (EMSA) is the lead agency for statewide disaster medical response in coordination with the State Department of Health Services and OES.

2) The following state departments and agencies will be responsible for supporting disaster medical care services: Health Services, Military, Finance, Forestry, General Services, Youth Authority, California Conservation Corps, and Social Services.

2. Policies and Procedures

A. Managing Disaster Medical Care Operations

1) Overall management of local disaster medical care operations will be the responsibility of the County Public Health Officer, who will be supported by campus and city Disaster Medical Coordinators; local rescue teams; field rescue and transport services provided by local fire forces and local paramedics; and emergency medical services personnel.
2) In the event local medical resources are unable to meet the medical needs of disaster victims, the County Health Officer may request assistance from neighboring jurisdictions through the MHC or OES Regional Office. The MHC will coordinate the provision of medical resources to the affected county and the distribution of casualties to unaffected areas as conditions permit. If a state response is indicated, the functions of the affected Region's MHC will be subsumed under the overall state medical response.

B. Reconnaissance and Information

1) The following information will be required for managing campus disaster medical operations:
   • The number, by triage category, and location of casualties;
   • The location and helicopter accessibility on or near campus;
   • Route information to determine accessibility to campus and from campus to medical facilities and CCPS;
   • The resource needs of the campus; and
   • Location and capabilities of operational medical facilities in and around the campus.

2) Information will be exchanged with the county (Operational Area) level.

C. Transportation of Casualties

1) Transportation of the injured to local medical facilities, CCPS, and from damaged to operational medical facilities will primarily be the responsibility of local government. In the event that available ambulances are not sufficient, expedient means of transporting minimally injured casualties may be required, including the use of buses, trucks, and automobiles. To the extent feasible and consistent with triage priorities, patients requiring immediate transportation will have priority for ambulance transportation, with other transportation used for less seriously injured.

2) Mutual aid channels will be used for requesting additional medical transportation resources if local and campus resources are insufficient.

3) Casualty transportation resources will be in great demand; therefore, it is vital that casualties be transported on the basis of medical triage priorities.

D. Disaster Triage Procedures

1) In situations involving numerous casualties, available personnel and resources may not be sufficient to treat or transport all casualties immediately. In such situations, it will be necessary to triage (or prioritize) casualties. Under such conditions, the rule of "the greatest good for the greatest number" will be the guiding principle.

2) Triage procedures used on campus will be in accordance with procedures adopted by neighboring jurisdictions.
E. Special Disaster Medical Operations and Procedures

1) A major area-wide disaster creating mass casualties that overwhelm local capabilities (Level III disaster) will require activation of disaster medical operations not normally used in emergency medical care. These special operations include Casualty Collection Points, activated by the county, and Disaster Support Areas activated by the state.

2) Pre-designated sites for these operations are provided in Enclosure 1: "Medical Operations." Policies and procedures are provided in the following enclosures:

   a. Enclosure: "Casualty Collection Point Operations.-
   b. Enclosure: " Disaster Support Area (DSA) Medical Operations."

F. Multi-Casualty Incident Plan

Incidents such as fires, explosions, and transportation accidents may cause multiple casualties but, depending on their magnitude may not require activation of the full CSULA Emergency Management System. Medical management of such incidents will be in accordance with the locally adopted Multi-Casualty Incident Plan. (See Enclosure 5, "Multi-Casualty Incident Plan.")
Enclosure 1 to Medical Operations

SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

A. The County Health Officer has the primary responsibility for providing emergency medical services through contracts with emergency medical technicians and ambulance services.

B. The University Student Health Center is the primary campus unit for medical operations in the event that disaster medical needs exceed the immediate response capabilities of the County EMS.

C. Hospitals nearest the campus are:

1. Los Angeles County / USC Medical Center
2. White Memorial Medical Center
3. Alhambra Community Hospital
4. Santa Marta Community Hospital
5. Monterey Park Community Hospital
Enclosure 2 to Medical Operations

DISASTER TRIAGE PROCEDURES

1. **Priority I (Immediate transport):** First-priority casualties are those who have life-threatening injuries that are readily correctable. For purposes of priority for dispatch to hospital, however, a second sorting or review may be necessary so that only "transportable" cases are taken early. Some will require extensive stabilization at the scene before transport may be undertaken safely.

2. **Priority II:** Delayed transport casualties are all those whose therapy may be delayed without significant threat to life or limb and those for whom extensive or highly sophisticated procedures are necessary to sustain life (this latter group is likely to have a poor chance for survival even with the best of care).  
   **Note:** The delayed category now includes those classified delayed and those classified expectant or pending in the army triage system and on the Department of Health and Human Services Triage Card.

3. Casualties requiring minimal care will not be tagged or registered. They will not be given professional-level care and will not be admitted to hospitals. They will be sent from the incident scene in order to reduce confusion unless they are needed to assist as litter bearers or first-aid providers.

4. The **dead** will be identified by an "X" on their forehead or covered with marked material. Professional opinion will be sought where needed. They will be completely covered with a sheet, blanket, or other available opaque material. They should be moved out of the immediate casualty sorting area to a temporary morgue designated by the Medical Coordinator; where they will remain until the County Coroner is able to pick them up.

5. Panic-stricken persons, or those psychologically disturbed, who might interfere with casualty handling should be isolated from the incident scene as soon as possible. Sedation and/or restraints may be used as indicated.
Enclosure 3 to Medical Operations

CASUALTY COLLECTION POINT OPERATIONS

1. Purpose

The purpose of this section is to provide guidance to local authorities for the designation, activation, and operation of Casualty Collection Points (CCPs). CCPs will be the principal state/local operational response to a catastrophe. This means that inter-jurisdictional consistency in CCP operations is very important.

2. General

A. CCPs are sites pre-designated by county officials for the congregation, triage, austere medical treatment, and stabilization for evacuation of casualties during a major disaster. They will be utilized to provide only the most austere medical treatment directed primarily to the moderately/severely injured or ill who will require later definitive care and who have a substantial probability of surviving until they are evacuated to other medical facilities.

B. CCPs should not be viewed as first-aid stations for the minimally injured, although provisions may be made to refer them to a nearby site for first-aid. Nor should CCPs be viewed as only short-term staging areas, because evacuation of casualties from the CCP may be delayed due to limited availability of transportation.

C. Given the uncertainty of the flow of casualties, the availability of supplies and personnel, and the timeliness and rate of casualty evacuation, managers of CCPs must be cautious in the allocation of resources (especially during the first twenty-four hours of operation).

3. Designation of CCPs

A. The designation, establishment, organization, and operation of CCPs are the responsibilities of county government.

B. Regional and state resources will be available to re-supply and augment CCP operations but are generally unavailable to activate a CCP during the initial response phase. The County will probably designate two categories of CCPs:
   - Category A CCPs are those the County are reasonably sure it will activate in case of a major disaster involving mass casualties. The locations of Category A CCPs should be publicized before a disaster occurs and should be on file in the Campus EOC.
   - Category B CCPs are those which may be activated depending on the number and location of casualties, the resources available, and their accessibility. The location of Category B CCPs should be publicized only after they have been designated and activated.

C. If a large number of casualties occurs on campus and the CCP is a great distance and/or unreachable because of circumstances, Campus Emergency Management personnel should set up a new CCP near the pocket of casualties and notify the local and state responders and the public of its location.
D. In selecting CCP locations, consideration should be given to:
   • proximity to areas most likely to have large numbers of casualties;
   • distribution of locations in potential high-risk areas throughout the affected area;
   • ease of access for staff, supplies, and casualties;
   • ease of evacuation by air or land; and
   • the ability to secure the area.

4. Medical Care
   A. Medical resources at CCPs should be oriented toward stabilizing for transport and
      relieving suffering.
   
   B. Supplies, personnel, and conditions usually will not allow definitive care of even minor
      or moderate injuries. Care ordinarily should be limited to:
      • arrest of significant bleeding;
      • splinting of fractures;
      • maintenance or improvement of hemodynamic conditions by intravenous solution;
      • treatment of severe respiratory conditions; and
      • relief of pain.

5. CCP Operations
   A. The flow of casualties into a CCP is unpredictable, depending on its distance from
      casualties, the success of public information efforts, its accessibility, and the pace of
      search and rescue operations.
      • If delay is lengthy, reconsideration of triage of the seriously injured and a higher level
        of pre hospital care at CCPs may be needed.
      • Supplies from outside the disaster area to the CCPs may be delayed.
      • Water, power, and other resources may be scarce, limiting the type of medical
        treatment feasible at a CCP.
      • Inclement weather and other atmospheric conditions may hinder helicopter delivery of
        personnel and supplies and evacuation of casualties.
   
   B. The public, fire, and police agencies will be notified by county officials of the location
      of functioning CCPs.
   
   C. Status reports will be made by each CCP to the County Health Officer or Operational
      Area Disaster Medical Coordinator, describing numbers and triage category of
      casualties, medical supply needs, personnel status and needs, and accessibility by
      helicopter and ground transportation.
   
   D. Patient tracking will begin at CCPs, using a Patient Tracking Tag, which will be
      attached to the patient during triage operations. This tag will remain with the patient
      until the final medical treatment facility has been reached.
   
   E. In the event that CSULA is selected as a CCP, whether Category A or B, County
      officials will be assisted by EOC personnel in determining an appropriate CCP site.
Enclosure 4 to Medical Operations
DISASTER SUPPORT AREA (DSA) MEDICAL OPERATIONS

1. The DSA will serve as a medical staging area through which casualties requiring hospitalization for substantial care are transported for dispersal to medical facilities in uninvolved areas.

2. A "leapfrog" concept will be used in evacuating casualties and providing mutual aid resources. Under this concept, casualties will be evacuated from Casualty Collection Points (CCPS) in the affected area to the DSA, then to a more distant medical facility for definitive care. Human and material resources will then be transported from the DSA to the affected area on the return trip.

3. The movement of casualties and resources will be coordinated with all appropriate levels of government and medical response and emergency medical agencies in the affected area by the State Disaster Medical Coordinator (Director, EMSA).

4. In general, only minimal medical stabilization services aimed at preserving life will be performed at the DSA.

5. Medical function responsibilities at the DSA include:
   - Planning the organization and layout of the medical section of the DSA;
   - Establishing procedures for patient flow;
   - Directing the establishment of the medical site and implementation of patient care procedures; and
   - Providing orientation for personnel staffing the DSA medical function.

6. The DSA will also serve as the site for the receipt, storage, and disbursement of medical resources into unaffected areas.

7. Satellite medical operations (medical DSAS) may be created by the Emergency Medical Services Authority (EMSA) at other locations, depending on the location of large pockets of casualties and the amount of responding resources available.

   
   A. Physicians and other licensed medical personnel arriving at the DSA shall sign a log sheet listing their name, specialty, and license number.

   B. Medical personnel shall carry some proof of licensure with them. This information will be used by the Disaster Medical Coordinator to organize medical assistance teams with appropriate skills.

   C. Each team will triage and provide austere treatment to an average of 200 casualties per eight-hour shift at CCPs (if needed) or at the DSA. Each team shall consist of:
• Two physicians with specialties in emergency medicine, surgery, orthopedics, family practice, internal medicine, or gynecology.
• Four registered nurses.
• Two physician's assistants or nurse practitioners. (May substitute RNs or paramedical personnel, if necessary.)
• One medical assistance personnel (dentist, veterinarian, et cetera).
• Four LVNs or aides.
• Two clerks.

D. As soon as medical personnel arrive at the DSA, they will be provided with orientation material, e.g., disaster tags, triage and austere medical care guidelines, ESA and CCP organization, and operations material (currently under development).

E. Private-sector medical personnel will be integrated with CNG Medical Brigade operations at the DSA.

9. Movement of Resources.

A. Written agreements should be established with commercial airlines to provide transportation of medical personnel from throughout the state to the DSA. Other transportation for personnel and equipment from other areas of the state to the DSA will be requested of private air and surface carriers, the military, and state and federal agencies through the State Office of Emergency Services.

B. Probably, most medical supplies and support equipment supplied by the federal government will originate from the Department of Defense Logistic Supply Depots and the Veterans Administration. Initial transport of supplies will be accomplished by the military; later transport may be supplemented by the private sector.

C. Open-market purchased resources will be delivered by the supplier. If the supplier is unable to transport, transportation will be requested through the DSA.

D. If land routes are open between CCPs and the DSA (or other sites of definitive or intermediate care), trucks and buses will be used to transport large numbers of casualties requiring evacuation. However, ambulances from unaffected areas will be needed primarily for the transport of casualties from the receiving sites in reception areas to definitive care facilities. Regional Disaster Medical Coordinators (RDMCs) will request assistance through County Health Officers (Operational Area Disaster Medical Coordinators) and will coordinate ambulance activity.

E. Transportation resources options include:
• Commercial fixed-wing aircraft, trucks, and buses.
• CNG and U.S. Armed Forces fixed-wing aircraft, helicopters, and trucks.
• Private and public ambulance companies.
• Water transport.
Enclosure 5 to Medical Operations
MULTI-CASUALTY INCIDENT PLAN

1. Emergency medical services beyond the capabilities of the Student Health Center are normally provided to the campus through the City of Los Angeles Fire Department.

2. If a multi-casualty incident occurs on campus, University Police will summon LAFD/Paramedics. Once on scene, LAFD will establish Operational Procedures based upon an on-site assessment by the LAFD Incident Commander.

3. An evaluation of the incident by the LAFD Incident Commander will dictate the logistical and personnel needs to handle the incident. If the Incident Commander's evaluation of the disaster requires resources beyond the capability of the LAFD, appropriate requests for mutual aid will be made to other jurisdictions by or at the request of the LAFD Incident Commander.

4. The response of campus personnel to the incident will be governed by the following guidelines:

   A. The Student Health Center will be notified and shall respond if available.

   B. The University Police Dispatch Center will request LAFD/Paramedic response through the LAFD Communications Center. Information will be provided on the number of casualties, conditions, and any special hazards.

   C. University Police units will escort ambulances to the site and will assist ambulance personnel in establishing an ambulance staging area.

   D. University Police personnel and Student Health Center personnel responding to the scene will establish a perimeter and, as feasible, initiate rescue and provide first-aid to the victims.
MEDICAL COORDINATOR'S CHECKLIST

Activity: Coordinate emergency campus on-scene triage and emergency medical care. Oversee efforts of volunteer medical support at Casualty Collection Point. Coordinate with County Health Officer and off-campus emergency responders.

Primary: Director, Student Health Center

Hazard Implications:

Earthquake: Medical personnel and supplies may be limited to those available on campus for several days. Heavy reliance on volunteer services may be needed at early triage. Transport of injured may be restricted due to debris or lack of transportation. Additional medical care facilities may be required.

Fire: Need for continuing contact with City/County Fire Headquarters for warning on number of possible fire-related injuries.

Flood: Possibility in severe flooding, impacting access to outside medical facilities.

Hazardous Materials Incident: Requires prior contingency planning for treatment procedures for a variety of toxic substances.

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus.

ACTION TAKEN  ACTION

Obtain situation briefing from Operations Section Chief.

Request that field teams report persons needing medical assistance.

Determine number and location of persons requiring medical assistance.

If appropriate, activate Student Health Disaster Plan. Medical Coordinator or designee should retrieve Medical Coordinator's Emergency Bag.

Report information to County EOC/Sheriff's dispatch center.

Request University Police personnel to assist in-coming ambulances/medical personnel.
Assign medical personnel to assist injured until county responders arrive. Consider dispatching personnel to site or transporting victims to Health Center, depending on circumstances.

Provide assistance to Incident Commander/Medical Group Supervisor in accordance with County Multiple Casualty Incident Procedure.

Record information on destination of transported casualties.

IF COUNTY MEDICAL UNITS CANNOT RESPOND SUFFICIENTLY UNDER EXTREME EMERGENCY SITUATION, CONSIDER THE FOLLOWING ACTIONS AS APPROPRIATE.

Establish contact (through County EOC if possible) and determine condition of the local hospital(s).

Establish contact (through County EOC if possible) with local private medical clinics (e.g., Urgent Care, et cetera) to determine status of facility, personnel, and services.

Determine which on-campus facilities will be used for emergency medical care.

Mobilize and brief volunteer medical support personnel. Allocate to the following locations or activities as required:
- Casualty Collection Point.
- Health Center.
- Transport of injured.
- Obtaining and transporting of supplies.
- Maintain records of volunteer assignments.
- Temporary Morgue.

Assign volunteer medical staff to medical care facilities.

Ensure that briefings for medical staff volunteers include:
- Triage.
- Arrest of significant bleeding.
- Use of intravenous solutions.
- Pain relief.
- Tagging injured.
- Patient tracking.
- Identification and handling of fatalities.
Request volunteers through County EBS radio broadcast. Report to medical care facilities or campus EOC for assignment.

Ensure that injured requiring supplemental treatment are taken to Casualty Collection Point.

Arrange with City/County for pick up of seriously injured at Casualty Collection Point.

Ensure that adequate fuel supplies are available for medical transport vehicles.

Develop twelve-hour shift procedures for medical support volunteers and ensure that initial work group is relieved.

Determine following support needs for Health Center and request from campus EOC:
- Medical supplies.
- Portable generators.
- Emergency radio net.
- Transport for medical personnel unable to reach hospital or CCP.
- Food for patients and staff.

Continue to monitor needs for volunteer support to medical function.

Make public announcements through County EBS system for any significant changes in emergency medical services.

Keep Incident Commander advised of major medical actions and operations.

Be prepared to provide a report to City/County authorities on injured and estimated long-range medical needs.

Periodically poll hospital and medical care facilities to determine patient load and support requirements.

Participate in all Staff action planning sessions.

Be prepared for requests from nearby areas for medical support.
D. PUBLIC HEALTH OPERATIONS ANNEX

1. Campus

A. Campus Public Health Coordinator
The Campus Public Health Coordinator, who is a member of the Emergency Management Staff, will be responsible for:

- Coordinating with the County Health Officer concerning preventative health services on campus; including the control of communicable diseases.
- Coordinating the inspection of damaged buildings for health hazards.
- Identifying public health and sanitation problems on campus and taking remedial actions as feasible.
- Requesting assistance from the County Health Officer.
- Coordinating with the Campus Public Information Officer and County Health Officer concerning provision of information on public health matters to the campus.

B. County and City Public Health Coordinators
The County Health Officer or designee is responsible for public health operations throughout the county. City Public Health Coordinators, where designated, support the County Health Officer by coordinating operations within their jurisdiction.

C. Operational Area
The County Public Health Officer, or designee, will serve as the Operational Area Public Health Coordinator and will have countywide responsibility for providing, or coordinating the provision of, public health and sanitation services. The Operational Area Coordinator will submit requests for support and other relevant information to the Mutual Aid Region Disaster Medical/Health Coordinator.

D. Mutual Aid Region
The Office of Emergency Services (OES) Mutual Aid Regional Disaster Medical/Health Coordinator will be responsible for coordinating disaster public health operations and support requirements within the Region and will submit requests for support and other relevant information to the State Director of Public Health.

E. State
The Director, State Department of Health Services, serves as State Director of Public Health and will have the overall responsibility of coordinating statewide disaster public health operations and support requirements.

The following state agencies have varied capabilities and responsibilities for providing support to disaster public health operations: Department of Health Services, Department of Food and Agriculture, Air Resources Board, State Water Resources Control Board, and Solid Waste Management Board.
Enclosure 1 to Public Health Operations

SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. The County Health Officer has the primary responsibility for public health operations countywide, including the campus.

2. The Health Center is the primary campus unit for supporting public health operations on campus.

3. An Environmental Health and Safety Officer will assist by identifying health hazards and coordinating Public Health action items.
PUBLIC HEALTH OPERATIONS COORDINATOR'S CHECKLIST

Activity: Oversee activities associated with disease prevention and control. Ensure that food, medical supplies, and potable water resources are free of contamination. County Health Officer has primary responsibility for this function and should have adequate resources, except in extreme emergency situations such as a major earthquake.

Primary: Medical Doctor, Student Health Center
Environmental Health and Safety Representative

Hazard Implications:

Earthquake: Probable immediate need for potable water supplies and temporary sanitation facilities. Increase need to monitor potential contamination sources in damaged areas.

Fire: Coordinate with fire unit to obtain reports of any potential health hazards.

Flood: Potential sewer backup due to flooding may create health problems. Temporary care centers for evacuees will require close monitoring of sanitary conditions.

Hazard Materials Incident: Will require survey of spill area for possible contamination of water sources. Depending upon toxic agency involved, may require specialized resources to clear affected area.

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
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<tbody>
<tr>
<td></td>
<td>Conduct campus field survey to detect damage to water and sewage systems.</td>
</tr>
<tr>
<td></td>
<td>Identify sources of contamination dangerous to the physical and mental health of the campus.</td>
</tr>
<tr>
<td></td>
<td>Inform County Health Officer of situation and request assistance if needed.</td>
</tr>
<tr>
<td></td>
<td>Advise Incident Commander of need to close buildings or areas due to health problems.</td>
</tr>
</tbody>
</table>
IF COUNTY HEALTH OFFICER IS UNABLE TO RESPOND SUFFICIENTLY DUE TO EXTREME EMERGENCY SITUATION, 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.

Assess, with the County Coroner, any health-related problems associated with the disposal of the dead.

Coordinate with the Plant Operations Department 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.

Provide chemical toilets and other temporary facilities for the disposal of human waste and other disease-causing refuse.

Monitor sanitation in feeding facilities.

Coordinate the procurement of portable sewage pumps.

Conduct inspection of health hazards in damaged buildings.
E. CORONER OPERATIONS ANNEX

1. Organization and Responsibilities

A. Campus

1) The Campus Coroner Operations Coordinator will coordinate with the County
Coroner/Medical Examiner concerning operations on campus. The campus
coordinator will be responsible for:
   • Assessing the number of fatalities and reporting the situation to the County
     Coroner/Medical Examiner.
   • Directing campus personnel to assist the Coroner and Deputy Coroners.
   • Coordinate assistance to the Coroner for identifying the deceased.
   • Ensure that fatalities on campus are properly handled until arrival of the Coroner or
     Deputy Coroner.

2) Local government and private organizations locally available to support coroner
operations are listed in Enclosure 1, "Supporting Organizations and
Responsibilities."

B. County Coroners/Medical Examiners

1) County Coroners/Medical Examiners have statutory responsibility and authority,
under the State Health and Safety Code, for identifying dead persons and human
tissue; determining and recording the cause, circumstances, and manner of death;
and disposing of unclaimed and/or indigent deceased persons.

2) When disasters result in large numbers of deceased persons, Coroners normally will
be responsible for:
   • Coordinating local resources utilized for the collection, identification, and disposition of
deceased persons and human tissue.
   • Selecting an adequate number of qualified personnel to staff temporary morgue sites.
   • Establishing collection points to facilitate recovery operations.
   • Coordinating with search and rescue teams.
   • Designating an adequate number of persons to perform the duties of Deputy Coroners.
   • Identifying mass burial sites.
   • Protecting the property and personal effects of the deceased.
   • Notifying relatives.
   • Establishing and maintaining a comprehensive record-keeping system for continuous
     updating and recording of fatality numbers.
   • Submitting requests for mutual aid assistance, if required, in accordance with the
     Coroners Mutual Aid System.
   • Coordinating services of: funeral directors, ambulances, and morticians; the American
     Red Cross for location and notification of relatives; dentists and x-ray technicians for
     purposes of identification; law enforcement agencies for security, property protection,
     and evidence collection; and mutual aid provision to other counties upon request.
C. Mutual Aid Region

1) The Office of Emergency Services (OES) Regional Coroners Mutual Aid Coordinator (designated by the California State Coroners Association) receives and responds to requests from County Coroners/Medical Examiners for mutual aid assistance from other jurisdictions and/or private sources.

2) Should a present or anticipated emergency be of such a magnitude as to require the commitment of the resources of one or more counties, it is the responsibility of the Regional Coroners Mutual Aid Coordinator to organize and coordinate the dispatch of resources within the Region to the emergency area. The Regional Coroners Mutual Aid Coordinator shall advise appropriate officials at State OES of the situation. If the Region's resources are overtaxed, the Regional Coroners Mutual Aid Coordinator will request assistance from the state level.

D. State

1) Office of Emergency Services (OES)
   
   Receives and responds to requests by Regional Coroners Mutual Aid Coordinators for assistance from other government or private sources.

2) Department of Health Services
   
   Under authority of the State Health and Safety Code, may assist in notification of relatives or, when large numbers of dead persons constitute a public hazard, direct mass burial.

3) The Military Department and the Department of Justice may provide additional support.

2. Policies and Procedures

A. Emergency Responses

   Level I

   If the Coroner's Office is equipped to handle the number of dead resulting from a disaster, the normal routine of examining, performing autopsies, fingerprinting, identifying, photographing, and recording personal property of the deceased may be undertaken. If the number of fatalities overtaxes the Coroner's Office, then a temporary staging or collection area can be staffed by funeral directors in the area.

   Level II

   The normal functioning of the Coroner's Central Morgue is likely to be disrupted. To facilitate the process of carrying out normal procedures, the establishment of multiple staging areas or morgue sites may be necessary. The Coroner’s staff, funeral
directors, and volunteers may manage collection areas in districts. These personnel may handle the operational details of the Coroner's facility for their district. It also will be necessary to establish fatality collection areas for persons who die while in the hospital or in route to treatment areas. To avoid additional trauma to surviving victims, it will be important to establish the fatality collection areas away from hospitals or treatment facilities.

Level III

Due to the anticipated number of fatalities, identification of the deceased can be expected to pose a significant problem. This problem may not be resolved immediately; therefore, storage facilities for an extended period or mass burial may be necessary.

It will be imperative to have the bodies and possessions tagged and labeled as to the location found, as well as recording any other vital information that may lead to a future identification. Embalming of the bodies may be necessary for preservation as well as disease prevention. X-rays and dental charts may be used for making identification.

It is conceivable that some bodies will not be identifiable before burial. Therefore, it is imperative that records be kept of gravesite (unidentified person) numbers, case numbers, and burial orders. Each body should have attached to it a tag, preferably metal or plastic, which contains the identification information.

B. Fatality Collection Areas (FCAS)

1) Should the number of dead exceed the resources of the Coroner's Office, the Coroner will organize and operate an FCA at the disaster site.

2) The facilities, located as near as possible to areas with heavy death toll, should have, if feasible, showers, hot and cold water, electricity, parking areas, and communications. They should be fenced or locked for the security of bodies and personal property, be removed from public view, and have sufficient space. Facilities of potential use are existing mortuaries, cemeteries, National Guard Armories, et cetera.

3) Once FCAs are established, the Coroners Organization should obtain refrigerated trailers as deemed necessary. The trailers can be moved to whatever location designated by the Coroner. If refrigerated trailers are not available, the Coroner's Office can arrange for railroad refrigeration cars or ocean container vans to aid in the preservation of bodies.

4) The functions to be performed at the FCAs are:
   - Receive the dead brought in from the disaster area.
   - Identify the dead and record the identification, or collect and record evidence that may lead to later identification of the bodies that may have to be buried in an unidentified state.
• Receive, label, and impound property of the dead. Use the property as necessary in identification of the dead, and hold the property for the next of kin or the Public Administrator.
• Keep records of names and numbers of dead. It is essential to maintain a postmortem board containing all known information regarding all remains or parts of remains that may be identifiable.
• Receive telephone inquiries from or solicit relatives and friends of the dead or missing persons to assist in the identification. American Red Cross personnel or volunteers who have been trained to provide relief for survivors in times of disaster may handle this function. Members of the clergy within an area may provide assistance in dealing with relatives and friends as well as assisting in notification of death.
• File and record emergency death certificates.
• Photograph, x-ray, and chart teeth; determine the cause of death.
• Embalm bodies for preservation and disease prevention.
• Release bodies to mortuaries or to a transportation service for transport to burial sites.
• Obtain all the necessary equipment, supplies, and personnel to accomplish these tasks.

C. Locating, Retrieving, and Tagging of Bodies at the Disaster Site

Personnel from the Coroner's Office, with the aid of other disaster team members, will aid in the recovery and identification process as follows:
• Security arrangements at the disaster site must be made. Admission to the disaster area should be restricted to only authorized personnel, equipment, and supplies.
• A method of indicating the location of bodies at the disaster site may be needed. A format whereby the disaster site is marked off in grids that are designated in alphabetical sequence has been found to be effective. Bodies within each grid are designated in sequence and prefixed with prearranged letters and numbers. Street numbers, streets, intersections, etc. fix locations within the grid.
• Parts of bodies are identified and tagged using these numbers as the prefix, followed by the designation "P" for part. Parts will not be assigned to bodies at the scene.
• If time, security, and safety allow, photographs of bodies, body parts, and property will be taken at the scene.
• Bodies should not be searched or identified at the scene.
• Bodies will be removed from debris, tagged, put into body bags or wrapped in plastic sheeting, and readied for transport to the FCA.
• Personal property will be tagged and sent with the body.
• Property and clothing not actually on a body will not be assigned to a body.

D. Transport of Bodies to Fatality Collection Areas

Transportation of bodies from disaster sites to FCAs will be coordinated by the local Coroner/Medical Examiners in conjunction with Transportation Coordinators (when required). Transportation sources could include Coroner's vehicles, vehicles supplied from local mortuaries, or other sources.
E. Mass Burial

1) Mass burial may become necessary when the number of victims becomes a public health hazard and the dead cannot be:
   - Adequately refrigerated or embalmed to prevent decomposition.
   - Processed and identified.
   - Released to the next of kin.
   - Transported to and/or cared for by cemeteries, mausoleums, crematoriums, et cetera.

2) The decision to begin mass burial must be made by the Coroner and County Health Officer in conjunction with the State Department of Health Services. Coordination also should be achieved with the State OES, the County Emergency Services Office, and the various city officials and religious leaders within the community.

3) The site of mass burial also must be agreed upon by the above agencies, taking into consideration the number and location of dead to be buried. Ideally, an existing cemetery would be the most logical location of mass burial. However, that may not be possible because of the numbers to be buried and the area available, its proximity to the disaster site, and the damage the cemetery received during the disaster.

4) The next consideration should be given to federal, state, county, or city-owned property or rights-of-way, such as:
   - Parks and recreational areas;
   - Flood control basins (weather permitting);
   - Sides of freeways and riverbeds;
   - Areas beneath high power lines; and/or
   - Rail yards and areas along rail lines.

5) The final consideration should be given to privately owned property (except cemeteries), preferably large open fields such as are found in industrial or agricultural areas, et cetera. Access and egress also are important factors, along with the type of terrain and the need to facilitate later exhumations. These exhumations will be ordered to attempt to identify unknown bodies and for the re-interment of those identified by the next of kin in the cemetery of their choice. Bodies remaining unidentified must still be re-interred in a designated cemetery.

6) Those bodies designated for mass burial should be processed to ensure that:
   - Body has been rechecked for any type of jewelry or other item that may assist in identification.
   - Postmortem information has been properly documented, especially scars, tattoos, deformities, and other physical descriptions.
   - Fingerprints have been taken; if not, fingers should be rechecked and prints taken if possible.
   - Mandible and maxillary have been removed and placed into a properly marked container.
• An additional body tag has been attached, properly filled out and placed into a small, sealed plastic bag.
• If remains are not arterially embalmed, the body has been wrapped in celu-cotton or other absorbent material.
• Embalming fluid (two to three gallons cavity fluid or 10 percent formalin) has been poured over remains.
• Body has been wrapped in plastic sheeting or disaster pouch and tied/zipped to prevent leakage.
• A tag has been attached to the pouch containing the body.
• If possible, body has been placed in a wooden or metal container for burial; that container has been marked (spray painted) with corresponding identification numbers.

7) Exact location of each body buried must be recorded on grid maps including dates, times, and other information necessary for exhumations at a later time. Each burial site also must be marked (staked) with the correct corresponding identification numbers.

F. Counseling Service

An informational and/or counseling service staffed by American Red Cross workers, mental health workers, clergy, and others experienced in Coroner activities should be established for relatives and friends of missing or deceased persons.
Enclosure 1 to Coroner Operations
SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. The Student Health Center is the primary campus unit for coroner operations on the CSULA campus in major disasters as directed by the county coroner.

2. The Los Angeles County Coroner has the primary responsibility for coroner operations countywide, including the CSULA campus.

3. Local mortuaries and morticians will provide personnel and facilities for handling fatalities.
CORONER OPERATIONS COORDINATOR'S CHECKLIST

Activity: Assist County Coroner/Medical Examiner with on-campus operations including identification of human remains, recording pertinent information, overseeing the removal of the dead to temporary morgues, processing personal effects, and providing appropriate storage for human remains. The County Medical Examiner-Coroner in all but the most extreme emergencies will handle this function.

Primary: Medical Doctor, Student Health Center  
County Coroner/Medical Examiner

Secondary: Designee, University Police

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus. Also consider actions listed under specific hazards on the following pages.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td></td>
<td>Request that all reports of dead persons be forwarded to University Police.</td>
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<tr>
<td></td>
<td>Determine number of fatalities.</td>
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<tr>
<td></td>
<td>Contact County Coroner/Medical Examiner.</td>
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<tr>
<td></td>
<td>Direct University Police to assist Coroner's personnel upon arrival.</td>
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<tr>
<td></td>
<td>Provide assistance in identifying the dead.</td>
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<td></td>
<td>Ensure that fatalities are properly covered and handled until arrival of Coroner personnel.</td>
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</tbody>
</table>

IF COUNTY CORONER/MEDICAL EXAMINER CANNOT BE CONTACTED UNDER EXTREME EMERGENCIES, CONSIDER THE FOLLOWING ACTIONS AS APPROPRIATE TO THE SITUATION:

Refer to "Coroner Operations Annex" for detailed procedures.

Size up problem and determine support staff requirements.

Attempt to contact local mortician.
Alert staff to report to pre designated locations.

Obtain body bags, tags, gloves, masks, and other support items as needed.

Arrange for body cold storage locations.  
Make arrangements for removal of dead person from structures and public view.

Coordinate with Law Enforcement and Construction & Engineering Coordinators on fatality removal procedures from hazardous buildings.

Ensure that proper procedures are followed for noting location of body and, probably, cause of death.

Identify remains; collect, bag, and tag personal effects in accordance with County Coroner/Medical Examiner policy.

Transport fatalities to pre designated central cold storage location(s) as soon as possible.

Consider temporary interment only as last resort to preserve health.

Maintain and preserve all records and personal effects to secure location.

Observe assigned staff carefully for indications of stress.

Provide list of fatalities to campus EOC upon request or at pre designated intervals.

Ensure that there is no public release of names of the dead.

Keep Incident Commander informed of the fatalities situation at all times.

Hazardous Materials Incident

Determine if special handling procedures will be required to avoid contamination.
F. CARE AND SHELTER OPERATIONS ANNEX

1. Organization and Responsibilities

A. American Red Cross

1) The American Red Cross, as mandated by Federal Law 36-USC-3 and reaffirmed in Public Law 93-288 (Federal Disaster Relief Act of 1974), provides disaster relief in peacetime. Such relief is provided on a cooperative basis with state and local governments and other private relief organizations to provide emergency mass care to persons.

2) At the state level, the Statement of Operational Relationships between the American Red Cross and the California Office of Emergency Services (OES) and the Memorandum of Understanding between the American Red Cross and the California Department of Social Services establish the operating relationships between these agencies. The major responsibilities of the Red Cross, included in the "Statement of Operational Relationships," for emergency mass care are:
   - Emergency lodging for disaster victims in public or private buildings.
   - Food and clothing for persons in emergency mass care facilities.
   - Food for disaster workers if normal commercial feeding facilities are not available.
   - Registration and inquiry service.

B. Campus

1) The Campus Care and Shelter Coordinator is responsible for coordinating with the Red Cross and local government officials. Responsibilities include:
   - Determining on-campus requirements for care and shelter and reporting through established channels.
   - Requesting assistance from the Red Cross and local government through established channels.
   - Designating campus facilities for use in mass care operations for members of the community, or for others, if requested, through the mutual aid system.
   - Coordinating with neighboring jurisdictions for mass care of the campus community if evacuation of the campus is required or if damage to campus facilities precludes mass care on campus.
   - Coordinating with the Red Cross on Registration and Inquiry activities.

2) Local government and private organizations locally available to support care and shelter operations are listed in Enclosure 1, "Supporting Organizations and Responsibilities."

C. County and City

The County and City Care and Shelter Coordinators have the responsibility for coordinating local government resources, requesting and responding to mutual aid forces, and providing support to the Red Cross.
D. Operational Area
The County Director of Social Services (or similar agency) is the Operational Area Care and Shelter Coordinator and will have the overall responsibility for coordinating care and shelter operations within the county. The Coordinator will submit requests for support to the Mutual Aid Region Care and Shelter Coordinator.

E. Mutual Aid Region
The OES Mutual Aid Region Care and Shelter Coordinator (representative of the State Department of Social Services) will coordinate care and shelter operations within the Region and will submit requests for support to the State Director of Care and Shelter.

F. State
1) The Director of the State Department of Social Services will serve as the State Director of Care and Shelter and will have the overall responsibility for coordinating statewide care and shelter operations and support requirements.

2) Other State agencies have varied capabilities and responsibilities for providing support to such operations. All support will be dependent upon availability and, in some instances, the proximity of the supporting agency’s facilities to a given jurisdiction or jurisdictions.

2. Policies and Procedures

A. Registration and Inquiry Operations
1) In peacetime, the Red Cross has responsibility for Registration and Inquiry (Disaster Welfare Inquiry) operations. The Red Cross has trained Disaster Welfare Inquiry Cadres, a system to recruit volunteer workers, and a tested program to handle mass inquiries. During most disasters, a Registration and Inquiry Center is established in the Red Cross Chapter office located near the disaster or in an office nearby. However, in large-scale disasters where the Red Cross has established a Headquarters for Disaster Operations, the Center will be located there or nearby.

2) Often there is a delay between the onset of a disaster, the time that a Registration and Inquiry Center can be set up and staffed, and the time that it takes to identify residences that may have been damaged or destroyed. A temporary moratorium on inquiries may be declared until the system becomes operational.

3) Communications are established between the Center and shelters, hospitals, and coroners’ offices or morgues. Registration lists and location changes are sent to the Center daily, if possible, or more often if practical and necessary. Most inquiry and response information is sent by teletypewriter exchange (TVI) in order to provide a written record of the communications. Although every effort is made to locate all victims, some persons whose homes may have been damaged will relocate but not register. For this reason, records will seldom, if ever, be complete. Public information broadcasts advising people to register and to notify relatives of their location, however, will assist inquiry operations.
B. Lodging Operations
1) In large disasters, any suitable building, other than those being used for other emergency functions, may be used for lodging.
2) Schools are the facilities most preferred by the Red Cross for lodging, as they are public facilities and can accommodate a large number of persons. Churches also are appropriate, as they usually are large and often have feeding facilities on the premises.
3) Arrangements should be made in advance for use of campus facilities and with owners or managers of other facilities for use in disasters. Arrangements also should be made during a disaster, if possible, for backup shelter should the threat change location (for example, a wind shift after a hazardous material spill).
4) When possible, most of the lodging operations will be performed by personnel normally associated with the facility. In large disasters, those relocated themselves, under the supervision of the facility manager, are expected to assist with many, if not most, of the operations.
5) Pets will not be allowed in lodging facilities, but will be cared for in animal shelters or veterinarians’ facilities.
6) Only minimal health needs will be attended to in lodging facilities. If possible, sick persons will be transferred to medical facilities.

C. Feeding Operations
1) Plans will be made for mobile feeding, including feeding at the scene of the disaster; providing refreshment services at hospital waiting rooms, morgues, and places where disaster victims and emergency workers congregate; and delivering food to persons in isolated areas.
2) In most disasters, it is expected that a central facility will be set up for mass feeding and that most of the feeding operations will be performed by personnel associated with that facility. Where possible, personnel of feeding establishments will manage the mass feeding operations.
3) Plans should be made for possible use of campus facilities for mass feeding for the campus and others.

SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. Housing and Residential Life has primary responsibility for providing and managing facilities for the temporary lodging and sheltering of individuals during an emergency. Housing will coordinate the use of campus housing and other campus facilities for care and shelter operations.

2. The American Red Cross will support campus Care and Shelter operations, per contract, by providing personnel, food, and other resources. The Red Cross support will be requested through the County EOC.

3. The Finance/Recovery Section will arrange financing for any additional supplies needed.
Activity: Provide food and emergency shelter to disaster victims. In emergencies, on-campus personnel or volunteer services may be required. Activity includes both providing care and shelter to campus community and the use of campus facilities for sheltering of disaster victims for the adjacent community.

Primary: Director, Housing and Residential Life

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td>Determine what numbers of campus community members (students, faculty, and staff) will require emergency care and shelter.</td>
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<tr>
<td>Request assistance from the Red Cross, if necessary.</td>
<td></td>
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<tr>
<td>Determine which designated campus facilities will be needed for emergency care and shelter.</td>
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<tr>
<td>Determine status and safety of care and shelter facilities.</td>
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<tr>
<td>Call for volunteers to augment staff.</td>
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<tr>
<td>Request assistance from Red Cross if necessary.</td>
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<tr>
<td>Activate campus care centers as needed. Activation sequence should be:</td>
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<tr>
<td>• Alert basic staff and have them recruit additional volunteers.</td>
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<tr>
<td>• Arrange building for operation, place signs, etc.</td>
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<tr>
<td>• Obtain required supplies.</td>
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<tr>
<td>• Arrange for food service for sheltered people</td>
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<tr>
<td>• Set up Registration and Inquiry desk.</td>
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</tbody>
</table>

Use the following as emergency care and shelter planning guidelines when normal water and sanitation are not available.

• One toilet per 40 persons (6/200); 40 square feet sleeping space (5' x 8') per person (14/500); one quart of drinking water (minimum per person, per day).
• Five gallons water per person per day (all uses); 2,500 calories per person per day (approximately 3-1/2 pounds unprepared food).
Provide communications where needed to link mass care centers to the campus EOC.

Request necessary food supplies, equipment, and supplies to operate care facilities.

Coordinate with neighboring jurisdictions for care of campus student personnel if evacuation of campus is required.

Evacuate and relocate any mass-care facilities which become endangered by any hazardous conditions.

Coordinate efforts with Red Cross, Salvation Army, church groups, and other emergency welfare agencies.

Ensure that procedures are in effect to link Registration and Inquiry operations at different care centers with campus EOC.

Make plans to close down the care centers as emergency lessens or other temporary housing becomes available.
G. MOVEMENT OPERATIONS ANNEX

1. Organization and Responsibilities

A. Campus

1) The Campus Movement Coordinator, who is a member of the Emergency Management Staff, will be responsible for coordinating the movement of persons from hazardous or threatened areas to lower-risk reception areas.

2) The Movement Coordinator will be assisted by the Law Enforcement Coordinator and the Transportation Officer.

3) Organizations locally available to support movement operations are denoted in Enclosure 1, "Supporting Organizations and Responsibilities."

B. County and City

1) County and City Movement Coordinators are responsible for coordination of movement operations within their jurisdiction. Since campus evacuations are likely to involve movement into or through neighboring jurisdictions, it is essential that coordination be established with these jurisdictions.

2) Localized evacuations may be conducted as a part of established Incident Command Systems. Larger, area-wide evacuations would be directed from the Jurisdiction's EOC or from a 24-hour dispatch facility.

C. Operational Area

1) The County Sheriff, or a designee, will function as the Operational Area Movement Coordinator. In large-scale evacuation operations, the Operational Area Law Enforcement Coordinator is responsible for countywide traffic control operations and will be assisted by the California Highway Patrol (CHP).

2) The Operational Area Transportation coordinator will be responsible for coordinating transportation resources and operations on a countywide basis. These Coordinators will function as the Operational Area Movement Operations Group. Requests for support and other relevant information will be submitted to the Mutual Aid Region Movement Operations Group.

D. Mutual Aid Region

1) A designated member of the CHP will function as the Office of Emergency Services (OES) Mutual Aid Region Movement Coordinator and will coordinate traffic control operations on a region wide basis.
2) The Movement Coordinator will be assisted by a representative of the State Department of Transportation (Caltrans), who will function as the Mutual Aid Region Transportation Coordinator.

3) These Coordinators will constitute the Mutual Aid Region Movement Operations Group. They will refer requests for assistance from other regions and other relevant information to the State Movement Operations Group.

E. State

1) The State Movement Operations Group will accomplish the coordination and support of movement operations on a statewide basis. This Group will be chaired by the Director (or a designated representative) of State OES and will include a Traffic Control Coordinator (CHP representative) and Transportation Coordinator (Caltrans representative).

2) State agencies which may be involved in a major evacuation effort include: California Highway Patrol (CHP), Military Department, Department of Transportation (Caltrans), Department of General Services, and Public Utilities Commission.

2. Policies and Procedures

A. Evacuation Planning

1) Site-Specific Plans
   a. If the potential impact area for known hazards can be identified, site-specific evacuation plans will be prepared. The plan may cover all or a portion of the campus. If the hazard area includes a neighboring jurisdiction(s), the jurisdiction should have prepared a site-specific evacuation plan. The campus and jurisdiction plans must be coordinated for the evacuation to be effective.
   b. Site-specific plans include designated traffic and access control points, evacuation routes, warning assignments, transportation requirements, evacuation assembly points, and pre-designated mass-care facility locations. These plans will be used as guides for evacuating the affected population.

2) General Evacuation Procedures
   a. An event may occur that requires an evacuation not covered by a site-specific evacuation plan. For such an event, it will be necessary to determine the area to be evacuated and the number of persons involved, based on information obtained at the time of the incident. Evacuations involving only a small number of people generally can be handled without elaborate measures by on-scene public safety personnel. Evacuations involving a larger number of people will require the determination and establishment of traffic and access control points, evacuation routes, evacuation assembly points, and mass-care facilities.
   b. If the entire campus is to be evacuated, it may be necessary to divide it into sub-areas in order to expedite and prioritize movement. Persons closest to the
hazard generally would be warned and evacuated first. The evacuation area would be expanded until all of the threatened population is evacuated.

B. Warning the Community and Providing Movement Instructions

1) Once the decision to evacuate has been made, the campus community will be alerted and given evacuation instructions by various means, including radio announcements, TV announcements, sirens, mobile loud speakers, hailers, and personal contact. Whenever feasible, mobile units will be dispatched to the areas to be evacuated.

2) If an event has not occurred but is immanent, warning and public information operations will take place under extreme time pressure. General and site-specific warning messages and EPI material prepared during the Pre-Emergency Period will be used to the extent possible to accelerate these operations. Movement information provided to the public will include the following:
   • Why they must evacuate.
   • Routes to take, including conditions of roads, bridges, and freeway overpasses.
   • What to do if vehicle breaks down.
   • The locations of assembly points for those without access to automobiles.
   • Where to go for mass care until the emergency situation has passed.

3) Close coordination must be established with the news media and neighboring jurisdictions to assist in providing timely evacuation announcements.

C. Identifying Evacuation Routes

1) The Movement Coordinator, in coordination with neighboring jurisdictions, will select the best routes from the endangered area to mass-care facilities, considering the size of the population to be moved, road capacity, and the roads which could become impassable if the hazard event occurred.

2) Evacuation routes relating to site-specific plans should be pre-identified. For areas not covered by site-specific plans, the best evacuation routes will have to be selected at the time of the hazard event.

3) As the emergency situation progresses, the Movement Coordinator will request regular updates from law enforcement and other field personnel on the condition of the road network and will adjust the selection of evacuation routes accordingly.

4) Changes in evacuation routes will be communicated to traffic-control personnel, transportation resource coordinators, access-control personnel, and Public Information Officers.

D. Providing Transportation Assistance

1) Some members of the campus community will not have access to a motor vehicle. Some people with disabilities, infirmities, or illnesses may require special transportation assistance.
2) The number of persons requiring transportation assistance may vary substantially by time of day and day of week.

3) Buses, vans, ambulances, and other transport vehicles will be requested from transportation providers through established channels. Initial requests will be based on estimates of the number of persons requiring assistance. Units will be dispatched to assembly points, campus facilities, or to designated pickup routes.

4) The community will be told where to go to obtain transportation. A telephone number should be provided for persons who require special assistance.

5) Evacuation assembly points, where persons requiring transportation will go to be picked up, will be selected with consideration given to walking distance, accessibility for buses, and safety of evacuees. The assembly points generally will be buildings or other readily identifiable points.

E. Controlling Traffic

1) Traffic controls will be established at key intersections and at access points to evacuation routes as needed to expedite the flow of traffic. In some cases it may be necessary to control traffic on routes outside the hazard area to minimize conflicts with evacuation traffic. Traffic controls should be established in coordination with neighboring jurisdictions.

2) For areas covered by site-specific plans, pre-designated Traffic Control Points (TCPS) will be used, with adjustments being made during the emergency, as necessary. For other areas, TCPs will be selected at the time of the emergency, considering the amount of evacuation traffic expected and the configuration of the road network.

3) Communications will be maintained with traffic control personnel to monitor the progress of the evacuation, to coordinate traffic controls, and to implement any changes in evacuation strategy that may be required.

F. Controlling Access to Hazard Area

1) As an area is being evacuated, access controls must be established. Controlling reentry protects the public from exposure and injuries and protects unattended property within the vacated area.

2) Security of the vacated area will be obtained by establishing manned Access Control Posts and barricades at key locations around the perimeter. Any unmanned barricades will be patrolled periodically.

3) Special entry passes will be issued at the manned control posts in accordance with established policies.

4) Policies and procedures for access control are provided in the "Law Enforcement and Traffic Control Operations Annex."
Enclosure 1 to Movement Operations
SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. University Police, with assistance from Parking and Transportation Services, has primary responsibility for movement operations on campus.

2. Building Evacuation Coordinators, with assistance from Disabled Student Services, will evacuate the disabled from campus buildings.

3. Parking Services, with assistance from Facilities Management and Transportation, will provide evacuation and staging route signs, and vehicles for transportation.

4. Parking and Transportation Services will post signage and assist in directing evacuees to staging areas.

Enclosure 2 to Movement Operations
STAGING AREAS, EVACUATION ROUTES, & BARRICADE LOCATIONS

Staging Area # 1: Lot “G”: Stand-by Equipment and Rescue Equipment entering from the North.

Staging Area #2: Lot “F” – to be used as an alternate to Staging Area #1.

Staging Area #3: Lot “A” – Stand-by Equipment and Rescue Equipment entering from the South.

Evacuation Routes [Dependent on road damage]

1. South from (Paseo Rancho Castilla) PRC onto Eastern Avenue.

2. East from Campus Drive, onto the freeway or across the freeway into Monterey Park.

3. North onto Valley Boulevard.

Barricades to be posted with signage at all incoming points to campus.

1. Eastern Avenue

2. Campus Road

3. Cavanaugh Road

4. Mariondale Avenue/University Vista

5. Levanda Avenue

6. Hellman Avenue
MOVEMENT COORDINATOR’S CHECKLIST

General Response: The following actions should be taken when an evacuation of the campus is ordered. Planned evacuation routes and staging/assembly areas are shown on the attached map.

Primary: University Police, Watch Commander
Assisted by: Parking and Transportation supervisors and personnel

Hazard Implications: Earthquake, hazardous materials release, or flooding may affect access to or safety of routes and staging/assembly areas. Adjust routes and staging/assembly areas as required by situation.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
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<tbody>
<tr>
<td>Determine evacuation routes and staging areas in conjunction with Incident Commander.</td>
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</tbody>
</table>

Evacuation instructions should include:
- Blocked off-campus roadways.
- Identification of movement routes.
- Evacuee assembly sites for carless population.
- Recommendation for carless persons to obtain rides if possible.
- Location of reception centers or other off-campus destinations.

Ensure that Public Information is advised of evacuation instructions.

Direct field teams to place evacuation and staging area route signs.

Direct field teams to place barricades as appropriate.

Dispatch field teams to traffic control points.

Ensure that county is informed of evacuation.

Dispatch Field Teams to staging areas to provide assistance/information.

Coordinate with Transportation Officer. Ensure that transportation is provided for:
- Car-less population (at staging areas).
- Day care centers.
- Infirmary patients.
- Disabled population.

Keep track of the status of evacuation. Advise Incident Commander.
1. Organization and Responsibilities

A. Campus

1) The Campus Rescue Coordinator is responsible for:
   - Coordinating rescue operations on campus.
   - Identifying rescue requirements and requesting assistance through the mutual aid system.
   - Designating a staging area for rescue teams provided through the mutual aid system.
   - Organizing campus rescue teams, designating team leaders, and assigning teams to sites.
   - Determining priorities for rescue operations in conjunction with the EOC Director.
   - Coordinating with other functional coordinators on support for rescue personnel and for handling of casualties and fatalities at rescue sites.

2) Campus units and local organizations available to support rescue operations are denoted in Enclosure 1, "Supporting Organizations and Responsibilities."

B. County and City: County and City Rescue Coordinators are responsible for rescue operations within their jurisdiction. They will provide available resources to support campus operations in response to requests through the mutual aid system.

C. Operational Area

Operational Area Fire and Rescue and Law Enforcement Coordinators are responsible for coordinating countywide rescue operations, which includes:

1) Activating Operational Area or countywide fire and rescue and search and rescue mutual aid plans.

2) Staffing the rescue function at the County Emergency Operating Center.

D. Mutual Aid Region

Mutual Aid Region Fire and Rescue and Law Enforcement Coordinators are responsible for mobilizing and allocating mutual aid resources for rescue operations.

E. State

State Fire and Rescue and Law Enforcement Coordinators (members of the State Office of Emergency Services Staff) are responsible for mobilizing needed resources from available Statewide mutual aid system and State agency inventories.
2. Policies and Procedures

A. The Campus Coordinator for rescue operations will determine the boundaries of each separate incident, i.e., building, complex, or campus as a whole.

B. An on-site Incident Commander will be designated for each incident.

C. Direct supervision of rescue team members will be the responsibility of the team leader designated by the providing organization.

D. Coordination with coroner and emergency medical operations will be required at each level of operation.

E. Mutual aid resources will be mobilized through established mutual aid channels. Resources mobilized through mutual aid channels will be returned to Operational Area or Regional Mobilization Centers when no longer needed by the utilizing agency, incident, or area.
Enclosure 1 to Rescue Operations

SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. Campus Emergency Response Teams have primary responsibility for light rescue operations.

2. The City of Los Angeles Fire Department will assist with heavy rescue operations.

3. Initial HazMat evaluation will be performed by the Campus Environmental Health and Safety personnel.

4. Facilities Management and personnel will provide heavy equipment, trucks, and forklifts, with additional personnel from Shipping and Receiving.

5. Technical faculty and staff will provide expert advice on buildings and structures, assisted by Campus Emergency Response Teams.

Facilities Operational Personnel
- Director, Facilities Services
- Facilities Administrative & Office Staff
- Director, Planning and Construction
- Planning & Construction Administrative & Office Staff
- Automobile/Vehicle Maintenance Staff
- Building Trades Craftsmen
- Custodial Staff
- Grounds Staff

Shipping and Receiving Personnel
- Forklift Operators
- Motorized Cart & Vehicle Operators

Campus Emergency Response Team
- Personnel trained in specific search and rescue function [CERT]
- Personnel qualified to evaluate buildings and structures
RESCUE COORDINATOR’S CHECKLIST

Activity: Find and remove persons trapped in damaged or collapsed structured or other locations. Search and Rescue operations are coordinated by the Los Angeles Fire Department.

Primary: Los Angeles Fire Department
Secondary: University Police Department, assisted by Environmental Health & Safety

General Response

The following action may/will be taken during any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td></td>
<td>Identify the rescue requirement.</td>
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<td></td>
<td>Request assistance through county mutual aid procedures.</td>
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<tr>
<td></td>
<td>Designate a staging area(s) for incoming rescue teams.</td>
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<tr>
<td></td>
<td>Organize campus rescue teams--designate team leaders.</td>
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<tr>
<td></td>
<td>Establish priorities for rescue operations with EOC Director.</td>
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<tr>
<td></td>
<td>Assign rescue teams to specific sites.</td>
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<tr>
<td></td>
<td>Coordinate with other functional coordinators for support to rescue activity.</td>
</tr>
</tbody>
</table>
I. CONSTRUCTION AND ENGINEERING OPERATIONS ANNEX

1. Organization and Responsibilities

A. Campus

1) The Campus Director of Planning & Construction, who is a member of the Operations Section, will be responsible for coordinating the inspection, maintenance, and emergency repair of campus facilities and for coordinating emergency debris clearance.

2) Campus units and local organizations available to provide construction and engineering support are denoted in Enclosure 1, "Supporting Organizations and Responsibilities.

B. County and City

County and City Construction and Engineering Coordinators are responsible for coordinating operations, including debris clearance and route recovery, within their jurisdiction. They will provide available resources to support the campus in response to requests through the mutual aid system.

C. Operational Area

The Operational Area Construction and Engineering Coordinator will have the overall responsibility for coordinating countywide construction and engineering operations, provide relevant information, and submit all requests for support to the Mutual Aid Region Construction and Engineering Coordinator.

D. Mutual Aid Region

The Mutual Aid Region Construction and Engineering Coordinator will have the overall responsibility for coordinating construction and engineering operations within the region, provide relevant information, and submit all requests for support to the State Construction and Engineering Coordinator.

E. State

The State Construction and Engineering Coordinator will have overall responsibility for coordinating statewide construction and engineering operations and requirements.

F. Private Sector

1) The Associated General Contractors (AGC) of America and the Engineering and Grading Constructors Association (EGCA) are directly available to any legally constituted authority, or authorities, undertaking emergency operations.
2) The Structural Engineers Association of California (SEAOC) has a large number of volunteers who may be made available to support governmental efforts directed towards damage assessment and determination of the serviceability of damaged buildings. Through the Association, other types of engineers (civil, mechanical, electrical, safety, et cetera) may be obtained.

3) The Concrete Sawing and Drilling Association of California may provide assistance in heavy-duty rescue operations.

2. Policies and Procedures

A. Post-Event Inspection of Facilities and Structures

The post-event inspection of facilities and structures to determine serviceability will be conducted in accordance with the Damage Assessment Plan for Volunteer Engineers and the Damage Assessment Plan for California Building Officials (published and issued separately by the State Office of Emergency Services).

B. Preliminary Evaluation of Buildings and Structures

1) Campus Emergency Response Team will make an assessment from outside visual inspections with limited exposure to risk. Written evaluations with observations will be reported to the Campus EOC.

2) The Director of the Campus Construction and Planning will complete additional evaluations of structures and coordinate assessment.

C. Route Recovery

- Field employees of governmental agencies will survey damage to freeways, roads, and streets in their vicinity and report information to their appropriate headquarters.

- Priorities will be given to:
  -- A quick assessment of damage to highways, roads, and streets and immediate access/egress needs.
  -- The identification, establishment, and operation of alternate routes.
  -- The reestablishment of service on essential highways, roads, and streets.
  -- Facilitating the earliest possible recovery.
Enclosure 1 to Construction and Engineering Operations

SUPPORTING ORGANIZATIONS AND RESPONSIBILITIES

1. Director of Planning & Construction has primary responsibility for construction and engineering operations on campus.

2. Supply/Procurement will assist with procuring goods, services, and equipment.

3. Financial Services arranges financing and maintains financial records.

4. Technical facility and staff will provide expert advice on structural problems.

5. Facilities Management (Building Trades and Automobile/Vehicle Maintenance) will assist in turning off utilities, checking for hazard, repairs, and debris clearance.

6. Shipping and Receiving personnel will assist in the removal of debris and minor repairs.

7. University Police will provide facility security.
CONSTRUCTION/ENGINEERING COORDINATOR'S CHECKLIST

Activity: Assess damage and hazards on campus. Inspect campus structures and facilities for use and occupancy; provide essential repair and perform debris clearance. Determine emergency steps necessary to continue vital service. Conduct Damage Assessment.

Primary: Director, Construction and Planning

General Response--All Hazards

The following actions should be taken under any major emergency affecting the campus. The degree of implementation for any function will vary depending upon the type, severity, and duration of the incident. Consider additional actions listed under specific hazard.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td>Assign field teams to survey campus/affected area for damage, hazards, and debris problems.</td>
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<tr>
<td>Direct field teams to report damage/hazards to CSULA Emergency Operations Center.</td>
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<tr>
<td>Request University Police personnel to report any damage or debris problems.</td>
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<tr>
<td>Maintain list/log of damage, damage areas, et cetera.</td>
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<tr>
<td>Advise field teams to check for chemical and electrical hazards.</td>
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<tr>
<td>Advise field teams to report any injuries so that Emergency Medical personnel can respond.</td>
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<tr>
<td>Keep Incident Commander advised of information reported from field personnel.</td>
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<tr>
<td>Determine resources required for emergency repair and debris clearance.</td>
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<tr>
<td>Request emergency assistance from County and/or City.</td>
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<tr>
<td>Coordinate requests for contractor assistance with Logistics Section and Finance Section Chiefs.</td>
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<tr>
<td>If campus closure is ordered, follow Campus Closure Procedures.</td>
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<tr>
<td>Advise Finance Section Chief of estimated damage/loss costs to facilities, roads, bridges and other property.</td>
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<tr>
<td>Be prepared to fence off campus. Coordinate with Plans Section Chief.</td>
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</tbody>
</table>
**Earthquake Construction/Engineering CHECKLIST**

The functions within this activity would be activated and could be maintained for a number of days. They could require 24-hour operation, and therefore, adequate relief must be planned for.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td>Check key facilities to determine extent of damage and ability to operate.</td>
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<tr>
<td>Facilities to check should include attached list facilities, to be checked in priority sequence.</td>
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<tr>
<td>Assign teams to determine capacity and safety of any bridges, underpasses, and key roadways.</td>
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<tr>
<td>Post all hazardous structures.</td>
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<tr>
<td>Post and close routes as required.</td>
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<tr>
<td>Identify major debris problems.</td>
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<tr>
<td>Establish priorities for repair and debris clearance in conjunction with EOC Staff.</td>
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</tr>
<tr>
<td>Activate and assign repair and debris clearance crews.</td>
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</tr>
<tr>
<td>Determine status of available equipment for repair and for debris removal.</td>
<td></td>
</tr>
<tr>
<td>Determine mutual aid volunteer force required and request numbers and skills needed.</td>
<td></td>
</tr>
<tr>
<td>Identify need for barricades/cones. Procure or fabricate as necessary.</td>
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<tr>
<td>Provide a report on known hazard areas to campus EOC.</td>
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<tr>
<td>Develop requisition lists for various equipment and materials needed for repair, temporary facilities, and rebuilding/replacement.</td>
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<tr>
<td>Be prepared to submit periodic reports to EOC on extent of damage, status of vital services, and actions being taken.</td>
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<tr>
<td>Report on all unsafe structures, roads, and bridges.</td>
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<tr>
<td>Participate in EOC staff Action Planning.</td>
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<tr>
<td>Determine fuel requirements for vehicles and equipment.</td>
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</tbody>
</table>
**Flood** Construction/Engineering CHECKLIST

Problems may develop over a few hours or a few days. Monitoring of susceptible areas should be initiated whenever torrential rains occur.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td></td>
<td>Assign personnel to monitor known flood hazard areas.</td>
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<tr>
<td></td>
<td>Ascertain from field teams areas where sandbags are needed.</td>
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<tr>
<td></td>
<td>Dispatch truck with sandbags to areas of need.</td>
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<tr>
<td></td>
<td>Assign personnel to assist in moving material and equipment from endangered areas to upper floors.</td>
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<tr>
<td></td>
<td>Shut down systems in locations where electrical hazards are present.</td>
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<tr>
<td></td>
<td>Assign personnel to assist University Police personnel in barricading flooded areas on campus.</td>
</tr>
</tbody>
</table>
J. RESOURCES AND SUPPORT OPERATIONS ANNEX

1. Organization and Responsibilities

A. Campus

1) Campus resource and support operations are decentralized and coordinated by units within all of the Sections [Operations, Logistics, Planning and Finance] when the EOC is activated. These support units are responsible for procurement and distribution of resources, support services required for emergency operations and support of the campus community.

2) The unit coordinators assist emergency operations with general responsibilities as indicated:

   a. Supply/Procurement: Coordinates the procurement and allocation of essential supplies, including food, fuel, and health supplies. (Finance Section)

   b. Financial Services: Coordinates record keeping for personnel time, equipment time, purchases, and vendor contracts; recommends cost-effective strategies for resource procurement. (Finance Section)

   c. Personnel/Volunteers: Coordinates the allocation of available personnel. (Logistics Section)

   d. Transportation: Coordinates the allocation of transportation resources required to move people, equipment, and essential supplies. (Logistics Section)

   e. Utilities: Coordinates with private and government-operated utilities concerning the continued operation of water, gas, and electric utilities-on campus. (Logistics Section)

   f. Communications: Coordinates with telecommunication providers and campus computer services concerning the continued operation of telephone and computer service. (Operations Section)

3) Campus units and local organizations available to provide resources and other support are denoted in Enclosure 1, "Supporting Organizations and Responsibilities."

B. County and City

County and City resources and support coordinators, assigned to the Logistics and Finance Sections, are responsible for coordinating resources and support operations within their jurisdictions. They will provide available resources from their jurisdictions to support campus operations in response to requests through mutual aid channels.
C. Operational Area

The Operational Area resources and support coordinators will have the overall responsibility for coordinating countywide resources and support operations, providing relevant information, and submitting all requests for support to the Mutual Aid Region Resource Coordinator. (Individuals at the Mutual Aid Region and State levels are referred to as Resource Coordinators.)

D. Mutual Aid Region

The Mutual Aid Region Resource Coordinators, who will function under the direction of the California Office of Emergency Services (OES) Regional Manager, will be selected by representatives of the designated State agencies and will be responsible for coordinating appropriate resources and/or support activities. (Assignments will depend on regional availability of State agency representatives.) The Coordinators will have the overall responsibility for coordinating operations within their respective areas of interest. All relevant information and requests for support will be submitted to the appropriate State Resource Coordinators.

E. State: The State OES Director, or a designated representative, will have overall responsibility for coordinating statewide resources and support operations and requirements.

2. Policies and Procedures

A. Supply/Procurement

The campus will be responsible for the receipt and distribution of vital resources and the implementation of control procedures to ensure that basic human needs are met on campus. Prescribed procurement, contracting, and claim procedures will be used in order that documentation required for the ultimate payment of emergency costs can be accomplished and incurred expenses can be equitably reimbursed.

B. Personnel

- Campus personnel agencies should, to the maximum extent practicable:
  -- Register, classify, and assign all available personnel and volunteers.
  -- Consult with management and labor to establish personnel priorities.
  -- Estimate personnel requirements of campus units to support emergency operations and advise the appropriate Personnel Coordinator of anticipated deficiencies.

- The provision of nonprofessional and unskilled temporary help will be coordinated with the appropriate Personnel Officer.
• Existing or emergency job clearance practices will be utilized for matching workers to jobs both within and outside hazard areas.

• All agencies assigned emergency responsibilities should pre identify sources of supplemental personnel.

• Campus Units requiring supplemental professional or other highly skilled personnel (e.g., medical, health, engineering) will identify and register such personnel prior to the onset of emergencies. To meet additional requirements, such units will apprise appropriate personnel authorities of specific personnel qualifications and job requirements in order to screen and refer personnel effectively.

c. Transportation

Transportation resources normally will be provided for:
• Transporting persons from threatened, impacted, or untenable areas.
• Transporting essential equipment, supplies, and other resources.
• Transporting emergency workers from reception to hazard areas.
• Transporting potable water to points of consumption.
• Serving as auxiliary ambulances.

2.4 Utilities

• All personnel, equipment, supplies, and transportation facilities of specific utilities will be reserved primarily for individual utility operations and restoration.

• Information regarding demand, availability, et cetera, of utilities will be furnished to governmental officials for use in informing the public regarding the conservation of the services.

• When required, the Utilities Officer will request personnel assistance and supplemental equipment and supplies.
Enclosure 1 to Resources and Support Operations

SUPPORTING UNITS AND RESPONSIBILITIES

1. The Logistics and Finance Sections have the primary responsibility for procuring and supplying resources for campus emergency operations.

2. Several units in the Operations and Plans Sections provide support functions for emergency operations.

3. Transportation, supported by Facilities Management, has primary responsibility for obtaining transportation resources and vehicles to support emergency operations.

4. Human Resources is responsible for obtaining personnel from campus units to support emergency operations.

5. Facilities Management has the primary responsibility for on-campus utilities and for working with the private utility companies.

6. The Finance Office is responsible for accounting and financial record keeping.

7. Purchasing Department will assist with the procurement emergency supplies, material and equipment as needed.

8. Information Technology Services has primary responsibility for telecommunications and computer network service.

9. University Police has primary responsibility for incident operations communications.

10. University Police is responsible for information management and situation status reporting. Public Affairs provides a supporting role.
**SUPPLY AND PROCUREMENT OFFICER'S CHECKLIST**

**Activity:** Order essential supplies, prepare vendor contracts, provide appropriate means of payment for contracted emergency services.

**Primary:** Assistant Vice President, Fiscal Services

**General Response--All Hazards**

The following actions may/will be taken under any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
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<tbody>
<tr>
<td>Report to EOC</td>
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<tr>
<td>Set up work station in location accessible to contractors and vendors.</td>
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<tr>
<td>Determine from staff Action Planning sessions what off-campus equipment and personnel will be required.</td>
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</tr>
<tr>
<td>Attempt to locate required equipment and personnel.</td>
<td></td>
</tr>
<tr>
<td>Check with Personnel/Volunteer Coordinator on availability of support personnel.</td>
<td></td>
</tr>
<tr>
<td>Arrange for contract services or initiate pre-established contracts for services.</td>
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<tr>
<td>Interpret contracts/agreements and resolve claims or disputes as necessary.</td>
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</tr>
<tr>
<td>Finalize all agreements and contracts.</td>
<td></td>
</tr>
<tr>
<td>Make arrangements regarding contract payment.</td>
<td></td>
</tr>
<tr>
<td>Collect and maintain all documentation regarding supplier contracts.</td>
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</tr>
<tr>
<td>Participate in all staff Action Planning sessions.</td>
<td></td>
</tr>
<tr>
<td>Advise on feasibility of planning actions as basis of probable availability of equipment, supplies, personnel.</td>
<td></td>
</tr>
<tr>
<td>Keep Incident Commander and Financial Services Officer informed of status of all procurements and contracts in support of emergency.</td>
<td></td>
</tr>
</tbody>
</table>
FINANCIAL SERVICES OFFICER'S CHECKLIST

Activity: Maintain fiscal records on all disaster-related expenditures; authorize expenditures for emergency operations; advise Finance Section Chief on cost implications associated with various planning alternatives.

Primary: Assistant Vice President, Administration and Finance
Secondary: Finance Officer

General Response--All Hazards

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report to EOC and establish work station in close proximity to Procurement and Support Services Officer (if additional personnel are available).</td>
<td></td>
</tr>
<tr>
<td>Make emergency assignments for support staff.</td>
<td></td>
</tr>
<tr>
<td>Initiate a record-keeping system for all expenditures.</td>
<td></td>
</tr>
<tr>
<td>Collect cost estimates of damage to facilities (obtain photographs).</td>
<td></td>
</tr>
<tr>
<td>Coordinate with Director of Personnel and other campus offices for security of records in the event of evacuation or school closure.</td>
<td></td>
</tr>
<tr>
<td>Make provisions for security of on-campus funds.</td>
<td></td>
</tr>
<tr>
<td>Ensure that all Operations Coordinators utilizing private vendor or contractor services are maintaining accurate records of equipment and personnel time.</td>
<td></td>
</tr>
<tr>
<td>Coordinate with Finance Section Chief and Procurement Officer on procedures for handling emergency expenditures.</td>
<td></td>
</tr>
<tr>
<td>Provide Incident Commander with input on cost-related information as requested.</td>
<td></td>
</tr>
<tr>
<td>Develop periodic disaster-related cost report.</td>
<td></td>
</tr>
<tr>
<td>Brief Director of Emergency Services on all incident-related business management issues needing attention.</td>
<td></td>
</tr>
<tr>
<td>Ensure that all time and cost records are kept current and are posted in a timely manner.</td>
<td></td>
</tr>
<tr>
<td>Keep logs and records of calls, assignments, and actions.</td>
<td></td>
</tr>
</tbody>
</table>
**PERSONNEL/VOLUNTEER COORDINATOR’S CHECKLIST**

**Activity:** Maintain an inventory of disaster service workers; allocate appropriate personnel to activities in accordance with established priorities.

**Primary:** Director, Human Resources  
**General Response--All Hazards**

The following actions may/will be taken under any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine status of campus work force.</td>
<td></td>
</tr>
<tr>
<td>Contact Operations Coordinators to determine:</td>
<td></td>
</tr>
<tr>
<td>• Number of additional personnel needed and skills required.</td>
<td></td>
</tr>
<tr>
<td>• Number of personnel at work assignments.</td>
<td></td>
</tr>
<tr>
<td>• Number of injured and status.</td>
<td></td>
</tr>
<tr>
<td>• Any outstanding family needs.</td>
<td></td>
</tr>
<tr>
<td>• Any fatalities.</td>
<td></td>
</tr>
<tr>
<td>Perform a situation size-up. Decide on the best procedure for shift assignments for all campus staff.</td>
<td></td>
</tr>
<tr>
<td>Schedule times to relieve crews on duty.</td>
<td></td>
</tr>
<tr>
<td>Determine personnel needs for the next shift of the various functions. Obtain numbers of personnel required and specialties needed.</td>
<td></td>
</tr>
<tr>
<td>Attempt contact with volunteer organization coordinators to obtain personnel.</td>
<td></td>
</tr>
<tr>
<td>Establish a &quot;Personnel Pool&quot; of available volunteers.</td>
<td></td>
</tr>
<tr>
<td>Refer volunteers on basis of capabilities. Hold back critical specialties as required to meet future need.</td>
<td></td>
</tr>
<tr>
<td>Balance current assignments against projected next shift needs.</td>
<td></td>
</tr>
<tr>
<td>Provide location for personnel to be temporarily located while awaiting assignments.</td>
<td></td>
</tr>
<tr>
<td>Make personnel assignments on basis of greatest health and safety need.</td>
<td></td>
</tr>
<tr>
<td>Instruct all volunteers on Disaster Worker status; provide I.D. cards, volunteer employment certification, worker's compensation coverage, and emergency data.</td>
<td></td>
</tr>
<tr>
<td>Instruct volunteers to report back to Personnel Pool after completion of assignments.</td>
<td></td>
</tr>
<tr>
<td>Periodically check with Operations Coordinators to see if personnel needs are being met.</td>
<td></td>
</tr>
<tr>
<td>Periodically brief Plans Section Chief on overall personnel situation.</td>
<td></td>
</tr>
<tr>
<td>Maintain records of all volunteer personnel assignments.</td>
<td></td>
</tr>
<tr>
<td>Release volunteers as soon as practicable.</td>
<td></td>
</tr>
<tr>
<td>Make arrangements for food and drink for volunteers pending assignment. Coordinate with Care and Shelter Coordinator and Logistics Section Chief.</td>
<td></td>
</tr>
</tbody>
</table>
TRANSPORTATION OFFICER’S CHECKLIST

Activity: Determine available transportation resources for personnel and supplies, coordinating their use in accordance with policies and priorities established by the Incident Commander and Logistics Section Chief; and provide adequate maintenance for transportation resources.

Primary: Director, Parking & Transportation
Secondary: Transportation Coordinator

General Response--All Hazards

The following actions will be taken following any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine status and location of all campus-owned vehicles and drivers.</td>
<td></td>
</tr>
<tr>
<td>Determine status of fuel storage and pumps; determine if emergency power is required.</td>
<td></td>
</tr>
<tr>
<td>Establish repair schedule for any damaged vehicles.</td>
<td></td>
</tr>
<tr>
<td>Determine available of vans and buses. Establish if some or all could be used for transport of injured or volunteers.</td>
<td></td>
</tr>
<tr>
<td>If evacuation is directed, dispatch vans/buses to staging areas, day care centers, and infirmary.</td>
<td></td>
</tr>
<tr>
<td>If available, stage vans/buses at Care Centers.</td>
<td></td>
</tr>
<tr>
<td>Determine requirements for additional vehicles over the next 12 hours.</td>
<td></td>
</tr>
<tr>
<td>Arrange for vans/buses to be used for transport of injured to off-campus casualty collection points or medical facilities.</td>
<td></td>
</tr>
<tr>
<td>Determine if additional maintenance/repair services will be required. If so, attempt contact with providers and set up arrangements.</td>
<td></td>
</tr>
<tr>
<td>Arrange for temporary use of private vehicles from campus community as necessary.</td>
<td></td>
</tr>
<tr>
<td>Request additional transportation resources from County EOC through Logistics Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Ensure that Supply/Procurement Officer is aware of any direct arrangements made with off-campus vehicle providers.</td>
<td></td>
</tr>
<tr>
<td>Monitor staff action planning for different transportation needs. Confer with Plans Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Evaluate feasibility of meeting the action plan objectives from transportation standpoint.</td>
<td></td>
</tr>
</tbody>
</table>
UTILITIES OFFICER'S CHECKLIST

**Activity:** Be the primary point of contact with off-campus utilities. Ensure continued utility services.

**Primary:** Designee, Facilities Management

**General Response—All Hazards**

The following actions may/will be taken following any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain initial reports on utility outages, problems, and estimates of service restoration by location and time.</td>
<td></td>
</tr>
</tbody>
</table>

Notify Logistics Section Chief and Operations Section Chief of reported dangerous areas:
- Transformer leaks.
- Downed power lines.
- Electrical substation damage.
- Ruptured gas mains.

Arrange for posting announcements specifying dangerous areas.

Establish contact (through the City/County EOC when activated) with the following utilities as required:
- Telephone Company.
- Electric Utility.
- Gas Company.
- Water/Sanitation Districts.

Act as liaison for information flow between campus and local utilities on problems and repair progress.

Keep Incident Commander informed of estimates for utility service restoration.
COMMUNICATIONS COORDINATOR'S CHECKLIST

Activity: Ensure that telecommunications and compute network systems, including hardware, are operational. Responsible for I.T.S. Disaster Recovery Plan.

Primary: Vice President, Information Resource Management

General Response--All Hazards

Consider the following actions during any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain initial reports on hardware problems and estimates to restore services.</td>
<td></td>
</tr>
<tr>
<td>Notify Computer Center and Communications Disaster Survey Team.</td>
<td></td>
</tr>
<tr>
<td>Initiate I.T.S. Disaster Recovery Plan if necessary.</td>
<td></td>
</tr>
<tr>
<td>Send emergency messages to campus community via voice mail.</td>
<td></td>
</tr>
<tr>
<td>Check condition of physical plant - LIM sites, equipment and peripherals, backup battery and generator systems, gas and water leaks, etc.</td>
<td></td>
</tr>
<tr>
<td>Establish priorities for repair of data/communications systems.</td>
<td></td>
</tr>
<tr>
<td>Keep Operations Section Chief advised of status and estimates for service restoration.</td>
<td></td>
</tr>
</tbody>
</table>
# PUBLIC SAFETY DISPATCH CHECKLIST

**Activity:** Responsible to receive and transmit radio and telephone messages between field units and EOC staff.

**Primary:** Communications Supervisor, University Police

### General Response—All Hazards

The following actions will be taken during any major emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain briefing and priorities from Plans Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Determine log requirements and message format for reporting information.</td>
<td></td>
</tr>
<tr>
<td>Activate communications equipment and audio recording devices.</td>
<td></td>
</tr>
<tr>
<td>Identify and develop means for tracking multiple field units.</td>
<td></td>
</tr>
<tr>
<td>Advise field units that EOC Communications Center has been activated.</td>
<td></td>
</tr>
<tr>
<td>Begin radio log.</td>
<td></td>
</tr>
<tr>
<td>Immediately report to Section Chief any conditions which may cause danger and safety hazard to people or critical services.</td>
<td></td>
</tr>
</tbody>
</table>
**MESSAGE CENTER OPERATOR'S CHECKLIST**

**Activity:** Responsible for maintenance and implementation of the processes associated with formatting, collection, and compiling of all written Message Center forms.

**Primary:** Designee, Public Information

**General Response--All Hazards**

The following actions will be taken under any emergency affecting the campus.

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain briefing from Plans Section Chief.</td>
<td></td>
</tr>
<tr>
<td>Obtain necessary equipment and supplies, including message forms.</td>
<td></td>
</tr>
<tr>
<td>Ensure distribution and use of message forms.</td>
<td></td>
</tr>
<tr>
<td>Ensure the development of a filing system to collect, log and compile copies of Message Center forms.</td>
<td></td>
</tr>
<tr>
<td>Coordinate 'runner' support system for collecting and disseminating message forms.</td>
<td></td>
</tr>
<tr>
<td>Develop procedures for displaying, numbering, and color coding significant information for the 'status boards'.</td>
<td></td>
</tr>
<tr>
<td>Develop process for authenticating conflicting event information.</td>
<td></td>
</tr>
</tbody>
</table>
Part IV

Homeland Security
Advisory System
General Information
Campus Response to Homeland Security Advisory System
California State University, Los Angeles

Green Blue Yellow

• Be familiar with your work area’s emergency exit procedures, including how notice of evacuation requirement is distributed, location of exits, safe assembly areas, identity of building and evacuation coordinators, and personal responsibilities related to emergency evacuation.
• Cooperate in and take seriously any campus emergency drill.
• Know your department’s emergency contact procedures.
• Report to the University Police or your supervisor:
  ♦ Suspicious personnel, particularly those carrying cases or other containers, and people observing, photographing, or asking questions about operations or security measures.
  ♦ Unidentified vehicles parked or operated in a suspicious manner on, or in the vicinity of buildings and grounds.
  ♦ Abandoned parcels, cases, or containers.
  ♦ Any activities considered suspicious.
• Review mail handling and delivery procedures.
• Ensure that keys assigned to you are properly secured and notify your supervisor immediately if your keys are missing.
• Ensure your family is prepared for security threats with emergency home supplies (e.g., nonperishable food, bottled water, flashlights/batteries, candles, radio, prescription medications, etc.).
• Monitor campus communications and news sources for Homeland Security Alerts and terrorist activities.
• Lock your vehicle any time it is unattended.

Orange – High Risk

• Continue activities implemented to respond to previous threat conditions (Green/Blue/Yellow).
• Monitor closely campus communications and news sources for alerts and changes in conditions.
• Review inventories of critical supplies and reorder if necessary.
• Review security and inspection procedures at your work location.
• Carry & wear University identification at all times while at work. Be prepared to present campus identification when requested by campus officials.
• Examine your vehicle for unusual objects or conditions before opening doors.
• Contact the University Police and your supervisor if mail packages appear unusual (i.e., irregular shapes, improper titles or names on the address label, something received that was unusual/unexpected, etc.).

Red – Severe Risk

• Continue activities implemented to respond to previous threat conditions (Green/Blue/Yellow/Orange).
• Report immediately any suspicious or unusual activity to the University Police and your supervisor.
• Avoid repeating unsubstantiated information and rumors.
• Be prepared that certain site and building access may be limited or closed.
• Be prepared that certain parking areas may be closed.
• Be prepared to leave the campus with little notice.
• Take personal security precautions: be observant of your environment at all times.

END of Document
Part V
Information related to:

National Incident Management System [NIMS]

Standardized Emergency Management System [SEMS]

Incident Command System [ICS]

Incident Action Planning & Resource Management
Module 1 – Introduction to NIMS / SEMS / NRP

Background


NIMS is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines.

The intent of NIMS is to:

- Be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity
- Improve coordination and cooperation between public and private entities in a variety of domestic incident management activities

The California Standardized Emergency Management System

As a result of lessons learned from the Loma Prieta Earthquake in 1989 and problems identified in operations at the Oakland Hills Fire in 1991, the State of California enacted the Standardized Emergency Management System or “SEMS” (California Government Code 8607). SEMS was designed to ensure that response agencies in California had a single, integrated emergency management system.

The components of SEMS include:

- Utilization of the Incident Command System (ICS)
- Use of the “Operational Area” concept
- Use of Mutual Aid
- Multiagency coordination

These components are similar and complimentary to the NIMS components.
**NIMS Compliance**

NIMS has two basic compliance requirements that are already incorporated into SEMS:

- Adoption (and use) of the Incident Command System – which defines the operating characteristics, management components, and structure of incident management organizations throughout the life cycle of an incident
- Utilization of Multiagency Coordination Systems – which define the operating characteristics, management components, and organizational structure of supporting entities

NIMS requires Federal departments and agencies to make NIMS compliance by state and local governments a condition for Federal preparedness assistance (grants, contracts, and other activities) by Fiscal Year 2007.

Jurisdictions can comply in the short-term by adopting the Incident Command System.

Other aspects of NIMS require additional development by the Department of Homeland Security (DHS) and refinement to enable full compliance.

**Why We Need NIMS**

Why do we need NIMS? There are several reasons:

- Lessons learned point to the need for a national system
- Emergencies happen daily
- Responders need to be able to work and communicate together
- No comprehensive (national) standards for response have been developed until now
- NIMS provides standards for domestic incident response

**NIMS Concepts & Principles**

NIMS provides a flexible framework that facilitates government and private entities at all levels working together through standardized organization structures.
**NIMS Components**

NIMS consists of six components:

- Command and Management
- Preparedness
- Resource Management
- Communications and information management
- Supporting technologies
- Ongoing management and maintenance

**NIMS Preparedness**

**Definition**

NIMS describes the “Preparedness” activity as all actions required to establish and sustain the level of capability necessary to execute a wide range of incident management operations. These actions are implemented through a continual cycle of planning, training, equipping, exercises, evaluations, and taking action to correct and mitigate gaps.

**Universal Task List (UTL)**

The Office of Domestic Preparedness (ODP) has developed a comprehensive Universal Task List (UTL) of all activities that need to be performed during a major incident. This task list is based on 15 scenarios:

- Four chemical scenarios (blister agent, toxic industrial chemicals, nerve agent, and chlorine tank explosion)
- Four biological scenarios (plague, aerosol anthrax, anthrax food contamination, and foot and mouth disease)
- One disease outbreak scenario (pandemic flu)
- Two natural disasters (earthquake and hurricane)
- One radiological scenario (dirty bomb)
- One improvised nuclear device scenario
- One improvised explosive scenario
- One cyber scenario
**Target Capabilities List (TCL)**

ODP has also developed a Target Capabilities List (TCL) which describes the specific capabilities that federal, state, local, and tribal entities are expected to develop and maintain to meet the goal of “national preparedness”.

**NIMS Preparedness Tasks**

Jurisdictions can meet the NIMS Preparedness goals by:

- Establishing and coordinating emergency plans and protocols
- Integrating and coordinating the activities and jurisdictions within their purview
- Establishing guidelines and protocols to promote interoperability among jurisdictions and agencies
- Adopting guidelines and protocols for resource management
- Establishing priorities for resource and other response requirements
- Establishing and maintaining of multiagency coordination mechanisms

**Types of Plans**

In order to embrace the principle of “common terminology”, NIMS has established some common terms for types of plans. These are:

**Emergency Operations Plan** – these describe how the jurisdiction will respond to emergencies

**Procedures** – may include overviews, standard operating procedures, field operations guides, job aids, or other critical information needed for a response

**Preparedness Plans** – describes how training needs will be identified and met, how resources will be obtained through mutual aid agreements, and the equipment required for the hazards faced by the jurisdiction

**Corrective Action and Mitigation Plans** – includes activities required to implement procedures based on lessons learned from actual incidents or training and exercises

**Recovery Plans** – describes the actions to be taken to facilitate long-term recovery
**National Response Plan**

The National Response Plan (NRP) is designed to provide a basic framework for response to incidents of National Significance. This plan outlines the basic response strategy for Federal, state, local, and tribal agencies.

**Preparedness and the NIMS Integration Center (“NIC”)**

To assist jurisdictions in meeting the NIMS training and exercise needs, the NIMS Integrations Center (NIC) will:

- Facilitate the development and dissemination of national standards, guidelines, and protocols for incident management training
- Facilitate the use of modeling and simulation in training and exercise programs
- Define general training requirements and approved training courses for all NIMS users including instructor qualifications and course completion documentation
- Review and approve, with the assistance of key stakeholders, discipline-specific training requirements and courses

**NIMS Qualifications and Certifications**

**Personnel Q&C**

NIMS will develop personnel qualifications and certifications (“Q&C”). This will include:

- Field personnel must possess the minimum knowledge, skills, and experience necessary to perform activities safely and effectively
- Standards will include:
  - Training
  - Experience
  - Credentialing
  - Currency
  - Physical and mental fitness
  - Personnel who are certified to support interstate incidents will be required to meet national qualification and certification standards
**Equipment Q&C**

As it relates to equipment qualifications and certifications, the NIC will:

- Facilitate the development and / or publication of national equipment standards, guidelines, and protocols
- Review and approve lists of emergency responder equipment that meet national requirements

**Publication Management**

Related to publication management, the NIC will:

- Develop naming and numbering conventions
- Review and certify publications
- Develop methods for publication control
- Develop identification of sources and suppliers for publications and related services
- Oversee management of publication distribution

**NIMS Integration Center**

The Department of Homeland Security has developed a centralized point for NIMS program coordination – the NIMS Integration Center or “NIC”.

The role of the NIC is to:

- Provide strategic direction and oversight of NIMS
- Provide ongoing review and continual refinement of the system and components

**Concepts & Principles: Communications and Information Management**

The NIMS concepts and principles upon which communications and information management are based on include:

- A common operating picture that is accessible across jurisdictions and agencies is necessary - ensures consistency at all levels, among all who respond to or management incident response
- Common communications and data standards are fundamental – effective communications, both within and outside of the incident response structure are enhanced by adherence to standards
**Principles of Supporting Technologies**

NIMS will leverage science and technology to improve capabilities at a lower cost. To accomplish this, NIMS will base its supporting technology standards on five key principles:

1. **Interoperability and Compatibility:** Systems must be able to work together.
2. **Technology Support:** All organizations using NIMS will be able to enhance all aspects of incident management and emergency response.
3. **Technology Standards:** National standards will facilitate interoperability and compatibility of major systems.
4. **Broad-Based Requirements:** NIMS provides a mechanism for aggregating and prioritizing new technologies, procedures, protocols, and standards.
5. **Strategic Planning And Research & Development:** The NIMS Integration Center will coordinate with the Department of Homeland Security to create a national R&D agenda.

NIMS communications and information systems enable the essential functions needed to provide a common operating picture and interoperability for:

- Incident management communications
- Information management
- Interoperability standards

**National Database**

The NIMS Integration Center will develop a national database for incident reports.
The Incident Command System (ICS)

NIMS Incident Management Structures

NIMS employs two levels of incident management structures, depending on the nature of the incident:

1. The Incident Command System – a standardized, on-scene, all-hazard incident management system that allows users to adopt an integrated organizational structure to match the needs of single or multiple incidents

2. Multiagency Coordination Systems – a combination of facilities, equipment, personnel, procedures, and communications integrated into a common network for coordination and supporting incident management

Features of ICS

The key features of the Incident Command System are:

- Represents organizational “Best Practices” and has become the standard for incident response across the county
- It is interdisciplinary and organizationally flexible to meet the needs of all types of incidents
- It has been tested for over 30 years on all types of events
- It provides a safe, efficient, and cost-effective response and recovery strategy

However, to be effective, agencies must train and practice BEFORE an incident occurs.

Other Uses For ICS

ICS is also an effective event management tool for such activities as:

- Parades
- Concerts
- Conventions
- Sporting Events
- Community Events
Other Features of ICS

Other features of the Incident Command System include:

- **Common terminology** – the ability to communicate within ICS is critical. Common terminology is essential to ensuring efficient, clear communications. ICS requires common terminology including standard titles for facilities and positions within the organization. The use of “clear text” over “codes” is preferred on multidiscipline or multiagency incidents.

- **Organizational resources** – This includes personnel, facilities, major equipment, and supplies. Resources are “Typed” with respect to their capabilities.

- **A manageable span of control** – maintaining an adequate span of control is critical. A span of control may vary from three to seven functions or individuals with the ideal being a ratio of one supervisor to five reporting elements.

- **Organizational facilities** – Types of organizational facilities include the Incident Command Post, Staging Areas, Camps, Helibases, etc. These are established depending on the type and complexity of the incident. Only those facilities needed for any given incident may be activated. Some activities may require facilities that are not included on the standardized facility list.

- **Use of position titles** – ICS positions have distinct titles. These are discussed in more detail in the next module. Learning and using standard terminology helps reduce confusion between the day-to-day position occupied by an individual and his or her position at an incident.

- **Reliance on an Incident Action Plan** – the “IAP” provides a coherent means to communicate the overall incident objectives. IAP’s are developed to cover a particular “Operational Period”. IAP’s depend on “management by objectives” to accomplish tactics. These objectives are used to develop and issue assignments, plans, procedures, and protocols. This will be discussed in more detail in Module 6.

- **Integrated communications** – this addresses hardware systems that transfer information, planning for the use of all available frequencies, and procedures and processes for transferring information internally and externally. Communications at an emergency always seems to be one of the key “problem areas” in post-incident critiques.

- **Accountability** – ICS ensures an orderly chain of command. It provides for a check-in process for all responders, regardless of agency affiliation, and that each individual is assigned to only one supervisor.
The Incident Command Post – “ICP”

The Incident Command Post or “ICP” is the field location at which the primary incident command functions are performed. It is the central point of incident command.

The role of the ICP is to:

- Keep command personnel together
- Provide a central point of planning
- Provide a central point of mission control
- Provide a central point of resource management

Types of Incident Command Posts

ICP’s are typically located at:

- A supervisor’s vehicle – often using the trunk or hood of the vehicle
- A dedicated vehicle – usually a motor home or trailer
- A “fixed” site – a school, library, gymnasium, etc

Establishing the Incident Command Post

When To Establish – events that may require the establishment of an ICP include:

- When the event is a multiagency incident
- The incident will be long term
- The incident is requiring a heavy use of resources
- A SWAT or negotiation situation
- When significant evacuations are taking place

Selecting an ICP Location – Selecting the right spot the first time is critical. Moving an ICP in mid-incident creates confusion and potential loss of control. Considerations in site selection include:

- A site that is strategically placed, but safe – for example, is it upwind in case chemical agents are deployed; is it out of the line of sight of armed suspects.
- Is the site defensible – not only from “bad guys”, but from the media, the public, and others that should not be at the ICP.
• Is it accessible – can staff get to and from the ICP easily.
• Is it located an appropriate distance from the source of the incident (there is a tendency to place ICP’s too close to an incident often placing staff in danger).
• Is there room for growth if the incident expands
• Are there adequate resources available – restrooms, electricity, phones, lighting, etc.

Common “Selection” Problems
The most common problems in the selection or activation of an ICP include:

• Wind direction – failing to ensure that the ICP is not down-wind (in the event of hazardous materials or use of chemical agents)
• Too small – another problem is selecting a site that turns out to be inadequate in size. A good “rule of thumb” is to select a site that is four times bigger than what you think you will need.
• Too close – there is a tendency to place the ICP too close to the source of the incident often resulting in danger to staff and the need to relocate

Potential Site Locations – Sites that are often utilized for ICP’s include:
• Parks
• Large parking lots
• Libraries
• Park & recreation centers
• Businesses
• Schools

Announcing Activation of the ICP – Once the ICP is activated it is critical that everyone receive this information. The Incident Commander should make an announcement over the radio frequencies to inform that the ICP is activated and:
• The location of the ICP
• Who the Incident Commander is
• The incident name (e.g. “Market Command”, “River Command”, etc.)
• The frequency for contacting the ICP

Staging Area – When ever an ICP is established, a Staging Area should also be set up to control incoming resources. This is discussed in detail in Module 7.

Other ICP Considerations – Other considerations in activating and setting up an ICP include:
• Establish only ONE ICP per incident – there may be many “command” vehicles that are part of the ICP, but there needs to be ONE central point of incident command
• The Incident Commander needs to be at the ICP – when Incident Commanders go “sightseeing”, there is the potential for loss of control
• Think “large” and “long-term” – be prepared for expansion
• Establish the ICP as early as possible
• Site selection is critical
• Be sure the activation and ICP information is broadcast to all
• Establish a Staging Area for incoming resources
• Apply an appropriate level of staffing

The Incident Command System Organization

Incidents place a great many demands on those in command. When an individual tries to wear too many hats, there is the potential for loss of control and accountability. The Incident Command System organization provides a tool for ensuring that there is an effective and efficient distribution of work.

Basic ICS Organizational “Functions”

ICS has established five basic organization functions. These are:
• Command
• Operations
• Planning & Intelligence
• Logistics
• Finance / Administration

These “functions” make up the “Command Staff” and the “General Staff” of the organization.

Basic ICS Organizational “Elements”

The ICS organization can be expanded be activating the established “elements”. These elements are:
• Command
• Sections (led by a “Chief”)
• Branches (led by a “Director”)
These will be discussed in detail later in this module.

**ICS Organizational Considerations**

When activating the ICS organizational elements, consider:

- Matching organization to functions to be performed
- Filling only those elements required to accomplish the objectives
- Staying within the span of control guidelines
- Any function not filled is performed by the next higher block
- Deactivate elements when they are no longer required

**Assignments**

All persons assigned to an incident need to know:

- What their assignment is
- What their mission is (what should be accomplished)
- Who to report to
**The “Command Staff”**

The “Command Staff” consists of:

- Incident Commander
- Public Information Officer
- Safety Officer
- Liaison Officer
- Scribe (in California law enforcement organizations)

**The Incident Commander**

The Incident Commander or “IC” is like the orchestra leader – his / her role is to oversee the ICS organization and to ensure that activities are effectively coordinated. Specific duties and responsibilities include:

- Establishing the ICP
- Assessing the evolving situation
- Determining the incident Objectives and Strategies
- Assigning necessary staff
- Activating the various ICS elements
- Conducting the initial briefing
- Approving all plans
- Approving resource orders
- Approving media releases
- Approving demobilization plans
- Ensuring coordination of staff
- Managing the incident through the Operations Section

It is critical that the IC try not to wear too many hats. Delegation is key to effective management of the incident.

**The Public Information Officer**

A Public Information Officer or “PIO” may be needed when the incident is highly visible, when the media will be there, or the media is already on-scene.

The role of the PIO is to:

- Develop an initial information summary
- Obtain the Incident Commander’s approval on all releases
- Make releases to the media
- Set up meetings between incident personnel and the media
• Provide periodic media briefings
• Arrange for escorts for the media and VIP’s
• Monitor any restraints that have been placed on the media by the Incident Commander
• Deal with rumors
• Determine from the Incident Commander if the area is considered a “crime scene”
• Establish a Joint Information Center (“JIC”)

The PIO is established and operates within the parameters established for the “Joint Information System” (“JIS”). The JIS ensures:
• Interagency coordination and integration in public information activities
• Effective development and delivery of messages
• Support for decision-makers

Coordinating public information activities in a complex or large incident is a demanding task. Information is being received via a wide variety of sources. It is the role of the PIO to ensure that all of this information is triaged through a central source. The establishment of a “Joint Information Center” or “JIC” is an effective tool towards meeting this goal.

JIC’s may be established at various levels of government. They must communicate and coordinate with each other.

Incident Commanders and multiagency coordination entities are responsible for establishing and overseeing JIC’s. When used in conjunction with Unified Command, those contributing to the JIC do not lose their individual identities or responsibilities.

**Safety Officer**

A Safety Officer should be assigned whenever there are significant hazards that may impact responders or whenever the incident involves hazardous materials.

The role of the safety officer is to:

• Participate in planning meetings
• Identify hazardous situations
• Review plans for safety implications
• Stop unsafe acts (that are outside of the planned objectives / strategies)
• Investigate accidents (to responders)
• Develop a hazardous materials site safety plan, if required
The Liaison Officer

A Liaison Officer can assist on incidents when there are numerous agencies responding and there is a need for accountability of incoming agencies. The role of the Liaison Officer includes:

- Serving as the point of contact for Agency Representatives
- Identifying Agency Representatives and their communications link and location
- Identifying agency’s ICS organizational contacts
- Identifying potential inter-organizational problems
- Providing information and maintaining liaison with other agencies that are not on-scene

Agency Representatives

Each responding agency should designate an “Agency Representative” that will serve as the point of contact between that agency and the Incident Commander. These Agency Representatives should:

- Have the authority to make agency decisions
- Attend planning meetings
- Be responsible for agency personnel and equipment accountability

When an Agency Representative checks in at the ICP, the Liaison Officer should:

- Identify the Agency Representative
- Have the Agency Representative stage their personnel
- Brief the Agency Representative
- Provide assignments to the Agency Representative

Scribe

In California, law enforcement agencies may assign a Scribe to the Command Staff when there is a need to record decisions and/or keep an historical record. The Scribe’s duties include:

- Maintaining and distributing situation reports
- Gathering information from other Sections for the ICP log
- Referring newsworthy information to the PIO
- Ensuring that all messages are properly routed
**Assistants**

“Assistants” is the title given to individuals who assist members of the Command Staff. Assistants should be fully qualified to perform the duties of their assigned element.

**The General Staff**

The General Staff oversees four basic functions:

- Planning & Intelligence
- Operations
- Logistics
- Finance & Administration

Each of these functions is organized into “Sections”. A “Section Chief” leads each Section. (In California, law enforcement agencies refer to the individual in charge of an ICS function as “Officer-in-Charge” or “OIC”).

**Deputies**

“Deputy” is the title given to individuals who assist members of the General Staff. Deputies should be fully qualified to perform the duties of their assigned element.

**Terminology Issues**

Some terms used in the ICS organization may create confusion for persons who have not trained in ICS. For example, the term “Chief” is used to identify the individual who leads a “Section”. That person’s day-to-day title may be “Sergeant”. It is important that agencies train their personnel so that they are aware of the titles used within the ICS organization.

**The Planning & Intelligence Section**

The Planning & Intelligence Section is charged with the task of:

- Developing the incident assessment
- Developing the Incident Action Plan
- Developing missions to meet the objectives of the IAP
- Monitoring the progress of the Incident Action Plan objectives
Note: The “& Intelligence” portion of this Section’s title was added in California to emphasize that this Section is also responsible for gathering incident intelligence. Under NIMS, a separate “Intelligence Section” may be established in a terrorist incident.

In a complex or large incident, this Section can be expanded to allow more individuals to focus on specific tasks assigned to this Section.

The “Operations Section”

The Operations Section is tasked with carrying out the tactical missions of the Incident Action Plan.

On complex or large incidents, the Operations Section can be expanded to focus on specific functions:
“Branches” may be configured by discipline (e.g. Fire Branch, Law Enforcement Branch, Public Works Branch, etc.) or by function (e.g. Evacuation Branch, Security Branch, Firefighting Branch, etc).

“Divisions” are utilized in the Operations Section to divide a branch geographically. This often occurs due to terrain or situations such as extensive flooding. Division titles are generally an alphabetic letter, a number, or a compass direction (e.g. Southern Division).

“Groups” are activated upon the identified need in the Incident Action Plan for a specific “function”. Examples might be:

- A “HazMat Group” and a “Medical Group” under the Fire Branch
- A “Security Group” and an “Evacuation Group” under the Law Enforcement Branch

The Logistics Section

The Logistics Section is responsible for managing all incident resources including:

- Personnel
- Facilities
- Transportation
- Communications
- Supplies
- Equipment maintenance and fueling
- Food services (for responders)
- Medical services (for responders)
- All off-incident resources (supporting the incident)
The Logistics Section can be expanded to meet the needs of a complex or large incident:

Note that the “Personnel Branch” illustrated above is used by California law enforcement.

The Finance & Administration Section

The Finance & Admin Section is tasked with:

- Managing the financial aspects of the incident
- Procuring resources that are not immediately available from agency inventories
- Providing a financial and cost analysis to the Incident Commander
- Ensuring that all obligation documents initiated at the incident are properly prepared and completed

The Finance & Admin Section can be expanded in a complex or large incident:
The “Cycle” of Incident Operations

These Sections create a “cyclic” process for the management of the incident.

- The Planning & Intelligence Section determines what has happened and develops an Incident Action Plan
- The Operations Section carries out the missions of the Incident Action Plan
- The Logistics Section obtains the resources needed to carry out missions
- The Finance & Admin Section tracks the financial costs and procures resources that Logistics can not immediately obtain
- Then, because the situation is always changing, the Planning & Intelligence Section reassesses the situation, updates the IAP, and the process continues

Other ICS Organizational Considerations

The organization should reflect only what is required to meet the planned tactical objectives of the Incident Action Plan. Flexibility is the key – the ability to activate and deactivate elements as the situation evolves.

Do not combine two or more Sections into one. If there are insufficient persons to staff each Section, then place one person in charge of two Section – but keep them organizationally separate. That way, when additional personnel become available, handing off one of the Sections is far easier.

The California Office of Emergency Services’ website (www.oes.ca.gov) offers more ICS checklists, forms, and information regarding position-specific training.
Overview

While the Incident Command System is effective for all types of incidents, other levels of coordination may be required to facilitate management of:

- Multiple, concurrent incidents are occurring
- Incidents that are non-site specific (e.g. a biological incident)
- Incidents that are geographically dispersed (e.g. earthquake, flooding)
- Incidents that evolve over time (e.g. drought, flooding)

Multiagency coordination systems include:

- Emergency Operations Centers (EOC)
- Multiagency coordination “entities”

The role of multiagency coordination systems are tasked with:

- Supporting incident management policies and priorities
- Facilitating logistical support and resource tracking
- Making resource allocation decisions based on incident management priorities
- Coordinating incident-related information
- Coordinating interagency and intergovernmental issues regarding incident management policies, priorities, and strategies

Direct tactical and operational responsibility for the conduct of incident management activities rests with the on-scene Incident Commander.

Unified Command

Unified Command is designed to bring the key stakeholders at an incident together to create a single incident management team. Unified Command is typically used when there is more than one responding agency with responsibility for the incident or incidents cross political jurisdictional lines.

Some examples of a situation in which Unified Command may be beneficial are:

- A hazardous material spill that contaminates a nearby reservoir – in this scenario there are several “stakeholders” involved in this incident including the Fire Department, water authority, Environmental Protection Agency, etc.
• A flood that devastates multiple, adjacent communities – in this situation, the field command agencies for the various jurisdictions may form a single "Unified Command" to make maximum use of resources and personnel.

**Unified Command Structure**

When Unified Command is implemented, the only significant change in the organizational structure is at the “Command Staff” level.

![Unified Command Diagram]

**Unified Command Teamwork**

In Unified Command, agencies work together through designated members to:

• Analyze intelligence information
• Establish a common set of objectives and strategies for a single Incident Action Plan

Unified Command does not change any of the other features of ICS and there is no loss of authority, responsibility, or accountability.

There will still be an Incident Commander that is the lead individual. Depending upon the type of incident or status of the event, the agency overseeing the incident may change. For example, in an airliner crash, a fire official who would use Unified Command may perform the initial incident command function. As the firefighting and medical operations are concluded, the lead may revolve to law enforcement.

**Area Command**

**Background**

An “Area Command” is utilized to:

• Oversee the management of multiple incidents that are each being managed by an Incident Command System organization (e.g. an ICP)
• Oversee the management of large incidents that cross jurisdictional boundaries
• Manage potentially scarce resources
The use of Area Command is particularly relevant to a public health type emergency because these incidents are typically:

- Not site specific
- Not immediately identifiable
- Geographically dispersed and evolve over time

**Area Command Structure**

Below is the typical structure for Area Command:

```
ICP 1

Area Command

ICP 2

ICP 3
```

**Area Command Post Organization**

The staff for an Area Command Post would typically include:

- Area Commander (who may utilize “Unified Area Command”)
- Area Command Logistics Chief
- Area Command Planning Chief
- Area Command Support positions
  - Critical Resources Unit
  - Situation Unit
- Public Information Officer
- Liaison Officer
- Aviation Coordinator

Note that there is no “Operations Section” because Operations are conducted on-scene.

**Advantages and Problems of Area Command**

The advantages of using Area Command include the reduction of work load for the Incident Commander(s) and ICP staff and it ensures the best allocation of agency resources.

Some of the problems that may be encountered in Area Command are:

- Conflict between the Area Command, Department Operations Centers, and Emergency Operations Centers. This most often occurs because of a lack of training and exercises for these center staffs
• The level of rank at an Area Command. If the Area Commander is of a lower rank than and Incident Commander at an ICP, there may be a power struggle that takes place – especially when there are limited resources and the Area Command is making the decision about “who gets what”

• Lack of a solid understanding of the role and relationships involved in operating an Area Command Post. Again, this is often a training and exercise issue

The establishment of an Area Command does NOT eliminate the need for incident level organizations (the ICP organization).

**Department Operations Centers**

A Department Operations Center or “DOC” is utilized by many agencies to support the field operations of their particular agency or discipline. In the hierarchy of emergency management, these DOC’s are located between the ICP and the Emergency Operations Center (EOC).

Interaction between the agency’s representative and the agency’s DOC and between the DOC and an EOC is illustrated below:

**Emergency Operations Centers**

**Background**

Emergency Operations Centers or “EOCs” are utilized by jurisdictions to oversee “management” of an incident or event and to support field operations.

**EOC Organization**

EOC organization and staffing is flexible, but should facilitate:

• Coordination
• Communications
• Resource dispatching and tracking
• Information collection, analysis, and decision making
A typical EOC organization is illustrated below:

This structure facilitates the NIMS expectations of an EOC:

- Coordination is addressed by the Planning & Intelligence Section and the Operations Section
- Communications is coordinated by the Operations Section
- Resource dispatching and tracking is coordinated by the Logistics Section and the Finance & Admin Section
- Information Coordination is coordinated by the Public Information Officer and the Planning & Intelligence Section

EOC Staffing

The size, staffing, and equipment at an EOC will depend on the size of the jurisdiction, the resources available, and the anticipated incident needs.

EOC’s may also support multiagency coordination and Joint Information activities.

Personnel representing multiple jurisdictions and functional disciplines may staff EOC’s.

Multiagency Coordination Entities

The responsibility of the multiagency coordination entities is to:

- Ensure that each involved agency is providing situation and resource status information
- Establish priorities between incidents and / or Area Commands in concert with the Incident Command or Unified Command
- Acquire and allocate resources required by incident management personnel
- Coordinate and identify future resource needs
- Coordinate and resolve policy issues
- Provide strategic coordination
- Ensure revisions are made to plans, procedures, communications, staffing, and other capabilities based on post-incident reviews
Incident Action Planning

Overview

When faced with an incident with complex demands, there is sometimes a tendency to focus on those issues that are the "loudest" or "get in your face". When this occurs, there will inevitably be a loss of control and the result of tasks that did not get the appropriate attention will come back to "bite you from behind".

"Incident Action Plans" should not be confused with "Contingency Plans". Contingency Plans are developed for upcoming, known events or incidents. The IAP is developed for an incident that has occurred and about which the planners have specific incident information.

The Incident Action Plan, or "IAP", provides a coherent means to communicate the overall incident objectives in the context of both operational and support activities.

These IAP's depend on "management-by-objectives" to accomplish the response tactics. These objectives are communicated throughout the organization and are used to:

- Develop and issue assignments, plans, procedures, and protocols
- Direct efforts to attain the objectives in support of defined strategic objectives

The scope and complexity of the IAP will depend upon the scope and complexity of the incident. All incidents should have some form of an IAP. These are developed around an "Operational Period". Small incidents do not require an elaborate IAP and most short-term, single agency incidents do not require written IAP's.

Written IAP's should be developed when:

- Two or more jurisdictions are involved
- The incident continues into another Operational Period
- A number of organizational elements of been activated
- Written plans are required by agency policy
- Unified Command has been established

Planning Meetings

Preparing For The Planning Meeting

In preparing to conduct the planning meeting, you should:

- Determine who should attend
- Identify where the meeting will be held
• Ensure that all participants come prepared
• Be prepared to demonstrate strong leadership
• Ensure Agency Representatives are able to commit their agencies' resources and make decisions
• Ban radios, pagers, and cell phones from inside the meeting – they can be extremely disruptive
• Adhere to the planning process
• Ensure that you (and others) understand the situation
  o What has happened
  o What progress has been made
  o How good is the current plan (if there is one)
  o What is the incident growth potential
  o What is the present and future resource and organizational capability

Operational Periods

Incident Action Plans are developed around an “Operational Period”. While Operational Periods should not be longer than 24 hours, there is NO fixed length established by ICS.

Some factors that affect the length of an Operational Period include:

• The length of time available or needed to achieve tactical objectives
• Availability of fresh resources – if nothing is available, your Operational Period may be quite long
• Future involvement of additional jurisdictions and / or agencies
• Established shift changes

As an example, if you are involved in an incident and a shift change is scheduled in six hours and a decision is made not to extend the shift, then your Operational Period will likely be six hours long.

Essential Elements of the IAP

The essential elements of the IAP include:
• Statement of Objectives
• Organizational chart
• Tactics and Assignments
• Supporting materials (maps, drawings, medical plan, safety plan, etc.)
Objectives

The initial “Operational Objectives” are generally broad in scope and based on early situation reports. An example of an Operational Objective might be:

“To ensure the safety and security of the affected population.”

ICS Form 202 is used to record this objective.

“Incident” Objectives are specific in nature and provide tasking for individual field units / elements. An example of an Incident Objective might be:

“To evacuate all residents in Sector #3 within five blocks of the river, before 6pm today.”

These “Incident Objectives” should be:

• Attainable
• Measurable
• Flexible

The Incident Objectives should include:

• The strategy for accomplishing the Objective
• The assignments – who will carry out the strategies
• A method of measurement – to help judge whether you are succeeding or not

Some “Strategies” for accomplishing the above Incident Objective might be:

• Patrol to notify and move residents
• Motorcycle Officers to establish control points
• Red Cross to set up shelters
• Animal Control to handle pets

Organization Chart

The organization chart should identify the incident command elements activated for the incident or event. It should include the Incident Commander, Command Staff, General Staff Section, and activated Branches, Groups, Task Forces, etc.

ICS Form 207 (see the attachment to this module for copies of the ICS Forms presented in this module) provides a method for illustrating your organization (assign only those positions you need to accomplish your Objectives!).
Supporting Material

**Resources Plan**

The Resources Plan describes the resources required to perform each incident Objective. It may also include details on the Staging Area location(s), resources staged, and the status of key resource orders.

**Communications Plan**

The Communications Plans outlines logistical procedures for issuance, use, maintenance, and check-in of communications equipment. It also lists the primary and secondary frequencies used for the incident.

**Medical Plan**

The Medical Plan establishes procedures for first aid or other medical treatment for personnel assigned to the incident.

**Facilities Traffic Plan**

This plan describes the traffic patterns that will facilitate ingress and egress from the Incident Command Post, Staging Area(s), and other key facilities established for the incident.

**Safety Plan**

The Safety Plan identifies potential safety hazards for responders. It includes safety information that the responders should be aware of. There is no specific ICS form for this plan.

**Demobilization Plan**

The Demobilization Plan outlines the specific procedures for demobilization of incident personnel and resources.

**Firescope ICS Forms**

In California, the Firescope ICS Forms are the “official” ICS forms. This course is not designed to teach you how to complete these forms. FEMA and other organizations provide extensive classes that are designed to make incident managers familiar with ICS forms.
IAP Evaluation

Once the Incident Action Plan has been developed and implemented, the command staff must monitor and evaluate the progress. Some considerations are:

- Does the plan accurately reflect the current situation
- Are Objectives being met
- Are Objectives being met on time

Some issues that might impact the plan’s success may be:

- A lack of sufficient personnel or personnel with the expertise to accomplish the task
- A lack of resources
- A lack of public support

Adjustments to your Incident Action Plan may include:

- Obtaining more resources and / or personnel
- Modifying the Objectives to more accurately reflect the situation
- Addressing media and / or public relations issues
- Getting more “horsepower” – some times it just takes more “rank” to get some things accomplished
Resource Management

Overview

As with many aspects of incident management, the task of resource management can be complex. Failure to properly manage resources can result in:

- Having the wrong or inadequate resources
- Not knowing what personnel are on-scene
- Not knowing where personnel and resources are located
- Not know how many people are available for missions
- Not knowing who has done what
- Not getting people fed

Five Key NIMS Principles of Resource Management

So how do you deal with all of the incoming resources? NIMS offers five key principles to resource management:

1. **Advance Planning** – preparedness organizations working together before an incident to develop plans for managing and using resources

2. **Resource Identification and Ordering** – using standard processes and methods to identify, order, mobilize, dispatch, and track resources

3. **Resource Categorization** – categorizing by size, capacity, capability, skill, or other characteristics to make resource ordering and dispatch more efficient

4. **Use of Agreements** – developing pre-incident agreements for providing or requesting resources

5. **Effective Management** – using validated practices to perform key resource management tasks

Resource “Typing”

When you request a resource, do you know what you are really getting? Resource typing is a NIMS activity designed to standardized resource descriptions on a National basis. These descriptions are based on measurable standards of capability and performance.
Kinds of Resources

Typically, resources fall into one of three categories:
1. As a “single” resource
2. As a “Task Force”
3. As a “Strike Team”

In California, as it applies to law enforcement, these categories are customized to:
1. A “Single” resource
2. A “Squad”
3. A “Mobile Field Force”

Single Resources

A single resource would be a Police Officer, a fire engine, a dump truck, etc.

Strike Team

A “Strike Team” is a group of the same kind and type of resources. Examples of a Strike Team might be:
- Motorcycle officers with their bikes
- A Squad of Police Officers
- Five fire engines (with the same capabilities)
- Five dump trucks

Task Force

A “Task Force” is a collection of different resources combined for a specific assignment or mission. An example of a Task Force would be a team of Police Officers, combined with a fire engine and a paramedic unit to respond to calls during a civil disorder.

Squad

In California (and some other jurisdictions), a law enforcement “Squad” consist of eleven deputies or officers and one Supervisor (typically a Sergeant)

Mobile Field Force

In California, “Mobile Field Forces” have been developed to provide a rapid deployment of law enforcement resources. A “Mobile Field Force” consists of:
- Four 12-person squads
- An Officer-in-Charge (at least a Lieutenant level)
- A Deputy Officer-In-Charge (at least a Sergeant level)
- Drivers for the OIC’s
Other Keys To Resource Management

Other keys to resource management include:

- Organization
- Staging
- Planning
- Forms and Displays

Organization

The Incident Command System has been designed to facilitate resource management. Various ICS “Sections” have Branches and Units designed to address this task.

Planning & Intelligence Section – this Section has three “Units” designed to assist:

- **Resources Unit** – tracks what resources are committed
- **Situation Unit** – monitors the situation to evaluate resource needs
- **Demobilization Unit** – plans and monitors the release of resources

Logistics Section – this Section has three Branches identified to assist in resources management:

- **Service Branch** - Service Branch provides and maintains communications equipment (radio technician may fill this spot), provides medical support to incident personnel, and makes provisions so that assigned personnel can be fed.
- **Support Branch** - When activated, the Support Branch is under the direction of the Logistics Section and is responsible for the development and implementation of logistics plans in support of the incident action plan. This may vary from the ordering of expendable supplies to providing and maintaining vehicular support. The Support Branch supervises the operations of the Facilities, Maintenance, Ground Support, and Supply units.
- **Personnel Branch** - When activated, this unit is under the direction of the Logistics Section and is responsible for providing the staffing needed to respond to the incident. The Personnel Unit is also responsible for establishing the personnel check-in function at the incident.
Finance & Admin Section – the Finance and Admin Section has two pre-identified Units to assist in resource management:

- **Time Unit** – tracks the time that resources (personnel and equipment) are on-scene
- **Procurement Unit** – procures and tracks purchases of resources that are not immediately available from agency inventories

These organizational elements are designed to facilitate the efficient and effective process of resource management.

**Staging Areas**

One of the key tools to resource Management is the establishment of a Staging Area. Whenever you consider activating an Incident Command Post, you should also consider activating a Staging Area.

**Advantages of the Staging Area**

The Staging Area offers a number of resource management advantages including:

- Providing a location for immediately available resources
- Allows resources to be formed into operational units
- Minimizes excessive communications from resources calling for assignments
- Controls and assists the check-in of personnel
- Controls private vehicles
- Allows the Operations Section Chief or Incident Commander to properly plan for resource use and to provide for contingencies
- Provides a safe location for personnel and equipment to await assignments
- Prevents resources from “freelancing” or “doing their own thing”
- Keeps unnecessary people away from the ICP (including responders)

**Resources At The Staging Area**

As a minimum, the Staging Area should have:

- A Check-in/out area and table
- Sufficient parking
- A briefing area
- A feeding area
- Toilets
Staging Area / ICP Coordination

It is vital that the Staging Area Officer and the ICP establish clear lines of communications for issuing assignments and requesting resources.

Resource Management “Planning”

Some of the issues that will need to be addressed when planning your resource usage:

- Who and what is already on-scene?
- How and where should incoming resources report?
- How will assignments be made?
- How will they be tracked?
- How will they be released?

Who and What Is On-Scene?

Unfortunately, there will be individuals, groups, and resources that enter the incident without checking in. Finding out who and what is already on scene can be a challenge amidst the chaos of an incident. Some sources of information will be:

- The Operations Section organizational elements can advise who and what they have assigned
- The Planning & Intelligence Section is responsible for tracking resources that have been assigned missions
- Agency Representatives can advise what personnel or resources they have on-scene
- The Staging Officer should be able to determine which resources have checked-in
- Dispatchers can often provide a printout of what units have advised being on scene
- Finally, runners and observers may be required – especially in such incidents as an airliner crash or explosion where a significant number of resources have gone directly into the scene

How / Where Should Incoming Resources Report?

Typically, incoming resources will:

- Report to the Staging Area for check-in and assignment (ideal)
- Be assigned as a resource (staff) at the Incident Command Post
- Go directly into the incident (only when absolutely necessary or directed to do so by the Incident Commander)
**Tracking Issues**

Various agencies will typically have a system for tracking their own resources. The method for tracking firefighting resources will differ from how law enforcement tracks their resources. That is because fire agencies are “equipment based” organizations where law enforcement agencies are “personnel based”.

Regardless of how resources are tracked, the Incident Command Post is responsible for accurate tracking of ALL resources.

**Resource Status Terminology**

Response agencies typically have radio codes that are used day-to-day to expedite communications. Because agency codes may differ from others, the use of codes at a multiagency incident can create confusion. “Clear text” – the use of plain language rather than codes – is always preferred.

When referring to the status of resources at a multiagency incident, the following three “titles” are recommended:

1. “Assigned” – this term is used to identify resources that are working on a tactical assignments
2. “Available” – this term is used to identify resources that are awaiting assignment – usually at the Staging Area
3. “Out-of-Service” – this term describes resources that are unavailable for such reasons as mechanical problems, resting, refueling, being used as staff at the ICP, etc.

This method also makes it easy to display and observe resource status.

<table>
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<th>RESOURCE STATUS CHART</th>
</tr>
</thead>
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<td>HELO-1</td>
<td>REFUEL/ETA 1215</td>
</tr>
<tr>
<td>400C</td>
<td>I.C.</td>
</tr>
<tr>
<td>410L</td>
<td>OPS SECT. OIC</td>
</tr>
<tr>
<td>ENG 5</td>
<td>FF @ 45 / ADAMS</td>
</tr>
<tr>
<td>RED CROSS</td>
<td>CANTENE SVC</td>
</tr>
</tbody>
</table>
**Ordering Resources**

As indicated earlier, poor resource management can result in having the wrong people or equipment. Calling for “All the cops you can possibly send!” can result in a wide range of results!

When ordering resources, ensure that the following information is included:

- The type and quantity of resources you are requesting and any special requirements applicable to that resource of the potential mission (e.g. gas masks, vehicles, k-9’s, etc)
- What the mission will be – this allows responders to ensure that they bring the appropriate equipment and / or support
- Where to report
- What communications systems / frequencies will be used to stay in contact with the requested resource

If the Incident Commander finds that a needed resource is unavailable through established means, then that request is to be forwarded to the appropriate multiagency coordination entity (e.g. EOC or DOC).

**Tracking: Forms and Displays**

ICS has a variety of forms and displays designed to assist in resource tracking. Keep in mind that resources include personnel, facilities, equipment, materials and supplies, and services.

ICS Form 203 - utilized to track organizational assignments.
ICS Form 204 - used to list Division and Unit assignments
ICS Form 207 – used to illustrate the ICS Organization
ICS Form 211 – used for checking-in resources
ICS Form 215 – this form is used as an incident worksheet

A copy of each of these forms is included at the end of this module section. They are also available on the internet and your CDROM.

**Demobilization Planning**

Resource managers use established procedures to track resources continuously from mobilization through demobilization. The Planning & Intelligence Section has the responsibility for establishing a Demobilization Plan and coordinating with the Operations Section to ensure that these plans and procedures are adhered to.
Part VI

Operational Checklists
For
Specific Events
Biological, Nuclear, Incendiary, and Chemical Response Checklist

The first officer arriving on-scene of an incident, will be required to perform certain duties to ensure the area is made as safe as possible. These duties are listed below:

- Contact reporting party (if possible) to ascertain any additional information.
- Locate hazard and contain.
  - Provide a sufficient distance for containment. (You can always make the scene smaller if needed.)
  - Position yourself down-wind of any hazard.
- Advise response teams of direction to travel to arrive at location.
- Use appropriate protective gear (if available).
- Determine if evacuations are required.
- Conduct evacuations of area in a safe and orderly manner.
- Do not allow evacuees to leave area.
- Provide safe locations for musters, and assign a group leader.
- Establishment of the Emergency Command Post in a safe location.
- If type of chemical hazard is known, request material safety data sheets for those items be brought to the scene, as well as copies faxed to receiving hospitals.
- Be cognizance of potential evidence (DO NOT TOUCH).
- Determine additional resources needed.
- Notifications made to appropriate University/Department members.
  - On-duty Watch Commander
  - On-duty Lieutenant
  - Chief of Police
  - Investigative personnel
  - Environmental Health Services [EH&S have an additional Checklist]
  - Medical personnel
  - Fire personnel
  - Bomb Squad
- Do not smoke at the threat location.
- Depending on the type of incident, alternative types of communications other than radios may be required.
- Attempt to locate witnesses.
- Obtain medical care for exposure victims.
- Consider transportation requirements for victims. (Number of ambulances, etc., that may be required).
- Other actions as may be deemed appropriate based on the circumstances.
- Begin crime scene log to show who has accessed the location.
- Consider locations suitable for decontamination of victims.
- Fully document all actions taken.

The initial responding officer will be the officer in charge of the investigation until relieved by proper authority or investigative staff.
General Response Checklist for Chemical, Nuclear & Biological Incidents

The first authorized EHS responder to the scene shall set the checklist elements into effect to ensure the safety and health of incident responders, the public and victims. The assigned duties are listed below:

- Report to incident commander for a detailed assessment of buildings, rooms, and utilities impacted.
- Identify hazards (chemicals, biological agents, radioactive materials, outside device/material) present.
- Review all available MSDS information located in EHS Office, Bungalow D, and/or consult with technical literature (http://www.calstatela.edu/MSDS). Provide to emergency responders and medical staff.

- Contact University contract hazardous material responders at:
  - North State Environmental
    - Office: (909) 875-9288
    - Cell: (213) 792-6365
  - United Pumping Service
    - 24-Hour Contact: (626) 961-9326

- Engage vendor that is readily available (or both) for immediate response to campus, as appropriate.

- For chemical or nuclear incident evacuate affected personnel to pre-determined staging area(s) unless medical attention is immediately administered. For known biological incident (terrorist attack or other) quarantine affected personnel in impacted area, or in a pre-designated area, for observation and treatment.

- Biological Incident: Secure affected personnel from general population and keep people calm and informed. Take names and statements of all persons potentially contaminated by suspect agents.

- Chemical/Nuclear Incident: Screen affected personnel for medical symptoms and document name(s), contact information and statements from all people involved with incident.

- Secure the area/building perimeter of incident from any unauthorized entry. Maintain a 100 feet clear zone encompassing the impacted area/building, and identify and vacate area downwind as appropriate.

- Shutdown building ventilation systems until it is determined safe to reoccupy.
- Monitor other utilities (gas, water, electric, etc…) for appropriate shutdown.
- Determine whether to vacate buildings/areas in consultation with Incident Commander.
- Conduct appropriate air monitoring and/or surveillance prior to allowing re-occupancy of structures.

- Review and mobilize EHS disaster preparedness supplies in EOC Storage Building. Call in additional Risk Management & EHS staff support, as appropriate.

- Mobilize outside hazardous material/waste facilities for additional hazardous substance storage.
- Coordinate area/building decontamination, clean up, and re-occupancy with Incident Commander for appropriate dissemination to campus administration and community.

The initial responding EHS Staff Member will be the person-in-charge of the hazardous materials incident until relieved by Risk Management & EHS Department Management.

Revision Date 3/21/03
# Bomb Threat Checklist

**Date Call Received:**

**Time Call Received:**

**Location Call Received [i.e., front desk]:**

**Call Received By:**

**Call Received on Extension Phone [provide number]:**

## 1. Provide EXACT Language of Threat [use quotes as appropriate]:

- 
- 
- 
- 

## 2. Ask these QUESTIONS:

A. **WHEN** is it set for?

B. **WHERE** is it?

C. **WHAT** kind of bomb is it?

D. **WHY** are you doing this?

E. **WHO** are you?

## 3. Describe the Voice of the Caller:

<table>
<thead>
<tr>
<th>Man</th>
<th>Angry</th>
<th>Loud</th>
<th>Crying</th>
<th>Accent [check if yes &amp; describe]:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woman</td>
<td>Calm</td>
<td>Soft</td>
<td>Laughing</td>
<td>Speech Impediment [check if yes &amp; describe]:</td>
</tr>
<tr>
<td>Child</td>
<td>Excited</td>
<td>Slow</td>
<td>Slurred</td>
<td></td>
</tr>
</tbody>
</table>

**Approximate Age of Caller:**

## 4. Describe Background Noise:

<table>
<thead>
<tr>
<th>Street</th>
<th>Music</th>
<th>Animal</th>
<th>Static</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voices</td>
<td>Motors</td>
<td>Clear</td>
<td>Other:</td>
</tr>
</tbody>
</table>

**Comments:**

Immediately report the bomb threat to the watch commander and the dispatcher.

**Signature of Person Completing Form:**

**Printed Name of Person Completing Form:**
**Officer Bomb Threat Response Checklist**

**OFFICERS WILL TURN OFF RADIO EQUIPMENT PRIOR TO ARRIVAL**

The first officer arriving on-scene of a bomb threat, will be required to perform certain duties, and these duties may occur simultaneously. The below checklist is not all inclusive; however, provides the officer with a starting point until sufficient Department and support staff arrives on-scene:

- Contact reporting party (if possible) to ascertain any additional information.
- Locate device if possible.
- Contain area.
- Establish command post (if required), and determine its location.
- Consider evacuations and locations for musters.
- Determine additional resources needed. (LAPD, other police agencies, medical, fire, facilities, etc).
- Determine if bomb squad is required.
- Notifications made to appropriate University/Department members.

- On-duty Watch Commander
- Investigative personnel
- On-duty Lieutenant
- Chief of Police
- University President
- Public Affairs
- Facilities Department
- Other Departments/Members as deemed appropriate

- Attempt to locate witnesses.
- Develop contingency plan if a bomb should explode.
- Seizure of evidence for the crime being investigated by qualified personnel only.
- Consider the use of Parking and Eagle Patrol personnel for perimeter security.
- Establish clearly how and by whom the threat will be evaluated.
- If no device is located, determine search teams and who will conduct searches.
- Begin a crime scene log.
- Complete written documentation of all circumstances of incident.

*The initial responding officer will be the officer in charge of the incident until relieved by proper authority.*
# Civil Disturbance Response Checklist

The first officer arriving on-scene of an incident, will be required to perform certain duties to ensure the area is made as safe as possible. These duties are listed below:

- If insufficient staff for situation being reported, maintain safe distance and report observations.
- If sufficient staff, secure inner perimeter.
- Establish command post.
- Make appropriate notifications
  - Watch Commander
  - On-duty Lieutenant
  - Chief of Police
  - University President
- Request additional agencies (if required)
  - California Highway Patrol
  - Critical Response Unit
  - Los Angeles County Sheriff’s Department
  - Los Angeles Police Department
  - Other surrounding police agencies
  - Medical/Paramedics
- Maintain communications with dispatchers
- Establish crowd control teams
- Establish arrest teams
- Attempt to locate routes of travel for responding units.
- Ensure protective equipment available (Helmets, batons, OC, etc).
- Attempt to identify leaders of the group
- Determine legal considerations (Free speech v. violations of law)
- Develop tactical plan for campus building security
- Develop tactical plan to safely remove observers who desire to leave area
- Execute tactical plan if required
- Attempt to video tape incident
- Document all uses of force
- Identify person to perform PIO duties until relieved
- Maintain all evidence if possible
- Begin Crime scene log
- Obtain as much information for written police report
- Assignment of after action report

The initial responding officer will be the officer in charge of the investigation until relieved by proper authority or investigative staff.
# Officer Computer Crimes Response Checklist

The first officer arriving on-scene of a computer related crime, will be required to perform certain duties to ensure evidence is not lost. These duties are listed below:

- [ ] Contact reporting party (if possible) to ascertain any additional information.
- [ ] Locate computer equipment if possible.
- [ ] Contain area until evidence is seized.
- [ ] Establish who the crime will be investigated/
- [ ] Determine additional resources needed.
- [ ] Notifications made to appropriate University/Department members.
  - [ ] On-duty Watch Commander
  - [ ] Investigative personnel
- [ ] Attempt to locate witnesses.
- [ ] Turn computer off and seize all computers, disks, drives, external equipment, printers, copiers, and scanners.
- [ ] Seize all documents available relative to the crime being investigated.
- [ ] Any items that an officer is not sure should be seized will be seized.
- [ ] Determine frequency of crime.
- [ ] Obtain any screen names, passwords, etc.
- [ ] Obtain all software programs, magnetic tapes, modems, etc.
- [ ] Attempt to determine if dealing with a main-frame, mini, or networked system.
- [ ] Is a website or bulletin board system being operated?
- [ ] Location of operation if known.
- [ ] Names of any other potential or actual victims.
- [ ] Safely handle all equipment with latex gloves to ensure no evidence is destroyed.
- [ ] Officers in the field will not dust equipment for fingerprints.
- [ ] Consider if transportation will be required to move property to evidence location, and have that transportation arranged for.
- [ ] Other actions as may be deemed appropriate based on the circumstances.
- [ ] Fully document all actions taken.

The initial responding officer will be the officer in charge of the investigation until relieved by proper authority or investigative staff.
Public Safety

When Public Safety receives information or discovers an impending cyber attack, is informed, discovers, an attack has occurred, Information Technology Services is to be notified immediately.

How Information Technology Services determines a cyber attack has taken place

Network Infrastructure – ITS:

1) Monitors network-based and host-based Intrusion Detection System (IDS) to identify Denial of Service (DoS), Distributed Denial of Service (DdoS), or Distributed Reflection Denial of Service (DRDoS) traffic patterns.

2) Monitors Network Monitoring Software (NMS) graphs for machines that generate an abnormally high volume of traffic.

3) Scans and analyze machine(s) that are generating excessive amounts of traffic or unusual types of traffic using port scanning tools.
   i) Contacts ITC responsible or responsible person to question whether or not high levels of traffic are authorized and legitimate.


Server - ITS:

1) Determines if an attempt has been made to modify system passwords.

2) Determines if there is an unauthorized access of super-user/admin account(s) or any abnormal activity using super-user/admin account(s).

3) Determines if a system has either a high CPU load and/or I/O without reasonable cause (such as lab exercise).
   i) Contact ITC or responsible person to question whether the activities are authorized and legitimate.
   ii) Next, identify specific process(es) and/or account(s) in question to define individual responsible.

4) Scan for viruses, backdoors, trojan horses and/or changes on systems that show any unauthorized changes/updates of files, user permissions, rights, any signs of system tampering using tools such as Checkroot kit, McAfee Virus detection.

5) Determines if services on servers have stopped for unknown reasons.

Desktop/Client - ITS

1) Scans and analyzes machine(s).

2) Analyze machine for any Peer-to-Peer file share utilities, illegal software, audio files (MP3), and/or video files(AVI, MPEG).

In the event of damage or loss of critical data (Student information, campus financial, etc.), a synopsis of the Back-up recovery system follows on the next page:

Backup and Recovery Overview for PeopleSoft Student Administration, PeopleSoft Finance and PeopleSoft Contributor Relations
**Backup Process:**

**Overview:**
The data for each of the PeopleSoft products resides in individual Oracle databases on an IBM Risc6000-S7A server. The server stores the data on EMC 5700 Symmetrix DASD storage subsystem, in a RAIDS configuration. In addition to the Oracle data, application data, program data, and operating system data also resides in various other file systems on the server. All backups are performed “HOT”, meaning they do not require systems or databases to be stopped while the backup process is running. This is accomplished using special software during the backup process.

**Backup Schedule:**
On Saturday night at 11:00 P.M. a full backup is performed. This backs up all the data on the machine. On Sunday night through Friday night, a cumulative incremental backup is performed. This backs up all the data on the machine that has changed since the last full backup. Every day, twice a day, at 6:00 A.M. and 6:00 P.M. the data in the Oracle databases are copied to tape for recovery purposes.

**Storage:**
Every Monday morning the tapes created from the full backup are sent offsite for two weeks, returning on the third week. The first week the tapes are stored in a City of Industry facility. The second week the tapes are transferred to a facility in the Simi Valley. The daily cumulative incremental tapes are stored in a fire proof safe within the data center.

**Recovery Process:**

**Overview:**
The type of disaster, or loss of data will dictate the process required for recovery and the amount of time for recovery to take place. As well, the amount of data that is not recoverable is dictated by the type of disaster. The tape backups are written to Sony AIT2 tapes using an automated Qualstar tape library. The backup software is the Netbackup Datacenter product from Veritas.

**Complete Data Center Loss:**
In the event that the entire data center is lost, recovery will be done at another Cal State University’s data center after the proper equipment has been delivered and configured. Recovery would be done with the weekly full backup tapes and any other tapes that might be recovered from the data center if possible.

**Data Center Flood / Fire:**
In the event of a flood or a fire, a determination would have to be made about the status of the facility, to determine if recovery could be done on campus, or must be done off campus. In this type of event, it is hoped that the tapes stored within the safe onsite would be available for use in the recovery process as well as the server equipment, allowing recovery to within hours, not days.

**Database corruption / File deletion:**
In this type of event, the data lost could be recovered within a few hours to the closest backup. In some corruption cases, the data is recoverable to within a minute or two, due to Oracle database features.
A cyberattack will also fall within the guidelines of written directive IV-20, Computer Crime Investigation, which should be reviewed again at the time of an anticipated attack, or as soon as possible after. The following checklist applies to the response to the pre-incident or incident:

**Public Safety**

- Information received of an impending cyber attack
- Information received that a cyber attack has occurred
- Cyberattack has been discovered
- Information received of general attacks occurring on the internet.

In the above cases where a Cyber Attack has taken place or the campus has been alerted that a Cyber Attack is happening on the internet, the contacts are as follows:

<table>
<thead>
<tr>
<th>Primary Contact</th>
<th>Title</th>
<th>Location</th>
<th>Campus Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Henry Balta</td>
<td>Acting Director, Network and Comm.</td>
<td>Lib N B12</td>
<td>3-2622</td>
<td>661-288-2272</td>
<td>310-863-8292</td>
<td><a href="mailto:hbalta@cslanet.calstatela.edu">hbalta@cslanet.calstatela.edu</a></td>
</tr>
<tr>
<td>Peter Quan</td>
<td>Vice President and Chief Technology Officer - Information Technology Services</td>
<td>Lib N B14</td>
<td>3-2626</td>
<td>626-799-9863</td>
<td>323-855-9020</td>
<td><a href="mailto:pquan@cslanet.calstatela.edu">pquan@cslanet.calstatela.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Secondary Contact</th>
<th>Title</th>
<th>Location</th>
<th>Campus Phone</th>
<th>Home Phone</th>
<th>Cell Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bob Hoffmann</td>
<td>Operations Manager – Information Technology Services</td>
<td>Lib N B10E</td>
<td>3-2629</td>
<td>909-394-1713</td>
<td>323-855-8246</td>
<td><a href="mailto:rhoffma@cslanet.calstatela.edu">rhoffma@cslanet.calstatela.edu</a></td>
</tr>
</tbody>
</table>

- Contact made with:
  - Director, Network and Communication Services
  - Vice President - Information Technology Services
  - Operations Manager – Information Technology Services

- Report completed as per Written Directive IV-20.

The procedures listed on the following page are those used by ITS to stop or mitigate the damage from a cyberattack.
Network Infrastructure Procedures for Stopping Damage

1. Modify traffic by using network tools like Packeteer Packetshaper to limit the network pipe to offending traffic.
2. Insert filter rule(s) on Access Control Lists (ACLs) on router(s) to block offending traffic.
3. Identify offending machine(s) and disconnect from network.
4. Isolate attacks by shutting off campus internet connection, subnet(s) affected, or systems(s) affected.

Server Procedures for Stopping Damage

1. Identify physical location of system(s);
2. Disconnect from network; and
3. Possibly shutdown for future investigation.

Desktop/Client Procedures for Stopping Damage

1. Locate infected workstations and disconnect from network to prevent further infection.
2. Remove any Peer-to-Peer file share utilities, illegal software, audio files (MP3), and/or video files (AVI, MPEG).
3. In cases where workstation has been compromised, determine if user has a weak password and request that user change password on system.
4. Disable or remove local accounts that are not needed.
5. Inform user about the risks involved in installing questionable software.
6. Update anti-virus software to clean virus.
7. Apply patches to Operating System.
8. Disable or stop un-needed background services (i.e. Web server, SQL server).
9. If desktop is beyond repair, backup data and re-image system with new patches.
10. After desktop is analyzed, patched, cleaned and repaired, reconnect to network.
Recognizing Inappropriate Behavior

Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels. The following behaviors should be reported so that they may be addressed appropriately:

- Unwelcome name-calling, obscene language and other abusive behavior
- Intimidation through direct or veiled verbal threats
- Throwing objects in the workplace regardless of the size or type of object being thrown or whether a person is the target of a thrown object
- Physically touching another in an intimidating, malicious, or sexually harassing manner. That includes such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing
- Physically intimidating others including such acts as obscene gestures, “getting in your face” and fist shaking

In the case of students, they should be reported to the Office of the Vice President for Student Affairs, at SA 108, (323) 343-3100 for referral to the Campus Judicial Officer. In the case of a faculty member, they should be reported to the Office of the Associate Vice President for Academic Affairs, ADM 725 at (323) 343-3810, and finally, in the case of staff members, to Director, Human Resource Management, ADM 606, (323) 343-3694.

Even if the behaviors that are displayed do not constitute a violation of law, the administrative reporting of such acts are no less important and should be completed by the person, area, or department that has been a recipient of the behavior. It is important that this report be separate from any police report, and include some very basic information:

- Who – a listing of the person or persons involved, with full names and detailed contact information.
- What – what occurred, a detailed description of the behavior or behaviors that were done.
- When – the date(s) and time(s) of the incident, incidents, or behavior
- Where – where exactly did the incident or behavior occur
- How – how did the behavior or incident happen, a detailed description in chronological order.
- Why – why do you believe the incident happen, what could be the possible reasons?

This information should be put in the form of a detailed memorandum and submitted through the appropriate administrative channels.

Questions to assess potential violence:
Where are they in terms of – Thoughts, fantasy, actions

- How much have they thought about violence?
- What have they done about it?
- What preparations have they made?
- How close have they come to being violent?
- What do friends, relatives, or others say?
- What do evaluation of suicide potential reveal? (violence and suicide are intimately linked)

To further assist with the assessment process, the following check list is included:

---

1 Specialty Technical Publications, Workplace Violence Prevention, 10/02 J-1 Supplement 1, p. 23
3 American Psychiatric Association
**WORKPLACE VIOLENCE PRE-INCIDENT INDICATORS CHECKLIST**

It is critical for an officer to make as effective an assessment as he or she can when responding to an incident where there is a potential for workplace violence. In the case of criminal behavior, the guidelines under the law are clear. However, in some cases a potential for violence exists regardless of the fact the law has not been violated. If while interviewing the involved parties or witnesses to the behavior, you see a correlation with items on this list, a minimum of an incident report is to be written and forwarded to the On Duty Lieutenant for immediate review and/or action.

1. Irrational beliefs and ideas
2. Verbal, nonverbal or written threats or intimidation
3. Fascination with weaponry and/or acts of violence
4. Expressions of a plan to hurt him/herself or others
5. Externalization of blame
6. Unreciprocated romantic obsession
7. Taking up much of supervisor’s/faculty members time with behavior or performance problems.
8. Fear reaction among coworkers/other students/the public
9. Drastic change in belief systems
10. Displays of unwarranted anger
11. New or increased source of stress at home or work
12. Inability to take criticism
13. Feelings of being victimized
14. Intoxication from alcohol or other substances
15. Expressions of hopelessness or heightened anxiety
16. Productivity and/or attendance problems
17. Violence towards inanimate objects
18. Steals or sabotages projects or equipment
19. Lack of concern for the safety of others

It is important that the details of the responses to the preceding details and the information detailed on the bottom of the first page be detailed in any written documentation completed by sworn personnel. Keep in mind that there is no exact method to predict when a person will become violent. One or more of these warning signs may be displayed before a person becomes violent but does not necessarily indicate that an individual will become violent. A display of these signs should trigger concern as they’re usually exhibited by people experiencing problems. *STP, WVP 10/02*

**Resources**

Counseling for students can be arranged via calling *(323)343-3301*, for faculty or staff, the Employee Assistance Program can be reached at *(800)777-9376*. Additional information can be obtained via calling *Infoline of Los Angeles* at the following #s:

- **Los Angeles -** (323)686-0950
- **Los Angeles County Areas -** (800)339-6993
Despite the confusion of the incident scene, the primary responsibilities of the Incident Commander are the protection of life, and the safety of the public.

The following information applies to the actual occurrence of a workplace violence / critical incident response. The management of the incident response is critical to the overall handling of the incident. A typical sequence of events is as follows:

- Workplace Violence / Critical incident commences (May terminate in a short period of time, or be ongoing involving hostage taking, negotiation, search and rescue, medical response).
- University Police is informed of the incident, emergency response is initiated. Upon arrival, Incident Commander is determined and is responsible for commencing an evaluation of the location for safety and establishing a perimeter.
- Emergency management of the incident is initiated, command post location determined, and command post established.
- Emergency personnel including any Mutual Aid, Fire, Medical begin to operate as appropriate to the situation. Critical incident management is conducted.
- Administrative personnel are notified (On Duty Lieutenant), and directs the initial University response. Investigative phase is initiated by the Incident Commander, conducted, and completed.
- Administrative team conducts it’s incident response as appropriate to the situation.
- Administrative team begins transition to post-incident recovery.
- University and Public Safety proceed with post-incident recovery (and evaluation of the Administrative and incident response).

The preceding information is provided as a brief synopsis of the typical response to this type of occurrence. The response will vary with the particular details of each incident being considered. The following information is in the form of a checklist that can be used during the management of an incident.
The first officer arriving on-scene at a workplace violence incident is required to perform the following duties to insure that the area is made as safe as possible, and an effective investigation can be conducted as listed below:

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon arrival, determine level of response. Example: An active shooter would require a response immediately as per policy. If appropriate, maintain a safe distance and report observations until back-up arrives.</td>
<td></td>
</tr>
<tr>
<td>If sufficient staff, secure inner and outer perimeter.</td>
<td></td>
</tr>
<tr>
<td>Establish command post. Initiate emergency incident log.</td>
<td></td>
</tr>
<tr>
<td>Make appropriate notifications</td>
<td>Watch Commander, On-duty Lieutenant, Chief of Police, University President</td>
</tr>
<tr>
<td>Request Mutual Aid / additional agencies (If required)</td>
<td>Determine location for outside agency response, L.A. County Sheriff, East L.A. Station, L.A.P.D. Hollenbeck, Other adjacent police agencies or specialized units, Medical / Paramedics</td>
</tr>
<tr>
<td>Develop tactical plan / conduct operations as appropriate</td>
<td></td>
</tr>
<tr>
<td>Maintain communications with dispatchers</td>
<td></td>
</tr>
<tr>
<td>Update On Duty Lieutenant/Administrators</td>
<td></td>
</tr>
</tbody>
</table>

**Post-Incident**

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify and assess medical needs</td>
<td></td>
</tr>
<tr>
<td>Oversee the coordination of emergency medical treatment and follow-up</td>
<td></td>
</tr>
<tr>
<td>Conduct investigation/information gathering</td>
<td>Locate witnesses/victims, Secure crime scene, Facilitate or conduct evidence collection, Contact Investigations Unit, Book Evidence</td>
</tr>
<tr>
<td>Complete Documentation</td>
<td>Crime Report, After Action Report, Copy reports to On Duty Lieutenant</td>
</tr>
<tr>
<td>On Duty Lieutenant</td>
<td>Contact HR Director, Contact Counseling Center (As necessary for Faculty/Students/Staff), Contact Environment Health and Safety Director, Contact / Update Public Affairs Director, Notify affected areas(Administrators), Copy reports to the Director of Public Safety</td>
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Part VII

Personal Planning
Guides & Information
Assembling and Storing Survival Supplies
You can cope best by preparing for disaster before it strikes. One way to prepare is by assembling a Disaster Supplies Kit. Once a disaster hits, you won’t have time to shop or search for supplies. But if you have gathered supplies in advance, you and your family can endure an evacuation or home confinement.

To Prepare Your Kit
1. Review the checklist on the next few pages [from FEMA L-189, ARC 4463, Your Family Disaster Supplies Kit].
2. Gather supplies that are listed.
3. Place supplies you are apt to need for an evacuation in an easy-to-carry container. These supplies are listed with an asterisk (*).

Water
Store water in plastic containers such as soft drink bottles. Avoid using containers that will decompose, such as milk cartons or glass bottles. A normally active person needs to drink at least two quarts of water a day. Hot environments and intense physical activity can double that amount. Children, nursing mothers, and ill people will need more.
   - Store a gallon of water per person, per day [2 quarts for drinking, 2 quarts for food preparation and sanitation].
   - Keep at least a 3-day supply of water for each person in your household.
   - If you have questions about the quality of the water, purify it before drinking. You can heat water to a rolling boil for 10 minutes or use commercial purification tablets to purify the water. You can also use household liquid chlorine bleach if it is pure, unscented 5.25% sodium hypochlorite. To purify water, use the following table as a guide
     [Ratios For Purifying Water With Bleach]:
     | WATER QUANTITY | BLEACH ADDED |
     |----------------|--------------|
     | 1 Quart        | 4 Drops      |
     | 1 Gallon       | 16 Drops     |
     | 5 Gallons      | 1 Teaspoon   |
   - After adding bleach, shake or stir the water container and let it stand thirty minutes before drinking.

Food
Store at least a 3-day supply of nonperishable food. Select foods that require no refrigeration, preparation, or cooking and little or no water. If you must heat food, pack a can of Sterno. Select food items that are compact and lightweight. Include a selection of the following foods in your Disaster Supplies Kit:
   - Ready-to-eat canned meats, fruits, and vegetables
   - Canned juices, milk, soup (if powdered, store extra water)
   - Staples-sugar, salt, and pepper
   - High-energy foods-peanut butter, jelly, crackers, granola bars, trail mix

First Aid Kit
Assemble a first aid kit for your home and one for each car. A first aid kit should include:
   - 2-inch sterile bandages in assorted sizes
   - 2-inch sterile roller bandages (3 rolls)
   - 2-inch sterile gauze pads (4-6)
   - 3-inch sterile roller bandages (3 rolls)
   - 4-inch sterile gauze pads (4-6)
   - Triangular bandages (3)
   - Hypoallergenic adhesive tape
   - Scissors
   - Needle Nonprescription Drugs
   - Moistened toelettes
   - Antiseptic
   - Aspirin or non-aspirin pain reliever
   - Thermometer
   - Anti-diarrhea medication
   - Tongue blades (2)
   - Antacid (for stomach upset)
   - Tube of petroleum jelly or other lubricant
   - Syrup of Ipecac (used to induce vomiting if advised by the Poison Control Center)
   - Assorted sizes of safety pins
   - Cleaning agent/soap
   - Laxative
   - Latex gloves (2 pair)
   - Activated charcoal (used if advised by the Poison Control Center)
   - Sunscreen
**Tools And Supplies**
- Mess kits, or paper cups, plates and plastic utensils
- Non-electric can opener, utility knife
- Emergency preparedness manual
- Fire extinguisher: small canister, ABC-type
- Battery-operated radio and extra batteries
- Tube tent
- Flashlight and extra batteries
- Pliers
- Tape
- Cash or traveler's checks, change
- Compass
- Matches in a waterproof container
- Aluminum foil
- Plastic storage containers
- Signal flare
- Paper, pencil
- Needles, thread
- Medicine dropper
- Shut-off-wrench to turn of household gas and water
- Whistle
- Plastic sheeting
- Map of the area (for locating shelters)

**Sanitation**
- Toilet paper, towelettes
- Soap, liquid detergent
- Feminine supplies
- Personal hygiene items
- Plastic garbage bags, ties (for personal sanitation uses)
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach

**Clothing and Bedding**
Include at least one complete change of clothing and footwear per person.
- Sturdy shoes or work boots
- Hat and gloves
- Rain gear
- Thermal underwear
- Blankets or sleeping bags
- Sunglasses

**Special Items**
Remember family members with special needs, such as infants and elderly or disabled persons.

**For Baby**
- Formula
- Diapers
- Bottles
- Powdered milk
- Medications

**For Adults**
- Heart and high blood pressure medication
- Insulin
- Prescription drugs
- Denture needs
- Contact lenses and supplies
- Extra eye glasses
- Entertainment-games and books

**Important Family Documents— Keep these records in a waterproof, portable container.**
- Will
- Insurance policies
- Contracts
- Deeds
- Stocks and bonds
- Passports
- Social Security Cards
- Immunization records
- Bank account numbers
- Credit card account numbers and companies
- Inventory of valuable household goods, important telephone numbers
- Family records (birth, marriage, death certificates)
Creating A Family Disaster Plan

Exit Drills In The Home

To get started…

1. Contact your local emergency management office and your local American Red Cross chapter.
   - Find out which disasters are most likely to happen in your community.
   - Ask how you would be warned.
   - Find out how to prepare for each type of disaster.

2. Meet with your family.
   - Discuss the types of disasters that could occur.
   - Explain how to prepare and respond.
   - Discuss what to do if advised to evacuate.
   - Practice what you have discussed.

3. Plan how your family will stay in contact if separated by disaster.
   - Pick two meeting places:
     - A location a safe distance from your home in case of fire.
     - A place outside your neighborhood in case you can't return home.
   - Choose an out-of-state friend as a "check-in contact" for everyone to call.

4. Complete the following steps:
   - Post emergency telephone numbers by every phone.
   - Show responsible family members how and when to shut off water, gas, and electricity at main switches.
   - Install a smoke detector on each level of your home, especially near bedrooms; test them monthly and change the batteries two times each year. (Change batteries when you change your clocks in the spring and fall.)
   - Contact your local fire department to learn about home fire hazards.
   - Learn first aid and CPR. Contact your local American Red Cross chapter for information and training.

5. Meet with your neighbors.
   - Plan how the neighborhood could work together after a disaster. Know your neighbors' skills (medical, technical).
   - Consider how you could help neighbors who have special needs, such as elderly or disabled persons.
   - Make plans for child care in case parents can't get home.

Evacuation Planning

Develop an escape plan that provides for escape from every room. As part of your escape plan:
   - Consider the needs of children and physically challenged individuals.
   - Inform all family members or office coworkers of the plan.
   - Run practice escape drills.