FIRST DRAFT
EVERGREEN VALLEY COLLEGE

Volume One

Immediate Action and Event Specific Checklists

November 2008
Disclaimer

The material presented in this publication has been written in accordance with federal and state guidelines to meet current industry standards. However, this plan cannot anticipate all possible emergency events and situations or emergency responses. Therefore, it should not be used without competent review, verification, and correction (where appropriate) by qualified emergency management professionals. It should be tested by the Emergency Operations Center (EOC) team after they have received appropriate emergency management training. Conditions will develop in operations where standard methods will not suffice and nothing in this manual shall be interpreted as an obstacle to the experience, initiative, and ingenuity of the officers in overcoming the complexities that exist under actual emergency conditions. Users of this plan assume all liability arising from the plan’s use.

The Emergency Management Consultant's Emergency Operations Plan ©
Prepared for Evergreen Valley College

by:

Joseph R. Horton Jr.
Emergency Management Consultants
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IMMEDIATE ACTION CHECKLIST
Pre EOC Activation
For use by Evergreen Valley College Crisis Action Team

☐ Mobilize members of the Evergreen Valley College Crisis Action Team (CAT).
  - College President ..........................................................(408) 270-6471
  - Vice President Student Affairs ..........................................(408) 223-6738
  - Director of Marketing and Community Relations ..................(408) 270-6413
  - Police Chief .......................................................................(408) 270-6468
  - Maintenance Manager ..........................................................(408) 223-6757
  - Vice President of Administrative Services .........................(408) 274-7900 x6552
  - Vice President Academic Affairs ..........................................(408) 270-6450

☐ Evergreen Valley College EOC Activation Criteria – Should the EOC be activated?
This decision must be based on the emergency event or situation.

Key factors that normally trigger the Evergreen Valley College EOC activation include:
  - Emergency response resources beyond the jurisdiction’s capabilities are required
  - An emergency of a long duration
  - Major policy decisions must or may be required
  - A local or state of emergency will be declared
  - Activation of the EOC will be advantageous to the successful management of the emergency

EOC Locations

<table>
<thead>
<tr>
<th>Primary</th>
<th>Maintenance Office - Adjacent to Police Dept.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate</td>
<td>To be determined.</td>
</tr>
</tbody>
</table>

☐ If the Evergreen Valley College EOC activation IS WARRANTED – Complete the EOC ACTIVATION CHECKLIST on the page 3.

☐ If the Evergreen Valley College EOC activation IS NOT WARRANTED complete applicable Event Specific Checklist(s) in the RED TAB and turn over follow-on actions to appropriate Evergreen Valley College management staff or department heads. Crisis Action Team response procedures are now complete. The Crisis Action Team may disband - no further action is required.
EOC ACTIVATION CHECKLIST
Evergreen Valley College Emergency Operations Center (EOC) Activation Steps

☐ Officials authorized to order immediate Evergreen Valley College EOC activation:
  o College President
  o Vice President of Academic Affairs
  o Vice President of Administrative Services
  o Vice President of Student Affairs
  o Other Senior Administrator (Designated Acting President)
  o Chief of Police
  o Evening/Weekend Administrator

☐ Determine appropriate EOC Activation Level.

Minor Emergency - Level I - EOC Activation Not Required
  ● A minor incident or hazardous materials spill which can be abated by the first responding
  personel or response agency having jurisdiction.
  ● The Evergreen Valley College Emergency Operations Plan is not activated.
  ● The Evergreen Valley College EOC may be activated with limited staffing to facilitate
  coordination or to provide information to students, faculty and staff or the media.

Moderate Emergency - Level II - EOC Activation Recommended
  ● If the incident escalates or is about to escalate to the point* where the coordination of the
  incident cannot be efficiently accomplished at the scene or at another location.
  * Due to the number of departments or local jurisdiction response agencies involved, personnel or resources
  required.

Major Emergency - Level III - Activation Required
  ● If the emergency situation(s) is of such magnitude that coordination of the response at the
  scene(s) or another location is not possible.
  ● When Evergreen Valley College response capabilities are limited or insufficient to address a
  major emergency.

Note: See the EOC STAFFING GUIDE on Page 5 to assist in determining the appropriate
Evergreen Valley College EOC Action Level.

☐ Direct the Evergreen Valley College EOC Team members to report immediately to the
EOC. Refer to Exhibit 2 – Emergency Operations Center Staffing

☐ Notify the San José Evergreen CCD that Evergreen Valley College CAT is considering or
has activated the College EOC. Identify and report Evergreen Valley College’s:
  ● Existing situation
  ● Critical staffing needs
  ● Critical resource needs
Important Note: The District provides the central point-of-contact for public information dissemination and District-wide emergency response coordination for non first responder (fire, police, EMS) issues.

- Ensure appropriate local jurisdiction responders and/or agencies have been notified (e.g. law enforcement, fire/rescue, emergency medical services, etc.). Refer to Exhibit 4 – Mutual Aid Coordinators and Exhibit 5 – Other Agencies.
- Complete applicable Event Specific Checklist(s) in the VOLUME ONE IMMEDIATE ACTION AND EVENT SPECIFIC CHECKLIST, RED TAB – EVENT SPECIFIC CHECKLISTS.

- Develop a presentation to give the members of the Evergreen Valley College EOC response team. Assign Crisis Action Team (CAT) members to prepare and present the brief which covers the following topics:

  1. **Situation overview:**
     Provide a description of the emergency situation. The situation overview should be presented by the College College President or the Chief of Police. Report:
     - When did the emergency occur or is expected to occur?
     - What are the key facts known about the emergency?

  2. **Emergency response actions underway:**
     Provide a brief description of emergency response actions underway or pending. The identification of emergency response actions underway should be presented by the College President or the Chief of Police to the assembled EOC response team.

  3. **Time period of 1st Operational Period:**
     Identify the time period (shift beginning and end time) the Evergreen Valley College EOC Team will be in the EOC. Presented by the Planning Section Chief or Chief of Police.

  4. **Identify the strategic Objective and Priorities for the 1st Operational Period:**
     Identify the strategic EOC Objectives and Priorities that the Evergreen Valley College EOC Team will manage and coordinate during the 1st Operational Period. The EOC Objectives and Priorities will be presented by the Planning Section Chief or the Chief of Police.

     See ACTION PLAN WORKSHEET INSTRUCTIONS on page 7 for specific procedures to complete the EOC Action Plan Worksheet.

- Upon reporting to the EOC, brief the entire EOC Team in the following sequence:
  - Situation overview
  - Emergency response actions underway
  - Time period of 1st Operational Period
  - List of Objectives and Priorities for the 1st Operational Period from the Action Plan Worksheet

- Once the brief is complete, the Crisis Action Team disbands and relinquishes authority for the response to the Evergreen Valley College EOC Emergency Response Team.
Reference: Key contacts and phone numbers are located in the following exhibits:
Exhibit 1 – Crisis Action Team
Exhibit 2 – Emergency Operations Center Response Team
Exhibit 3 – Emergency Operations Center Phone Numbers
Exhibit 4 – Mutual Aid Coordinators
Exhibit 5 – Other Agencies
Exhibit 6 – Pre-Designated Incident Locations and Facilities
Exhibit 7 – Evergreen Valley College Evacuation Map
<table>
<thead>
<tr>
<th>Event/Situation</th>
<th>Activation Level</th>
<th>Minimum Staffing If Decision to Activate is made</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unusual occurrences with potential impacts on the health and safety of students, staff, the public, Evergreen Valley College facilities and/or the environment</td>
<td>Minor Emergency</td>
<td>- Notification of the Evergreen Valley College College President or the Chief of Police.</td>
</tr>
<tr>
<td></td>
<td>Level I</td>
<td>- Note: May be limited to partial or full Evergreen Valley College Crisis Action Team activation.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Other designees as required.</td>
</tr>
<tr>
<td>Severe Weather Report</td>
<td></td>
<td><em>See Organization Chart – next page</em></td>
</tr>
<tr>
<td>Major wind, rain or snow storm, etc.</td>
<td></td>
<td>EOC Director</td>
</tr>
<tr>
<td>Two or more large incidents involving two or more response agencies</td>
<td></td>
<td>Evergreen Valley College EOC Section Chiefs and Units as appropriate to situation</td>
</tr>
<tr>
<td>Wildfire affecting wildland/forested area or developed area</td>
<td></td>
<td><em>See Organization Chart – next page</em></td>
</tr>
<tr>
<td>Severe hazardous materials incident involving large-scale multi-agency action or possible large-scale evacuations</td>
<td>Moderate Emergency</td>
<td>Level II</td>
</tr>
<tr>
<td>Unusual occurrences with severe potential impacts on the health and safety of the students, staff and public and/or environment</td>
<td></td>
<td>All EOC positions</td>
</tr>
<tr>
<td>Bomb threat or other incident requiring building evacuation</td>
<td></td>
<td>EOC Director</td>
</tr>
<tr>
<td>Major Evergreen Valley College or local emergency</td>
<td></td>
<td>Evergreen Valley College EOC Section Chiefs and Units as appropriate to situation</td>
</tr>
<tr>
<td>Major wildland fire</td>
<td></td>
<td><em>See Organization Chart – next page</em></td>
</tr>
<tr>
<td>Major emergency situation with severe potential impacts on the health and safety of students, faculty, staff, the public, facilities and/or the environment.</td>
<td>Major Emergency</td>
<td>Level III</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All EOC positions</td>
</tr>
</tbody>
</table>
EVERGREEN VALLEY COLLEGE EOC ORGANIZATION

EVERGREEN VALLEY COLLEGE EMERGENCY OPERATIONS PLAN NIMS / SEMS ORGANIZATIONAL CHART

POLICY ADVISORY GROUP
Board of Trustees

MANAGEMENT
President
Dr. David Wain Coon
Kuni Hay

LIAISON OFFICER
Supervisor of CTSS
Sam Sakulsingdusit

PUBLIC INFORMATION OFFICER
Director of Marketing
Alka Joshi
Mark Gonzales

EMERGENCY MANAGEMENT COORDINATOR
VP Administrative Services
Yulian Ligioso
Liz Tyrel

OPERATIONS
VP - Student Affairs
Irma Archuleta
Alexis Montevirgen

LAW ENFORCEMENT
FIRE / RESCUE
Police Officer
Tony Flores
Eric Burton

ENVIRONMENTAL HEALTH & SAFETY
Dean of Nursing
Lynette Apen
Dr. Wei Zhou

FACILITIES MANAGEMENT
Maintenance Supervisor
Gail Mathis
Gene Heck

STUDENT COORDINATION
Director of Student Life
Alexis Montevirgen

FIRST AID / MEDICAL
Director of Health Services
Cheryl Bouzek
Kara Potter

SPECIAL POPULATIONS COORDINATOR
DSP Coordinator/Counselor
Robin Salak

PLANNING
VP of Academic Affairs
Kuni Hay
Keith Aytch

MESSAGE COORDINATOR
DOCUMENTATION
Sr. Admin. Assistant
Stacey Alvarez
Rita DeLaCerda

SITUATION STATUS
Director of A & R
Octavio Cruz
Mark Sanchez

DAMAGE ASSESSMENT
Maintenance Manager
Tom Clabough
Vince Oen

RECOVERY
Custodial Supervisor
Patrick Carvalho
Bob Lente

LOGISTICS
Dean of Business & Workforce
Dr. Jonathan King
Sally Chumbly

PERSONNEL
Sr. Admin. Assistant
Pat Bruno
Paulete Romano

PURCHASING / SUPPLY
Director of Financial Aid
Alma Tanon
Gina Browne

COMMUNICATIONS
Network Technician
George Bouzek
Linh Chung

TRANSPORTATION
EVC Mechanic
Angelo Nunes
Diane Ontiveros

CARE & SHELTER
Dean of SSHAPE
Mark Gonzales
Bill Campbell

FINANCE
Supervisor - Business Services
Elvis Raby
Bob Rivet

COST
Senior Accounting Clerk
Bob Rivet

TIME
Accounting Technician
ACTION PLAN WORKSHEET INSTRUCTIONS

- **Assignment of Facilitator**
  Assign a facilitator to lead the discussion of the Crisis Action Team to finalize the Objectives and Priorities for the 1st Operational Period.

- **Place Action Plan Worksheet Chart on the CAT meeting room wall**
  Tape a blank Action Plan Worksheet Chart on the wall so that all the members of the Crisis Action Team can clearly see it and the facilitator can legibly write information on the chart.

  See Sample Action Plan Worksheet – Next Page
  Note: The Action Plan Worksheet must be completed within a 30 minute time frame.

ACTION PLAN WORKSHEET

- **Identify the Operational Period Number, Beginning and Ending Times**
  - **Operational Period Number:** 1st for the first Operational Period. Then Operational Period numbers go in sequence
  - **Beginning Time:** The time of the emergency event* or the time the EOC will be activated if the EOC is planning for a possible future emergency event.
    *If the emergency event already occurred*
  - **Ending Time:** The time that you want to effect a shift change to a new EOC Team. *Note: If possible, extend the 1st Operational Period to the completion of critical life safety measures.*

- **Identify Strategic Objectives and Priorities**
  Ensure that the Objectives and Priorities are strategic in nature. *Note: Tactical or field level decisions are made by the field Incident Commanders only.*

- **Identify the EOC level response Strategies, Resources and EOC Manager**
  - Identify the Strategy for each Objective and Priority.
  - Identify the Resources* responsible for completion of the strategy.
    *Section Chief and/or Unit Leaders to carry out the strategy.

  **Example**

<table>
<thead>
<tr>
<th>Objectives and Priorities</th>
<th>Strategy</th>
<th>Resources</th>
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<tbody>
<tr>
<td>LIFE SAFETY</td>
<td></td>
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</tr>
<tr>
<td>Chemistry Laboratory Fire</td>
<td>Support Field Incident Commander as appropriate</td>
<td>Security, Facilities and Medical Unit Leaders</td>
</tr>
</tbody>
</table>

  **Facilitator:** Recommend that the Crisis Action Team members DO NOT attempt to identify the detailed steps to complete the strategies. The detailed steps will be completed by the assigned resources. See Action Plan Worksheet example.
### ACTION PLAN WORKSHEET

**LIFE SAFETY**
- Provide first aid for all injured, faculty, and staff
- Set up evacuation routes and immediate response points

**STRATEGY**
- Expedite and coordinate efforts to secure campus and maintain environmental isolation

**RESOURCES & EOC MGR.**
- Prevent / Assist Medical Teams
- Develop and coordinate support strategy

**EVENT SPECIFIC CHECKLIST**

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<th>Event Specific Checklist Title</th>
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**Objectives and Priorities**

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<th>Objective</th>
<th>Priority</th>
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**Operational Period #**
- From: 9:00 AM
- To: 6:00 PM

**Types of Events**
- Event 1: Description

**Procedures**
- Coordinate with Incident Commander to develop & implement plan
- Develop and coordinate Incident Action Plan
- Evaluate and coordinate local and regional resources

**Press Release**
- Release for local & media audiences

**Support for Affected Victims and their Families**
- Survey of operations
- Damage assessment
- Support and coordination

**Strategy**
- Expedite and coordinate efforts to secure campus and maintain environmental isolation

**Resources & EOC MGR.**
- Prevent / Assist Medical Teams
- Develop and coordinate support strategy

**Event Specific Checklist**

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**Event Specific Checklist**

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<td>Event Specific Checklist Title</td>
<td>Event Specific Checklist Details</td>
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</tbody>
</table>
ALERT LISTS

This Alert List section contains telephone numbers, pager assignments, and radio call signs for key people who may need to be reached quickly in a major emergency. Key agencies and organizations are also provided. These listings are provided for the use and convenience of emergency services in accessing emergency resources in disasters.

Exhibit 1 – Crisis Action Team
Exhibit 2 – Emergency Operations Center Response Team
Exhibit 3 – Emergency Operations Center Phone Numbers
Exhibit 4 – Mutual Aid Coordinators
Exhibit 5 – Other Agencies
Exhibit 6 – Pre-Designated Incident Locations and Facilities
Exhibit 7 – Evergreen Valley College Evacuation Map

PLEASE SEND ANY ADDITIONS, CORRECTIONS OR COMMENTS TO:

Mr. Yulian Ligioso
Vice President of Administrative Services
Evergreen Valley College
3095 Yerba Buena Rd
San José, CA 95135-1598

(408) 274-7900 x 6552
EXHIBIT 1

CRISIS ACTION TEAM *

<table>
<thead>
<tr>
<th>TITLE/NAME</th>
<th>WK PHONE</th>
<th>Extension</th>
<th>FAX</th>
<th>PAGER/CELL</th>
</tr>
</thead>
<tbody>
<tr>
<td>College President</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>David Wain Coon</td>
<td>(408) 270-6471</td>
<td>(408) 238-3179</td>
<td>(408) 590-4554</td>
<td></td>
</tr>
<tr>
<td>Vice President of Academic Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kuni Hay</td>
<td>(408) 270-6450</td>
<td></td>
<td>(408) 595-4139</td>
<td></td>
</tr>
<tr>
<td>Vice President of Student Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irma Archuleta</td>
<td>(408) 223-6738</td>
<td></td>
<td>(408) 832-5547</td>
<td></td>
</tr>
<tr>
<td>Vice President of Administrative Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yulian Ligioso</td>
<td>(408) 274-7900</td>
<td>6552</td>
<td>(408) 705-0796</td>
<td></td>
</tr>
<tr>
<td>Chief of Police</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ray Aguirre</td>
<td>(408) 274-7900</td>
<td>6468</td>
<td>(408) 590-4595</td>
<td></td>
</tr>
<tr>
<td>Other Designee (Acting President)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening/Saturday Administrator</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* In the absence of the Evergreen Valley College President, any member of the Crisis Action Team has the authority to initiate time critical emergency response actions including building lock-downs and evacuations.
## EXHIBIT 2

### EMERGENCY OPERATIONS CENTER RESPONSE TEAM

<table>
<thead>
<tr>
<th>TITLE/NAME</th>
<th>WK PHONE</th>
<th>HM PHONE</th>
<th>FAX</th>
<th>PAGER/CELL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MANAGEMENT SECTION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Director of Emergency Services or EOC Director – College President</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>David Wain Coon</td>
<td>(408) 270-6471</td>
<td>(408) 238-3179</td>
<td>(408) 590-4554</td>
<td></td>
</tr>
<tr>
<td>First Alternate Director of Emergency Services – Vice President of Academic Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kuni Hay</td>
<td>(408) 270-6450</td>
<td></td>
<td>(408) 595-4139</td>
<td></td>
</tr>
<tr>
<td>Second Alternate Director of Emergency Services – Vice President of Administrative Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yulian Ligioso</td>
<td>(408) 274-7900 x6552</td>
<td></td>
<td>(408) 705-0796</td>
<td></td>
</tr>
<tr>
<td>Third Alternate Director of Emergency Services – Vice President of Student Affairs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irma Archuleta</td>
<td>(408) 223-6738</td>
<td></td>
<td>(408) 832-5547</td>
<td></td>
</tr>
<tr>
<td>Public Information Officer – Director of Marketing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alka Joshi</td>
<td>(408) 270-6413</td>
<td></td>
<td>(650) 224-7580</td>
<td></td>
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<td>Yulian Ligioso</td>
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<td>Liz Tyrrell</td>
<td>(408) 270-6453</td>
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<td>(408) 460-5344</td>
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<td>Liaison Officer – Supervisor of CTSS</td>
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<td>Sam Sakulsingh dusit</td>
<td>(408) 274-7900 x6545</td>
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<td>(408) 965-0334</td>
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<td>Operations Chief – Vice President – Student Affairs</td>
<td>(408) 223-6738</td>
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<td>(408) -832-5547</td>
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<td>Irma Archuleta</td>
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<td>Alternate Operations Chief – Director of Student Affairs</td>
<td>(408) 531-6117</td>
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<td>(408) 218-6978</td>
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<tr>
<td>Alexis Montevirgen</td>
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<tr>
<td>Law Enforcement / Fire Rescue Unit Leader – Police Officer</td>
<td>(408) 270-6468</td>
<td>(408) 239-0417</td>
<td>(408) 590-4556</td>
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<td>Tony Flores</td>
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<td>Alternate Law Enforcement / Fire Rescue Unit Leader – Police Officer</td>
<td>(408) 270-6468</td>
<td>(408) 239-0417</td>
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<td>Eric Burton</td>
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<tr>
<td>Environmental Health and Safety Unit Leader – Dean of Nursing</td>
<td>(408) 223-6779</td>
<td>(408) 528-1267</td>
<td>(408) 375-8175</td>
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<tr>
<td>Lynette Apen</td>
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<tr>
<td>Alternate Environmental Health and Safety Unit Leader – Dean of Math &amp; Science</td>
<td>(408) 270-6490</td>
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<td>(512) 497-2041</td>
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<td>Wei Zhou</td>
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<td>Facilities Unit Leader – Maintenance Supervisor</td>
<td>(408) 274-7900 x6055</td>
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<td>(408) 219-2705</td>
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<td>Gail Mathis</td>
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<td>Alternate Facilities Unit Leader – Electrician</td>
<td>(408) 274-7900 x6574</td>
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<td>(408) 595-4119</td>
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<td>Gene Heck</td>
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<tr>
<td>Student Coordinator Unit Leader – Director of Student Life</td>
<td>(408) 531-6117</td>
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<td>Alexis Montevirgen</td>
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<td>First Aid / Medical Unit Leader – Director of Health Services</td>
<td>(408) 274-7900 x6528</td>
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<td>(408) 667-6722</td>
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<tr>
<td>Cheryl Bouzek</td>
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<td>Alternate First Aid / Medical Unit Leader –</td>
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<td>Kara Potter</td>
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<td>Kuni Hay</td>
<td>(408) 270-6450</td>
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<td>(408) 595-4139</td>
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<td>Alternate Planning Chief – Dean of Learning Resources</td>
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<td>Keith Aytch</td>
<td>(408) 270-6425</td>
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<td>(916) 214-4555</td>
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<td>Message Coordinator/Documentation Unit Leader – Staff Assistant IV – Office of Academic Services</td>
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<td>Stacy Alvarez</td>
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<td>(408) 515-6573</td>
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<td>Alternate Message Coordinator/Documentation Unit Leader – Sr. Administrative Assistant</td>
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<td>Rita DeLa Cerda</td>
<td>(408) 270-6450</td>
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<td>Damage Assessment Unit Leader – Maintenance Worker</td>
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<td>Mario Quinones</td>
<td>(408) 274-7900 x6574</td>
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<td>Alternate Damage Assessment Unit Leader – HVAC/Maintenance</td>
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<td>Vince Oen</td>
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<td>Situation Status Unit Leader – Director of Admissions &amp; Records</td>
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<td>Patrick Carvalho</td>
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<td>Personnel Unit Leader – Senior Administrative Assistant</td>
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<td>Pat Bruno</td>
<td>(408) 223-6749</td>
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<td>Paulette Romano</td>
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<td>George Bouzek</td>
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<td>Linh Chung</td>
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<td>Angelo Nunes</td>
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<td>Diane Ontiveros</td>
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<td>(408) 532-9212</td>
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<td>Elvis Raby</td>
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<td>Bob Rivet</td>
<td>(408) 274-7900 x6514</td>
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<td>(408) 532-0871</td>
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<td>Time Unit Leader – Accounting Technician</td>
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<td>Stacy Alvarez</td>
<td>(408) 274-7900 x6653</td>
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<td>Cost Unit Leader – Senior Accounting Clerk</td>
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EXHIBIT 3

EMERGENCY OPERATIONS CENTER PHONE NUMBERS
PHONE NUMBERS TO BE DETERMINED LATER

MANAGEMENT SECTION
Director of Emergency Services – David Wain Coon……………………………………..(408) 590-4554
Public Information Officer – Alka Joshi………………………………………………………..(650) 224-7580
Emergency Management Coordinator – Yulian Ligioso ………………………………………..(408) 705-0796
Liaison Officer – Sam Sakulsinghdusit ……………………………………………………………..(408) 965-0334

OPERATION SECTION
Operations Section Chief – Irma Archuleta………………………………………………………..(408) 832-5547
Law Enforcement/Fire-Rescue – Tony Flores ..................................................................(408) 590-4556
Environmental Health & Safety Unit Coordinator – Lynette Apen …………………………(408) 375-8175
Facilities Management Unit Coordinator – Gail Mathis ................................................(408) 219-2705
Student Coordination Unit Coordinator – Alexis Montevirgen .....................................(408) 218-6978
First Aid/Medical – Cheryl Bouzek ………………………………………………………………..(408) 667-6722

PLANNING SECTION
Planning Section Chief – Kuni Hay ………………………………………………………………..(408) 595-4139
Situation Status Unit Coordinator – Octavio Cruz ...........................................................(310) 941-1691
Damage Assessment Unit Coordinator Personnel Unit Coordinator – Mario Quinones ...(408) 595-4104
Recovery Unit Coordinator Personnel Unit Coordinator – Patrick Carvalho .................(408) 595-4060

LOGISTICS SECTION
Logistics Section Chief – Jonathan King …………………………………………………………..(408) 688-4145
Personnel Unit Coordinator – Pat Bruno ………………………………………………………………NO CELL
Purchasing/Supply Unit Coordinator – Alma Tanon .......................................................(408) 799-9895
Communications/Transportation Unit Coordinator – George Bouzek .......................(408) 590-5007
Care and Shelter Unit Coordinator – Mark Gonzales .................................................(510) 295-3526
FINANCE SECTION
Finance Chief – Elvis Raby .................................................................NO CELL

Cost Unit Coordinator – Bob Rivet ......................................................NO CELL

Time Unit Coordinator – Stacy Alvarez ..............................................(408) 515-6573
## EXHIBIT 4

### MUTUAL AID COORDINATORS

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<tr>
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<tr>
<td>Law Enforcement Mutual Aid – San Jose Police Department</td>
<td>(408) 277-8900</td>
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<tr>
<td>Fire Mutual Aid – San Jose Fire Department</td>
<td>(408) 277-4444</td>
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<tr>
<td>Public Works Mutual Aid – City Of San Jose</td>
<td>(408) 535-8300</td>
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<tr>
<td>Medical Mutual Aid – Alexian Brothers Hospital</td>
<td>(408) 259-5000</td>
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<tr>
<td>Public Health Mutual Aid – Santa Clara County Dept of Public Health</td>
<td>(408) 926-7920</td>
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Other Mutual Aid .............................................................................................................................................. None
EXHIBIT 5

OTHER AGENCIES

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<thead>
<tr>
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<td>Office of Emergency Services</td>
<td>(408) 808-7800</td>
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<tr>
<td><strong>Jurisdictions/Misc.</strong></td>
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<tr>
<td>City Manager</td>
<td>(408) 277-5777</td>
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<tr>
<td>City Emergency Management Coordinator</td>
<td>(408) 277-4595</td>
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<tr>
<td>County Manager</td>
<td>(408) 299-3751</td>
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<tr>
<td>Sheriff’s Office of Emergency Services</td>
<td>(408) 808-7800</td>
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<tr>
<td>California Highway Patrol</td>
<td>(408) 277-1800</td>
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EXHIBIT 6

PRE DESIGNATED INCIDENT LOCATIONS AND FACILITIES

Various types of operational locations and support facilities are established in the vicinity of an incident to accomplish a variety of purposes, such as decontamination, donated goods processing, mass care, and evacuation. The IC will direct the identification and location of facilities based on the requirements of the situation at hand. Typical pre-designated facilities include incident command posts, bases, camps, staging areas, mass casualty triage areas, and others, as required. (NIMSCAST requirement)

Emergency Staging Area ..............................................Parking Lot # 9

Mass Casualty Triage Area ...........................................Soccer Practice Field

Other areas will be designated according to the specific emergency at hand.
Exhibit 7
Evergreen Valley Evacuation Map
EVENT SPECIFIC CHECKLISTS

Miscellaneous Emergency Information .......................................................................................................................... Tab A
  Emergency Notification Telephone Numbers
  Notification Procedures
  Instructors, Staff and Student Notification
  Critical Operations Plan Shutdown
  Evergreen Valley College Safety Marshals
  Class Dismissal and Early Release Information
  Personnel Assigned to Critical Operations Responsibilities
  Facilities Emergency Maintenance Personnel to Contact in the Event of an Emergency
  Building Emergency Response Information
  Training and Communications

Acts of Violence, Shooting, Attack, or Disturbance ................................................................................................. Tab B
  Crisis Situation
  Serious Situation
  Alert Situation

Aircraft Crash ......................................................................................................................................................... Tab C

Bomb Threat ............................................................................................................................................................ Tab D
  Bomb Threat Questionnaire
  Bomb Threat Checklist

Crisis Counseling/Intervention ................................................................................................................................. Tab E

Earthquake (Major) ............................................................................................................................................... Tab F

Evacuation ............................................................................................................................................................... Tab G
  Shelter in Place Procedures

Explosion ................................................................................................................................................................. Tab H

Threat of an Explosion .......................................................................................................................................... Tab I

Fire ........................................................................................................................................................................ Tab J

Flooding ................................................................................................................................................................ Tab K

Hazardous Materials Incident ................................................................................................................................. Tab L

Landslide/Ground Subsidence ................................................................................................................................. Tab M

National Defense Emergency ............................................................................................................................... Tab N

Medical Emergency ........................................................................................................................................... Tab O
  Guidelines for Pandemic Planning
    Colleges and University Pandemic Influenza Planning Checklist

Power Outage - Rolling Blackout ............................................................................................................................ Tab P

Smog Alert .............................................................................................................................................................. Tab Q

Terrorist Attack ....................................................................................................................................................... Tab R

Utility Outage ......................................................................................................................................................... Tab S

Windstorm (Severe) .............................................................................................................................................. Tab T

Individuals Trained to Deliver Serious Injury or Death Notices ........................................................................... Tab U
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EMERGENCY NOTIFICATION TELEPHONE NUMBERS

Evergreen Valley College Police

EMERGENCY ......................................................................................................................... 9-1-1

24hr Dispatch (Non-Emergency) ......................................................................................... (408) 270-6468

The Evergreen Valley College Police are open Monday through Saturday 7 a.m. to 11 p.m., Sunday 7 a.m. to 3 p.m.; Holiday schedule is 8am to 4pm. The College Police can be reached from any campus phone or any on-campus payphone.

NOTIFICATION PROCEDURES

Important Note: To report the discovery of an emergency incident when phones are down, Evergreen Valley College personnel should send a “runner” to the District Police Department or the President’s Office, where alternate communications options are available.

INCIDENT DISCOVERY NOTIFICATION: An emergency situation can be discovered by anyone, at any hour, in any location. All Evergreen Valley College employees should take the following actions upon discovering a Evergreen Valley College emergency situation that has yet to be reported.

1. Assess whether a fire, a hazardous materials spill or exposure emergency or other type of life-threatening environment exists. If so, evacuate area and pull nearest fire alarm if necessary and immediately call 911 to request emergency response. (Those who are trained in CPR and/or the proper use of a fire extinguisher should take appropriate action to mitigate injury and damages when necessary).

2. Always call the District Police Department at 9-1-1 or (408) 270-6468 to report emergency situation. Security will respond to the incident location, call for appropriate outside aid if required, and notify necessary Evergreen Valley College personnel, including the Incident Commander (Evergreen Valley College President or designated representative).

Answer the dispatcher’s questions when he or she asks them. Be ready to answer the following questions:

1. WHERE IS THE EMERGENCY SITUATION?
2. WHAT HAPPENED?
3. ANY INJURIES TO INVOLVED PEOPLE
4. A BRIEF DESCRIPTION OF ALL INVOLVED PARTIES.
5. ARE ANY WEAPONS INVOLVED?

Do NOT hang up until the Dispatcher releases you. There may be more information they will request as they are dispatching response units.

REMEMBER: THE DISPATCHER MAY ASK FOR SOMEONE TO MEET EMERGENCY
## SERVICES PERSONNEL AT BUILDING ENTRANCE

### INSTRUCTORS, STAFF AND STUDENT NOTIFICATION

The Senior Evergreen Valley College administrator or field Incident Commander, with consultation with other members of the Crisis Action Team, will determine appropriate Campus safety response and notify field contact personnel (Safety Marshals) through the most direct, efficient and available communications method (could include communications phone “tree,” public address system, runners, etc.) to provide response instructions and/or a situation report.

## CRITICAL OPERATIONS SHUTDOWN

Procedures for rapid shutdown should be predetermined for life safety and loss control purposes, as well as ensuring complete evacuations in a timely manner. The Critical Operations Shutdown procedure to be followed by those employees who have been assigned to care for essential building operations include:

### Facilities Department Operation Responsibility
- Building or Campus Main Electrical Main Panels
- Building Gas Valves
- Building water supplies (not Fire Supply Mains)
- HVAC equipment

Persons involved in the Critical Operations Shutdown listed above shall be notified by management of this responsibility in advance, identified in the Emergency Operations Plan, and will be appropriately trained for the particular situation by their supervisors. The Standard Operating Procedures for Operations Shutdown will be maintained in the Plant Facilities Office. The Plant Facilities Manager will insure all facilities personnel are familiar with the shutdown procedures.

### NOTE 1

Authorized Facilities personnel will immediately check all valves for escaping gas or water that could jeopardize safety. (Specify location of valves, etc.).

The electrician will immediately check electrical distribution that might create a safety hazard by continuous operation.

Both the electrician and plumber are responsible for the safety involved in the control of utilities.

### NOTE 2

The Facilities crew will proceed with rescue operations, which might require construction of shoring and removing of debris. If absolutely necessary, the crew will remove trapped or
injured victims from the disaster area.

**CAUTION:** To prevent further injury, caution should be used in moving any injured victims.

**Evergreen Valley College Safety Marshals**

The Evergreen Valley College Safety Marshal program was developed to facilitate the safe evacuation of campus buildings and assist in other emergency response operations. This program is staffed by trained campus employees who work on campus. When an evacuation is necessary, the Zone/Building/Floor Marshals are responsible for:

- Assisting in the safe and complete evacuation of campus buildings to the appropriate Emergency Assembly Points (EAP).
- Assisting the Law Enforcement Official or emergency response personnel in preventing entry to assigned buildings or floors by non-emergency responders until the affected area(s) are deemed safe.
- Reporting injured or trapped persons to Police or Fire Department emergency responders and the Evergreen Valley College Emergency Management Coordinator.
- Providing emergency First Aid to victims.

Evergreen Valley College Safety Marshals are organized in a three-tiered structure with the following roles:

**Zone Marshals**

The Zone Marshal in consultation with the Evergreen Valley College Emergency Management Coordinator is responsible to coordinate non-tactical emergency response operations within their area of responsibility. Specific responsibilities include:

- The coordination of emergency response steps and information dissemination between the Evergreen Valley College Crisis Action Team or Emergency Operation Center and assigned Building and Floor Marshals.
- Coordinate the recruiting, training and equipping of the Building and Floor Marshals within your area of responsibility.
- Maintaining an up-to-date list of Building and Zone Marshals in their area of responsibility.
- Ensuring the Building and Floor Marshals regularly inspect their areas of responsibility and equipment for proper emergency response capability.

**Building Marshals**

The Building Marshal is responsible for managing the evacuation of assigned building(s) and ensuring all information regarding the status of their assigned evacuation area(s) has been reported to the Zone Marshal, or in the Zone Marshal’s absence, to the Evergreen Valley College Emergency Management Coordinator.

Once the decision to evacuate is made, the Building Marshal will immediately respond to the pre-established Emergency Assembly Point (EAP) and take evacuation Situation Status Reports from their assigned Floor Marshals. If there is no Floor Marshal available, the Building Marshal will personally coordinate the evacuation of building(s) in their assigned area of responsibility.
The Building Marshal will provide timely Situation Status Reports to their Zone Marshal by radio communication, or if radio communication is not available, through the use of runners to the Zone Marshal at a pre-designated coordination location. Face-to-face discussion with responding Public Safety officials should also be effected.
The Building Marshal, in consultation with the Zone Marshal, is also responsible for:

- The coordination of emergency response steps and information dissemination between the Zone Marshal and Floor Marshals.
- The coordination of Floor Marshal training.
- The dissemination of emergency procedure information to faculty, staff, and students.
- The ability to assume responsibilities of the Zone Marshal in the event he/she is not available during an emergency.

Floor Marshals
The Floor Marshal is responsible for complete appropriate emergency response steps and to ensure all information regarding the status of their assigned floor’s status or evacuation has been reported to the Building Marshal, or in the Building Marshals absence, to the Zone Marshal. The Floor Marshal, in coordination with the Building Marshal is also responsible for:

- Assisting in the safe and complete evacuation of assigned areas of responsibility to pre-designated Emergency Assembly Points (EAP).
- Assisting Law Enforcement Officials or emergency response personnel in preventing entry to assigned floors by non-emergency responders until the affected area has been deemed safe.
- Reporting injured or trapped persons to Police or Fire Department emergency responders and the Building Marshal.
- Providing emergency First Aid.

CLASS DISMISSAL AND EARLY RELEASE INFORMATION

Evergreen Valley College Closing Due to Hazardous Conditions
Objective: The President and staff of Evergreen Valley College strive to operate the College efficiently, safely, economically, and according to well-publicized predetermined schedules. On those occasions when hazardous weather conditions or other events require the College to take emergency measures or should not be opened or closed early, the College will provide timely notification to students, faculty, and staff. Depending on the time of the day, this information will be given through voicemail, department heads, local news media, Safety Marshals, Email and/or web page.

Closing Before the Start of Class Instruction
Decision to close/delay classes: Transportation safety and situations affecting campus safety will be primary reasons for making a decision to alter published class schedules. The senior Law Enforcement Official on duty will be responsible for collecting critical information pertaining to public safety and making recommendations to the College President concerning the closing/delay of classes of Evergreen Valley College.
# Personnel Assigned to Critical Operations Responsibilities

<table>
<thead>
<tr>
<th>Critical Operation</th>
<th>Required Shutdown</th>
<th>Name</th>
<th>Job Position</th>
<th>Work Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building / Campus Main Electrical Panels</td>
<td>In case of Fire, Earth Quake</td>
<td>Gene Heck</td>
<td>Campus Electrician</td>
<td>EVC Maintenance</td>
</tr>
<tr>
<td>Building / Campus Gas Main Valves</td>
<td>In case of Fire, Earth Quake</td>
<td>Vince Oen</td>
<td>HVAC Tech - Plumber</td>
<td>EVC Maintenance</td>
</tr>
<tr>
<td>Building Water Supply</td>
<td>In case of Earth Quake</td>
<td>Vince Oen</td>
<td>HVAC Tech - Plumber</td>
<td>EVC Maintenance</td>
</tr>
<tr>
<td>HVAC Systems</td>
<td>In case of Fire, Earth Quake</td>
<td>Earl Dixon</td>
<td>HVAC</td>
<td>EVC Maintenance</td>
</tr>
<tr>
<td>Campus Servers</td>
<td>In case of Fire, Earth Quake, Power Outages</td>
<td>Sam Sakulsingdusit</td>
<td>CTSS Supervisor</td>
<td>CTSS</td>
</tr>
</tbody>
</table>
### Facilities Emergency Maintenance Personnel to Contact in the Event of an Emergency

<table>
<thead>
<tr>
<th>Utility</th>
<th>Name/Job Title</th>
<th>Location</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Emergency</td>
<td>Tom Clabough / Maintenance Manager</td>
<td>District Wide</td>
<td>(408) 288-3757</td>
</tr>
<tr>
<td>Electricity</td>
<td>Gene Heck / Campus Electrician</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Water</td>
<td>Vice Oen / HVAC Tech – Plumber</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Gas</td>
<td>Earl Dixon / HVAC Tech</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Steam</td>
<td>Vice Oen / HVAC Tech – Plumber</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Oil</td>
<td>Earl Dixon / HVAC Tech</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Heat</td>
<td>Earl Dixon / HVAC Tech</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Plumber</td>
<td>Vince Oen / HVAC Tech – Plumber</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Sprinkler Mech/Sprinkler Shutdown</td>
<td>Vince Oen / HVAC Tech – Plumber</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Heat &amp; Vent Mechanic</td>
<td>Earl Dixon – HVAC Tech</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>AC and Refrigeration</td>
<td>Vince Oen / HVAC Tech – Plumber</td>
<td></td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Custodian</td>
<td>Guillermo Serratos-Lopez / Custodial Supervisor</td>
<td>EVC Maintenance</td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Fire Suppression or Alarm Devices</td>
<td>Gene Heck / Campus Electrician</td>
<td>EVC Maintenance</td>
<td>(408) 274-7900 x 6574</td>
</tr>
<tr>
<td>Shutdown (procedure)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>For further information contact</td>
<td>Gail Mathis / Maintenance Supervisor</td>
<td>EVC Maintenance</td>
<td>(408) 274-7900 x 6055</td>
</tr>
</tbody>
</table>
Building Emergency Response Information  
(post and update annually)

Evergreen Valley College

Emergency number for College Security is 9-1-1 or (408) 270-6468

Department/Area/Building: ________________________________________________

Date: ______________________________________________________________________

Completed By: _____________________________________________________________

Each work area should establish, in advance, a primary and a secondary evacuation route in the event of fire, flood, blackout, earthquake, etc. Do not use elevators to evacuate. Do not block open stairwell doors.

Primary Evacuation Route:
____________________________________________________________________
____________________________________________________________________

Secondary Evacuation Route:
____________________________________________________________________
____________________________________________________________________

Emergency Assembly Point (refer to the map of Emergency Assembly Points):
____________________________________________________________________
____________________________________________________________________

Designate a position/alternate who will take charge in the event of fire or another emergency.

Safety Marshals:
____________________________________________________________________

Alternate Safety Marshals:
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Training and Communications

Each Evergreen Valley College employee should know what his/her role is in carrying out the plan. Employees should also know what is expected of them during an emergency to assure their safety. Training on the Evergreen Valley College Emergency Operations Plan content is also required by OSHA 29 CFR 1910.38(a).

Training

✓ Annual practice drills are to be implemented and documented by the Emergency Management Coordinator. Campus Security and the Environmental Health and Safety Department can assist with training, drills and demonstrations.

✓ The Emergency Management Coordinator will maintain all Training Attendance Record Sheets of attendance of training classes for a period of five (5) years.

✓ All employees should know the location of fire extinguisher, fire exits, and alarm systems in the area and know how to use them. Training and information is available through Emergency Management Coordinator.

✓ All employees must be trained in safe evacuation procedures. Refresher training is required whenever the employee's responsibilities or designated actions under the plan change, and whenever the plan itself is changed. The training may include use of floor plans and workplace maps, which clearly show the emergency, escape routes included in the Evergreen Valley College Emergency Operations Plan.

✓ Stairwells are the primary means for evacuation. Elevators are to be used only when authorized by a fireman or the Law Enforcement Official.

✓ No employee is permitted to re-enter the building until advised by a Law Enforcement Official or City of San José Fire Department Official.

✓ Central meetings sites will be identified for all buildings and shelter in the event of inclement weather.

Location Communications

✓ Color-coding signs and directions will be established to aid employees and students in determining appropriate Emergency Assembly Points (EAP).

✓ Floor plans and maps should be posted at all times in main areas (i.e., stairwells, lobbies, elevator lobbies, exit corridors) to provide guidance in an emergency.

✓ Emergency Assembly Point (EAP) locations will be painted onto the asphalt in the parking lots.

Emergency Signals

Evacuation of a building may be signaled by a continuous and uninterrupted sounding of the horns, blinking lights or by verbal notification by appropriate College officials.
ACTS OF VIOLENCE, SHOOTING, REPORT OF WEAPON(S) ON CAMPUS, VIOLENT ATTACK OR DISTURBANCE

A Crisis Situation Response is to be utilized for situations where an actual crisis situation has occurred. An appropriate response should be implemented for any situation involving the following scenarios:

- Shots being fired on or immediately adjacent to the campus.
- Report of weapon(s) on campus.
- A stabbing on campus.
- An explosion near, but not on the campus.
- A hostage situation or an armed barricaded subject on or immediately adjacent to the campus.
- A natural disaster, hazardous materials incidents, or threats involving weapons of mass destruction which would indicate immediate danger to those on campus.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding suspect(s) description, location, type(s) of weapons and any other critical information. Evergreen Valley College Staff members should refrain from attempting to negotiate with the violator(s), numerous hostage situations have ended in tragedy when well intentioned, but untrained civilians attempted to help with negotiations.

☐ The College Law Watch Commander / Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ Employees should avoid verbal exchanges or arguments when a disturbance is escalating. Evergreen Valley College Staff members should refrain from touching students.

☐ If possible, record incident by video or photograph. If known, report names of all students and outsiders in the disturbance. Record and report details of all incidents.

☐ If appropriate, a College Law Enforcement Official or designated administrator may arrange a meeting to resolve the problem with the perpetrator(s) of a disturbance. This meeting should take place away from other students.

☐ Initiate evacuation protocol if appropriate. Refer to Tab G - Evacuation Checklist.

☐ Do not allow staff members to offer themselves in exchange for hostages. If exchanges are offered, the probability of tragedy increases. It may result in violence or in additional hostages being taken.
Based on the seriousness of the situation the Evergreen Valley College College President or senior official present should consider contacting the City of San José or City of San José County Manager to provide a brief on the situation and/or request mutual aid.

If injury occurs, follow procedures identified in Tab O - Medical Emergency.

**College Site Preparation Relating to Hostage Situations/Barricaded Suspect(s)**

- Request a qualified law enforcement official conduct a staff training session on the topic of hostage situation prevention and response.

- Ensure access to your building(s) is/are properly limited and the protocol is strictly adhered to.

- Communicate with Evergreen Valley College faculty and staff directing they should notify their supervisor regarding domestic situations that could result in an act of violence against them at work. Reassure them that confidentiality of information will be maintained. Contact the District Police Department as appropriate.

- If you anticipate that a conference could become violent, coordinate with a College Law Enforcement Official beforehand.

**Emergency Evacuation Kits**

It is recommended that two Emergency Evacuation Kits be developed and maintained. The two Emergency Evacuation Kits should contain the following items:

- A copy of the Evergreen Valley College Emergency Response Plan.
- A set of master keys for all doors and wall lockers.
- A set of building plans, including all gas, electrical, cable shut-offs and water risers.
- A complete list of all cellular phone numbers for College administration.

The emergency evacuation kit is stored at the EOC and the second kit is stored at the President’s Office.
STAFF AND FACULTY RESPONSIBILITIES

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat.

☐ If an assessment of the situation indicates that it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallway near the room is clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel that are recognized by sight or voice. Emergency responders may enter the room using a master key or by providing positive identification.

☐ If an instructor observes imminent danger near their room immediately secure the room and notify the District Police Department of the danger via telephone, radio system or runner.

☐ Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

☐ Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

☐ Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

In the event you are outside when this event occur take the following actions:

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

☐ Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible or is unsafe proceed to the nearest classroom.

☐ Seek shelter in the safest place available if it is unsafe to enter a campus building. If the decision is made to leave the campus, faculty/staff should notify their supervisor, department head, or emergency response personnel of their location and the number and names of students/employees present. Notification should occur as soon as it is safe to do so.
Return to Normal Operations

Once the danger has passed the senior College Administrator, senior Police Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
SERIOUS SITUATION
FIGHT INVOLVING NUMEROUS INDIVIDUALS
OR GANG RELATED, SUSPICIOUS PERSON OR INTRUDER

A Serious Situation Response is to be utilized for situations where an actual serious crisis situation has occurred. An appropriate response should be implemented for any situation involving the following scenarios:

- Fight involves numerous individuals, weapons, or is gang related.
- Large scale demonstration.
- An emergency response has been implemented at another public or private facility near the campus in response to a violent weapons incident.
- Extremely disruptive individual who appears to be potentially violent or emotionally unstable.
- Dangerous or suspected rabid animal on campus.
- Information received that a weapons assault may occur on campus.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding suspect(s) description, location, type(s) of weapons and any other critical information. Unless specially trained, Evergreen Valley College Staff members should refrain from attempting to negotiate with the violator(s).

☐ Employees should avoid verbal exchanges or arguments when a disturbance is escalating. Evergreen Valley College Staff members should refrain from touching students, or suspected rabid animals.

☐ If possible, record incident by video or photograph. If known, report names of all students and outsiders in the disturbance. Record and report details of all incidents.

☐ If appropriate, the Senior College Law Enforcement Official or a designated administrator may arrange a meeting to resolve the problem with the perpetrator(s) of a disturbance. The meeting should take place away from other students.

☐ Initiate evacuation protocol if appropriate. Refer to Tab G - Evacuation Checklist.

☐ Based on the seriousness of the situation the Evergreen Valley College College President or senior official present should consider contacting the City or County Manager to provide a brief on the situation and/or request mutual aid.

☐ If injury occurs, follow procedures identified in Tab O - Medical Emergency.
STAFF AND FACULTY RESPONSIBILITIES

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat.

☐ If an assessment of the situation indicates it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallway near the room is clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel that are recognized by sight or voice. Emergency responders may enter the room using a master key or by providing positive identification.

☐ If an instructor observes imminent danger near their room immediately secure the room and notify a College Law Enforcement Official of the danger via telephone, radio system or runner.

☐ Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

☐ Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

☐ Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

In the event you are outside when this event occur take the following actions:

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

☐ Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible or is unsafe proceed to the nearest classroom.

☐ Seek shelter in the safest place available if it is unsafe to enter a campus building. If the decision is made to leave the campus, faculty/staff should notify their supervisor, department head, or emergency response personnel of their location and the number and names of students/employees present. Notification should occur as soon as it is safe to do so.
Return to Normal Operations

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
ALERT SITUATION
SIGNIFICANT INTELLIGENCE OR INFORMATION INDICATES A NEED FOR A HEIGHTENED LEVEL OF READINESS OR RESPONSE

An Alert Situation response is to be utilized to minimize the effects of an event on the Evergreen Valley College campus where intelligence or information has been discovered indicating events may call for a heightened level of readiness or response. An appropriate response should be implemented for any situation involving the following scenarios:

- Planned mass demonstrations.
- VIP visits.
- Special events.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the College Law Enforcement Official with all available information regarding event and/or groups involved.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ Based on the seriousness of the situation the Evergreen Valley College Superintendent/President or senior official should consider contacting the City or County Manager to provide a brief on the situation and/or request mutual aid.

☐ The Evergreen Valley College President, the Vice Presidents of Academic Affairs, Student Affairs or Administrative Services should consider activating the Crisis Action Team. Once the Crisis Action Team is activated the field Incident Commander will Liaison with the Evergreen Valley College Crisis Action Team until the EOC is activated, then it will coordinate with the EOC Operations Section Chief (or other EOC staff as appropriate).

☐ If possible, record incident by video or photograph. If known, report names of all students and outsiders in the disturbance. Record and report details of all incidents.

☐ When appropriate, a College Law Enforcement Official or designated administrator should arrange a meeting with the event organizers or event representatives to resolve issues and gather information on the effects of the event on the Evergreen Valley College campus.

☐ The District Police Department will provide Dignitary Protective Services to any visiting dignitary or Liaison with other recognized agencies such as the California Highway Patrol or Secret Service while they are providing protection on Evergreen Valley College.

☐ If injury occurs, follow procedures identified in Tab O - Medical Emergency.
STAFF AND FACULTY RESPONSIBILITIES

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat.

- If an assessment of the situation indicates it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallways near their room are clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel are recognized by sight or voice. Emergency responders may enter the room using a master key or by providing positive identification.

- If an instructor observes imminent danger near your room immediately secure their room and notify the District Police Department of the danger via telephone, radio system or runner.

- Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

- Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

- Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

In the event you are outside when this event occur take the following actions:

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

- Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible or is unsafe proceed to the nearest classroom.

- Seek shelter in the safest place available if it is unsafe to enter a campus building. If the decision is made to leave the campus, faculty/staff should notify their supervisor, department head, or emergency response personnel of their location and the number and names of students/employees present. Notification should occur as soon as it is safe to do so.

- Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Disaster Emergency Preparedness Plan for People with Disabilities.
Return to Normal Operations

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
AIRCRAFT CRASH

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Emergency response from all other agencies will be coordinated through the District Police Department until relieved of this responsibility by the either the responding City of San José Officials, the National Transportation Safety Board, or in the case of a military aircraft, the Department of Defense.

- A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

- Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation and institute a mutual aid request.

- The Evergreen Valley College President or the Vice Presidents of Academic Affairs, Student Affairs or Administrative Services should consider activating the Crisis Action Team. Once the Crisis Action Team is activated the field Incident Commander will Liaison with the Evergreen Valley College Crisis Action Team until the EOC is activated, then it will coordinate with the EOC Operations Section Chief (or other EOC staff as appropriate).

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.

FACULTY AND STAFF RESPONSIBILITIES

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Emergency response from all other agencies will be coordinated through the District Police Department until relieved of this responsibility by a City of San José Fire Department official, a member of the National Transportation Safety Board, or in the case of a military aircraft an official of the Department of Defense.

- If a fire results from a crash that pose a secondary explosion hazard give Drop, Cover and Hold command to protect students against blast and falling objects.

- Take immediate action to remove students to a safe Emergency Assembly Point (EAP).

- Move away from windows.

- Perform necessary rescue measures to help injured faculty, staff and students.

- Report missing students, faculty and staff to a Safety Marshal.
Insure students and faculty/staff are kept at a safe distance from the aircraft due to the possibility of explosion and fire.

If injury occurs, follow procedures identified in Tab O - Medical Emergency.

If possible, cordon off the affected area for at least 50 feet from cash site.

If necessary or if directed to do so activate Shelter in Place procedure from Tab G - Evacuation.

Assist individuals with disabilities. Request assistance from Safety Marshals, Evergreen Valley College Sheriff or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Disaster Emergency Preparedness Plan for People with Disabilities.
BOMB THREAT

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the bomb threat.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ Refrain from using cell phones or engaging the microphone or any portable radios. The RF energy transmitted could be enough to detonate an explosive device should one be present within 1,000 feet.

☐ Complete the Bomb Threat Questionnaire at the end of this section and provide copy to the Evergreen Valley College President or senior official.

☐ Initiate evacuation Staging Area/Emergency Assembly Point (EAP) Protocol if a functional explosive device is found on College property. Refer to Evacuation Checklist Tab G - Disaster Emergency Preparedness Plan for People with Disabilities.

☐ Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation.

STAFF AND FACULTY RESPONSIBILITIES

☐ Most bomb threats are received by telephone. When a staff or faculty member receives a bomb threat they should remain calm and try to get as much information as possible from the caller.

☐ If a staff or faculty member discovers a suspicious package or object immediately report the package to the District Police Department by calling 9-1-1 or (408) 270-6468 as appropriate. Under no circumstances should the package be touched, moved, or tampered with by anyone other than trained personnel.

☐ When a staff or faculty member is first informed of a bomb threat, immediately notify their supervisor, department head and the District Police Department at 911, 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the bomb threat.

☐ The decision to evacuate a particular area of building will be made by campus authorities. Keep all students in the classroom while the bomb threat response is being completed. Move away from doors and windows and give Drop, Cover and Hold Command. Instruct students to stay down until subsequent instructions are given.
If an assessment of the situation indicates it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallway near the room is clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel that are recognized by sight or voice. Public safety responders may enter the room using a master key or by providing positive identification.

If an instructor observes imminent danger near their room immediately secure the room and notify the District Police Department of the danger via telephone or runner.

Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

In the event you are outside when this event occurs take the following actions:

Move away from the danger area to a safe location. Notify the District Police Department by calling 9-1-1 or (408) 270-6468.

The Evergreen Valley College President or designee will provide directions relating to cancellation of class, release of students and other follow-on actions by the faculty and staff.

Seek shelter in the safest place available if it is unsafe to enter a campus building.

Assist individuals with disabilities. Request assistance from Safety Marshals, Evergreen Valley College Sheriff or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Disaster Emergency Preparedness Plan for People with Disabilities.

College Site Preparation

Each morning, College faculty and staff should check their areas for any suspicious packages or items. Suspicious items noted should never be moved or touched. Notify the District Police Department immediately should a suspicious item be found. The following precautionary procedures should be followed:

- All main building doors should be locked after normal hours.
- Lock all designated doors after cleaning of rooms.
- Ensure all office personnel are trained in bomb threat protocol and recognition of suspicious packages. Anyone who answers the telephone for the College should be trained on what to listen for during a bomb threat call.
Return to Normal Operations

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the college back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ Using the telephone, cell phones, radios or runners, announce the campus is returning to normal operations.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
BOMB THREAT QUESTIONNAIRE

1. If you receive a bomb threat, ask the person making the threat the following questions:

   When is the bomb going to explode?
   Where is it right now?
   What does it look like?
   What kind of bomb is it?
   What will cause it to explode?
   Why did you choose this location?
   What damage will it do?
   Do you want people hurt?
   What is your name?

2. Try to determine the caller's sex, race, and approximate age, tone of voice, mental condition, and accent. Also try to pinpoint any unusual speech mannerisms or phrases, organizational affiliations and any background noises such as street noises, animals, music, etc.

3. REPORT THREAT IMMEDIATELY TO:
   a. Your supervisor
   b. District Police Department at 911 or (408) 270-6468.

4. Quickly search your work area. Report unusual articles without touching them. If evacuation or relocation is ordered, take all personal effects such as lunch bags, briefcases, coats, and purses with you.
BOMB THREAT CHECKLIST

Keep a copy of this page under your phone.

1. EXACT WORDING OF THE THREAT:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

2. ASK THE CALLER

a. What can you tell me?

b. When is the bomb going to explode?

c. Where is it right now?

d. What kind of bomb is it?

e. What will cause it to explode?

f. Did you place the bomb?

g. Why?

h. What is your address?

i. What is your name?

3. REPORT THREAT IMMEDIATELY TO:

- Your supervisor;
- Building or Floor Marshal;
- (In some cases) 911, 9-1-1 or (408) 270-6468.

4. BASIC CALL INFORMATION

Time of threat:______________________________

Date:______________________________

Your Name:______________________________

Position:______________________________

Phone Number where threat was received:______________________________

5. THREAT LANGUAGE

____Well-spoken ______Incoherent

____Foul ______Taped

____Irrational ______Message was read

6. CALLER’S VOICE

Sex ______ Age ______

____Calm ______ Nasal

____Angry ______ Stutter

____Excited ______ Lisp

____Slow ______ Rapasy

____Rapid ______ Deep

____Soft ______ Ragged

____Loud ______ Clearing Throat

____Laughter ______ Deep Breathing

____Crying ______ Cracking Voice

____Normal ______ Disguised

____Distinct ______ Accent

____Slurred ______ Familiar

If voice was familiar, who did it sound like?

________________________________________________________________________

7. BACKGROUND NOISES:

Street noises Office machinery

Restaurant Voices

Factory machinery Animal noises

PA System Clear

Music Static

Household noises Local

Motor Long Distance

Other:__________________________________________________________

________________________________________________________________________

8. REMARKS

________________________________________________________________________

EventCL.doc / November 2008
CRISIS COUNSELING/INTERVENTION

A critical (or traumatic) incident is any event outside the usual realm of human experience that is markedly distressing (e.g. evokes reactions of intense fear, helplessness, horror, etc.). Such critical incidents usually involve the perceived threat to one's physical integrity or the physical integrity of someone else. Most importantly, critical incidents are determined by how they undermine a person's sense of safety, security and competency in the world. This may result in anxiety, depression, or forms of psychological trauma known as traumatic impact or traumatic stress. While there may be no physical injuries, a person’s emotional response to a crisis situation is dependent on many factors.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Inform faculty, staff, and students of factual information.

☐ Liaison with the Evergreen Valley College Counseling Office, Health Services and/or a City of San José county mental health official.

☐ If the Evergreen Valley College President or senior official determines the situation is beyond the resources of the campus response the mutual aid for outside professional assistance will be requested from, and coordinated through, the City of San José County Mental Health Officer.

☐ Identify a Evergreen Valley College liaison to work with outside agencies to coordinate College support activities.

☐ Be prepared to receive telephone calls from students, faculty and staff that may be in need of Crisis Counseling Intervention. Parents may also call. Record parent name and telephone number if and when those calls are received in order to provide follow-up assistance.

☐ Refer requests for information to the Evergreen Valley College Public Information Officer or a District Police Department. These individuals have authority to provide data relating to sensitive information to media and to students, faculty and staff.

☐ Establish a sign-in and message center for outside assistance persons should be established at the Counseling/Intervention activities
SITE INTERVENTION TEAM

- Assess the situation.
- Identify at risk staff, faculty and students.
- Provide regular briefings and defusing sessions to the campus community.
- Provide counseling as appropriate.
- Assign conference areas for individual and group consultations.
- Coordinate efforts with outside assistance.
- Coordinate appropriate dissemination of situational information to the District Police Department.
Recommendations for Identifying and Dealing with Post Traumatic Stress

According to the National Center on Post Traumatic Stress Disorder (PTSD), “Most people who are exposed to a traumatic, stressful event experience some of the symptoms of stress in the days and weeks following exposure, but the symptoms usually decrease over time and eventually disappear. However, about 8% of men and 20% of women go on to develop PTSD, and roughly 30% of these individuals develop a chronic form that may persist throughout their lifetimes.”

Three clusters of symptoms are associated with PTSD

Re-experiencing of the traumatic event
- Recurring nightmares
- Intrusive daydreams or flashbacks
- Disassociate experiences
- Intensification of symptoms on exposure to reminders of the event

Avoidance or psychological numbing
- Efforts to avoid thoughts, feelings, activities, or situations associated with the trauma
- Feelings of detachment or alienation
- Inability to have loving feelings

Hyper arousal
- Exaggerated startle response/scanning the environment
- Insomnia and other sleep disturbances
- Irritability or outbursts of anger
- Physiological reactions to exposure to reminders of the event

Preparedness

Be prepared. Studies show that being prepared for a high stress event actually helps to lessen PTSD and Trauma Symptoms and helps provide a sense of control and comfort.
- Be aware of surroundings
- Use Common Sense
- Keep emergency phone numbers handy
- Discuss safety techniques with family, friends, neighbors
- Discuss how to protect yourself in case of disaster Look at and learn about utility shutoffs.

Delegate responsibilities
- Plan for special needs (Child Development Center)
- Instruct children how to call emergency numbers
- Re-read first aid training information.
- Practice evacuation.
- Follow the College evacuation plan, evacuate to the specified site for your area.

Stay calm
- Reach out to neighbors.
- Collaborate. Be kind to one another.
Within the First 24 – 48 Hours of a Trauma
According to the International Critical Incident Stress Foundation, Inc. you should consider these actions within the first 24 – 48 hours of a trauma.

- Engage in periods of appropriate physical exercise, alternated with relaxation will alleviate some of the physical reactions.
- Structure your time - keep busy.
- You’re normal and having normal reactions — don’t label yourself crazy.
- Talk to people — talk is the most healing medicine.
- Be aware of numbing the pain with overuse of drugs or alcohol, you don’t need to complicate this with substance abuse problems.
- Reach out - people do care.
- Maintain as normal a schedule as possible.
- Spend time with others.
- Help your co-workers as much as possible by sharing feelings and checking out how they are doing.
- Give yourself permission to feel rotten and share your feelings with others.
- Keep a journal; write your way through those sleepless hours.
- Do things that feel good to you.
- Realize those around are under stress. Don’t make big life changes.
- Do make as many daily decisions as possible, which will give you a feeling of control over your life, i.e. if someone asks you what you want to eat, answer him or her even if you’re not sure.
- Get plenty of rest.
- Eat well-balanced and regular meals (even if you don’t feel like it).
- Remember to breathe
- Seek professional help if symptoms persist

Reoccurring thoughts, dreams or flashbacks are normal — don’t try to fight them - they’ll decrease over time and become less painful. If they do not, seek professional help.

Recommendations for Family and Friends of Those Most Severely Impacted by Post Traumatic Stress

- Listen Carefully.
- Spend time with traumatized person.
- Offer your assistance and a listening ear if they have not asked for help.
- Reassure them that they are safe.
- Help them with everyday tasks like cleaning, cooking, caring for the family, minding children.
- Give them private time.
- Don’t take anger personally.
- Don’t tell anyone that they are “lucky it wasn’t worse” — those statements do not console traumatized people. Instead, tell them you are sorry such an event has occurred and you want to understand and assist them.
EARTHQUAKE (MAJOR)

Earthquakes normally have no warnings. Disaster simulation exercises should be held annually at Evergreen Valley College to demonstrate safety procedures for various types of emergencies. Every effort will be made to hold these drills at a time most convenient for the continued smooth operation of the College.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Complete a quick analysis of the situation and danger to faculty, staff and students of Evergreen Valley College. This should include an assessment of injuries, buildings damage and potential hazards created as a result of the building damage.

- If appropriate, Safety Marshals will follow evacuation protocol and move faculty, staff and students to open areas away from buildings.

- Confirm the EOC located at Maintenance Office - Adjacent to Police Dept. is structurally safe for operations. If it is not, check out the alternate EOC or seek a safe location to deploy the Mobile Command Post.

- Unless properly trained, do not re-enter buildings until officials have checked for possible structural damage, gas line leakage, and other utility disruptions.

- After ensuring natural gas and other flammable products are not present, activate emergency power systems (if available).

- Listen to a portable radio for Emergency Alert System (EAS) information updates. Based on situation, prepare for extended operations and support of victims remaining on campus.

- Use discretion in implementing early or late dismissal procedures depending on communications, availability of transportation, damage to College facility and residential areas, and road clearance.

- Initiate evacuation procedures if necessary. Refer to Tab G - Evacuation Checklist.

- College Law Enforcement Officials, Facilities Director, Risk Management personnel will conduct an initial damage assessment of campus buildings and provide report to the Crisis Action Team or EOC (if established).

- Campus Emergency Response Teams and City of San José Fire Department Uniform Search and Rescue (USAR) response teams will perform searches for fires, rescue victims in damaged buildings. Teams will check for gas, chemical, water leaks or fuel leaks, and to shut off any leaking utilities.

- Follow class dismissal procedures listed in Tab A - Emergency Notification Telephone Numbers - Critical Operations Shutdown as appropriate.
Contact the City or County to provide information on the seriousness of the situation and any assistance that may be required.

The Evergreen Valley College President, Vice Presidents of Academic Affairs. Student Affairs or Administrative Services should consider activating the Crisis Action Team. Once the Crisis Action Team is activated the field Incident Commander will liaison with the Evergreen Valley College Crisis Action Team until the EOC is activated, then it will coordinate with the EOC Operations Section Chief (or other EOC staff as appropriate).

If injury occurs, follow procedures identified in Tab O - Medical Emergency.

STAFF AND FACULTY RESPONSIBILITIES

ACTION WHILE INDOORS:

Give "Drop, Cover and Hold" command.

- Get next to tables or desks where available. Otherwise, get next to an inside wall or under an inside doorway.
- Drop to knees with back to the windows and knees together.
- Clasp both hands firmly behind the head, covering the neck.
- Bury face in arms, protecting the head. Close the eyes tightly.
- Stay there until subsequent instructions are given. Such instructions will depend upon circumstances and the extent of damage to the buildings.
- As soon as possible, move students away from windows and out from under heavy suspended light fixtures.

Assess any injuries to students and damage to classroom. If it appears safe, do not evacuate until instructions are given which identify a safe route to the outside fields. In the event it is determined to be unsafe to remain in the building take the following actions:

- Gain control of the students.
- Listen to and follow any commands from the Safety Marshals
- Note the name of any injured person, nature of injury, the location of the person (building name/number, room number and location in the room).
- Evacuate everyone to a safe location outside. Create teams to assist the disabled from the location.
- Contact District Police Department or Emergency Response Team member, or Uniform Search and Rescue (USAR) Responders with injury information
- Faculty should maintain the class attendance for accounting purposes.

If Safety Marshals are not available to assist in the evacuation, evacuate to a safe area away from all buildings, power lines, gas mains, water mains, and overhead dangers. Once outside attempt to contact area Safety Marshals for evacuation routes and staging areas. Advise students not to touch electrical wires and avoid lighting of any burners or stoves until the area is declared safe.
If Safety Marshals are present follow their directions to evacuation and Emergency Assembly Points (EAPs).

If injury occurs, follow procedures identified in Tab O - Medical Emergency.

STAFF AND FACULTY RESPONSIBILITIES

ACTION WHILE OUTDOORS:

- Direct students to walk away from buildings, trees, poles and exposed wires.
- Implement the **Drop, Cover and Hold** action. Everyone should cover as much skin surface as possible, close eyes, and cover ears.
- Stay in the open until the earthquake is over or until further directions are given.
- If injury occurs, follow procedures identified in Tab O - Medical Emergency.
- Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Disaster Emergency Preparedness Plan for People with Disabilities.

ACTION BETWEEN CLASSES:

- Everyone is to implement **Drop, Cover and Hold**
- When the earthquake shaking ceases, move to an area at a safe distance from buildings. Proceed to assigned evacuation or staging areas.
- Report the names and locations of injured persons as noted above to a Zone/Building/Floor Marshal, a College Law Enforcement Official, Evergreen Valley College Emergency Response Team member or Uniform Search and Rescue (USAR) official.
EVACUATION

Emergency evacuation of a building/buildings or the campus may be required due to situations such as a major fire, an explosion or a major crisis situation. An evacuation plan should be preplanned in order to move away from a threatened building or area toward an evacuation area.

The evacuation protocol shall be used under the following conditions:

- An explosive device detonates on campus.
- A functional explosive device is found on campus.
- A hostage situation takes place on campus.
- A situation involving a barricaded subject armed with explosives or firearms takes place on campus.
- A severe weather crisis occur which requires removal of personnel to a safe remote location. If necessary request assistance from the Emergency Operation Center
- A weapon of mass destruction or hazardous materials incident occur on or near the campus and public safety responders determine that mass evacuation to a remove location is required.
- Whenever the facility or grounds are rendered unsafe and evacuation to a remote site is needed.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information about the situation that may result in the evacuation of the campus. Refer to the Immediate Action Checklist (Red Tab) Tab 7 – Evergreen Valley College Evacuation Map.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ For small scale evacuations a College Law Enforcement Official / Incident Commander, Evergreen Valley College President or senior official will make the determination of the need to evacuate a particular area. For large scale evacuations the College President or senior official present will make the determination to order an evacuation based on a consultation with the Crisis Action Team and/or a College Law Enforcement Official. A campus wide evacuation order will be made by the College President or senior official present will make the determination to order an evacuation based on a consultation with the Crisis Action Team and/or a College Law Enforcement Official.

☐ Implement Evacuation Plan Checklist.

☐ Based on the level of the evacuation the EOC may activate to some level. The EOC may re-establish command through the use of the Campus Emergency
As the chief investigative body for the College, the City of San José Police Department supported by the College Police Chief will maintain Incident Command on all incidents that could reasonably lead to a criminal investigation. In incidents where City of San José Police Department will not be the primary investigator agency, Incident Command will be transitioned to the agency responsible for such investigation upon their arrival. As a matter of course the City of San José Fire Department will have Incident Command on all fires and hazmat incidents.

DO NOT USE campus radios or cell phones if there is a bomb or bomb threat on campus. If there is NOT a bomb or bomb threat on campus, utilize the campus radios, telephones or cell phones to maintain communications between faculty, staff and students. Note: Cell phones and radios are essential tools to maintain communications.

The Evergreen Valley College President should consider contacting the City or County Manager to provide a brief on the situation.

Accountability Procedures for Emergency Evacuations

Emergency Assembly Points (EAP): Maps with the Emergency Assembly Points are located in the Attachments section of Tab – G Evacuation and are posted in the buildings.

If possible, Safety Marshals will conduct head counts once evacuation has been completed. If this is not possible Safety Marshals should attempt to identify and report individuals that were not successfully evacuated from the building (missing, injured, trapped etc.)

The employees selected as Safety Marshals are to be trained in the complete workplace layout and the various primary and alternate escape routes from the workplace.

- All Safety Marshals are to be trained in the evacuation of disabled individuals, and equipment necessary for evacuation.
- Awareness of hazardous areas to be avoided during emergencies.
- Before leaving, the Safety Marshals are to check rooms and other enclosed spaces in the workplace for other employees who may be trapped or otherwise unable to evacuate the area, and convey this information to emergency personnel.

Once each evacuated group of employees have reached their Designated Meeting Site or Evacuation Assembly Point (EAP), each Safety Marshals:

- Assembles his/her group in the Designated Meeting Site.
- Takes head count of his or her group.
- Assumes role of department contact to answer questions.
- Instruct personnel to remain in area until further notice.
- Reports status to Field Incident Commander and the Crisis Action Team or Operations Chief in the Emergency Operations Center (if activated).
- Instruct personnel to remain at Designated Meeting Site until further notice.
EMERGENCY EVACUATION KITS

The College should maintain two Emergency Evacuation Kits. The two Emergency Evacuation Kits should contain the following items:

- A copy of the Evergreen Valley College Emergency Response Plan.
- A set of master keys for all doors and wall lockers.
- A set of building plans, including all gas, electrical, cable shut-offs and water risers.
- A complete list of all cellular phone numbers for College administration.

The emergency evacuation kit is stored at the EOC and the second kit is stored at the President’s Office.
SHELTER IN PLACE PROCEDURES

A Shelter-in-Place plan is to be used in the event of chemical spills or explosions, wild land fires, shootings and/or hostage situations and other related emergencies or natural disasters in which evacuation of the College is inappropriate.

Procedures
- All personnel should remain in classrooms and take certain protective measures (e.g., shut off ventilation (if possible), close and possibly seal windows and doors, etc.)
- Assemble all students at a central location within the building.
- If possible, notify the Disabled Students Coordinator of any disabled students in your area. If a Disabled Students Coordinator is not available Notify the District Police Department of the location of these disabled students and the type of assistance that may be needed in the event evacuation is necessary.

Instructions will be given by staff, faculty or law enforcement personnel. When the conditions outdoors dictate all occupants be in a controlled area or sheltered in place, due to an incident such as a hazardous material incident or a natural disaster, a College Law Enforcement Official / Incident Commander, Evergreen Valley College President or senior official should take the following steps.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Establish and maintain communications with the City of San José Fire Department and/or any other appropriate response personnel.

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468.

- Establish verbal control by activating "Shelter-in-Place" procedures by giving a preplanned announcement by staff, faculty or law enforcement personnel.

- Coordinate with the Facilities Management to turn off all heating, cooling, and ventilation systems. Close all doors and windows, and perform any other actions requested by emergency personnel which may arise due to the situation. If possible, use duct tape or any other material to help seal off the building.

- If unusual or irritating odor is present, protect breathing by breathing through a wet rag or paper towel.

- Remain sheltered in place until the "all clear" has been given by the City of San José Fire Department or appropriate agency.
Fact Sheet on Obtaining and Using Employee Medical Information as Part of Emergency Evacuation Procedures

Introduction

In light of recent events, many employers are developing or re-evaluating emergency procedures to ensure the safe evacuation of all employees. A comprehensive emergency evacuation plan should provide for prompt and effective assistance to individuals whose medical conditions may necessitate it. Many employers have asked how the Americans with Disabilities Act (ADA) and the Rehabilitation Act affect their ability to achieve this goal. Specifically, employers have asked whether they may request information to help identify individuals who might need assistance because of a medical condition and whether they can share this information with others in the workplace. As the following questions and answers demonstrate, federal disability discrimination laws do not prevent employers from obtaining and appropriately using information necessary for a comprehensive emergency evacuation plan.

1. May an employer ask employees whether they will require assistance in the event of an evacuation because of a disability or medical condition?

   Yes. Some employees may need assistance because of medical conditions that are not visually apparent. Others may have obvious disabilities or medical conditions but may not need assistance. Employers, therefore, are allowed to ask employees to self-identify if they will require assistance because of a disability or medical condition.

2. How may an employer identify individuals who may require assistance?

   There are three ways an employer may obtain information:

   - After making a job offer, but before employment begins, an employer may ask all individuals whether they will need assistance during an emergency.
   - An employer also may periodically survey all of its current employees to determine whether they will require assistance in an emergency, as long as the employer makes it clear that self-identification is voluntary and explains the purpose for requesting the information.
   - Finally, whether an employer periodically surveys all employees or not, it may ask employees with known disabilities if they will require assistance in the event of an emergency. An employer should not assume, however, that everyone with an obvious disability will need assistance during an evacuation. For example, many individuals who are blind may prefer to walk down stairs unassisted. People with disabilities are generally in the best position to assess their particular needs.

   An employer should inform all individuals who are asked about their need for emergency assistance that the information they provide will be kept confidential and shared only with those who have responsibilities under the emergency evacuation plan. (See Question 4 below.)
3. **May an employer specifically ask what type of assistance will be needed?**

Yes. An employer may ask individuals who indicate a need for assistance because of a medical condition to describe the type of assistance they think will be needed. One way that this can be done is by giving all employees a memo with an attached form requesting information. The employer also may have a follow-up conversation with an individual when necessary to obtain more detailed information. For example, it would be important for an employer to know whether someone who uses a wheelchair because of mobility limitations is able to walk independently, with or without the use of crutches or a cane, in an emergency situation. It also would be important for an employer to know if an individual will need any special medication, equipment, or device (e.g., an assisted wheelchair carrier strap or a mask because of a respiratory condition) in the event of an emergency. Of course, an employer is entitled only to the information necessary for it to be prepared to provide assistance. This means that, in most instances, it will be unnecessary for an employer to know the details of an individual’s medical condition.

4. **Who is allowed to have information about employees needing assistance in an emergency?**

The ADA has provisions that require employers to keep medical information about applicants and employees confidential. These provisions, however, include an exception that allows an employer to share medical information with first aid and safety personnel. This exception would allow an employer to share information about the type of assistance an individual needs in the event of an evacuation with medical professionals, Emergency Management Coordinators, floor captains, colleagues who have volunteered to act as "buddies," building Police Departments who need to confirm that everyone has been evacuated, and other non-medical personnel who are responsible for ensuring safe evacuation. These individuals are entitled to the information necessary to fulfill their responsibilities under the employer's emergency evacuation plan.

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1. The ADA applies to private employers with fifteen or more employees and to state and local government employers. The Rehabilitation Act applies to most federal employers, and its substantive requirements are the same as those that apply to employers covered by the ADA.

2. The Commission previously has issued more detailed guidance on related issues concerning disability-related inquiries and medical examinations of applicants and employees. See Enforcement Guidance: Pre-employment Disability-Related Questions and Medical Examinations under the Americans with Disabilities Act of 1990 (October 10, 1995) and Enforcement Guidance: Disability-Related Inquiries and Medical Examinations of Employees Under the Americans with Disabilities Act (ADA) (July 27, 2000). These and other guidance are available on this web site.

For more information on emergency preparedness for employees with disabilities can be found on the President’s New Freedom Initiative Disability Direct web site [http://www.disabilities.gov/category/6/51](http://www.disabilities.gov/category/6/51) and on the Job Accommodation Network’s web site at [http://www.janweb.icbi.wvu.edu/media/emergency.html](http://www.janweb.icbi.wvu.edu/media/emergency.html).
Disaster Emergency Preparedness Plan
For People with Disabilities

GUIDELINES IN EMERGENCIES FOR PEOPLE WITH DISABILITIES (Faculty and Staff)

A. Evacuation of people with disabilities will be given the highest priority in all emergencies. In an emergency situation, it is important you are familiar with their needs during an evacuation. People with disabilities should convey these needs to their instructor at the beginning of each semester. While attending class, people with disabilities should try to position themselves near a doorway for an easier exit. Become familiar with the building and its exits. Follow signs to exits. The following guidelines are important:

1. Establish a buddy system and alternate for each class. People with disabilities should prepare for an emergency ahead of time by instructing a classmate, instructor, supervisor, or co-worker on how to assist in the event of any emergency.
2. If assistance is not immediately available, people with disabilities should remain near the stairwell landing or in the elevator lobby. Rescue personnel will first check all exit corridors and stairwells for those trapped. He/she should continue to call for help until rescued.
3. People who cannot speak loudly, or with voice/speech impairments, should carry a whistle or have other means of attracting attention of others.
4. Be familiar with alarm signals.
5. Leave school materials in the room to avoid wasting time.
6. Wait for rescue and remain calm.
7. DO NOT re-enter a building until permitted by emergency personnel (Safety Marshal/Law Enforcement/Fire).

B. If you suspect a fire is behind a door, cover your hand to provide protection, first and then test the door by touching it. If it is hot then do NOT use the door as an exit. Try to find an alternate route for an exit.

C. Elevators: Do NOT use elevators unless authorized to do so by College Law Enforcement Official or City of San José Fire Department personnel. Elevators could fail during a fire, earthquake or flood.

EVACUATION POLICY FOR PEOPLE WITH DISABILITIES

Safety Marshals and volunteers should familiarize themselves with these procedures in order to assist in planning for the evacuation of people with physical and sensory disabilities.

A. IN ALL EMERGENCIES, AFTER AN EVACUATION HAS BEEN ORDERED:

1. Evacuation of people with disabilities will be given the highest priority by all. Evacuating a disabled or injured person by only one person with no assistance is a last resort.
2. Attempt a rescue evacuation ONLY if you have had rescue training.
3. Check on people with special needs during an evacuation, determine if they have established a "buddy system," and ensure their safe evacuation.
4. Always ASK someone with a disability how you can help BEFORE attempting any rescue technique or giving assistance. Ask how he or she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
5. If the situation is life threatening, call the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate.
6. Do NOT use elevators, unless authorized to do so by the College Law Enforcement Official or City of San José Fire Department personnel. Elevators could fail during a fire, earthquake or flood.

B. EMERGENCY RESPONSES BY DISABILITY

1. BLINDNESS OR VISUAL IMPAIRMENT
   a) Most visually impaired persons will be familiar with the immediate area they are in and may have learned locations of exits and fire alarms in advance.
   b) Tell the person the nature of the emergency and offer to guide him/her by offering your elbow (this is the preferred method when acting as a "Sighted Guide"). Do NOT grasp a visually impaired person's arm.
   c) Give verbal instructions to advise about the safest route or direction using compass directions, estimated distances, and directional terms or information
   d) As you walk, tell the person where you are and advise of any obstacles, e.g. stairs, overhanging objects, uneven pavement, curbs, and narrow passageways.
   e) When you have reached the designated Emergency Assembly Point (EAP), orient the person to where he/she is and ask if any further assistance is needed.
   f) Some individuals may have dog guides that may be disoriented during the emergency, and may require additional assistance.
   g) White canes and other mobility aids should NOT be left behind.

3. DEAFNESS OR HEARING LOSS
   a) Most buildings on the Evergreen Valley College campus are equipped with visual (flashing light) as well as auditory evacuation alarms. However, persons with impaired hearing may not perceive an emergency exists. When an individual appears to not be recognizing an alarm is sounding/flashing or in a building that is not equipped with a visual alarm system, an alternative warning technique is required. Two (2) methods of warning are:
      1. Write a note stating what the emergency is and what the evacuation route is i.e. "Fire - go out the rear door to Parking Lot".
      2. Turn the room lights on and off to gain attention - then indicate through hand gestures or writing (i.e. on a blackboard) what is happening and where to go.
   b) Offer visual instructions to advise of safest route or directions by pointing toward exits or evacuation map.
   c) People who cannot speak loudly, or with voice/speech impairments, may be carrying a whistle or have other means of attracting attention of others.
3. MOBILITY IMPAIRMENTS

   a) Mobility-impaired persons should NOT be evacuated by untrained personnel unless
       the situation is life-threatening. It may be necessary to help clear the exit route of
       debris (if possible) so that the person with a disability can move out or to a safer area.

   b) If people with mobility impairments cannot exit, they should move to a safer area,
       e.g., most enclosed stairwells, or an office with the door shut which is a good distance
       from the hazard (and away from falling debris in the case of earthquakes.)

   c) Notify the District Police Department or City of San José Fire Department personnel
       immediately about any people remaining in the building and their locations.

   d) The District Police Department personnel will decide whether people are safe where
       they are, and will evacuate them as necessary.

   e) If people are in immediate danger and cannot be moved to a safer area, it may be
       necessary, only if you have had rescue training, to evacuate them using an evacuation
       chair or a carry technique. Carrying options include using a two-person lock-arm
       position, or having the person sit in a sturdy chair - preferably with arms. Before
       taking action, always ask the person their preferred method of assistance. Check with
       the Safety Marshal for the availability of an evacuation chair if needed.

4. PEOPLE USING CRUTCHES, CANES OR WALKERS

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

5. MOBILITY IMPAIRMENTS – Wheelchair/non-ambulatory

   a) Most non-ambulatory people will be able to exit safely without assistance out of
       single story buildings.

   b) Buildings with floors not at ground level will require that persons be carried out. If
       evacuation assistance is required, always ask the person what method of assistance
       they prefer. Some people have minimal ability to move and lifting them may be
       dangerous to their well being. If the person prefers to be moved in their wheelchair
       the wheelchair user will be carried facing away from the stairs.

   c) Some people have no upper trunk or neck strength to assist in being carried out. If a
       seatbelt is available, secure the person, if use of a wheelchair is the method employed
       to carry the person to safety.

   d) If moving a person more than three (3) flights, a "relay team" arrangement is needed.
       If a wheelchair is left behind, do NOT leave it in an exit path or doorway to become
       an obstacle.

   e) Wheelchairs have many movable weak parts which were not constructed to withstand
       the stress of lifting (e.g., the seatbar, footplates, wheels, movable armrests).

   f) Be aware of persons with respiratory complications and any reliance on electric
       artificial respirators. They should be given priority assistance if there is smoke or
       fumes, as their ability to breathe can be made more difficult in a smoke filled
       environment.
g) Power wheelchairs may have heavy batteries, which are difficult to remove. In this situation, the best response may be to ask the person to transfer to an evacuation chair, if one is available, so that they can be moved immediately. If it is not possible for the person to be removed from the chair (i.e., if the person uses respiratory equipment that is attached to the chair), wait for assistance from law enforcement or City of San José Fire Department personnel. If attempting to move a power wheelchair, remove the batteries, if possible. Make sure the footrests are locked, the motor is off, and it is in neutral gear. Some power wheelchairs and scooters may not have heavy battery packs, and may be moved with little difficulty.

h) If the person prefers to be removed from their wheelchair, their needs and preferences will vary. Always consult the person as to his/her preference with regard to:
   1. Ways of being removed from a wheelchair
   2. The number of people needed for assistance
   3. Whether to extend or move extremities when lifting because of pain, catheter leg bags, plasticity, braces, etc.
   4. If a seat cushion or pad should be brought along with him/her if he/she is removed from the wheelchair.
   5. Being carried forward to backward on a flight of stairs.
   6. After-care. If a person is removed from the wheelchair (i.e., a stretcher, chair with cushion pad, or car seat) perhaps paramedic assistance might be needed.

i) The person will want their wheelchair retrieved as soon as possible. The wheelchair is essential to the person's mobility and should be given a high priority to be retrieved as soon as possible. Inform the College Law Enforcement Official of the location of wheelchairs to be retrieved.

6. POWER OUTAGES

a) If an outage occurs during the day and people with disabilities choose to wait in the building for electricity to be restored, they can move near a window where there is natural light and access to a working telephone. During regular building hours, Safety Marshals should be notified so they can advise emergency personnel.

b) If people would like to leave and an evacuation has been ordered, or if the outage occurs at night, call the District Police Department at 911, 9-1-1 or (408) 270-6468 from a campus telephone to request evacuation assistance.

c) On campus phones, except the VoIP phones, should continue to operate in the event of a power failure, however there may be no power to the display or lighting functions.

d) While power may be restored make sure that the elevator is safe before engaging the elevator. Do not use until elevator usage has been cleared by the college’s Maintenance Department.
EMERGENCY EVACUATION TIPS AND OVERVIEW

Evacuation is difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Remember environmental conditions (smoke, debris, loss of electricity) will complicate evacuation efforts.

The following guidelines are general and may not apply in every circumstance.

1. Occupants should be invited to volunteer for the “buddy system” ahead of time to assist disabled people in an emergency. If a volunteer is not available, designate someone to assist who is willing to accept the responsibility.
2. Volunteers should obtain evacuation training for certain types of lifting techniques through the Office of Risk Management.
3. Two or more trained volunteers, if available, should conduct the evacuation and relay teams established if the evacuation is more than three flights.
4. Always ASK disabled people how you can help BEFORE attempting any rescue technique or giving assistance. Ask how they can best be assisted or moved, and if there are any special considerations or items that need to come with them. Lifting a person may be harmful. Ask their preference about being carried forward or backward down a flight of stairs. Ask whether a seat cushion or pad should be brought along. Wheelchairs were not designed to handle the stress of lifting. Batteries may have to be removed and life support equipment disconnected and reconnected.
5. Before attempting an evacuation, if the law enforcement or City of San José Fire Department personnel are not available, trained volunteers and people being assisted should discuss how any lifting will be done and where they are going.
6. Proper lifting techniques (e.g., bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to rescuers' backs. Ask permission of the evacuee if an evacuation chair or similar device is being considered as an aid in an evacuation. When using such devices, make sure the person is secured properly. Rest at landings if necessary.
7. Certain lifts may need to be modified depending on a person's disability.
8. Persons who must be taken out of the wheelchair to be transported can be carried by:
   a) Pack-Strap Carry: Initiate the technique at the top of a flight of stairs where the carrier can use the handrail for support in lifting.
   b) If the student has no arm strength or is less than half the carrier’s weight, use the “cradle”, similar to the technique used when picking up a small child.
9. A straight back chair or evacuation chair requires at least three strong people, if available, who can control the chair (if the person agrees to this method).

SUMMARY:

Prepare occupants in your building ahead of time for emergency evacuations. Know your building occupants. Train staff, faculty, and students to be aware of the needs of people with disabilities and to know how to offer assistance. Hold evacuation drills in which occupants participate, and evaluate drills to identify areas that need improvement. Develop plans that cover regular working hours, after hours, and weekends.
Everyone needs to take responsibility for preparing for emergencies. People with disabilities should consider what they would need and whether they need to take additional steps to prepare.

At alarm, options are:

1. In an extreme emergency, leave the building immediately and notify emergency personnel of a disabled person needing assistance.
2. In a moderate emergency, help the disabled person to your department’s area of safe refuge assembly point, leave the building, and notify emergency personnel of a disabled person needing assistance.
3. In a minor emergency, assist the disabled person to evacuate.

After “all clear”:

Send an e-mail to the Emergency Management Coordinator concerning areas needing improvement.
EMERGENCY PROCEDURES FOR MULTI-FUNCTION BUILDINGS

The following information is designed to offer some generic guidance in designing an emergency evacuation plan that takes into account persons with disabilities who may be in the building. It is applicable to buildings that have both offices and classrooms in them. It will need to be modified to address unique aspects of some buildings and the personnel located in the building. These procedures, regardless of the type of emergency, do not provide for all possible emergency scenarios. Please take the time to read and become familiar with its contents. Administrators, Faculty or Staff are responsible for directing evacuation from their work area, depending on the building and circumstances.

The law enforcement personnel, Safety Marshals and Disability Support Program Personnel should be familiar with this Disabled Emergency Preparedness Plan. The Safety Marshals, Campus Emergency Response Team Members are familiar with the building configurations or have access to hard copies of building plans. Safety Marshals should have at least two routes of escape that do not involve the use of elevators. Most elevators are designed to stop operating when the alarm is sounding and are not safe during fires, earthquakes and floods. (Please refer for more specific details to: Department of Public Safety's A Guideline for Department Disaster Emergency Preparedness Plans At California State University, Sacramento" 1997; Facility Management's "Flood Preparation Information, "California State University, Sacramento, Multi-hazard Emergency Plan" dated November 20, 1997)

A. Prior to an emergency, the Safety Marshals will:
   1. Develop a plan to communicate with Emergency Response Personnel during the emergency and a plan to accommodate anyone who might be injured or trapped during an emergency.
   2. Give the Safety Marshal and the Disability Support Program the location of individuals with disabilities who are permanently assigned to the building.
   3. Determine a place for those evacuating the building to meet (Emergency Assembly Point); The Safety Marshals need to know the location of the evacuation destination. For information on the safer areas in your building, call the Safety Marshal.
   4. Know primary and alternate routes of evacuation.

B. Prior to an emergency the Safety Marshals will:
   1. Identify faculty and staff with disabilities who are permanently assigned to space on each coordinators floor.
   2. Relay the location of these individuals to the Zone Marshal who will pass the information on to the Emergency Management Coordinator.
   3. Develop a system of communicating with persons with hearing impairments who are permanently assigned to the building (hand signals or written instructions on cards). Offices and desks for individuals with impaired hearing need to be equipped with Deaf Smoke (strobe a vibrating) Alarm, Closed Captioning Decoder, and Telecommunication Devices for the Deaf (T3D's) that ensure effective communication with others. Telephone emergency services, including 9-1-1 must provide direct access to individuals who use TDD's and computer modems, as required by Americans with Disabilities Act (ADA).
C. **In the event of an emergency the Safety Marshals will:**

1. Call the District Police Department at 911, 9-1-1 or (408) 270-6468 right away and give description and location of emergency.
2. Notify fellow Safety Marshals and begin evacuation of all individuals from the building.
3. If there is no immediate danger, consider leaving disabled student or employee where he or she is, and immediately inform the Emergency Response Personnel of the student's location, or the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate for assistance. In a life-threatening situation, where immediate evacuation is necessary, the following options may be exercised:
   a) Personally assist the student down the stairs. Some crutch and cane users may be able to use the stairs and some may not. Please ask them.
   b) Judgment will need to be exercised in certain situations. For example, badly hurt individuals should not normally be moved, but there might be a greater danger to the individual if (s) he is not moved, as in the case of a fire.
4. Once they have notified everyone on the floor to evacuate, notify the Zone Marshal who will pass the information on to the Emergency Management Coordinator of people with disabilities or injuries who were not able to evacuate. Give the Zone Marshal a description of the individuals and their location. Once the floor is evacuated, notify the Zone Marshal who will pass the information on to the Emergency Management Coordinator and go to the evacuation destination.
5. Do not stay in the building any longer than it is safe to do so.

Wait for further direction from a Zone/Building/Floor Marshal, College Law Enforcement Official or City of San José Fire Department personnel before reentering the building.
EXPLOSION

The Crisis Situation response should be implemented for any situation involving an explosion from some type of bomb or a gas leak.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the explosion.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ Refrain from using cell phones or engaging the microphone or any portable radios. The RF energy transmitted could be enough to detonate an explosive device should another one be present within 1,000 feet. Note: It is sometimes a tactic of terrorist to plant a second bomb near the first to detonate when responders are on scene.

☐ Initiate evacuation procedures if a significant explosion occur on campus. Refer to Tab G - Evacuation Checklist.

☐ If it is safe to do so, initiate first aid to explosion victims. Refer to Checklist Tab O - Medical Emergency.

☐ Upon arrival of the City of San José Fire Department follow the instructions of the Fire Incident Commander.

☐ Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation.

☐ The Evergreen Valley College President, or the Vice Presidents of Academic Affairs, Student Affairs or Administrative Services should consider activating the Crisis Action Team. Once the Crisis Action Team is activated the field Incident Commander will liaise with the Evergreen Valley College Crisis Action Team until the EOC is activated, then it will coordinate with the EOC Operations Section Chief (or other EOC staff as appropriate).
STAFF AND FACULTY RESPONSIBILITIES

☐ Move away from doors and windows and give Drop, Cover and Hold command. Instruct students to stay down until subsequent instructions are given. Until the cause of the explosion is determined to not be a bomb, keep all students in the classroom while the response is on going.

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the explosion.

☐ If an assessment of the situation indicates it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallways near their room are clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel that are recognized by sight or voice. Public safety responders may enter the room using a master key or by providing positive identification.

☐ If an instructor observes imminent danger near their room they should immediately secure their room and notify the District Police Department of the danger via telephone, radio system or runner.

☐ Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

☐ Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

☐ Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

☐ Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer Tab G - Evacuation – Disaster Emergency Preparedness Plan for People with Disabilities.

In the event you are outside when this event occur take the following actions:

☐ Move away from the danger area to a safe location. Notify the District Police Department by calling 9-1-1 or (408) 270-6468.

☐ Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible or is unsafe proceed to the nearest classroom.

☐ Seek shelter in the safest place available if it is unsafe to enter a campus building. If the decision is made to leave the campus, faculty/staff should notify campus security, the EOC or your supervisor of their location and the number and names of students/employees present. Notification should occur as soon as it is safe to do so.
OTHER MISSION COLLEGE STAFF

☐ Follow the College procedures for limiting access to workspace. Report any suspicious activity to the front office immediately.

☐ Refrain from using cell phones or engaging the microphone of any portable radios. The RF energy transmitted could be enough to detonate an explosive device should one be present within 1,000 feet.

Return to Normal Operations
Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building was evacuated use the telephone cell phones, radios or runners to announce the College is returning to normal operations. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
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THREAT OF AN EXPLOSION

Any number of situations may result in the threat of an explosion from a verified bomb threat to a fire in an area where highly combustible material is stored.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College management and the appropriate reports are completed detailing the events and actions taken.

☐ Refrain from using cell phones or engaging the microphone or any portable radios. The RF energy transmitted could be enough to detonate an explosive device should one be present within 1,000 feet.

☐ Initiate evacuation procedures if a functional explosive device is found on College property or a significant gas leak has been detected. Refer to Tab G - Evacuation Checklist.

☐ Based upon the investigative authority for the explosion, Incident Command may be transitioned to the City of San José Fire, the FBI, ATF, or it may remain with a College Law Enforcement Official. When Incident Command is transitioned to another agency the District Police Department will liaison with that agency.

☐ Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation.

☐ Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Officials or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation – Disaster Emergency Preparedness Plan for People with Disabilities.
STAFF AND FACULTY RESPONSIBILITIES

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

- Keep all students in the classroom while the threat of explosion remains in effect. Have students move away from doors and windows and give Drop, Cover and Hold command. Instruct students to stay down until subsequent instructions are given.

- If an assessment of the situation indicates it is safer to remain in the classroom than to leave it, lock or barricade classroom doors once the hallways near their room are clear of students. Do not open doors unless instructed to do so by a staff or authorized personnel are recognized by sight or voice. Emergency responders may enter the room using a master key or by providing positive identification.

- If an instructor observes imminent danger near your room immediately secure their room and notify the District Police Department of the danger via telephone, radio system or runner.

- Brief students the College has been placed on a heightened security status as a response to an apparent crisis situation. Advise students to remain quiet until more can be learned about the situation.

- Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

- Until the situation has been assessed, recommend students remain in classroom unless authorization is received from appropriate authority.

- Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G – Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.

In the event you are outside when this event occur take the following actions:

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the threat of an explosion.

- Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible or is unsafe proceed to the nearest classroom.

- Seek shelter in the safest place available if it is unsafe to enter a campus building. If the decision is made to leave the campus, faculty/staff should notify their supervisor department head, or emergency response personnel of their location and the number and names of students/employees present. Notification should occur as soon as it is safe to do so.
Return to Normal Operations

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
FIRE

The warning for a fire is an alarm signal and/or smoke and flames.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- If the fire is out of control, pull the fire alarm and/or call 911, 9-1-1 or (408) 270-6468 and implement the evacuation procedures. Refer to Tab G - Evacuation Checklist.

- If you can safely do so, call the District Police Department at 911, 9-1-1 or (408) 270-6468 and provide the dispatcher with all available information regarding the fire.

- A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

- If appropriate, the Safety Marshals will initiate evacuation procedure of buildings immediately.

- Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation.

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.

College Site Preparation

All College personnel should be familiar with the location and operation of alarm systems and fire extinguishers.

All equipment (e.g. extinguishers, sprinkler systems, exit doors) should be marked and maintained in accordance with local and state regulations.

Schedule facilities personnel to check fire extinguishers (monthly inspection, re-charging, replacement as needed)

Staff scheduled on second and third floor locations should conduct a brief fire orientation in the beginning of the session. This orientation should include identification of fire extinguisher, fire alarms, stairwell exits, and the need for staff assistance in transporting disabled persons to a safe location in case of fire.
STAFF AND FACULTY RESPONSIBILITIES

**Major Uncontrollable Fire**

- In case of an uncontrollable fire, employees should activate the nearest fire alarm box and call 911, 9-1-1 or (408) 270-6468. It may be necessary to activate additional fire alarm boxes, or shout the alarm, if people are still in the building and the alarm has stopped sounding, or if the alarm does not sound. This can be done while exiting.

- Persons discovering a fire, smoky condition, or explosion should convey any pertinent fire or rescue information to the District Police Department at 911, 9-1-1 or (408) 270-6468 and/or Zone/Building/Floor Marshals.

- To report emergencies to the District Police Department: state you name, your location, and the nature of the call. Speak slowly and clearly. Wait for the dispatcher to hang up first. On occasion the dispatcher may need additional information or may provide you with additional instructions.

- Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.

- Make certain every student has left the classroom. In the event a person has been injured and you are not able to evacuate someone Notify the District Police Department, a Zone/Building/Floor Marshal, or other Emergency Response Personnel that someone is inside the room.

- Close the doors and windows and accompany your class to the designated Emergency Assembly Point (EAP) (map in each room).

- Upon reaching your assigned Emergency Assembly Point (EAP), immediately take attendance.

- Render first aid as necessary.

- Follow instructions from proper authority relating to continued operations.
Minor Controllable Fire

- If the fire is small, you may wish to fight it with an extinguisher, however, consider safety of you and others as the primary consideration.

- Utilize appropriate fire extinguisher.

There are four basic classes of fires:

- Class A: Ordinary combustibles, such as wood and paper.
- Class B: Flammable liquids, such as grease, gasoline, oil, etc.
- Class C: Electrically energized fires. The presence of the letter “C” indicates that the extinguishing agent is non-conductive.
- Class D: Flammable metals and are often specific for the type of metal in question.

   * Multi-Class Ratings: Many extinguishers can be used on different types of fires and will be labeled with more than one designator, e.g. A-B, B-C, or A-B-C.

- Once the fire is under control and if appropriate, call the District Police Department at 911, 9-1-1 or (408) 270-6468 and provide the dispatcher with all available information regarding the fire.
Evacuation Procedures for Building Occupants

- When the fire alarm sounds, all personnel should ensure that nearby personnel are aware of the emergency, quickly shutdown operating equipment (e.g., compressed gas cylinders), close doors and exit the building using stairwells.

- All occupants should proceed to their designated Emergency Assembly Point (EAP) and await further instructions from their Safety Marshals.

- All personnel should know where primary and alternate exits are located, and be familiar with the various evacuation routes available. Maps with the Emergency Assembly Points are located in the Tab G - Evacuation of this plan and are posted in the buildings.

- Building occupants must NOT use elevators as an escape route in the event of a fire.

Notes and Precautions:
Small fires can be extinguished only if you are trained to use a fire extinguisher. However, an immediate readiness to evacuate is essential. All fires, even those that have been extinguished, must be reported to the District Police Department at 911, 9-1-1 or (408) 270-6468 immediately. Never enter a room that is smoke filled. Never enter a room if the door is warm to touch.

Return to Normal Operations
Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:
- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

- If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

- An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
There may be areas on the Evergreen Valley College campus that are subject to or affected by floods. Evergreen Valley College officials may be alerted to danger and be ordered to evacuate by fire and/or law enforcement or local emergency officials.

**COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL**

- Contact the District Police Department at 911, 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the flooding threat.

- Monitor weather conditions in an affected area by radio/TV broadcasts, internet, or weather alert radio.

- Evacuate students to an alternate location immediately in accordance with established College policy. If the situation does not permit evacuation, keep students on campus or other safe location and make the following provisions.

- Provide care for students, faculty and staff who cannot leave the campus due to flooded streets etc.

- If necessary, arrange for the evacuation of staff and students to a safe alternate location.

- Advise news media of the removal of students to an alternate location.

- Shut off water at mains so contaminated water will not back up into the campus supply.

- Be prepared to open designated shelter sites for use.

- Check emergency response supplies if the College is designated as an evacuation shelter.

- Prepare for contaminated food, water, broken gas lines, and wet electrical equipment.

- If classes are dismissed, resume classes only after determination of building safety, and/or in other designated buildings after the flood.

- Based on the seriousness of the situation, the Evergreen Valley College President or senior official should consider contacting the City or County Manager at provide a brief on the situation.

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.
STAFF AND FACULTY RESPONSIBILITIES

- Any flooding should be reported immediately to the District Police Department at 911, 9-1-1 or (408) 270-6468.

- When reporting, be specific about the nature of the exact location. The District Police Department will contact the necessary specialized authorities and medical personnel.

- The key person on site should evacuate the affected area at once and close it off to access until the arrival of College Law Enforcement Official or City of San José Fire Department.

- If possible, have someone remain in the vicinity, away from danger, to assist emergency responders in locating the flood.

- If an emergency exists, activate the building alarm. You must report the emergency by phone to the District Police Department at 911, 9-1-1 or (408) 270-6468.

- When the evacuation alarm is sounded, leave the building by the nearest identified exit and ask others to do the same.

- Assist the Safety Marshals in evacuating students to an alternate location immediately in accordance with established College policy. If the situation does not permit evacuation, keep students on campus or other safe location and make the following provisions. Refer to Tab G - Evacuation

- Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.
EOC FACILITIES UNIT LEADER RESPONSIBILITIES

❑ The Facilities Services Unit Leader is responsible for monitoring potential flood conditions, activating flood response personnel, maintaining College facilities, and services as well as restoring those that are damaged or destroyed.

❑ Emergency responsibilities include:
  • Ensure all College facilities are ready for use; coordinate repairs of problems that reduce or preclude operational capabilities
  • Maintain liaison with all utility service providers
  • Provide engineering services and expertise for emergency repair or construction requirements
  • Provide flood control and flood-plain information
  • Participate in damage assessment efforts
  • Coordinate the use of construction materials, equipment, and labor needed for emergency operations
  • Participate in debris removal efforts to support public safety activities and recovery efforts

Return to Normal Operations
Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:
  ● There is no indication an above normal level of danger exists.
  ● Further measures such as evacuation will not be needed.
  ● It is possible for the functions of the College or department to continue.

❑ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

❑ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
HAZARDOUS MATERIALS INCIDENT

Hazardous materials incidents are possible in numerous campus locations. Also, vehicles carrying hazardous materials on or near campus facilities and businesses operating near our facilities can generate hazardous materials incidents that may affect campus operations.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ If in your work area there is a hazardous materials spill with material that you are familiar with, you should first determine if the spill will cause any immediate threat to individuals in the area. If there is immediate danger to life or property call 911, 9-1-1 or (408) 270-6468 on any Evergreen Valley College phone. The Material Safety Data Sheet (MSDS) should provide information on precautions to take with the material. In general, all students/employees should be kept away from the area until the area is properly cleaned up. If safety conditions permit, try to prevent the material from spreading into other areas (rooms, sewer system, etc.).

☐ If in your work area there is a hazardous material you are not familiar with or may cause harm to yourself or others, you should immediately notify the District Police Department by calling 9-1-1 or (408) 270-6468. Keep all students/employees away from the site.

☐ For any hazardous material spill notify the District Police Department by calling 9-1-1 or (408) 270-6468.

☐ A senior College law enforcement official will normally act as the Incident Commander until the arrival of the City of San José Fire Department. If the responding City of San José Fire Department is requested to respond to the incident, then Incident Command will normally be transitioned over to the senior City of San José Fire Department responding Official. Upon relief the College Security Department Incident Commander will brief the new Incident Commander as to the situation, all actions taken, missing personnel, information relating to victims, and current assessed needs. The Fire Department Incident Commander will be provided copies of all MSDS sheets and other current information regarding the spill.

☐ Based on the seriousness of the situation the Evergreen Valley College President should consider notification of the City or County Manager to provide a brief on the situation.

☐ If evacuation of the building/area is required, do the following:
  - Always move crosswind to avoid fumes. Never move down wind.
  - Follow the directions of the Safety Marshals.
  - Maintain control of students.
  - Render first aid as necessary.
  - Take roll.
  - After the area has been evacuated, do not return until the City of San José Fire Department declares the area safe.
Ascertain if mandatory notifications including City of San José County Health Department and the state Office of Emergency Services have been made. If not, make them.

If an evacuation has been initiated, isolate area and deny entry into contaminated area.

If injury occurs, follow procedures identified in Tab O - Medical Emergency.

**STAFF AND FACULTY RESPONSIBILITIES**

If in your work area there is a hazardous materials spill of material that you are not familiar with or you suspect may cause harm to yourself or others, you should immediately notify the District Police Department by calling 9-1-1 or (408) 270-6468.

Keep all students/employees away from the site.

For any hazardous material spill, Environmental Health & Safety should be notified.

If evacuation of the building/area is required, do the following:

- Always move crosswind to avoid fumes. Never move down wind.
- Follow the directions of the Safety Marshals.
- Maintain control of students.
- Render first aid as necessary.
- Take roll.
- After the area has been evacuated, do not return until the City of San José Fire Department declares the area safe.

Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.
SHELTER IN PLACE PROCEDURES

A Shelter-in-Place plan is to be used in the event of chemical spills or explosions, wild land fires, shootings and/or hostage situations and other related emergencies or natural disasters in which evacuation of the College is inappropriate.

Procedures

- All personnel should remain in classrooms and take certain protective measures (e.g., shut off ventilation (if possible), close and possibly seal windows and doors, etc.)
- Assemble all students at a central location within the building.
- If possible, notify the Disabled Students Coordinator of any disabled students in your area. If a Disabled Students Coordinator is not available Notify the District Police Department of the location of these disabled students and the type of assistance that may be needed in the event evacuation is necessary.

Instructions will be given by staff, faculty or law enforcement personnel. When the conditions outdoors dictate that all occupants be in a controlled area or sheltered in place, due to an incident such as a hazardous material incident or a natural disaster, a College Law Enforcement Official / Incident Commander, Evergreen Valley College President or senior official should take the following steps.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Establish and maintain communications with the City of San José Fire Department and/or any other appropriate response personnel.

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468.

- Establish verbal control by activating "Shelter-in-Place" procedures by giving a preplanned announcement by staff, faculty or law enforcement personnel.

- Coordinate with the Facilities Management to turn off all heating, cooling, and ventilation systems. Close all doors and windows, and perform any other actions requested by emergency personnel which may arise due to the situation. If possible, use duct tape or any other material to help seal off the building.

- If unusual or irritating odor is present, protect breathing by breathing through a wet rag or paper towel.

- Remain sheltered in place until the "all clear" has been given by the of City of San José Fire Department or appropriate agency.
**Return to Normal Operations**

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
LANDSLIDE/GROUND SUBSIDENCE

There are areas of the Evergreen Valley College campus that may be susceptible to landslide and/or ground subsidence. This may result in the closure of roadways or need for evacuation of campus areas.

Evergreen Valley College officials may be alerted to danger and be ordered to evacuate by fire and/or law enforcement or local emergency response officials.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- If a landslide or ground subsidence occur Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the situation.

- A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

- Determine full extent of potential area threatened through contact with the City of San José and/or the City of San José County Public Works Departments.

- If necessary, arrange for the evacuation of faculty, staff, and students to a safe alternate location. Refer to Tab G - Evacuation

- The PIO shall advise news media of the removal of students to the alternate location. Follow procedures for releasing students. Refer to Tab A - Emergency Notification Telephone Numbers - Critical Operations Shutdown

- Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation and/or request mutual aid.

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.
STAFF AND FACULTY RESPONSIBILITIES

☐ If a landslide or ground subsidence event occurs Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the situation. Provide care for students at Evergreen Valley College.

☐ If necessary, evacuate students to a safe alternate location. Refer to Tab G – Evacuation.

☐ Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.

Return to Normal Operations

Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building is evacuated use the telephone, cell phones, radios or runners to announce a return to normal operations is being implemented. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
NATIONAL DEFENSE EMERGENCY

If a terrorist incident or attack is in progress or is possible that affects Evergreen Valley College warning may be received from a number of possible sources including the Federal Emergency Alert System, FBI, North American Air Defense Command (NORAD) and/or local media.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Activate the Evergreen Valley College EOC.
- Establish communications with the City of San José EOC, the City of San José County EOC, and other EOC’s in the area.
- Coordinate with the City of San José and City of San José County and assist in determining and implementing a county-wide response.

STRATEGIC WARNING

A Strategic Warning will be initiated by the Federal Government when enemy-initiated hostilities such as nuclear attack may be imminent. Dissemination will be by Federal Emergency Alert System and local news media. Government officials will alert the public to take protective action and provide specific information and instructions.

- Take necessary steps to close and evacuate Evergreen Valley College of non-essential personnel (students, faculty and staff other than key management and the District Police Department).
- Maintain communication with the City and/or County EOCs.

ATTACK WARNING

- Execute the Drop, Cover and Hold action.
- Turn on battery-operated AM radio and tune to any EAS (Emergency Alert System) station for official information and instructions.
- Take precautions to minimize the possibility of persons being struck by flying objects such as glass and window coverings.
MEDICAL EMERGENCY

First Aid/medical procedures will be managed by the City of San José Fire Department and/or EMS.

Rescue and Medical Duties
The City of San José Fire Department will conduct all rescue and medical activities.

ADMINISTRATOR/FACULTY/STAFF

Critical Situations

☐ Call the District Police Department at 911, 9-1-1 or (408) 270-6468 and tell the dispatcher a medical emergency is in progress and assistance is needed. The Police Department Dispatcher will dispatch the necessary emergency response personnel.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ Administer first aid to the extent possible.

☐ If appropriate, law enforcement will limit activity on campus and around the injured student.

☐ If injury occurs, follow procedures identified in Tab O - Medical Emergency. If the injured is a disabled person notify the Disabled Student Coordinator if possible.

Non-Critical Situations

☐ Call the District Police Department at 911, 9-1-1 or (408) 270-6468. Provide the dispatcher with all available information regarding the situation.

☐ A College Law Enforcement Official will assess the severity of the incident and notify either the Student Health Center or the City of San José Fire Department paramedics if further assistance is needed.

☐ In situations involving students, where the Student Health Center is able to treat, a College Law Enforcement Official will provide transportation to the facility. The City of San José Fire Department or EMS, as applicable, will be contacted for paramedic assessment and transportation where an individual needs emergency medical treatment.

☐ A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

☐ If injury occurs, follow procedures identified in Tab O - Medical Emergency.
In the event of a death

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatchers with all available information regarding the situation.

- A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

- A College Law Enforcement Officials will secure the immediate scene around the deceased.

- Evergreen Valley College administration officials will initiate insurance documentation as appropriate.

- When appropriate, the Public Information Officer will be advised. A media response protocol and statements in response to the situation will be issued from that office.

- Call the City of San José County Coroner’s Office.

College Site Preparation

- Establish and maintain a list of emergency medical telephone numbers, including poison control.
- Establish and maintain a list of staff and students qualified to administer first aid.
- Maintain current list of students, faculty and staff.

In conjunction with College policy, maintain a list of Evergreen Valley College Staff members trained to deliver serious injury and/or death notification. Refer to Tab U – Individuals Trained to Deliver Serious Injury or Death Notices.

Personal Medical Emergency Report Forms

An EMPLOYER’S REPORT OF OCCUPATIONAL INJURY OR ILLNESS form must be completed by the attendant staff member or responsible staff member for employees. A standard non-employee accident report form will be filed for non-employees.

The Evergreen Valley College administration must provide injured employees with an EMPLOYEE’S CLAIM FOR WORKER’S COMPENSATION BENEFITS within 24 hours after the accident. Note: The Worker’s Compensation form activates the Worker’s Compensation process.

Automobile accident reports must be completed for accidents occurring on campus through the District Police Department.

Automobile accidents occurring off campus with College vehicles will be subject to local law enforcement and should be reported to the jurisdiction where the accident occurred.
MEDICAL EMERGENCY
PANDEMIC

See the attached Guidelines for Pandemic Planning, Colleges and Universities Pandemic Influenza Planning Checklist and refer to information on the internet by conducting a Google Search using the term “College Pandemic Planning”.
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POWER OUTAGE
ROLLING BLACKOUT OR POWER FAILURE

Various areas within the country have experienced severe power shortages resulting in power companies shutting off power to various jurisdictions on a rotational basis for periods up to 90 minutes. Normally the jurisdiction will receive notice of the pending power disruption 20 to 30 minutes in advance of the power shutdown.

General notes about power outages

- Call the Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 to report the outage.

- The Evergreen Valley College Facilities Management Department and/or College Law Enforcement Official may receive advance notification of an impending power outage. Wherever possible attempts will be made to notify the College Community of the impending outage, however outages are likely to occur with little or no warning.

- When reacting to power outages remember that if the College loses power, the surrounding area will in all likelihood be blacked out as well.

- Safety Marshals will activate emergency evacuation procedures. All floors will be cleared of personnel. Safety Marshals will coordinate assistance for disabled persons on all floors.

- Traffic signals and street lights will not be operating. When driving during an outage remember that ALL intersections normally controlled by a traffic signal IMMEDIATELY become FOUR-WAY STOPS. ALWAYS stop at a darkened intersection, then proceed with caution.

- Disabled persons needing assistance should contact the District Police Department at 911, 9-1-1 or (408) 270-6468.

- Campus telephones in buildings with emergency backup power should continue to operate as normal and voice mail should continue to operate as well.

- When leaving the upper floors of a building remember the elevators will not be operating. Anyone trapped inside an elevator should use the emergency phone to contact the District Police Department for assistance.

- All operations using hazardous materials will be safely and promptly terminated upon power outage.

- If working on a computer make it a practice to save frequently.

- If in a room with no natural light source, ensure you have access to a flashlight or lantern; designate someone close to an outside door to open the door if the lights go out.

- Familiarize yourself with the path of exit from your building.
Campus shuttles will continue to operate on their regular schedules.

**In the event of a power outage during day**

- The College will remain open and business and instructional operations will continue to the maximum extent possible.
- Should safety considerations prevent work from continuing the Deans, Directors, Department Chairs, or Faculty Members may reassign staff or classes to outside locations.
- Consider canceling the remainder of a class if instructional quality or student safety is compromised.
- Turn off the lights, computer equipment, copiers, printers, and as much other equipment as possible.
- If you are in a building with no natural light source, carefully exit the building and/or regroup in a naturally lit area.
- Help those who need assistance. Faculty members are responsible for assisting disabled persons in evacuation. Faculty may coordinate this activity with the Safety Marshal.
- *Do not attempt to use elevators.*

**In the event of a power outage during hours of darkness**

- Remain on campus for fifteen minutes in the event power is restored quickly. If power is not restored within fifteen minutes, instruction will stop and the campus business will close for the remainder of the evening.
- Faculty should remind students of the general rules regarding power outages as outlined above, the need to exercise caution and avoid panic.
When power is restored

☐ Turn lights on first, then copiers, printers and other equipment. Turn computers on last.

☐ Be sure to return flashlights and lanterns to the places where they were stored.

STAFF AND FACULTY RESPONSIBILITIES

☐ Call the Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 to report the outage

☐ During the day, wait five minutes to determine if power will be restored. If at night the faculty or staff member may decide to evacuate without waiting.

☐ Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation.

☐ Assist individuals with disabilities. Request assistance from Safety Marshals, College Law Enforcement Official or City of San José Fire Department personnel. If assistance is not available and it becomes necessary to move disabled persons, do so carefully. Ask the individual if they need help then render assistance as directed. Refer to Tab G - Evacuation - Disaster Emergency Preparedness Plan for People with Disabilities.

In the event you are outside when this event occur take the following actions:

☐ Notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 to report the outage

☐ Proceed to assigned class or an indoor secure area unless otherwise instructed by the building administrator/department head. If the assigned class is not accessible, or is unsafe, proceed to the nearest classroom.

☐ Report any suspicious activity to the front office immediately.
Return to Normal Operations
Once the danger has passed the senior College Administrator, senior College Law Enforcement Official or Incident Commander may be able to return the College back to normal status. The campus should be returned to normal operations when all of the following three conditions are met:

- There is no indication an above normal level of danger exists.
- Further measures such as evacuation will not be needed.
- It is possible for the functions of the College or department to continue.

☐ If the building was evacuated use the telephone cell phones, radios or runners to announce the College is returning to normal operations. The return to normal operations will be announced by proper authority going from room to room if students and faculty remained in rooms during the emergency.

☐ An announcement to inform College faculty, staff and students as to the reason normal campus operations were interrupted is beneficial to prevent rumors from causing undue alarm within the College. In all cases, it is advisable to prepare a brief written statement for the media to provide an accurate account of what the College did to achieve a safe environment during the situation.
SMOG ALERT

Evergreen Valley College will be notified of a smog alert by the Air Quality Management District. Due to the prevailing winds in the local area, this potential incident is less likely to occur than within the valleys.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☐ The senior College Law Enforcement Official will provide advisory to Operations and Physical Education Departments.

☐ In a "First Stage Alert", vigorous and strenuous activities will be reduced and/or shortened.

☐ In a "Second Stage Alert" all forms of vigorous activity will be discontinued and/or canceled.

☐ In a "Third Stage Alert" students and staff should remain indoors and restrict movement as much as possible.

☐ Observe students and staff for respiratory distress. Request assistance from Safety Marshals, College Law Enforcement Officials, City of San José Fire Department personnel or the Student Health Center where appropriate.

☐ Try to eliminate use of College vehicles, mowers and blowers during smog alert.

Stage I Alert

☑ Educational institutions shall be notified by the Air Quality Management District. The College will notify affected departments, and if possible, may post notices on bulletin boards.

☑ All individuals with special health problems should follow precautions recommended by their physicians.

☑ Department heads will ensure non-essential driving be restricted if at all possible.

☑ Department heads will request student and faculty car pools be initiated.

Stage II Alert

☑ All actions listed in Stage I.

☑ Restrict ALL outside physical activities:
   ➢ Athletics
   ➢ Farm activities
   ➢ Non—essential operations

☑ Restrict all campus gasoline operated vehicles to essential operations only.
Stage III Alert

✓ All actions of Stages I and II.

✓ Discontinue use of all gasoline operated campus equipment.

✓ The Plant Maintenance Department will curtail all use of plant machinery except air handling and refrigerating of foods.

✓ Prohibit all vehicular ingress and egress on campus.

✓ Possible closing of campus as directed by the Evergreen Valley College President or other appropriate official.
TERRORIST ATTACK

Terrorist Attacks can take many forms - from an individual with a gun shooting victims on campus, to an individual with a bomb to the use of bioterrorism. In most instances the emergency will not be identified as a terrorist event until after the event has occurred. College officials should follow the appropriate emergency response previously identified in the Event Specific Checklists based on the nature of the attack. A Critical Situation response is to be utilized for situations where an actual identifiable terrorist event has occurred. The Critical Situation Response should be implemented for any situation involving the following scenarios:

- Clearly identifiable terrorist event such as receipt of a call indicating a terrorist event
- Receipt of a letter or package with powder or other suspicious material in the package
- Bomb detonation or weapons discharge

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- Notify the District Police Department by calling 9-1-1 or (408) 270-6468. Provide the dispatchers with all available information regarding suspect(s) description, location, type(s) of weapons and any other critical information.

- A College Law Enforcement Official or the Field Incident Commander will ensure the appropriate levels of notifications are made to the College administration and the appropriate reports are completed detailing the events and actions taken.

- In a verified terrorist attack the senior College Law Enforcement Official will maintain Incident Command until relieved by the City of San José Police Department, Police Department or a Federal Bureau of Investigation Official who has primary investigatory responsibility in a terrorist attack.

- Based on the seriousness of the situation the Evergreen Valley College President or senior official should consider contacting the City or County Manager to provide a brief on the situation and/or request mutual aid.

- The Evergreen Valley College President, or Vice Presidents of Academic Affairs, Student Affairs or Administrative Services should consider activating the Crisis Action Team. Once the Crisis Action Team is activated the field Incident Commander will Liaison with the Evergreen Valley College Crisis Action Team until the EOC is activated, then it will coordinate with the EOC Operations Section Chief (or other EOC staff as appropriate).

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.

For a shooter on campus follow the "Acts of Violence, Shooting, Attack, or Disturbance by Criminal or Insane Person" Event Specific Checklist. For a "Bomb Threat" or "Explosion" follow the Event Specific Checklist. Refer to Tabs B, D and/or H.
This is an official CDC Health Advisory Distributed via Health Alert Network October 12, 2001, 21:00 EDT (9:00 PM EDT)

HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS
Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

DO NOT PANIC
1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

POSSIBLE EVENTS:
Suspicious unopened letter or package marked with a threatening message such as "anthrax":

- Do not shake or empty the contents of any suspicious envelope or package.
- PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
- If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with soap and water to prevent spreading any powder to your face
- What to do next…
  - If you are OFF campus, then report the incident to local law enforcement.
  - If you are ON campus, then report the incident to a College Law Enforcement Official
- LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

Envelope with powder and powder spills out onto surface:
- DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- WASH your hands with soap and water to prevent spreading any powder to your face.
What to do next…
- If you are at HOME, then report the incident to local law enforcement.
- If you are at WORK, then report the incident to local law enforcement, and notify your building security official or an available supervisor.

- REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
- If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities so proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

QUESTION OF ROOM CONTAMINATION BY AEROSOLIZATION:
For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.
- Turn off local fans or ventilation units in the area.
- LEAVE area immediately.
- CLOSE the door, or section off the area to prevent others from entering (i.e., keep other away).
- What to do next…
  - If you are OFF campus, then call the District Police Department at 911, 9-1-1 or (408) 270-6468.
  - If you are ON campus, then call the District Police Department at 911, 9-1-1 or (408) 270-6468.
- If possible, list all people who were in the room or area. Give this list to both the local public health authorities so proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS:
Some characteristics of suspicious packages and letters include the following…
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address.

**Facts about Anthrax**

Anthrax is an acute infectious disease caused by the spore-forming bacterium *Bacillus anthracis*. Anthrax most commonly occur in hoofed mammals and can also infect humans.

Symptoms of disease vary depending on how the disease was contracted, but usually occur within 7 days after exposure. The serious forms of human anthrax are inhalation anthrax, cutaneous anthrax, and intestinal anthrax.

Initial symptoms of inhalation anthrax infection may resemble a common cold. After several days, the symptoms may progress to severe breathing problems and shock. Inhalation anthrax is often fatal.

The intestinal disease form of anthrax may follow the consumption of contaminated food and is characterized by an acute inflammation of the intestinal tract. Initial signs of nausea, loss of appetite, vomiting, and fever are followed by abdominal pain, vomiting of blood, and severe diarrhea.

Direct person-to-person spread of anthrax is extremely unlikely, if it occur at all. Therefore, there is no need to immunize or treat contacts of person’s ill with anthrax, such as household contacts, friends, or coworkers, unless they also were also exposed to the same source of infection.

In persons exposed to anthrax, infection can be prevented with antibiotic treatment.

Early antibiotic treatment of anthrax is essential – delay lessens chances for survival. Anthrax usually is susceptible to penicillin, doxycycline, and fluoroquinolones.

An anthrax vaccine also can prevent infection. Vaccination against anthrax is not recommended for the general public to prevent disease and is not available.

**Facts about Botulism**

Botulism is a muscle-paralyzing disease caused by a toxin made by a bacterium called *Clostridium botulinum*.

There are three main kinds of botulism:

- Food borne botulism occur when a person ingests pre-formed toxin that leads to illness within a few hours to days. Food borne botulism is a public health emergency because the contaminated food may still be available to other persons besides the patient.
- Infant botulism occur in a small number of susceptible infants each year who harbor *C. botulinum* in their intestinal tract.
- Wound botulism occur when wounds are infected with *C. botulinum* that secretes the toxin.
With food borne botulism, symptoms begin within 6 hours to 2 weeks (most commonly between 12 and 36 hours) after eating toxin-containing food. Symptoms of botulism include double vision, blurred vision, drooping eyelids, slurred speech, difficulty swallowing, dry mouth, muscle weakness that always descends through the body: first shoulders are affected, then upper arms, lower arms, thighs, calves, etc. Paralysis of breathing muscles can cause a person to stop breathing and die, unless assistance with breathing (mechanical ventilation) is provided.

Botulism is not spread from one person to another. Food borne botulism can occur in all age groups. A supply of antitoxin against botulism is maintained by CDC. The antitoxin is effective in reducing the severity of symptoms if administered early in the course of the disease. Most patients eventually recover after weeks to months of supportive care.

**Facts about Pneumonic Plague**

Plague is an infectious disease of animals and humans caused by the bacterium *Yersinia pestis*. *Y. pestis*, is found in rodents and their fleas in many areas around the world.

Pneumonic plague occur when *Y. pestis* infects the lungs. The first signs of illness in pneumonic plague are fever, headache, weakness, and cough producing bloody or watery sputum. The pneumonia progresses over 2 to 4 days and may cause septic shock and, without early treatment, death.

Person-to-person transmission of pneumonic plague occur through respiratory droplets, which can only infect those who have face-to-face contact with the ill patient.

Early treatment of pneumonic plague is essential. Several antibiotics are effective, including streptomycin, tetracycline, and chloramphenicol.

There is no vaccine against plague. Prophylactic antibiotic treatment for 7 days will protect persons who have had face-to-face contact with infected patients.

**Facts about Smallpox**

Smallpox infection was eliminated from the world in 1977.

Smallpox is caused by variola virus. The incubation period is about 12 days (range: 7 to 17 days) following exposure. Initial symptoms include high fever, fatigue, and head and back aches. A characteristic rash, most prominent on the face, arms, and legs, follows in 2-3 days. The rash starts with flat red lesions that evolve at the same rate. Lesions become pus-filled and begin to crust early in the second week. Scabs develop and then separate and fall off after about 3-4 weeks. The majority of patients with smallpox recover, but death occurs in up to 30% of cases.

Smallpox is spread from one person to another by infected saliva droplets that expose a susceptible person having face-to-face contact with the ill person. Persons with smallpox are most infectious during the first week of illness, because that is when the largest amount of virus is present in saliva. However, some risk of transmission lasts until all scabs have fallen off.

Routine vaccination against smallpox ended in 1972. The level of immunity, if any, among persons who were vaccinated before 1972 is uncertain; therefore, these persons are assumed to be susceptible.
Vaccination against smallpox is not recommended to prevent the disease in the general public and therefore is not available.

**In people exposed to smallpox, the vaccine can lessen the severity of or even prevent illness if given within 4 days after exposure.**
Vaccine against smallpox contains another live virus called vaccinia. The vaccine does not contain smallpox virus.
The United States currently has an emergency supply of smallpox vaccine.

There is no proven treatment for smallpox but research to evaluate new antiviral agents is ongoing. Patients with smallpox can benefit from supportive therapy (intravenous fluids, medicine to control fever or pain, etc.) and antibiotics for any secondary bacterial infections that occur.

**CDC Anthrax update**
Interview with Dr. Jeffrey P. Koplan
Director of the Centers of Disease Control and Prevention

1. **What is CDC’s role in the anthrax investigation?**

   CDC plays a supportive role, both in our epidemiological investigations and environmental sampling, and monitoring and in laboratory work to state and local health departments so state and local health departments initiate these investigations and control measures and if they need further assistance we can provide that via phone consultation from a distance or come and work with them in the field.

   CDC has over 50 years experience working on public health problems. We have a very talented staff with a wide range of skill sets including epidemiology and laboratory work and environmental health and occupational exposures. We brought them all to bear on this epidemic. We are considering this our major priority at the moment and people have been moved from other tasks and responsibilities to help work on this. We consider this is the most important thing we’re doing right now, and we’re doing it in partnership with state and local health authorities. We will do anything and everything we can to control these outbreaks as quickly as we can with a minimum of health un-torrid effects and a minimum of disruption to people.

2. **What is the average risk of contracting anthrax?**

   The risk of any individual in this country contracting anthrax is infinitesimal. The risk is for people who have been in a place of known exposure and we’ve seen that in a few instances in the last couple of weeks in this country. It’s been in one business place in Florida and it’s been in a couple of locations in New York City, a governmental office building in Washington. Persons who have not been in these circumstances are not at-risk.
3. **What can the average person do to protect himself/herself?**

Citizens in the country the best approach to take in dealing with anthrax, is to know a little bit more about anthrax. For one, it’s not contagious, it doesn’t spread from person-to-person. Two, it’s a disease that once exposed to is treatable and we have a number of different antibiotics that can be used to treat it. And, those antibiotics are very effective in preventing a person from ever getting the disease once exposed. And, if someone does develop cutaneous anthrax, for example, it’s readily treatable.

4. **Should people buy and store antibiotics?**

There’s no need to buy or store antibiotics, and indeed it can be detrimental to both the individual and to the community. For one, only people who are exposed to anthrax need to take antibiotics and that needs to be in consultation with heath authorities to make that determination. Two, the person may not stockpile or store the correct antibiotics; there are number of different ones that can be used for this condition. Three, we can get those antibiotics to you when you need them. We have the ability and we have the dosage to deliver over 2 million full courses of therapy for one of the antibiotics Ciprofloxacin, or Cipro and we have other medications available as well. So, individuals do not need to stockpile or store antibiotics.

5. **Should the public be vaccinated against anthrax?**

For persons exposed to anthrax or for people with the disease there is no vaccine available for the general public. The antibiotics we use are very effective in preventing anthrax from occurring.

6. **Can a person get screened or tested for anthrax?**

There is no screening test for anthrax; there is no test that a doctor can do for you that says you’ve been exposed to or carry it. The only way that it can be determined is through a public health investigation. And in those circumstances, for example, where people work in a given office or on a given floor have been exposed, the public health officials make great and aggressive efforts to inform people whether they have been exposed or not, and thus their need for antibiotics. But, the tests that you read about or hear about whether their blood tests or nasal swabs or other tests, are not tests to determine whether an individual should be treated. These nasal swabs and environmental tests are merely to determine the extent of exposure in a given building or workplace.

7. **What are the symptoms of anthrax?**

There are three clinical presentations of anthrax. And they are largely determined by the route of entry of the anthrax into the human body and some of the clinical manifestations, the symptoms. But the three are: cutaneous anthrax, where your skin surface is exposed and you develop a skin lesion. Inhalation anthrax in which you breathe in the particles. And, gastrointestinal anthrax in which you ingest the particles, you eat the particles. And those have three different clinical manifestations, symptoms as well.

An important thing for people of the public in general, and certainly healthcare providers in particular to realize in this, “‘what does cutaneous anthrax look like?’” Because that’s what we’ve seen in a couple of cases up in New York and that’s something worth being able to spot and identify quickly and report to your public health authorities.
Cutaneous anthrax looks like a brown recluse spider bite, those that have seen those. And what it really looks like is a swelling on the skin, it could be anywhere but often on the arms or hands and the swelling then develops a central area of ulceration of a depression, and then a scab or what we call a eschar, a very dark, blackish-brown scab forms over that central area. It can be painless and it can be accompanied by a fever or not. --- but this is something well worth noting. And, it doesn’t look like a lot of other things.

8. **Is anthrax contagious?**

Anthrax can not be spread from person-to-person. One person is not contagious to another person. We can only get it from the mechanisms of exposure to the skin, breathing it, or eating it.

9. **What should an individual do about suspicious mail?**

We’ve all learned a lot in the last few days about having an increased state of vigilance around life in general, and mail in particular. We’ve been told by colleagues in law enforcement, that what constitutes a suspicious envelope is one that you are not used to getting regularly such as your bills or letters from friends and family with a known return address. But letters that may have stains on them, may feel like they have contents including powder that you can feel inside; a different postmark address than the return address; any other kinds of items inside wires or protruding elements. So, I think all of us are used to the kind of mail we get regularly whether it’s the junk mail, our bills, or occasional cards and letters from friends, other things need to be looked at quite carefully.

If you find something suspicious in your mail be it a package or a letter, be calm. If you’ve picked it up, put it down. If you have a plastic bag or envelope handy, garbage bag, something for food small enough, just slip it in it and close it. If you don’t have such a plastic item available, cover it with a towel or some cloth or even a newspaper --- just cover it so that it is protected over its borders. Wash your hands with soap and water. Call local law enforcement and describe what you’ve got and can they come and help you.

As facilities throughout the U.S. receive anthrax threat letters whether they’re false alarms or contain actual biological agents the Center for Disease Controls (CDC) has issued an official health advisory, which provides procedures for handling such incidents.

A. **Do not panic**

Anthrax organisms can cause infection in the skin, gastrointestinal system or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another.
B. Identify the suspicious letter or package
Some characteristics of suspicious packages and letters include:
  – excessive postage; handwritten or poorly typed addresses; incorrect titles; a title, but no name; misspellings; stains, discolorations or odor; no return address; excessive weight; lopsided or uneven envelope; excessive law enforcement material such as masking tape, string, etc.
  – ticking sound; restrictive markings such as "Personal" or "Confidential"; city or state in the postmark that does not match the return address.

C. Get away from the letter or package
Do not shake or empty its contents. Place the letter or package in a plastic bag or other container to prevent the contents from leaking, or cover the envelope or package with some sort of paper or a trash can. Likewise, if powder from an envelope spills onto a surface, do not try to clean it up. Instead, cover the spilled contents immediately, leave the room, close the door and prevent others from entering. Wash your hands with soap and water.

D. Report the incident to local law enforcement
Besides reporting the incident to law enforcement, notify your building law enforcement official or an available supervisor. List all people who were in the room or area when the letter or package was recognized.

E. Remove contaminated clothing
Remove clothing as soon as possible and place it in a plastic bag or some other sealable container. Give the clothing container to emergency responders for proper handling.

F. Shower with soap and water
Do this as quickly as possible. Do not use bleach or other disinfectant on your skin.

G. Beware of room contamination by aerosolization
If warning is given that the air handling system is contaminated or a biological agent has been released in a public space, turn off local fans or ventilation units in the area and leave the area immediately. Close the door section off the area to prevent others from entering. Notify authorities and shut down the air handling system in the building, if possible. List all people who were in the room or area.
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UTILITY FAILURE

Utility failures at Evergreen Valley College buildings or facilities will occur. These outages may be of short duration or for extended periods of time.

In the event of a power failure emergency lighting will come on and exits signs will remain lit. Some buildings are equipped with emergency generators which will provide power to elevators (to return them to the ground floor), some additional lighting, and critical equipment.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

☒ Notify Maintenance Manager at (408) 223-6757. If Plant Facilities is not available call the District Police Department at 911, 9-1-1 or (408) 270-6468 and provide an overview of the situation. An appropriate response will be initiated based on the severity of the incident.

STAFF AND FACULTY RESPONSIBILITIES

☒ In the event of a major utility failure occurring during regular working hours notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468.

☒ If an emergency exists activate the building alarm. Building evacuations shall occur when an alarm sounds or when an emergency exists.

☒ In the event of a power failure, DO NOT USE ELEVATORS.

☒ ASSIST DISABLED INDIVIDUAL IN EXITING THE BUILDING! Remember that elevators are reserved for the disabled persons use.

☒ If trapped in an elevator, remain calm. Do not attempt to force open the roof hatch or door. Use the telephone located on the panel. They will send help that will assist you.

☒ Once outside, move to a clear area at least 100 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

☒ If requested, assist emergency crews as necessary.

☒ DO NOT RETURN TO AN EVACUATED BUILDING until the all-clear signal is sounded or unless told to do so by a College official.

☒ To prevent fire hazards, do not use open flames (candles, etc.).
ADDITIONAL INFORMATION AND PROCEDURES

Telecommunications Failure
Proceed to the nearest operational phone and notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate.

Elevator Failure
Those facilities on campus which have elevators will follow those procedures which are posted within the elevator. Notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate.

Plumbing Failure/Flooding
Cease using all electrical equipment and follow the notification and evacuation steps listed above. Notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate.

Natural Gas Leak or Ruptured Gas Line
Notify Maintenance Manager at (408) 223-6757 or the District Police Department at 911, 9-1-1 or (408) 270-6468 as appropriate. Cease all operations and follow the notification and evacuation steps listed above. A College Law Enforcement Official, Environmental Health & Safety, and/or Facilities Management will evaluate the situation and determine if evacuation of the building or area is warranted; follow procedures for Hazardous Materials. Refer to Tab L – Hazardous Materials Incident.

Ventilation
If smoke or burning smells emanate from the ventilation system, report information to District Police Department and evacuate, if appropriate.

Water Contamination
If water contamination is suspected or has been verified, Environmental Health & Safety will liaison with the applicable Water Department to determine if the location and extent of contamination. An advisory will be issued to the campus community advising of the contamination and to not use the water.
WINDSTORM (SEVERE WEATHER)

The National Weather Service has developed a system of "watches" and "warnings" that are issued when severe weather conditions may exist.

COLLEGE OFFICIAL / SENIOR LAW ENFORCEMENT OFFICIAL / SAFETY MARSHAL

- The College Law Enforcement Official will monitor alerts and weather advisories if a severe windstorm "Watch" has been issued. (A "Watch" is issued by the National Weather Services when a thunderstorm in excess of 55 m.p.h. or a tornado may develop in a given area and during a specific time frame.)

- If a "WARNING" is issued by the National Weather Service the closing of the College may be appropriate if there is sufficient time before the anticipated arrival of the storm. If it appears to dangerous to leave, the order may be given to shelter in place. The College will consider convening the EOC if a warning is issued.

- Facilities Department personnel or Safety Marshals will give each respective department the following information:
  - Direct all windows, blinds and drapes be closed.
  - Have everyone remain inside.
  - Notify all personnel of the windstorm.
  - Evacuate areas that bear full force of wind.
  - Avoid enclosures with long roof spans.

- If the storm continues beyond regular shift change, all personnel shall be held inside until notified by the College administration.

- If injury occurs, follow procedures identified in Tab O - Medical Emergency.

IF THERE IS NO ADVANCED WARNING:

- Take cover immediately in interior rooms or along an inside wall. Try to find a place away from large, heavy objects, and windows.

- Open doors if possible.

- Keep calm and maintain calm for students and/or faculty/staff you are supervising.
STAFF AND FACULTY RESPONSIBILITIES

☐ In the event of a major storm occurring during regular working hours follow the Shelter in Place procedures in Tab G - Evacuation.

☐ If an emergency exists activate the building alarm. Building evacuations shall occur when an alarm sounds or when an emergency exists.

☐ If power outages have occurred or are possible, DO NOT USE ELEVATORS.

☐ ASSIST THE DISABLED IN EXITING THE BUILDING! Remember elevators are reserved for the disabled persons use.

☐ If trapped in an elevator, remain calm. Do not attempt to force open the roof hatch or door. Use the telephone located on the panel. They will send help that will assist you.

☐ Once outside, move to a clear area at least 100 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

☐ If requested, assist emergency crews as necessary.

☐ DO NOT RETURN TO AN EVACUATED BUILDING until the all-clear signal is sounded or unless told to do so by a College official.

☐ To prevent fire hazards, do not use open flames (candles, etc.).
### Individuals Trained to Deliver Serious Injury or Death Notices

<table>
<thead>
<tr>
<th>Name</th>
<th>Location</th>
<th>Telephone</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Wain Coon</td>
<td>EVC</td>
<td>(408) 590-4554</td>
<td>President</td>
</tr>
<tr>
<td>Kuni Hay</td>
<td>EVC</td>
<td>(408) 595-4139</td>
<td>VPAA</td>
</tr>
<tr>
<td>Irma Archuleta</td>
<td>EVC</td>
<td>(408) 832-5547</td>
<td>VPSA</td>
</tr>
<tr>
<td>Yulian Ligioso</td>
<td>EVC</td>
<td>(408) 705-0796</td>
<td>VPAS</td>
</tr>
<tr>
<td>Ray Aguirre</td>
<td>EVC</td>
<td>(408) 590-4595</td>
<td>Chief</td>
</tr>
</tbody>
</table>


Blueprint for Pandemic Flu Preparedness Planning for Colleges and Universities

Developed with support from
Arthur J. Gallagher Risk Management Services, Inc.

This document has been excerpted and revised with permission by the World Health Organization from their document titled, “WHO checklist for influenza pandemic preparedness planning.”
How Do I Proceed from Here?

1. Read the introductory paragraphs to each section
2. Assemble a core planning team
3. Use questions to assign/delegate planning activities
4. Assemble the plan
5. Validate effectiveness of the plan with “table top” tests
6. Follow-through with needed improvements identified in the tests

Preface

In late 2005, the World Health Organization and the Centers for Disease Control and Prevention (CDC) began in earnest to alert the world’s countries to the possibilities of a pandemic flu outbreak on a scale similar to that of the Spanish Flu of 1918. That pandemic took an estimated 50 million lives. The pandemic that is now predicted is estimated to take the lives of as many as 25% of the population in those countries that could be severely impacted. Such a loss will undoubtedly result in severe human suffering and extreme economic havoc.

Higher Education will be among the industries most severely impacted because of risks resulting from international travel by students, faculty, and staff; and with open and accessible campuses to the local community at-large.

According to the CDC, those most susceptible to death from a flu pandemic are those aged between 15 and 35 and the very old. Further, the CDC projects workplace absentee rates as high as 25% over a 4-9 month period.

The impact on college or university operations may include unprecedented demands on student health services, relocation of students in residence halls, the establishment of quarantine sites, debilitating sickness among staff and faculty causing severe reductions in the work force, essential services hampered and perhaps unavailable, and significant loss of tuition revenues from closure of the institution, and non-returning students.

In understanding this threat and the need to plan as soon as possible for managing the consequences of a pandemic flu outbreak, the Higher Education Practice at Arthur J. Gallagher Risk Management Services, Inc. held a “Think Tank” event on January 30 and 31, 2006. The purpose of this event was to develop a comprehensive document for colleges and universities to use in pre-planning a response to a pandemic flu outbreak.

Among those invited to participate were a blue ribbon team of experienced representatives from colleges and universities around the country who had already begun to draft planning documents for their institution’s response to a pandemic outbreak. Large, small, public, and private institutions were represented.

Leading experts on Pandemic Flu kicked-off the two-day planning session with presentations that laid the foundation of knowledge necessary for the participants to develop this blue print.

This effort would not have been possible without the commitment and participation of the following persons:
Special presentations on Pandemic Flu were provided by:
Dr. Anita L. Barkin, Director, Carnegie Mellon University Student Health Service
Dan Lee, Pandemic Influenza Preparation Coordinator, Illinois Department of Public Health
Sena Blumensaadt, Officer in Charge, CDC Chicago Quarantine Station

The Planning Team members included:
Steve Beaudoin, Director of Environmental Health and Safety, University of Chicago
Allen Bova, Director of Risk Management, Cornell University
Kenneth Davidson, General Counsel, Northern Illinois University
Phillip Dendy, Director of Risk Management, The University of Texas System
Patricia (PJ) Kale, Director of Risk Management, University of Illinois System
Jill Laster, Associate Vice Chancellor for Human Resources and Risk Management; Texas Christian University
Patricia Fowler, Director of Risk Management and Insurance, Michigan State University
Vincent Morris, Director of Risk Management, Wheaton College
David Pajak, Director of Risk Management, Syracuse University
Ellen Shew Holland, Director of Risk Management, University of Denver

Representatives of Arthur J. Gallagher Risk Management Services, Inc., Higher Education Practice were:
John McLaughlin, Managing Director, Higher Education Practice
Arthur J. Gallagher Risk Management Services, Inc.
John Watson, Executive Director, Higher Education Practice
Arthur J. Gallagher Risk Management Services, Inc.
Leta Finch, Executive Director, Higher Education Practice
Arthur J. Gallagher Risk Management Services, Inc.

As with any major task, the first step is to commit to getting started. It is our hope that this blueprint will help you do just that.

John McLaughlin
Managing Director
Higher Education Practice
Arthur J. Gallagher Risk Management Services, Inc.
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1. This checklist is meant to serve as the basis for developing a blueprint to identify those areas needed for inclusion in a response plan. The checklist has been divided into the following main sections

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Appendix C: Sample “Emergency Management Team and Organization” .........................48
**Introduction to Pandemic Flu**

Failure to have a pandemic response plan may in of itself create liability for the institution, particularly given the amount of warning and guidance offered by governmental officials and the encouragement to develop such a plan. Consider the following series of quotes:

“‘U.S. companies must pitch in to help prepare for what scientists believe could be a devastating influenza pandemic,’ Health and Human Services Secretary, Mike Leavitt, said 2/14/2006. Mr. Leavitt repeated the message he has been hammering home to states – they can expect little help from the federal government and need to get their emergency plans in order. ‘Avian flu, when it occurs, will severely test the best-laid plans…and many companies are not making any plans at all.’”

“‘We are overdue and ill-prepared. Local communities are going to have to take the lead,’ Mr. Leavitt said. ‘Those expecting the federal government to ride in and come to their rescue are going to be sorely disappointed.’”

“Mr. Leavitt said ‘checklists for businesses and families are being prepared to reveal weaknesses and enhance planning but acknowledged it was difficult to get people to act before the actual crisis hits.’”

“‘Let’s acknowledge that anything we say before a pandemic occurs feels like an exaggeration, feels alarmist. But anything said afterward, it shows a lack of preparation,’ Mr. Leavitt said.”

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http://www.businessinsurance.com/cgi-bin/news.pl?newsId=7210

“Two thirds of some of the largest companies in America say they are not adequately prepared to deal with a flu pandemic. Former Health and Human Services Secretary, Tommy Thompson, told AP that corporate America reads about a possible flu pandemic, but can’t ‘completely digest it.’ Thompson’s new industry think tank, part of Deloitte and Touche, USA, sponsored the survey.”


“‘People have to understand this is not science fiction,’ Dr. Osterholm says. ‘[Pandemics] are going to happen. This is why [a] group of infectious disease [experts] are trying to wake the world up, shake them and say, ‘You’ve got to understand this.’ Even if the bird flu isn’t the one that does it, another one’s going to. Like the people of New Orleans learned, this is not the time to panic and feel hopelessness. It’s the time to be prepared.’”

From interview with Dr. Osterholm on the Oprah Winfrey Show, from

“*Bird Flu: The Untold Story*”

Planning for a pandemic flu outbreak cannot begin without first understanding how it can get started, how quickly it will likely spread, and the potential magnitude of its consequences. The following illustrates a predictable scenario.
Pandemic Scenario

In a remote country in Asia, a case of human-to-human transmission of Avian Flu is confirmed. Over the next two months, Avian Flu outbreaks take place in countries around the world. One in every 20 people infected dies. The rate of infection is rapid and countries initiate travel restrictions and quarantine measures. There are reports that the virus has spread in-flight to passengers arriving from an affected country.

A few weeks later, the first local outbreaks are reported. Rates of absenteeism in schools and businesses begin to rise. The spread of the new virus continues to be the major news item in print and electronic media. Widespread panic begins because supplies of antiviral drugs are severely limited and a suitable vaccine is not yet available.

By the end of the third month, police departments, local utility companies, and mass transit authorities experience significant personnel shortages that result in severe disruption of routine services. Hospitals and outpatient clinics are critically short-staffed as doctors, nurses, and other health-care workers themselves become ill or are afraid to come to work. Fearing infection, persons with chronic medical conditions are afraid to leave home. Intensive care units at local hospitals are overwhelmed, and soon there are insufficient ventilators for the treatment of flu patients. Parents are distraught when their healthy young adult children die within days of first becoming ill. Major airports begin to close because of high absenteeism among airline pilots, flight attendants, and air traffic controllers.

Over the next 6-8 weeks, health and other essential community services deteriorate further as the pandemic sweeps across the world.

Is your college or university prepared for this?

Similar to the impact the African Aids pandemic has had on that continent, a worldwide flu pandemic is expected to affect 25% of the world’s population resulting in extreme mortality rates and social and economic chaos. The level of preparedness will influence the final death toll.

Recently, the Congressional Budget Office predicted that a severe flu pandemic could infect 90 million people and kill more than 20 million in the U.S. alone. These staggering numbers can be compared to the average of 200,000 typical flu cases per year in the U.S. with about 35,000 related deaths.

The objective of this document on pandemic planning is to assist colleges and universities in preparing to manage an influenza pandemic. Planning can help to reduce transmission of the pandemic virus strain, decrease hospitalizations and deaths, maintain essential services, and reduce the economic and social impact of a pandemic.

A critical component of any disaster plan, particularly one such as a pandemic that reaches far beyond campus boundaries, requires cooperation and partnership with local authorities. A blueprint for an influenza pandemic preparedness plan can be used for broader contingency plans encompassing other disasters caused by bioterrorism and the emergence of any new, highly transmissible and/or severe communicable diseases.

Pandemic scenarios should also be incorporated into other institutional emergency plans.

Pandemic strain influenza vaccine

With the current technologies, it is estimated that it will take at least five or six months before vaccines based on a new influenza strain can be produced on a large scale. But even then, most countries without production facilities will have limited access to vaccines during the first pandemic wave. Research into new vaccines may improve the global situation. Countries with production facilities are being encouraged to support and
ensure by all means that rapid and large-scale production can take place during a pandemic.
1. Preparing for an Emergency

A. Getting Started

Pandemic preparedness is a complex process. To ensure that decision-makers are prepared to make effective choices to difficult issues before and during a pandemic, their commitment to a response plan is essential.

It is advisable to decide in advance who will serve as the team to plan a pandemic response. The first priority will be to decide on the major goals of your institution’s plan; for example, life safety, protection of property, preservation of financial stability, and the protection of laboratory research and animal care; and to identify and appoint those who will serve in a “command and control” function.

Further, it is advisable that any existing emergency preparedness and business continuity plans are reviewed for relevance and as a means to save time before starting to develop a new plan that may already have many similarities.

*Remember, a response plan should also include any satellite campuses and foreign operations, and it maybe desirable to address the impact and response to the institution’s real estate holdings.*

**Questions for consideration:**

- What resources are needed to get started in planning for a pandemic flu response?
- Who should be appointed to assist in the planning process?

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<td>1. There is recognition of the potential human, social, economic, and legal impact of a pandemic at the highest levels of the institution’s administration.</td>
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<td>2. There is commitment from the highest level to prepare for such an event.</td>
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<td>3. Funding and staff have been committed relative to the anticipated preparedness planning costs.</td>
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<td>5. A single individual has been designated by senior management to facilitate the process.</td>
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6. The team has decided on the major goals of the plan, such as life safety, protection of property, preservation of financial stability, the protection of laboratory research and animal care, etc.

7. Any existing emergency preparedness and business continuity plans have been reviewed for relevance.

8. The planning team has identified and appointed those who will serve in a “command and control” function.

9. There is a clear strategy on how to involve the institution’s stakeholders in the planning process.

10. A realistic timeline for completion of the plan has been established.

11. There is agreement on the roles and contribution in the planning process from all participating individuals.

12. There is agreement for: scheduled periodic meetings of the pandemic planning team in the absence of a pandemic; urgent, regular meetings of the committee in the early warning phase of a potential pandemic; and ongoing meetings when a pandemic is developing locally.

13. Steps have been taken to coordinate with local public health officials.

14. Steps have been taken to educate employees about the need for their own personal planning.

15. Other issues and considerations have been identified.
B. Governance, Command, and Control

It is crucial to be able to make clear and timely decisions. For this reason, it is essential
to know who is in charge of specific activities, how roles might change if a limited
outbreak transitions into a major emergency and how Command and Control will be
handled if key staff members are personally impacted. Such elements are often already
defined in an existing business continuity plan and may be applicable to a pandemic
response plan.

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1. A command and control structure is in place identifying the management and
decision-making processes of all departments involved in response.

2. The key decision makers have been identified, including who will advise the administration.

3. The hierarchical structure for deciding when and how actions are to be taken
and in what order for implementation have been defined and are known to
key responders and departments.

4. Senior management and key department heads know who will be in charge and what they themselves are to do, including reporting lines and responsibilities.

5. Coordination with local public health officials and communication protocols has been established.

6. Responsibility has been assigned for monitoring recommendations from WHO, CDC, State and local public health departments.

7. Roles and responsibilities are defined and explained in the operational plans for each department.

8. Standard procedures have been developed for outbreak verification and alert.
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9. | Standard procedures have been developed for establishing an operational emergency team.
10. | Standard operational procedures have been developed for information flows (i.e. drafting of situation reports, monitoring mechanisms, briefings, back-up of information).
11. | Standard procedures have been developed for obtaining medical/scientific consensus during a crisis.
12. | Standard operational procedures have been developed for disseminating public information.
13. | Standard operational procedures have been developed for human resource management and each of the other essential services.
14. | Other issues and considerations have been identified.

### C. Risk Assessment

In order to focus on the strategy, it is recommended that the expected impact of the pandemic be estimated, not only on students and health-care workers, but all staff, and faculty, and both internal and external essential services. To achieve this, a risk assessment needs to take into consideration a broad overview of exposures. *A risk assessment should also include any satellite campuses and foreign operations.*

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1. | Assumptions from which to evaluate the impact of a pandemic event have been developed.
2. | Estimates have been determined of the effect of a pandemic on the institution, local health care delivery, hospitals, and morgues.
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<td>3. An assessment as to what extent the campus can provide medical services has been completed.</td>
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<td>4. It has been determined whether the institution has been identified by local health officials or will volunteer to serve as a county infirmary or facility for mass inoculations, or in other support roles.</td>
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<td>5. An assessment is completed on the availability of additional healthcare providers needed in case of a pandemic outbreak on campus.</td>
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<td>6. Essential services and processes, both internal and external, have been identified.</td>
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<td>7. It has been determined how a pandemic may affect the institution’s <strong>internal</strong> essential services in the absence of any local support.</td>
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<td>8. It has been determined how a pandemic will affect the availability and delivery of the institution’s <strong>external</strong> essential services.</td>
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<td>9. Continuity plans for critical research and training activities have been developed.</td>
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<td>10. Plans for research continuity involving human subjects, animals, and animal safety and care have been developed.</td>
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<td>11. It has been determined what percentage of foreign students reside on campus and how a pandemic would impact them.</td>
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<td>12. It has been determined what percentage of the institution’s personnel, including students, faculty, and staff, is involved in international travel and how a pandemic would impact those activities.</td>
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13. It has been determined how a pandemic would impact the operations of the institution’s agriculture school/college, if one exists.

14. The local availability for potential interventions with antiviral medication and/or pandemic strain influenza vaccine has been determined.

15. It has been determined how specific groups and cultural issues will be addressed before and during a pandemic; for example, language, access to media, religious practices, etc.

16. Other issues and considerations have been identified.

D. Response Plan by Pandemic Phase

To facilitate a quick and adequate response during a crisis, all those responsible should know what to do and in what order. For this reason, response plans for each phase should be developed, bringing together all other aspects of preparedness. See Appendix A for Avian Flu Response by Phases: Level 1, level 2, and level 3.

1. A response plan by pandemic phase has been established. The response plan indicates the specific response during each phase of a pandemic.

2. The response plan includes a mechanism for identifying triggers that will change the level of response.

3. The response plan indicates the departments within the institution responsible for the designated responses at each phase.
4. A response plan that identifies the responsibilities and tasks of departments and individuals at varying stages of a pandemic.

5. Other issues and considerations have been identified.

E. Communications: Internal and External

Communication strategies are an important component in managing any infectious disease outbreak and are essential in the event of a pandemic. Accurate, timely, and consistent information at all levels is critical in order to minimize unwanted and unforeseen social disruption and economic consequences and to maximize the effective outcome of the response.

**Internal Communications**

1. A person or group with medical and/or scientific expertise has been appointed to assess risks to the campus and interpret research and determine its public health relevance to the campus community.

2. There is a process in place to review and approve all communiqués.

3. The chain of responsibility for the communications plan has been defined with a designated spokes-person appointed.

4. The communications plan takes into consideration an overview of all available campus media channels, including internet, campus-wide e-mail, voice, online messaging, press releases, campus radio and newspapers, 800 numbers, etc.

5. There is a communication plan that addresses the campus constituency at all levels to keep them informed of the progress and impact of the pandemic based on communications with state and local public health offices.
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6. The internal communication plan addresses different target groups (e.g. staff, faculty, students, student health workers, and specific risk groups), key messages to be conveyed, possible materials that are needed (web sites, leaflets, information in different languages, etc.) and distribution mechanisms to reach the target groups.

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7. Other issues and considerations have been identified.

**External Communications**

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1. The external communication plan addresses different target groups (e.g. parents, donors, boards, press, general public, and health-care workers), key messages to be conveyed, possible materials that are needed (web sites, leaflets, information in different languages, etc.) and distribution mechanisms to reach the target groups.

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2. An official campus influenza pandemic web site has been created and linked with other appropriate webs sites such as the CDC’s and WHO’s.

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3. Relationships with medical and public health specialists have been established who are able to help with the development of accurate and timely messages before and during a pandemic.

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4. A mechanism for daily briefings has been built into the communications plan if a pandemic occurs locally or otherwise impacts institutional activities, i.e. satellite campuses and/or foreign operations.
5. Mechanisms exist for information sharing with local authorities.

6. The necessary technology and networks for rapid communication with the state and local authorities have been established, including teleconferencing.

7. Other issues and considerations have been identified.

### F. Legal and Ethical Issues

During a pandemic, governmental bodies may find it necessary to overrule existing legislation or individual human rights. Examples include the enforcement of quarantine (over-ruling individual freedom of movement), use of privately owned buildings for hospitals, off-license use of drugs, and compulsory vaccination or implementation of emergency shifts in essential services. These decisions need a legal framework to ensure transparent assessment and justification of the measures that are being considered.

Ethical issues are closely related to those legal issues as mentioned above. They are part of the framework that is needed to assess the cultural acceptability of measures such as quarantine or selective vaccination of predefined risk groups.

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1. Liability issues have been considered and identified in the event the institution fails to respond appropriately to a pandemic outbreak.

2. The advantages and disadvantages of a declaration of a state-of-emergency on campus during a pandemic have been identified.

3. Liability issues have been considered and identified in the event the institution fails to provide adequate level of care to students.
4. The institution has assessed the legal impacts of public health measures that are likely to be proposed, including:
   - travel or movement restrictions (leaving and entering areas where infection is established);
   - campus closings;
   - prohibition of mass gatherings;
   - isolation or quarantine of infected persons, or of persons suspected of being infected, or persons from areas where pandemic strain influenza infection is established.

5. The liability, insurance, and any necessary licensing issues have been considered for temporary, retired workers, and volunteers who may be assisting in areas outside their training and competence, particularly health and emergency services.

6. The liability issues have been considered for unforeseen adverse events in the possibility of administering a vaccine and/or antiviral drug, especially where the licensing process for a pandemic strain vaccine has been expedited.

7. The legal and ethical questions have been considered for limiting the availability of a scarce resource, such as rationed diagnostic laboratory testing, pandemic strain influenza vaccine or antiviral drugs.

8. The legal and ethical questions related to compulsory vaccination for health-care workers and workers from essential services have been considered.

9. The legal and ethical issues related to limiting personal freedom, such as may occur with isolation and quarantine,
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10. For research institutions, the establishment of a legal and ethical framework for research involving **human subjects** has been considered.

11. For research institutions, the establishment of a legal and ethical framework for research involving **animal subjects** has been considered.

12. Other issues and considerations have been identified.
2. Implementation, Testing, and Revision of the Plan

A pandemic plan needs to be reviewed often, updated as needed, and frequently and widely distributed. To ensure full implementation of the plan at all levels, it is recommended to set targets or define indicators that can be used to measure progress prior to a community or campus outbreak.

Questions for consideration:

- Who will set targets and oversee measures to assure progress in developing the plan?
- Who will be assigned to testing the plan?
- Who will be involved in deciding what to revise in the plan and when?
- Who will oversee decisions regarding when to implement the plan?
- Who will implement the plan?

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3. Monitoring Incidence and Prevalence

Monitoring incidence and prevalence consists of ongoing collection, interpretation, and dissemination of data to enable the development of evidence-based interventions. Specific groups to pay particular attention to might include the agricultural schools and students and faculty who may come in contact with chickens and other birds; medical school and hospital workers; research laboratory workers; student health workers; returning students, faculty, and staff traveling abroad; and foreign students enrolling on your campus in the United States.

Questions for consideration:

- What type of monitoring is needed on campus?
- Who should be responsible for data collection and analysis?
- Who should use the information for policy and procedures development?
- How will the campus’ monitoring system coordinate with local-area systems?

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☐ ☐ ☐  1. A coordination mechanism for monitoring in advance and during the response to an outbreak or pandemic has been established; for example input from housing, security services, student health, athletics, international programs, and local authorities.

☐ ☐ ☐  2. Personnel have been identified who are responsible for monitoring incidence and prevalence for infection internationally, regionally, and locally.

☐ ☐ ☐  3. Objectives have been defined for a pandemic alert before and during a pandemic.

☐ ☐ ☐  4. A point of contact has been identified at the local and/or regional health department and ongoing communication about their plan and its impact on the institution is occurring.

☐ ☐ ☐  5. Procedures to detect unusual or unexplained events of acute respiratory illnesses among students, faculty, and staff on campus have been developed in order to trigger appropriate public health and laboratory investigations.
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6. Procedures have been developed to help identify possible cases of pandemic influenza that might not otherwise be detected by routine monitoring among students, faculty, and staff.

7. Procedures have been developed to notify public health officials of unusual illnesses and medical conditions occurring among students, faculty, and staff.

8. Procedures for daily reporting of cases among students, faculty, and staff to local-area authorities have been developed, including information on the possible source of infection.

9. Appropriate protocol and contacts have been developed for arranging public health testing of students, faculty, and staff suspected of exposure or illness.

10. A central reporting mechanism has been established for reporting:
    - Employee “call-offs”/absences because of flu symptoms
    - Number of students in isolation and quarantine because of flu
    - Number of confirmed cases of flu being treated with antivirals
    - Number of flu symptom transports to ERs.

11. Other issues and considerations have been identified.
### 4. Infection Control

Guidelines for infection control are important to clarify the routes of transmission and the ways to interrupt transmission through measures of hygiene. Infection control is an essential part of pandemic management.

**Questions for consideration:**

- Who will be responsible for establishing infection control guidelines?
- Who will be responsible for educating students, faculty, and staff about infection control procedures?
- How will implementation for infection controls be monitored and enforced?

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<td>1. Campus-wide education has been developed and is available, including:</td>
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<td>- Information on routes of transmission</td>
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<td>- How to prevent spread of the disease, including general hygiene measures such as cough etiquette and hand washing</td>
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<td>- Medical follow-up to symptoms</td>
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<td>- Isolation (prophylactic)</td>
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<td>- Treatment with antiviral drugs, etc.</td>
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<td>2. General bio-safety protocols have been developed where needed on campus; for example, research laboratories, animal care facilities, custodial services, etc.</td>
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<td>3. Personnel have been identified who will need special in-depth training because of the likelihood of exposure and infection; for example health care workers, security services personnel, emergency responders, housekeeping, and food services personnel; and anyone who may be working outside their area of competence and training.</td>
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<td>4. Equipment needed to implement CDC recommended infection control and bio-safety measures; including personal protective equipment and fit testing for respiratory protection, has been identified.</td>
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5. The availability of equipment needed to implement CDC recommended infection control and bio-safety measures has been assured.

6. Policies have been developed on when to use personal protective equipment.

7. Waste disposal and housekeeping protocols have been developed to prevent the exposure and spread of the disease.

8. Protocols for the handling, transfer, and storage of the deceased have been developed to prevent the exposure and spread of the disease.

9. Fitness-for-duty procedures have been established to identify recovered cases of essential employees presumed to be immune.

10. Other issues and considerations have been identified.
5. Public Health Measures:

Social Distancing and Quarantine, Travel Restrictions

As the access to vaccines and antiviral drugs during a pandemic will be extremely limited, non-medical interventions may be the only way to delay the spread of the disease. Many of these interventions, however, may affect human behavior and human rights and therefore need a strong educational and legal basis. Moreover, most of the interventions are based on limited evidence. Therefore, transparent decision-making and frank information-sharing should go hand-in-hand with the measures discussed in this section.

Questions for consideration:

- Who will determine what type of pre-planning information is needed on campus?
- Who will be responsible for distributing educational materials to students, faculty, and staff?
- Who will coordinate the campus’ monitoring system with local-area systems?

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1. The campus community knows how to achieve protection and contribute to limiting the spread of the disease, including public health measures that might be implemented to limit community spread, such as voluntary or enforced quarantine.

2. Logistical plans are in place to decide, carry out and communicate the proposed measures to limit the spread of the disease.

3. Persons who will be affected by public health measures have been informed about the expected effects and limitations.

4. General information on personal respiratory hygiene has been developed and distributed.

5. Personal advice about reducing the risk of transmission is easily available to the campus community, for instance on an official influenza pandemic web site.
6. Infection control guidelines are in place for non-medical settings; for instance in specific places where people gather or where there is a high risk of spread of infection (residence halls, classrooms, laboratories, athletic facilities, etc.).

7. Criteria to close the campus have been determined and the process for implementation has been developed.

8. Criteria for the prohibition of mass gatherings have been defined and the process for implementation has been developed.

9. Procedures for implementing confinement and quarantine, if proposed, have been developed taking into consideration the legal and practical issues.

10. Places on campus have been identified and designated for quarantine purposes.

11. Procedures for the provision of medical care, food supply, social support, and psychological assistance for people in quarantine have been developed.

12. Procedures for transport of persons to quarantine sites and from there to hospitals or mortuaries have been developed.

13. Procedures to restrict domestic and foreign travel have been developed.

14. Consequences of travel restrictions on partnering organizations have been identified.

15. Other issues and considerations have
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been identified.
6. Maintaining Essential Services: Decision to Stay Open versus Decision to Close

Essential services are those functions that keep a campus operating. Priorities may differ from institution to institution, but power, drinking water, transportation, and telecommunications are examples. Consideration of the effect of a pandemic on those persons who perform or assure the delivery of essential services is an important part of planning.

Typical departmental considerations follow. It is up to each institution to define for itself; however, based on its mission and priorities, what are the essential services required. For example, included in this section are considerations, in no particular order, for Student Health Services, Food Services, Admissions/Registrar/Financial Aid, Academic Affairs, Human Resources, Student Housing Services, Physical Plant and Facilities, International Studies and Foreign Operations, Counseling, Campus Security, and Business and Finance.

Other departmental considerations for essential services might include Public Affairs and Media Relations, Animal Care/Research Laboratories, Legal Affairs, Environmental Health and Safety, and Telecommunications.

**Questions for consideration:**

- Who will be among those deciding what the most essential services are?
- What criteria will be used in making such a decision?
- Who will be among those deciding whether to keep the institution open for classes or to shut down altogether for a specified period of time?
- What criteria will be used in making such a decision?

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1. Those essential services necessary to maintain the primary mission of the institution have been identified; for example, teaching, research, etc.

2. The delivery of essential services to campus has been evaluated; for example, food services, custodial services, travel to foreign locations, utilities, etc.

3. Each designated essential service has developed emergency contingency plans applicable to a pandemic.
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<td>4.</td>
<td>Persons responsible for maintaining essential community services have been identified; for example, law enforcement and security, student health services, facilities, etc.</td>
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<td>5.</td>
<td>A list has been developed of essential campus personnel whose absence would pose a serious threat to public safety, or would significantly interfere with the response to a pandemic.</td>
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<td>6.</td>
<td>Contingency plans have been developed for coping with shortages of workers in these services; for example, cross training volunteers.</td>
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<td>7.</td>
<td>Protocols have been developed for utilizing and training volunteers and untrained workers for essential service roles; for example, training in advance versus post-incident training.</td>
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<td>8.</td>
<td>Opportunities for cross training “single source” providers to enhance operational redundancy have been identified; for example, a single employee normally assigned, trained, and familiar with a key process or service.</td>
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<td>9.</td>
<td>Those persons who are responsible for maintaining essential services and who “moonlight” for another entity have been identified and it has been pre-determined which entity they will respond to and support during a pandemic.</td>
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<td>10.</td>
<td>The institution has compared its needs assessment for essential services to the needs of the community for similar services; for example, housing, food, medical treatment, building and vehicle use, etc.</td>
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11. Mutual Aid and/or Memo of Understanding agreements with other institutions or service providers for essential services have been developed; for example, science labs, food services, housing, etc.

12. Discussions have taken place, and decisions made, as to what conditions need occur to decide whether to keep the institution open for classes or to shut down altogether for a specified period of time.

13. Other issues and considerations have been identified.
# Campus Considerations

A. **Student Health Center**

Assess the need and explore the options for accommodating staff on campus indefinitely, and stockpiling additional medical supplies, including personal protective equipment.

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<td>1. Plans have been developed to assure ongoing student health services in the event of a reduction in work force.</td>
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<td>2. Protocols have been established for communicating with local health department and hospital emergency rooms.</td>
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<td>3. Protocols have been established for planning and communicating with parents.</td>
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<td>4. Planning has occurred and protocols have been established for pre-event counseling with students.</td>
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<td>5. A range of <em>supplies and medications</em>, including antibiotics and IV Fluids, have been identified and stockpiled for use in the prevention of and exposure to influenza.</td>
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<td>6. Appropriate type and amount of <strong>personal protective equipment</strong> has been identified and stockpiled that will be useful for treatment of influenza complications.</td>
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<td>7. There is a process in place to ensure that stockpiled materials that have expiration dates have not exceeded those dates.</td>
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<td>8. Policies and procedures have been developed for fit-testing of respirators when required to be worn.</td>
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9. Contingency plans have been developed for buying increased supplies of antibiotics, including the identification of suppliers, supply quantities, and necessary lead time.

10. A strategy has been developed for the triaged-distribution of stockpiled supplies and medication.

11. For campuses without infirmaries, a plan has been developed for establishing one on campus.

12. An internal notification plan and alert mechanism is defined and in place.

13. An external notification plan and alert mechanism is defined and in place.

14. A negative pressure room has been created for private evaluations of patients with flu like symptoms.

15. Signs have been posted at all entry points to the clinic directing patients with flu like symptoms and/or returning from recent international travel to areas where there have been avian flu outbreaks to self-identify and register with staff immediately.

16. The time lag between sending samples for testing and getting results has been determined.

17. Clinic protocols have been developed for evaluating patients with flu like symptoms to determine the likelihood of an avian flu exposure while minimizing contact and self-exposure.

18. Clinic protocols have been developed for caring for students exposed to the flu but not symptomatic.
19. Clinic protocols have been developed for caring for students who are ill but not hospitalized.

20. Staff has been trained in the safe disposal of hazardous waste resulting from a flu outbreak.

21. Staff has been trained in each of the above noted protocols.

22. Transportation policies to isolation areas have been developed.

23. The development and implementation of protocols have been developed for the safe handling of corpses, respecting cultural and religious beliefs.

24. The emergency capacity for storage of corpses before transfer to a morgue has been determined.

25. Other issues and considerations have been identified.

B. Food Services

1. Plans have been developed to assure the ongoing provision of food services in the event of a reduction in work force.

2. Appropriate type and amount of non-perishable foods have been stockpiled.

3. Appropriate amount of prepackaged utensils have been stockpiled.

4. There is a process in place to ensure that stockpiled foodstuffs that have expiration dates have not exceeded those dates.
5. Medical personnel have trained essential food service personnel on the risks and response to flu exposure.

6. Infection control policies and procedures are developed to minimize or prevent the spread of flu from self-serving operations and food service personnel; i.e. replacing open utensil bins with prepackaged plastic utensils.

7. Enforcement policies have been developed for assuring infection control procedures are followed to minimize or prevent the spread of flu by and among food service personnel.

8. The impact of a pandemic on supply chains such as food deliveries has been identified and expected deficiencies have been addressed.

9. Plans are in place to safely transport food to individuals isolated or quarantined.

10. Other issues and considerations have been identified.

C. Admissions/Registrar/Financial Aid

1. A policy has been developed to address academic and financial concerns of students resulting from prolonged absences from class or temporary closure of the institution.

2. A plan is in place to address decreased tuition receivables if there is a significant reduction in returning students or faculty.

3. A means to monitor the whereabouts of students during a pandemic has been developed.
**Completed** | **In Progress** | **Not Started**
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4. A plan is in place to continue the recruiting and admissions process during a quarantine.
5. A plan is in place to continue financial aid.
6. Other issues and considerations have been identified.

### D. Academic Affairs

**Completed** | **In Progress** | **Not Started**
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1. A policy has been developed to address academic concerns of students resulting from prolonged absences from class.
2. A procedure is in place for students to take courses on-line.
3. A procedure is in place for students in isolation to obtain class lectures and participate in exams.
4. A procedure is in place to provide tutoring to students in quarantine or isolation.
5. Other issues and considerations have been identified.

### E. Human Resources

**Completed** | **In Progress** | **Not Started**
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1. Emergency contact information has been updated for students, faculty, and staff.
2. A work-at-home policy has been developed for non-essential personnel.
3. IT resources are available for work-at-home for students, faculty, and staff.
4. There is a system in place to train temporary workers.

5. There is a policy requiring cross-training of essential personnel.

6. There is a means to provide support and benefit information to employees’ families other than face-to-face.

7. Other issues and considerations have been identified.

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<th>F. Student Housing Services</th>
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1. On-campus housing has been identified for use as isolation units for students who may not be able to be isolated off-campus or at home.

2. On-campus isolation areas do not have recirculated air have been identified for use.

3. On-campus isolation areas that have private bathrooms have been identified for use.

4. Evaluation centers to send students who believe they have been exposed or exhibit flu like symptoms have been identified.

5. Other issues and considerations have been identified.
### G. Physical Plant and Facilities

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1. Buildings best suited to serve as triage treatment centers, quarantine areas, and morgues have been identified.

2. Plans have been developed to assure the ongoing provision of essential services in the event of a reduction in work force.

3. Appropriate type and amount of personal protective equipment has been stockpiled.

4. Appropriate type and amount of germicidal and disinfectant supplies have been stockpiled.

5. There is a system in place to transport supplies and personnel to secondary facilities.

6. Other issues and considerations have been identified.

### H. International Studies and Foreign Operations

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1. Well-defined policies have been developed for
   - Trip cancellation
   - Restricted travel regions
   - Repatriation
   - Academic credit issues
   - Shelter-in-place guidelines

2. A policy regarding advisory statements as part of the orientation process has been developed for persons planning to travel to affected areas, including safety and potential personal financial obligations.
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3. Plans have been developed for communicating with and assisting students, faculty and staff who may be restricted from returning to the United States from affected countries, or who may be quarantined while overseas.

4. Plans have been developed for communicating with and assisting international students, faculty and staff working and learning on the home-campus in the United States and who may be restricted from returning to their homelands if the United States is affected, or who may be quarantined while in the United States.

5. Plans have been developed for faculty, staff, and students upon return to home-campus to review health status and incubation concerns.

6. Plans have been developed for inquiries from families regarding student foreign travel.

7. Plans have been developed for appropriate protocol training for foreign campus location’s on-site staff and faculty regarding monitoring and infection control.

8. The consequences of travel restrictions on partnering organizations have been identified, and reviewed for contractual obligations, including clarification on what each institution’s obligations will be in the event of an outbreak and who pays.

9. Consideration has been given to provide recommendations on hygiene supply kits to faculty, staff and students specific to foreign locations in which they are planning to visit or study.
10. Other issues and considerations have been identified.

I. Counseling

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<th>1.</th>
<th>A plan has been developed to provide counseling services to faculty, staff, and students pre, during, and post event with special recognition to the significant number of deaths anticipated.</th>
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<td>2. A procedure has been developed to offer counseling services to faculty, staff, and students by means other than face-to-face.</td>
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<td>3. Other issues and considerations have been identified.</td>
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J. Campus Security

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<th>1.</th>
<th>Plans have been made to secure and protect selected areas on campus declared off-limits for both short and long term periods of vacancy or quarantine; for example, health center, food service centers, campus security’s dispatch center, etc.</th>
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<td>2. Plans have been made to secure and protect the campus’ premises if declared off-limits for both short and long term periods of vacancy or quarantine.</td>
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<td>3. Plans have been made to secure and protect the campus dispatch center so that it remains open and operational for critical “routine” activities outside of those involving a pandemic.</td>
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K. Business and Finance

Completed  In Progress  Not Started

1. The potential financial impact of a pandemic has been estimated.

2. The institution has identified funds for business continuation in the event of a pandemic.

3. A system is in place to maintain payroll and accounts payable in the event a substantial number of employees are absent.

4. A system is in place to maintain the purchasing of goods and services in the event a substantial number of employees are absent.

5. A system is in place to ensure appropriate funds transfer to meet financial and regulatory obligations of the institution.

6. A system is in place to secure potentially vulnerable cash handling during a pandemic.

7. Other issues and considerations have been identified.
7. **Recovery**

After a pandemic wave is over, it can be expected that many people will be affected in a variety of ways. Many may have lost friends and relatives, suffer from fatigue, or have financial losses as a result of the interruption of work. Campus authorities should ensure that these concerns can be addressed.

**Questions for consideration:**
- Who will make the decision when recovery can begin?
- Who will be assigned to a recovery response?

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<tr>
<th>Completed</th>
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<th>1.</th>
<th>A prioritization sequence has been established in which essential services and key activities will be restored.</th>
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<td>2.</td>
<td>A plan has been developed to establish recovery time-frames for essential services and key activities; for example, registrar’s office within 2 weeks, physical plant operational within 24 hours.</td>
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<td>3.</td>
<td>All essential services have developed recovery plans.</td>
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<td>4.</td>
<td>Human resources have been determined for social, psychological and practical support to students and affected faculty, and staff and their families; for example, employee assistance program, student counseling, etc.</td>
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<td>5.</td>
<td>The financial impact of a recovery process has been estimated and available sources of funds have been determined; for example insurance, fundraising, use of endowment, etc.</td>
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<td>6.</td>
<td>Other issues and considerations have been identified.</td>
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This planning document is by no means complete nor is it intended to be. There are a multitude of issues both common and unique to colleges and universities to take into consideration when contemplating how best to respond to any crisis. Pandemic flu is only one of many events that can adversely impact a college or university campus. Effective, efficient, well-reasoned, and tested emergency and disaster plans are critical at any time of crisis. Members of the panel involved in the development of this blueprint strongly encourage all institutions of higher education to review, update, and regularly test their emergency response and business continuity plans for, not only this, but other potential perils and hazards.
9. Appendices
Appendix A:
Courtesy of Carnegie Mellon University
Avian Flu Response by Phases: Level 1, Level 2, and Level 3
March 2006

Revision I – Epidemic Response

Avian Influenza Response:
1. Confirmed cases of human-to-human transmission of avian flu
2. Suspected case(s) on Campus or suspected/confirmed cases in Pittsburgh area
3. Confirmed case(s) on Campus [Only essential personnel required to report to campus.

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<th>Level 1</th>
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| 1. Assessment Team  
(FMS, EH&S, Health Center & Univ. Police)  
| 1. Bring in Director of Health Center as Incident Commander  
2. Monitoring situation  
3. Contact Media Relations*  
4. Bring in Housing/Dining for quarantine planning.  
5. Essential personnel receive fit test & training on respiratory protection from Environmental Health & Safety (EH&S)  | Essential personnel receive N95 respirators from EH&S  | 1. Maintain contact amongst Assessment Team. |
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<td>2. Incident Commander (Director of Health Center)</td>
<td>1. Communicate with Allegheny County Health Department and UPMC regarding planning and surveillance. 2. Communicate and benchmark other college Health Services and EH&amp;S Depts. 3. Alert Advisory Group Coordinator 4. Establish communication with deans and Sr. Director of Global Security regarding status of preparedness. 5. Update emergency action plan with Assessment Team &amp; Advisory Group Coordinator as situation evolves. 6. In conjunction with the Advisory Group Coordinator, issue communication(s) to campus community regarding status of disease spread, self protection and university response. (e-mail, website, town meetings)</td>
<td>1. Advise Advisory Group Coordinator* to activate Emergency Operations Center (EOC) [moved from 1.3.2] 2. Recommend temporary closure of building(s) and suspension of student and academic activities to Advisory Group Coordinator. 3. Implement Emergency Action Plan with Assessment Team &amp; Advisory Group Coordinator. 4. Ensure that each Operations Group function is covered.</td>
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<td>3. University Police</td>
<td>1. Health Center trains dispatchers, security, and police on avian flu. 2. Alert Student Health Center if encountering individual(s) with flu-like symptoms. 3. Essential personnel receive fit test and training on respiratory protection from EH&amp;S</td>
<td>1. Implement policy on transporting individual to hospitals. 2. Essential personnel receive N95 respirators from EH&amp;S</td>
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| 4. Facilities Management | 1. Identify building ventilation systems.  
2. Essential personnel receive fit test and training on respiratory protection from EH&S | Essential personnel receive N95 respirators from EH&S | 1. Stand by to shut off utilities as directed by Incident Commander, if necessary |
| 5. Environmental Health & Safety | 1. Assess respiratory protection plan and resources.  
2. Contract with hazardous material company for professional cleanup.  
3. Train and fit essential personnel for respirators | 1. Arrange for additional medical waste pickups.  
2. Distribute N95 to essential personnel. | 1. Assist w/notification of Emergency Coordinators*  
2. Assist Health Care Center |
| 6. President’s Office Advisory Group Coordinator | 1. Receive information from Incident Commander  
2. Review content of internal and external public information bulletins and announcements. Work with Media Relations to select appropriate university spokesperson(s) for media reporting.  
3. Essential personnel receive fit test and training on respiratory protection from EH&S  
2. Activate EOC  
3. Receive N95 respirators from EH&S | 1. Provide oversight for student, staff, & faculty family notifications if appropriate. |
| President’s Office Executive Management | 1. Based on U. S. State Department recommendations, University recommends campus community not to travel to affected countries.  
2. Receive fit test and training on respiratory protection from EH&S | 1. Evaluate information on institutional effects of the incident and set response priorities as appropriate.  
2. Essential personnel receive N95 respirators from EH&S | 1. Authorize temporary suspension of classes or closure. |
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| 7. Media Relations | 1. Draft internal and external bulletins and announcements, with the Advisory Group Coordinator. | 1. Appoint liaison to interface with the Advisory Group.  
2. Write and record bulletins and updates on the University’s Emergency Information Hotlines (8-2000).  
3. Write scripts for phone tree with approval from Advisory Group Coordinator.  
4. Request to campus that faculty and staff and their families to report all flu cases to Incident Commander. | 1. Organize phone banks, if necessary (phone banks can refer callers to emergency services, take messages, support rumor control)  
2. Establish a Media Relations Center: coordinate press releases, and manage news teams and interviews, etc. |
| 8. Emergency Coordinators | Not applicable | 1. Watch CMU front page and disseminate information to Floor Marshals.  
2. Remain available for further instructions | Same as Level 2 |
2. Notify Health Center if suspected cases are encountered.  
3. Essential personnel receive fit test and training on respiratory protection from EH&S | Not applicable | Not applicable |
<p>| 10. Radio Club | Not applicable | Not applicable | Not applicable |
| 11. Parking | Not applicable | Not applicable | Clear Morewood Parking lot for medical staging area. |</p>
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|12. Housing and Dining | Enact planning for quarantine of students:  
1. Health Center trains essential personnel on risks and response.  
2. Identify potential rooms and/or buildings to be used for quarantined students. Update by semester based on current occupancy.  
3. Notify current occupants in spaces that will be needed of the potential or need for them to move.  
4. Ensure emergency response menu is planned for various degrees of need.  
5. Stockpile additional food stuffs and water.  
6. Ensure food delivery process is planned and delivery supplies are on hand.  
7. Essential personnel receive fit test and training on respiratory protection from EH&S | Enact plan for quarantine of students:  
1. Set up Housing and Dining command center and recall essential personnel.  
2. Enact emergency phone contact tree.  
3. Identify meal delivery need and method for quarantined students.  
4. Communicate situation and needs to owners and landlords of rented properties.  
5. Identify roles of essential staff: leadership, communications, food production, food delivery, maintenance and housekeeping.  
6. Essential personnel receive N95 masks from EH&S  
7. Activate emergency locator tracker on housing website for use by displaced students to report their temporary addresses. | 1. Activate plan from level 2 to quarantine students in conjunction with the guidance from the County Health Department. |
<p>|13. Dining Services | See above | See above | See above. |</p>
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| 14. Risk Management | 1. Identify risk exposures for which insurance can and cannot be obtained including associated financial impact.  
2. Identify steps that must be taken to monitor and protect insurance coverage.  
| 15. Medical Services | 1. Post entry door notifying patients with influenza profile and have traveled to (or have been visited by persons from) effected countries to call 8-2157 opt 2.  
2. Isolated exam room  
3. Arrange for negative pressure machines.  
4. Standard precautions in place  
5. Respiratory protection equipment in place.  
6. In-service training for avian flu.  
7. Follow State and County protocol for patient testing.  
9. Essential personnel receive fit test and training on respiratory protection from EH&S  
10. Policy on transporting individual to hospitals. | 1. Isolate and monitor suspected cases.  
2. Identify contacts of suspected case.  
3. Communicate with parents of suspected cases and explain procedure.  
4. Initiate prophylaxis of contacts based on strength of patient presentation.  
5. Update Incident Commander  
6. Establish phone triage lines for Student Health Services and CAPS.  
7. CAPS initiates pre-event counseling for essential personnel.  
8. Initiate poster, e-mail campaign on self-protection. | 1. Isolation room in Health Center (negative pressure)  
2. Locating people contacted by patient.  
3. Arrange for screening of people who have had contact.  
4. Arrange for counseling services  
5. Contact Coroner’s office if necessary |
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| 1. Assess supplemental telecomm./computing hardware/software needs:  
  - Student Affairs  
  - Health Services  
  - Public Relations  
  - Counseling Center  
  - Human Resources  
<p>| 2. Assess needs for webpage support. | 3. Assist with email message distribution | 3. Assist with email message distribution |
| 3. Develop plan for adding volunteers to public email addresses. | 4. Set up podium and microphones for media center at PPG. | 4. Set up podium and microphones for media center at PPG. |
| 4. Develop plan for distributing telephone calls to homes or phone banks. | 5. Provide guidance for forwarding phones and setting up “bounce messages.” | 5. Provide guidance for forwarding phones and setting up “bounce messages.” |</p>
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| **17. Student Affairs & Housefellows**
1. Health Center trains; Office International Education (OIE), CAPS, Housefellows, Resident Assistants and other offices within the Division on avian flu.
2. OIE monitors student travelers entering from effected regions and assists with communication to international students and their families.
3. OIE formulates and rehearses plan to address needs/support for graduate and commuter students.
4. Housefellows – Formulate and rehearse plan to address needs/support for undergraduates.
5. Student Life – Formulate and rehearse plan to address needs/support for Greek organizations.
6. CAPS – see addendum
7. Identify division personnel available for telephone support work.
8. Receive fit test and training on respiratory protection from EH&S | 1. Arrange for monitoring/delivery of medications, other goods and services to isolated cases.
2. Assist with relocation of students for quarantine
3. Assist with telephone consultation and support.
4. Essential personnel receive respirators from EH&S. | 1. Identify student events where confirmed patients have attended.
2. Residential staff assists Health Center. |
| **18. Human Resources**
1. Identify essential personnel.
2. Monitor faculty & staff travelers entering from effected regions.
3. Prepare a call-off policy
4. Identify personnel available for telephone support work. | Same as Level 1 | Activate call-off policy. |
*Refer to Communication Matrices for all telephone numbers
Appendix B: Avian Flu Resources

While not an exhaustive listing, the following will provide key resources to stay informed of Avian Influenza activities:

- Official United States government website on pandemic flu and avian influenza
- Avian and Pandemic Influenza Management and Response Unit, USAID
- National Vaccine Program Office, HHS
- Avian Flu Facts, CDC
- National Institute for Allergy and Infectious Diseases, NIH
- WHO Avian Flu Home Page
- World Organization for Animal Health
  [http://www.oie.int/eng/AVIAN_INFLUENZA/home.htm](http://www.oie.int/eng/AVIAN_INFLUENZA/home.htm)
- Global Health Council
  [http://www.globalhealth.org](http://www.globalhealth.org)
  For regular updates, contact nbates@globalhealth.org
- Texas Christian University
  [www.saf.tcu.edu](http://www.saf.tcu.edu)
- University of Denver
  [www.du.edu/risk](http://www.du.edu/risk)

Experts

For a listing of some of the experts currently working on avian influenza and related issues, visit [http://www.globalhealth.org/avian_flu/experts.php](http://www.globalhealth.org/avian_flu/experts.php)

For a listing of private industry entities currently working on avian influenza, visit [http://www.globalhealth.org/avian_flu/private_industry.php](http://www.globalhealth.org/avian_flu/private_industry.php)

Reports

The World Health Organization (WHO) has released a document recommending strategic actions to respond to the avian influenza threat. The document sets out activities that can be undertaken by individual countries, the international community, and WHO to prepare the world for an influenza pandemic and to help mitigate its impact once international spread has begun. To view the complete document, visit [http://www.globalhealth.org/images/pdf/avian_flu/who_recommendations.pdf](http://www.globalhealth.org/images/pdf/avian_flu/who_recommendations.pdf)
Appendix C:
Courtesay of Cornell University
A Sample Emergency Management Team and Organization

Emergency Management Team
President
Provost
Vice President for Administration and CFO
Vice President for Financial Affairs and University Controller
Vice President for Human Resources
Vice President for Information Technologies
Vice President for Student and Academic Services
Vice President for Communication and Media Relations
Associate Vice President for Facilities Services
University Counsel

Emergency Operations Center
Command and Control

Procurement Representative
Law Enforcement Representative
Utilities Services Representative
Information Technologies Representative
Human Resource Representative
Risk Management Representative
Research Representative
Student and Academic Services Representative
Facilities Representative
Medical Representative
Health and Safety Representative
Public Information Representative
Incident Command Structure at the College Site

Incident Commander
President
David Coon

Public Information
Dean of SSHAPE
Mark Gonzalez

Safety Officer
VP Admin. Svcs.
Yulian Ligioso

Building Monitor
Supervisor, Tech Support Svcs.
Sam Sakulsinghdusit

Operations
VP of Student Affairs
Irma Archuleta

Logistics
Dean of Math, Science and Engineering

Planning/Intelligence
VP of Academic Affairs
Kuni Hay

Finance & Administration
Supr. of Bus. Services
Elvis Raby

Safety Assessment
Safety/Facilities Committee Member

Utility / Fire
HVAC/Plumber
Vince Oen

Food/Water/Supplies
Director of Student Life
Alexis Montevirgen

Transportation
Director of EOP&S
Savendar Parker

Communications
Network Technician
George Bouzek

Documentation
Sr. Administrative Assistant
Rita Dela Cerda

Records
Sr. Account Clerk, Business Services
Robert Rivet

First Aid
Director of Health Serv.
Cheryl Bouzek

Search & Rescue
Safety/Facilities Committee Chair
David Ames

Sanitation
Custodial Supervisor

Safety & Security
Police Sergeant

Care & Shelter
Dean of Counseling & Matriculation
Tammel Gilkerson
JOB TITLES OF INSTITUTION STAFF FILLING EOC POSITIONS

Provide the Job Title of Faculty or Staff Member who will be filling the following EOC Positions. Their names and phone numbers are required in Exhibits 1 and 2 that follow this section.

MANAGEMENT SECTION – (Command Staff)

Director of Emergency Services
The Director of Emergency Services has the responsibility to manage and coordinate EOC operations for the overall College emergency response. The Director of Emergency Services also fills the role of the Safety Officer, ensuring the safety of EOC and field responders.

Primary __ College President ___.
First Alternate _______________________
Second Alternate _____________________

Public Information Officer
The Public Information Officer (PIO), a member of the Command Staff, ensures information support to the media is provided on request; information released is consistent, accurate and timely, and appropriate information is provided to faculty, staff, students, and relevant agencies.
Primary Director of Marketing.

Alternate ______________________

Emergency Management Coordinator
The Emergency Management Coordinator, a member of the Command Staff, facilitates the overall functioning of the EOC, coordinates with other emergency management planning levels and agencies, and serves as an advisor to the Director of Emergency Services and the EOC Emergency Response Staff relating to NIMS / SEMS procedures.

Primary Director of Finance & Administrative Services.

Alternate ______________________

Liaison Officer
The Liaison Officer) a member of the Command Staff, manages or coordinates Agency Representatives (checklist included - but not shown on the organization chart due to variables in EOC placement) from outside jurisdictions, districts, utility companies, or agencies that may join the EOC organization to coordinate response and recovery efforts.

Primary Supervisor of Computer Technology & Support Services.

Alternate ______________________

Policy/Advisory Group
Provide oversight and policy direction for emergency operations. (Board of Trustees or Board of Governors etc.)

Circle Correct Title: Board of Trustees OR Board of Governors

Or other Correct Title:
Board of Trustees.
OPERATIONS SECTION

Operations Section Chief
The Operations Section Chief, a member of the General Staff, is responsible for the management of all tactical operations directly applicable to the emergency response. The Operations Section Chief activates and supervises the Operations Units in accordance with the EOC Action Plan and directs its execution. The Operations Section Chief also requests or releases resources, makes expedient changes to the EOC Action Plan as necessary, and reports changes to the Director of Emergency Services and other Section Chiefs.

Primary __ Vice President – Student Affairs __.

Alternate __________________________

Law Enforcement and Fire/Rescue Unit
The Law Enforcement Unit Leader is responsible for alerting and warning of students, faculty, and staff, coordinating evacuations, enforcing laws and emergency orders, establishing safe traffic routes, ensuring security is provided at incident facilities, ensuring access control to damaged areas, light search and rescue, and ordering and coordinating appropriate mutual aid resources. The Law Enforcement Unit Leader will also coordinate fire/rescue response with the local jurisdiction fire department(s). These fire departments are responsible for coordinating personnel, deploying fire equipment and resources committed to the fire and hazardous materials and Urban Search and Rescue (USAR) elements of incidents within their area of responsibility.

Primary __ Police Officer __.

Alternate __________________________

Environmental Health and Safety Unit
The Environmental Health and Safety Unit Leader is responsible for ensuring safe environmental conditions relative to hazardous materials on campus. During emergencies the Environmental Health and Safety Unit Leader’s responsibilities include hazardous materials response coordination with the responding Fire Department or HAZMAT Incident Commander. In case of a serious hazardous materials spill on campus, the Environmental Health and Safety Unit Leader will make available a current list of chemicals on campus to the responding Incident Commander and provide all assistance required to ensure the safety of students, faculty, staff, the public and the protection of the environment.

Primary __ Dean of Nursing __.

Alternate __________________________

Facilities Management Unit Leader
The Facilities Management Unit Leader is responsible for maintaining college facilities, utilities, and services as well as restoring those that are inoperable, damaged or destroyed.
Primary Maintenance Manager.

Alternate _______________________

**Student Coordination Unit Leader**
The Student Coordination Unit Leader is responsible for the collection and dissemination of information relating to the safety and welfare of the students to include their status, location, and immediate plans.

Primary Director of Student Life.

Alternate _______________________

**Parent Coordination Unit Leader** - Not Applicable
The Parent Coordination Unit Leader is responsible for establishing contact with the families of deceased or injured students of the college, providing timely, accurate information (as authorized by the Operations Section Chief and/or Director of Emergency Services) and assisting the families as appropriate.

Primary _______________________

Alternate _______________________

**First Aid/Medical Unit Leader**
The First Aid/medical Unit Leader is responsible for providing emergency first aid and medical support to students, faculty and staff in the situation where Emergency Medical Support (EMS) is delayed or overwhelmed. Additionally, the First Aid/Medical Unit Leader coordinates with the city and/or County for disaster stress related counseling if required.

Primary Director of Health Services.

Alternate _________________________
PLANNING SECTION

Planning Section Chief
The Planning Section Chief, a member of the General Staff, is responsible for the overall supervision for the collection, analyzing and displaying situation information, preparing periodic situation reports, preparing and distributing the EOC Action Plan, facilitating the Action Planning Meeting, conducting advance planning activities, providing technical support services to the various EOC Sections and Units, and documenting and maintaining files on all EOC activities.

Primary __Dean of Business & Workforce__.  
Alternate ______________________

Message Coordinator/Documentation Unit Leader
The Message Coordinator/Documentation Unit Leader is responsible for reviewing all Major Incident or Significant Information Reports for accuracy and legibility and to assign Incident and Report Numbers to each Major Incident or Significant Information Report. The Message Coordinator/Documentation Unit Leader then coordinates the timely distribution of the Major Incident or Significant Information Reports to the Director of Emergency Services and EOC Sections Chiefs. Additionally, the Message Coordinator/Documentation Unit Leader has the responsibility to maintain accurate and complete incident files, providing copying services for EOC personnel and preserving incident files for legal, analytical, historical and recovery purposes.

Primary __Senior Administrative Assistant__.  
Alternate ______________________

Situation Status Unit Leader
The Situation Status Unit is responsible for the collection, organization, and analysis of disaster situation information. Additionally, the Unit has the responsibility to ensure Situation Status Reports are developed for dissemination to EOC staff and to ensure all maps, status boards, and other displays contain current and accurate information.

Primary __Director of Admissions & Records__.  
Alternate ______________________

Damage Assessment Unit Leader
The Damage Assessment Unit Leader is responsible for maintaining detailed records of damage assessment information. Special emphasis is to be placed on information relating to fatalities and injuries of students, faculty and staff.

Primary __Maintenance Worker__.  
Alternate ______________________
**Recovery Unit Leader**
The Recovery Unit has the responsibility to ensure the College receives all emergency assistance and disaster recovery reimbursement for which it is eligible; conducts all initial recovery operations and prepares the EOC organization for transition to a recovery operations organization.

Primary ___Custodial Supervisor__.

Alternate __________________________
LOGISTICS SECTION

Logistics Section Chief
The Logistics Section Chief, a member of the General Staff, has the responsibility to ensure the logistics function is carried out in support of the College EOC. This function includes providing communication services, and resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services, as well as arranging for food, lodging, and other support services as required.

Primary __Dean of Business & Workforce__.

Alternate ______________________

Personnel Unit Leader
The Personnel Unit Leader is responsible for obtaining, coordinating and allocating all non-fire and non-law enforcement mutual aid personnel support requests received, providing additional workers for the EOC, and for managing EOC personnel issues and requests.

Primary __Senior Administrative Assistant__.

Alternate ______________________

Purchasing/Supply Unit Leader
The Purchasing/Supply Unit Leader is primarily responsible for ordering personnel, equipment and supplies, receiving and storing all supplies for the incident, maintaining an inventory of supplies, and servicing non-expendable supplies and equipment.

Primary __Director of Financial Aid__.

Alternate ______________________

Communications Unit Leader
The Communications Unit Leader is responsible for developing plans and implementing operations for the effective use of incident communications resources. These responsibilities include the distribution of communications equipment to the College EOC and field and coordination with the City and/or the County.

Primary __Network Technician__.

Alternate ______________________
Transportation Unit Leader
The Transportation Unit Leader is responsible for developing plans and implementing operations for effective transportation response. These responsibilities include the management of College transportation resources for the movement of College students, faculty and staff.

Primary __EVC Mechanic__.  
Alternate ________________

Care and Shelter Unit Leader
The Care and Shelter Unit Leader is responsible for providing care and shelter for disaster victims and will coordinate efforts with city and county representatives and the American Red Cross and other volunteer agencies for food and other hygiene support for responders (field and EOC). In addition, if required the College will provide shelter requirements for responders’ dependents.

Primary __Dean of Social Sciences Humanities Arts and Physical Education__.  
Alternate ________________
FINANCE SECTION

Finance Section Chief
The Finance Section Chief, a member of the General Staff, is responsible for all financial management and cost analysis aspects of the incident and for supervising members of the Finance Section. Coordination of financial expenditures/procedures must be coordinated with both the Director of Emergency Services and the Logistics Section Chief.

Primary __Supervisor – Business Services__.

Alternate _______________________

Cost Unit Leader
The Cost Unit Leader is responsible for administering payment and gathering financial matters pertaining to purchases, vendor contracts, leases, fiscal agreements, and tracking expenditures. Accurate and timely documentation is essential to financial recovery.

Primary __Senior Accounting Clerk__.

Alternate _______________________

Time Unit Leader
The Time Unit Leader is responsible for personnel time recording.

Primary __Accounting Clerk__.

Alternate _______________________


EXHIBIT 1

CRISIS ACTION TEAM

NOTE: The Crisis Action Team (CAT) is made up of the College President and Senior Management Staff (Vice Presidents, Chief of Police, Facilities Director, PIO etc) who have the responsibility to come together or confer by phone upon notification of an emergency situation. The Crisis Action Team makes a determination whether the Emergency Operations Center (EOC) will be activated, coordinates the initial strategic level response and, if the EOC is activated, prepares to brief the EOC Emergency Response Team once the EOC is operational. Once the EOC Emergency Response Team is briefed by the Crisis Action Team the members of the Crisis Action Team assume positions in the NIMS / SEMS EOC organization and the CAT is dissolved.

<table>
<thead>
<tr>
<th>TITLE/NAME</th>
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<tr>
<td>College President</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Dr. David Wain Coon</td>
<td>(408) 270-6471</td>
<td>(408) 238-3179</td>
<td>(408) 590-4554</td>
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## EXHIBIT 2

### EMERGENCY OPERATIONS CENTER STAFFING

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<thead>
<tr>
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<td>MANAGEMENT SECTION</td>
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<tr>
<td>Director of Emergency Services or EOC Director – <strong>College President</strong></td>
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<tr>
<td>Dr. David Wain Coon</td>
<td>(408) 270-6471</td>
<td>(408) 238-3179</td>
<td>(408) 590-4554</td>
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<tr>
<td>First Alternate Director of Emergency Services –</td>
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<tr>
<td>Second Alternate Director of Emergency Services –</td>
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<tr>
<td>Public Information Officer – <strong>Director of Marketing</strong></td>
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<tr>
<td>Alka Joshi</td>
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<tr>
<td>Alternate Public Information Officer –</td>
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<tr>
<td>Emergency Management Coordinator – <strong>Director of Administrative Services</strong></td>
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<tr>
<td>Jack Mahrt</td>
<td>(408) 274-7900 x 6552</td>
<td>(408) 532-0871</td>
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<tr>
<td>Alternate Emergency Management Coordinator –</td>
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<tr>
<td>Liaison Officer – <strong>Supervisor of CTSS</strong></td>
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<tr>
<td>Sam Sakulsinghdusit</td>
<td>(408) 274-7900 x6545</td>
<td>(408) 223-9391</td>
<td>(408) 965-0334</td>
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<td>Alternate Liaison Officer –</td>
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<td>Operations Chief – <strong>Vice President – Student Affairs</strong></td>
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<tr>
<td>Angelina Duarte</td>
<td>(408)</td>
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<td>(408) 540-8224</td>
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<tr>
<td>Alternate Operations Chief –</td>
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<tr>
<td>Law Enforcement / Fire Rescue Unit Leader – <strong>Police Officer</strong></td>
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<td>(408) 270-6468</td>
<td>(408) 239-0417</td>
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<td>Alternate Law Enforcement / Fire Rescue Unit Leader –</td>
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<tr>
<td>Environmental Health and Safety Unit Leader – <strong>Dean of Nursing</strong></td>
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<td>(408) 528-1267</td>
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<tr>
<td>Alternate Environmental Health and Safety Unit Leader –</td>
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<td>Facilities Unit Leader – <strong>Maintenance Manager</strong></td>
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<tr>
<td>Tom Clabough</td>
<td>(408) 223-6757</td>
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<td>(408)595-4110</td>
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<tr>
<td>Alternate Facilities Unit Leader –</td>
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<td>Student Coordinator Unit Leader – <strong>Director of Student Life</strong></td>
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<tr>
<td>Alexis</td>
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<td>Alternate Student Coordinator Unit Leader –</td>
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<tr>
<td>First Aid / Medical Unit Leader – <strong>Director of Health Services</strong></td>
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<tr>
<td>Cheryl Ferris</td>
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<td>Alternate First Aid / Medical Unit Leader –</td>
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<td>Planning Chief – Vice President – Academic Affairs</td>
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<tr>
<td>Kuni Hay</td>
<td>(408)</td>
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<td>(408) 595-4139</td>
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<td>Alternate Planning Chief –</td>
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<td>Message Coordinator/Documentation Unit Leader – Sr. Administrative Assistant</td>
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<tr>
<td>Rita DeLacerda</td>
<td>(408) 270-6450</td>
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<td>Alternate Message Coordinator/Documentation Unit Leader –</td>
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<td>Damage Assessment Unit Leader – Maintenance Worker</td>
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<td>Mario Quinones</td>
<td>(408) 274-7900 x 6574</td>
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<td>Octavio Cruz</td>
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<td>Recovery Unit Leader – Custodial Supervisor</td>
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<td>(408) 595-4060</td>
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<td>Patrick Carvalho</td>
<td>(408) 223-6710</td>
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<td>Logistics Chief – <strong>Dean of Business &amp; Workforce</strong></td>
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<tr>
<td>Alternate Logistics Chief –</td>
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<td>Personnel Unit Leader – <strong>Senior Administrative Assistant</strong></td>
<td>Pat Bruno</td>
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<tr>
<td>Alternate Personnel Unit Leader –</td>
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<tr>
<td>Purchasing Supply Unit Leader – <strong>Director of Financial Aid</strong></td>
<td>Alma Tanon-Cavallaro</td>
<td>(408) 270-6423</td>
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<tr>
<td>Alternate Purchasing Supply Unit Leader –</td>
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<tr>
<td>Communications Unit Leader – <strong>Network Technician</strong></td>
<td>George Bouzek</td>
<td>(408) 274-7900 x6835</td>
<td>(408) 223-9291</td>
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<tr>
<td>Alternate Communications Unit Leader –</td>
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<tr>
<td>Transportation Unit Leader – <strong>EVC Mechanic</strong></td>
<td>Agnelo Nunes</td>
<td>(408) 223-6722</td>
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<td>(408) 591-8337</td>
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<td>Alternate Transportation Unit Leader –</td>
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<tr>
<td>Care and Shelter Unit Leader – <strong>Dean of Social Sciences Humanities Arts &amp; P. E.</strong></td>
<td>Mark Gonzales</td>
<td>(408) 223-6792</td>
<td>(408) 532-9212</td>
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<tr>
<td>Alternate Care and Shelter Unit Leader –</td>
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<tr>
<td>Finance Chief – <strong>Supervisor</strong> – <strong>Business Services</strong></td>
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<tr>
<td>Elvis Raby</td>
<td>(408) 274-7900 x6880</td>
<td></td>
<td>(408) 532-0871</td>
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<tr>
<td>Alternate Finance Chief</td>
<td></td>
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<tr>
<td><strong>Time Unit Leader – Accounting Technician</strong></td>
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<tr>
<td>Stacy Alvarez</td>
<td>(408) 274-7900 x6653</td>
<td></td>
<td>(408) 532-0871</td>
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<tr>
<td>Alternate Time Unit Leader</td>
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<td><strong>Cost Unit Leader – Senior Accounting Clerk</strong></td>
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<tr>
<td>Robert Rivet</td>
<td>(408) 274-7900 x6514</td>
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<td>(408) 532-0871</td>
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<td>Cost Unit Leader</td>
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EXHIBIT 3

EMERGENCY OPERATIONS CENTER PHONE NUMBERS

Note: These are the phone numbers located in the Primary or Alternate EOCs. Unit Leaders within an EOC Section may share phones. You may not have these phones identified at this time.

PRIMARY EOC ADDRESS OR LOCATION: Maintenance Office – Adjacent to Police Dept.

SECONDARY EOC ADDRESS OR LOCATION ________________________________

MANAGEMENT SECTION
Director of Emergency Services __________________________________________

Public Information Officer______________________________________________

OPERATION SECTION
Operations Section Chief ______________________________________________

Law Enforcement/Fire-Rescue ____________________________________________

Environmental Health & Safety Unit Leader ______________________________

Facilities Management Unit Leader ______________________________________

Student Coordination Unit Leader ________________________________________

Parent Coordination Unit Leader _________________________________________

First Aid/Medical ______________________________________________________

PLANNING SECTION
Planning Section Chief _______________________________________________

Situation Status Unit Leader ____________________________________________

Damage Assessment Unit Leader Personnel Unit Leader __________________

Recovery Unit Leader Personnel Unit Leader ______________________________
LOGISTICS SECTION
Logistics Section Chief
Personnel Unit Leader
Purchasing/Supply Unit Leader
Communications/Transportation Unit Leader
Care and Shelter Unit Leader

FINANCE SECTION
Finance Chief
Cost Unit Leader
Time Unit Leader
## EXHIBIT 4

### MUTUAL AID COORDINATORS

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<th>AGENCY/POINT OF CONTACT</th>
<th>PHONE NUMBERS</th>
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<td>Fire Mutual Aid</td>
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<td>Public Works Mutual Aid</td>
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<td>Public Health Mutual Aid</td>
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### EXHIBIT 5

#### OTHER AGENCIES

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<th>AGENCY/PERSOn</th>
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<tr>
<td>Jurisdiction Information</td>
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</tr>
<tr>
<td>City Manager</td>
<td>(408) 277-5777</td>
</tr>
<tr>
<td>City Emergency Management Coordinator</td>
<td>(408) 277-4595</td>
</tr>
<tr>
<td>County Manager</td>
<td>(408) 299-3751</td>
</tr>
<tr>
<td>Office of Emergency Services</td>
<td>(408) 808-7800</td>
</tr>
<tr>
<td>California Highway</td>
<td>(408) 277-1800</td>
</tr>
<tr>
<td>Federal Emergency Management Agency (FEMA)</td>
<td>(800) 525-0321</td>
</tr>
<tr>
<td>Earthquake Information</td>
<td>800-286-7233</td>
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<tr>
<td>CA Dept. of Forestry &amp; Fire Protection (CDF)</td>
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<tr>
<td>American Red Cross Santa Clara Valley Chapter</td>
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<tr>
<td>American Red Cross – Bay Area Chapter</td>
<td>408-294-7800</td>
</tr>
<tr>
<td>CA Highway Patrol</td>
<td>408-828-0466</td>
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<tr>
<td>CA Dept. of Health Services</td>
<td>800-698-6942</td>
</tr>
<tr>
<td>San Jose Water Department</td>
<td>408-277-4218</td>
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<tr>
<td>Santa Clara Sheriff’s Office</td>
<td>800-211-2220</td>
</tr>
<tr>
<td>Pacific Gas &amp; Electric</td>
<td>800-743-5000</td>
</tr>
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EXHIBIT 6

PRE DESIGNATED INCIDENT LOCATIONS AND FACILITIES

Various types of operational locations and support facilities established in the vicinity of an incident to accomplish a variety of purposes, such as decontamination, donated goods processing, mass care, and evacuation. The IC will direct the identification and location of facilities based on the requirements of the situation at hand. Typical pre-designated facilities include incident command posts, bases, camps, staging areas, mass casualty triage areas, and others, as required. (NIMSCAST requirement)
MISCELLANEOUS INFORMATION

EOC Supplies and Equipment storage location _________________________________

Department or Person(s) responsible for maintenance of the EOC _________________________
and for EOC set-up for exercises or a real emergencies _________________________________

Name of Fire Department responsible to respond to Hazardous Materials Response on Campus
_________________________________________________________

Confirm if the College Environmental Health & Safety Officer manages initial response coordination for
hazardous material spills. Yes / No.

Name and Address of local American Red Cross Chapter responsible to manage or coordinate Mass
Care Operations for the campus or local jurisdiction _________________________________

Direct Telephone Number for Police Department or Sheriff’s Office response (other than 9-1-1)
___________________________________________

Officials authorized to order immediate institution EOC activation:

• _________________________________
• _________________________________
• _________________________________

Officials responsible for the preservation of vital institution records:

• _________________________________
• _________________________________
• _________________________________

Who manages utility outages, Law Enforcement or your Facilities staff? _________________

Point of Contact for utility outage notification: _________________________________

Phone number to report utility outage: _________________________________

Location of Emergency Evacuation Kits:

Location #1 _________________________________

Location #2 _________________________________

Emergency Evacuation Kits normally include a copy of the Emergency Operations Plans, radios, key
maps etc. Emergency Evacuation Kits are important if you need to completely evacuate the campus
including the Primary and Alternate Emergency Operations Centers.

IMPORTANT NOTE: Also please include any campus maps, evacuation plans, unique response
procedures or any other emergency response information that you would like included in the new
Emergency Operations Plan.
First Draft

EVERGREEN VALLEY COLLEGE

Volume Three

NIMS / SEMS BASIC PLAN

September 2007
Disclaimer

The material presented in this publication has been written in accordance with federal and state guidelines to meet current industry standards. However, this plan cannot anticipate all possible emergency events and situations or emergency responses. Therefore, it should not be used without competent review, verification, and correction (where appropriate) by qualified emergency management professionals. It should be tested by the Emergency Operations Center (EOC) team after they have received appropriate emergency management training. Conditions will develop in operations where standard methods will not suffice and nothing in this manual shall be interpreted as an obstacle to the experience, initiative, and ingenuity of the officers in overcoming the complexities that exist under actual emergency conditions. Users of this plan assume all liability arising from the plan’s use.

Evergreen Valley College Emergency Operations Plan ©
Prepared for Evergreen Valley College

by:

Joseph R. Horton Jr.
Emergency Management Consultants

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# Evergreen Valley College Emergency Operations Plan

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### VOLUME THREE

**EVERGREEN VALLEY COLLEGE**

**NIMS / SEMS BASIC PLAN**

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VOLUME THREE

EXECUTIVE SUMMARY

BACKGROUND

The Evergreen Valley College Emergency Operations Plan (EOP) has been created to serve as a blueprint for actions to be instituted by the employees of the College whenever a real or perceived emergency threatens the College population and/or campus. For the purpose of this plan, an emergency is defined as a situation or the threat of an impending situation with potential to negatively affect the health, safety and welfare of the campus community and/or the integrity of campus buildings or environment, which is not covered by routine, day-to-day operations.

This plan provides a uniform approach for managing response to all types and sizes of real, potential or perceived emergency, with full implementation required only for major disasters involving a large portion of the campus community. Following identification of an emergency situation, the Evergreen Valley College President will notify the necessary Emergency Response Team (ERT) members and activate the appropriate level of response in accordance with this plan.

The EOP contains three volumes. It is designed to meet both California and Federal Plan requirements. The plan:

- Conforms to the National Incident Management System (NIMS)
- Conforms to the California Standardized Emergency Management System (SEMS)
- Conforms to the Incident Command System (ICS)
- Provides Emergency Operations Center (EOC) responders with procedures, documentation, and user friendly checklists to effectively manage emergencies
- Provides detailed information of supplemental requirements such as Public Information, Damage Assessment, and Recovery Operations

The Evergreen Valley College Emergency Operations Plan is a document that will be continually evolving. A review of the plan will be accomplished annually.

ORGANIZATION OF THE EVERGREEN VALLEY COLLEGE EOP

The Evergreen Valley College Emergency Operations Plan is composed of Volumes One Immediate Action and Event Specific Checklists, Volume Two EOC Guidebook and Section Checklists, and Volume Three Evergreen Valley College NIMS / SEMS Basic Plan. The three volumes provide a comprehensive emergency response document that include detailed information covering Emergency Operations Center (EOC) procedures, documentation, and reference and support information.

VOLUME ONE - IMMEDIATE ACTION AND EVENT SPECIFIC CHECKLISTS

- Immediate Action Checklists
  This section provides guidelines on Crisis Action Team (CAT) and Emergency Operations Center (EOC) activation plus provides contact lists for activation of the EOC and coordination of the initial emergency response.
Event Specific Checklists
This section provides guidelines on event specific emergencies and the recommended response actions by management, faculty and staff.

VOLUME TWO - EMERGENCY OPERATIONS CENTER GUIDEBOOK AND SECTION CHECKLISTS

Immediate Action Checklists
This section provides guidelines on Crisis Action Team (CAT) and Emergency Operations Center (EOC) activation plus provides contact lists for activation of the EOC and coordination of the initial emergency response.

NOTE: The Immediate Action Checklists are repeated in Volume One and Two to provide key information such as the alert lists to both the Crisis Action Team and the EOC Emergency Response Team in the event the CAT decides on EOC activation.

Executive Summary
This section provides a quick overview of the Emergency Operations Plan (EOP) and how to use the plan.

Chapter One - Emergency Operations Center (EOC) Activation Procedures
This chapter provides general material on Who, What, When, Where and How to activate the Evergreen Valley College Emergency Operations Center. Additional information is provided on the Evergreen Valley College Crisis Action Team (CAT), the National Incident Management System (NIMS) / Standardized Emergency Management System (SEMS) and EOC organization and responsibilities.

Chapter Two - Emergency Operations Center (EOC) Section Checklists
This chapter contains Emergency Operations Center (EOC) section specific information including EOC Section overview information and individual EOC position checklists. The EOC Section Chiefs are responsible for ensuring each member within their section reads and follows the checklist for their position. The operations section has supplemental event specific checklists for law enforcement.

Chapter Three - Emergency Operations Center (EOC) Documentation
This chapter provides Emergency Operations Center (EOC) support documentation and essential information used in the completion of individual and section responsibilities. The accurate completion of this documentation is essential for the timely dissemination of information within and between EOCs and to help with cost recovery after the response is completed. Section Chiefs are responsible for ensuring that all personnel understand and utilize the documentation.

During the initial response, the completion of documentation is not more important than responding to save lives and property. However, as the initial response is completed and additional responders assume their positions in the EOC, accurate completion of documentation must commence.
VOLUME THREE - EVERGREEN VALLEY COLLEGE NIMS / SEMS BASIC PLAN

The primary purpose of the Volume Three - Evergreen Valley College NIMS / SEMS Basic Plan is to provide a separate document of reference information. This reference information is recommended by federal and state authorities to be included in emergency plans but is not normally utilized by either the Crisis Action Team (CAT) or Emergency Operations Center (EOC) responders. The NIMS / SEMS Basic Plan is provided in a separate document to simplify, as much as possible, time sensitive response operations and to reduce the size of an emergency plan utilized during these operations.

- **Executive Summary and Forward**
  This section provides a quick overview of the Emergency Operations Plan (EOP) and how to use the plan plus provides background information and assumptions relating to Evergreen Valley College emergency response operations.

- **Chapter One - Basic Plan**
  This chapter provides supplemental detailed information related to plan assumptions, goals, training, and exercises. It also discusses plan maintenance, preparedness elements, the National Incident Management System (NIMS) / Standardized Emergency Management System (SEMS) and Incident Command System (ICS). Finally it reviews procedures for alerting and warning, continuity of operations, awareness and education, and hazardous materials response.

- **Chapter Two - Authorities and References**
  This chapter contains federal, state, and city authorities that provide the legal basis for the Evergreen Valley College Emergency Operations Plan.

- **Chapter Three - Threat Summary and Assessments**
  This chapter provides threat summaries and hazard analysis for Evergreen Valley College.

- **Chapter Four - Recovery**
  This chapter provides detailed information relating to federal, state, and local jurisdiction recovery categories and procedures.

- **Appendices**
  Appendix A - Glossary of Terms
  Appendix B - Acronyms and Abbreviations
  Appendix C - Legal Documents
FORWARD

BACKGROUND

The Evergreen Valley College Emergency Operations Plan (EOP) defines the scope of preparedness and incident management activities necessary for the District. The Evergreen Valley College EOP describes organizational structures, roles and responsibilities, policies and protocols for emergency management. The EOP facilitates response and short-term recovery activities which set the stage for successful long-term recovery. It drives decisions on long-term prevention and mitigation efforts or risk-based preparedness measures. The Evergreen Valley College EOP is flexible enough for use in all emergencies. It also describes the purpose of the plan, situation and assumptions, concept of operations, organization and assignment of responsibilities, administration and logistics, plan development and maintenance, and authorities and references. It contains functional Emergency Operations Center (EOC) Section Checklists, hazard-specific appendices (Event Specific Checklists) and a glossary.

The Evergreen Valley College EOP is designed to be consistent with Homeland Security Presidential Directive (HSPD-5), the National Incident Management System (NIMS), the California Standardized Emergency Management System (SEMS), and the Incident Command System (ICS) requirements. The Evergreen Valley College EOP:

- Supports the NIMS / SEMS utilized by the Evergreen Valley College EOC Emergency Response Team.
- Supports the Incident Command System (ICS) utilized by field responders.
- Provides Emergency Operations Center (EOC) Emergency Response Team members with procedures, documentation and user friendly checklists to effectively manage emergencies.
- Provides detailed information on supplemental requirements such as public information, damage assessment, and recovery operations.

This Evergreen Valley College EOP is a preparedness document - designed to be read, understood, and exercised prior to an emergency. Each Evergreen Valley College department is responsible for insuring the preparation and maintenance of Standard Operating Procedures (SOPs), Emergency Operating Procedures (EOPs), and resource and alert lists that will support the Evergreen Valley College Emergency Operations Plan. Evergreen Valley College SOPs/EOPs should include specific emergency authorities that designated officials and their successors assume during emergency situations.

Each department covered by the Evergreen Valley College EOP must develop procedures that translate the response tasks to that organization into specific action-oriented checklists for use during incident management operations. This development of procedures is required in accordance with the law for certain risk-based, hazard-specific programs. There are four standard levels of procedural documents:

- Overview—a brief concept summary of an incident-related function, team, or capability.
- Standard Operating Procedure (SOP) or Operations Manual—a complete reference document that details the procedures for performing a single function or a number of interdependent functions.
- Field Operations Guide (FOG) or Handbook—a durable pocket or desk guide that contains essential information required to perform specific assignments or functions.
- Job Aid—a checklist or other aid that is useful in performing or training for a job.
ASSUMPTIONS

Most Emergencies are handled locally

The initial response to most domestic incidents is typically handled by local “911” dispatch centers, emergency responders within a single jurisdiction, and direct supporters of emergency responders. Most responses need go no further. In other instances, incidents that begin with a single response discipline within a single jurisdiction may rapidly expand to multi-discipline, multi-jurisdictional incidents requiring significant additional resources and operational support. Whether for incidents in which additional resources are required or are provided from different organizations within a single jurisdiction or outside the jurisdiction, or for complex incidents with national-level implications (such as an emerging infectious disease or a bioterror attack), the Incident Command System (ICS) provides a flexible core mechanism for coordinated and collaborative incident management. When a single incident covers a large geographical area, multiple local ICS organizations may be required. Effective cross-jurisdictional coordination using processes and systems described in NIMS is absolutely critical in this instance.

Evergreen Valley College Response Assumptions

- Evergreen Valley College is primarily responsible for emergency actions within its property and will commit all available resources to save lives, minimize injury to faculty, staff and students of Evergreen Valley College, and to minimize property damage.
- Evergreen Valley College will utilize NIMS/SEMS/ICS in emergency response operations.
- The EOC Director / Director of Emergency Services will coordinate the disaster response in conformance with Evergreen Valley College emergency response policy.
- Evergreen Valley College will coordinate emergency response with Santa Clara and Santa Clara County.
- Evergreen Valley College will commit its resources to a reasonable degree before requesting mutual aid assistance.
- Mutual aid assistance will be requested when disaster relief requirements exceed the College’s ability to meet them.
- This EOP does not guarantee a perfect response for all situations. The plan outlines hazards that are treated as hypothesis rather than fact and identifies recommended guidelines to coordinate response activities.
- The EOP is NOT intended for day-to-day emergencies, but rather for disaster situations where normal resources are exhausted or have reached very low levels.
- It is possible for a major disaster to occur at any time and at any place. In many cases, dissemination of warning to the College and implementation of increased readiness measures may be possible. However, some emergency situations occur with little or no warning.
- Outside assistance may be available for major emergency situations effecting Evergreen Valley College. Since it takes time to summon external assistance, it is essential for Evergreen Valley College to be prepared to carry out the initial emergency response on an independent basis.
- Proper mitigation actions (i.e., fire inspections, proper storage of hazardous materials, etc.) can prevent or reduce disaster-related losses. Detailed emergency planning, training of emergency responders and other personal, and conducting periodic emergency drills and exercises can improve Evergreen Valley College’s readiness to deal with emergency situations.
RESPONSIBILITY

In accordance with the Government Code of the State of California, Section 3100-3101, all College district employees are hereby declared civil defense workers, subject to such civil defense activities as may be assigned to them (...all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.). In view of this directive, this manual has been written with a day and an evening plan. The majority of staff (administration, certificated, classified, etc.) is available during daytime hours so a special callback system (notification chain) has been devised to facilitate adaptation of the basic plan during the evening hours.

EMERGENCY MANAGEMENT GOALS

- Provide effective life safety measures and reduce property loss
- Provide for the rapid resumption of Evergreen Valley College classes and services
- Provide accurate documentation and records required for cost recovery efforts

ACTIVATION OF THE EVERGREEN VALLEY COLLEGE EMERGENCY OPERATIONS PLAN (EOP)

- The EOP can be activated on the order of select members of the College Crisis Action Team (CAT). See Volume One or Two Immediate Action Checklists.
- When the Governor of California has proclaimed a state of emergency in an area which includes Evergreen Valley College.

HAZARDOUS MATERIALS

The Santa Clara County Fire Department Hazardous Materials Response Teams are designated as the administering and response agencies for Hazardous Materials (HAZMAT) Response for Evergreen Valley College. (Volume One, Immediate Action and Event Specific Checklists, Hazardous Materials Incident).

APPROVAL AND PROMULGATION

This Evergreen Valley College EOP will be reviewed by the Director of Finance & Administrative Services. Upon completion of review and concurrence by these individuals, the EOP will be submitted to the College President for approval.
TRAINING AND EXERCISES

An emergency plan is not an end in itself. Training is necessary to make the planning concepts a natural response, in addition to training on the plan itself.

NIMS guidance stipulates that “Incident management organizations and personnel at all levels of government, and within the private-sector and nongovernmental organizations, must be appropriately trained to improve all-hazards incident management capability nationwide. Incident management organizations and personnel must also participate in realistic exercises - including multi-disciplinary and multi-jurisdictional events and private sector and nongovernmental organization interaction - to improve integration and interoperability. Training involving standard courses on incident command and management, incident management structure, operational coordination processes and systems - together with courses focused on discipline specific and agency specific subject matter expertise - helps ensure that personnel at all jurisdictional levels and across disciplines can function effectively together during an incident.”

The best method for training emergency response personnel to manage emergency operations is through realistic exercises that test the interaction between the local jurisdictional EOC, field units, Operational Area, and include private sector and nongovernmental organizations. During these exercises, emergency response personnel are required to respond as though a real emergency had occurred. The exercises should be designed to provide personnel with an opportunity to become thoroughly familiar with procedures that will actually be used in emergency situations. Exercises findings should be documented using an After Action Report critique format which addresses identification of plan, and equipment shortfalls, additional training requirements, corrective measures and deadlines for completion. NIMS/SEMS/ICS requires that emergency responders document this training.

There are several forms of exercises that should be conducted:

- Tabletop exercises provide a convenient and low-cost method designed to evaluate policy, plans and procedures, and resolve coordination and responsibility issues. Such exercises are a good way to see if policies and procedures exist to handle certain issues.
- Functional exercises are designed to test and evaluate the capability of an individual function such as evacuation, medical, communications or public information or to provide an opportunity for the jurisdiction Emergency Response Team to respond to a realistic scenario in the EOC environment.
- Full-scale exercises simulate an actual emergency. They typically involve the complete emergency management staff and field units and are designed to evaluate the operational capability of the entire emergency management system.

Evergreen Valley College will conduct regular exercises of this plan to train all necessary EOC Emergency Response Team members in the proper response to disaster situations.
**Personal Qualifications and Certification**
Under the NIMS, preparedness is based on national standards for the qualification and certification of emergency response personnel. Standards will help ensure that participating agencies and organizations field personnel who possess the minimum knowledge, skills, and experience necessary to execute incident management and emergency response activities safely and effectively. Standards typically include training, experience, credentialing, currency, and physical and medical fitness. Personnel that are certified for employment in support of an incident that transcends interstate jurisdictions through the Emergency Management Assistance Compacts System will be required to meet national qualification and certification standards. Federal, State, local, and tribal certifying agencies, professional organizations, and private organizations should credential personnel for their respective jurisdictions.

**Equipment Certification**
Incident management and emergency responder organizations at all levels rely on various types of equipment to perform mission essential tasks. A critical component of operational preparedness is the acquisition of equipment that will perform to certain standards, including the capability to be interoperable with equipment used by other jurisdictions. To enable national-level equipment certification, the NIMS Integration Center in coordination with appropriate Federal agencies, standards-making, certifying, and accrediting organizations and with appropriate State, local, tribal, private sector, and nongovernmental organizations, facilitate the development and/or publication of national standards, guidelines, and protocols for equipment certification. This effort includes the incorporation of standards and certification programs already in use by incident management and emergency response organizations nationwide. Review and approve (with the assistance of national professional organizations and with input from Federal, State, local, tribal, and private sector and nongovernmental entities) lists of emergency responder equipment that meet national certification requirements.

**MAINTENANCE OF THE EVERGREEN VALLEY COLLEGE NIMS/SEMS EMERGENCY OPERATIONS PLAN**
The Evergreen Valley College Emergency Operations Plan will be reviewed annually to ensure that plan elements are valid and current. Each responsible Evergreen Valley College staff member will review and upgrade his/her portion of the Evergreen Valley College EOP and/or modify its SOP/EOP(s) as required based on identified deficiencies experienced in drills, exercises or actual occurrences. Changes in local government and College emergency response organizations will also be considered in the Evergreen Valley College EOP revisions. The Emergency Preparedness Coordinator is responsible for making revisions to the College EOP that will enhance the conduct of response and recovery operations. The Director of Finance & Administrative Services will prepare, coordinate, publish and distribute any necessary changes to the plan to all College departments and other entities as shown on the distribution list on the Records Revision Page of this Emergency Operations Plan.
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LETTER OF PROMULGATION

TO: OFFICIALS, FACULTY, STAFF AND STUDENTS OF EVERGREEN VALLEY COLLEGE

The preservation of life and property is an inherent responsibility of Evergreen Valley College Management. Evergreen Valley College has prepared this Emergency Operations Plan (EOP) to ensure the most effective and economical allocation of resources for the protection of Evergreen Valley College staff and students in any emergency situation.

While no plan can guarantee the prevention of death and destruction during an emergency, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of planning efforts of the emergency staff and service elements utilizing the National Incident Management System (NIMS), California Standardized Emergency Management System (SEMS), and the Incident Command System (ICS).

The objective of this plan is to incorporate and coordinate all the resources, facilities, and personnel of the College into an efficient organization capable of responding to any emergency.

This NIMS/SEMS Emergency Operations Plan is an extension of city, county, state and federal emergency plans.

The Evergreen Valley College President gives full support to this plan and urges all Evergreen Valley College faculty, staff and students, individually and collectively, to do their share in maintaining total emergency preparedness and response capability of the College.

Concurrence of this promulgation letter constitutes the adoption of the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS) and Incident Command System (ICS) by Evergreen Valley College. The Evergreen Valley College Emergency Operations Plan will become effective on approval by the College President.

____________________________________

Evergreen Valley College President
## RECORD OF REVISIONS

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### DISTRIBUTION LIST

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# SIGNED CONCURRENCE BY PRINCIPAL DEPARTMENTS

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CHAPTER ONE

BASIC PLAN

PURPOSE

The NIMS/SEMS Emergency Operations Plan (EOP) addresses Evergreen Valley College's planned response to emergencies associated with natural disasters and technological incidents. This document provides an overview of operational concepts and identifies components of Evergreen Valley College's emergency response team established by the National Incident Management System (NIMS) / California Standardized Emergency Management System (SEMS), and Incident Command System (ICS).

AUTHORITIES AND REFERENCES

Disaster response and recovery operations will be conducted as outlined in Concept of Operations of this Chapter and in accordance with the enabling legislation, plans and agreements listed in Volume Three, Chapter Two - Authorities and References.

PREPAREDNESS ELEMENTS

At Evergreen Valley College, planning ahead for emergencies is part of normal business planning and all members of the campus community share a responsibility for preparedness. An emergency can strike anytime or anywhere and a disaster will affect the entire College community. Evergreen Valley College places emphasis on several aspects of preparedness including:

- Conducting comprehensive emergency operations planning
- Training emergency response team personnel
- Providing faculty, staff, and student awareness training on emergency response
- Assuring the adequacy of resources to respond to emergencies

CONCEPT OF OPERATIONS

Operations during emergencies involve a full spectrum of response levels. Some emergencies will be preceded by a warning period which provides sufficient time to notify the College community and implement mitigation measures designed to reduce loss of life and property damage. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the College Emergency Operations Plan and commitment of College response resources. The Evergreen Valley College emergency response team must be prepared to respond promptly and effectively to any foreseeable emergency.

EVERGREEN VALLEY COLLEGE EMERGENCY MANAGEMENT SYSTEM

Evergreen Valley College’s emergency management system consists of four levels:

- "On-Scene" (field response which includes the Safety Marshals)
- Crisis Action Team
- Emergency Operations Center Response Team
- Policy/Advisory Group
The four management levels provide an efficient means of establishing and carrying out the different management and coordination activities required to:

- Coordinate College wide support of “On-Scene” response personnel and equipment
- Manage and coordinate resources and mutual aid
- Coordinate response efforts with the Santa Clara and Santa Clara County

“On-Scene” or Field Response Level
The "On-Scene" or field response level is where emergency response personnel and resources, under the command of an appropriate fire or law enforcement authority, and the Safety Marshals carry out tactical decisions and activities in direct response to an incident or threat. The Incident Command System (ICS) is the “On-Scene” management structure used for emergency response. ICS, like SEMS, provides for five functions: Command (Incident Commander), Operations, Planning, Logistics, and Finance. Note: Tactical “On-Scene” response decisions are made at the field Incident Commander level - NOT in the EOC. The Safety Marshals are under the command and control of the Evergreen Valley College Crisis Action Team or the Operations Section within the Evergreen Valley College Emergency Operations Center (EOC).

Field Command and Management Functions
NIMS requires that field command and management functions be performed in accordance with a standard set of ICS Organizations, doctrine and procedures. However, Incident Commanders generally retain the flexibility to modify procedures or organizational structure or align as necessary with operating characteristics of their specific jurisdictions or to accomplish the mission in the context of a particular hazard scenario.

Crisis Action Team
Depending on the nature of the emergency, the Crisis Action Team (CAT) can meet at the President’s office (or another pre-determined location) or confer by telephone to make immediate decisions about an emergency response. The precise composition and activities of the Crisis Action Team will depend on the specific emergency circumstances and functions needed. Other Evergreen Valley College or assisting jurisdiction/agency representatives may be included in the Crisis Action Team discussions/meetings as needed. Standing members of the Crisis Action Team include several College officials:

- College President
- Vice President Student Affairs
- Director of Marketing
- Police Chief
- Maintenance Manager
- Director of Administrative Services
- Vice President Academic Affairs

Any member of the Crisis Action Team (CAT) may call a meeting or initiate a conference call. The Crisis Action Team records its decisions. Possible options may include:

- A decision to do nothing
- A decision to proceed with “watchful waiting” while being prepared to either meet again or mobilize the EOC in response to the situation
- A decision to partially activate the EOC
- A decision to fully activate the EOC

**Evergreen Valley College Emergency Operations Center Response Team**

If the scope of the emergency is beyond the capabilities of the Campus Security Department and/or the Crisis Action Team the Evergreen Valley College Emergency Operations Center (EOC) may be activated to manage the emergency response. The College Emergency Operations Center (EOC) Emergency Response Team coordinates the overall College emergency response and recovery activities utilizing the NIMS /SEMS organization. NIMS / SEMS, like ICS, provides for five functions: Management (Director of Emergency Services), Operations, Planning, Logistics, and Finance. Note: Tactical "On-Scene" response decisions are made at the field Incident Commander level - NOT by members of the EOC Response Team. The EOC provides a centralized location for the strategic decisions and planning for the College's various response and recovery activities.

**Policy/Advisory Group**

The Policy/Advisory Group is made up of the College President and the members of the Evergreen Valley College Board of Trustees. The Policy/Advisory Group will convene when needed or at the request of EOC Director/Director of Emergency Services. The Policy/Advisory Group may convene to develop executive level policies and/or facilitate multi-jurisdictional coordination. The Policy/Advisory Group can assist the Director of Emergency Services through advice and policy direction and by creating a conduit to other government officials and the public. In the event of a disaster the Policy/Advisory Group will meet at a location other than the EOC to avoid congestion and provide a secure quiet location for discussion of sensitive issues.

The Policy/Advisory Group may request assistance or advice from city or county officials. Any other city, county department/agency, or assisting organization (e.g., hospital, utility, etc.) may also be solicited for advice.

**EMERGENCY RESPONSE PHASES**

Emergency management activities are often associated with the four emergency management phases indicated below, however, not every disaster necessarily includes all phases.

**Preparedness Phase**

The preparedness phase involves activities taken in advance of an emergency. These activities develop operational capabilities and pre-established responses procedures to an emergency. These actions might include mitigation activities, emergency/disaster planning, training and exercises, and faculty, staff, and student preparedness education. Those departments identified in this plan as having either a primary or support roles relative to emergency response should review this EOP and prepare appropriate supplemental Standard Operating Procedures (SOPs)/ Emergency Operating Procedures (EOPs) and Checklists detailing personnel assignments, policies, notification rosters, and resource lists.
Increased Readiness

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

- Review and update of Evergreen Valley College Emergency Operations Plans (EOP), SOPs, and resources listings
- Dissemination of accurate and timely emergency public information
- Inspection of critical facilities
- Recruitment of additional response staff
- Mobilization of resources
- Testing warning and communications systems

Response Phase

Pre-Emergency

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

- Evacuation of threatened populations to safe areas
- Advising threatened populations of the emergency and appraising them of safety measures to be implemented
- Advising the Santa Clara and Santa Clara County, the Evergreen Valley College President, and the Evergreen Valley College Board of Trustees of the emergency
- Identifying the need for mutual aid and requesting such through the Santa Clara and/or the Santa Clara County Office of Emergency Services
- Request an emergency proclamation by local government authorities (Santa Clara and Santa Clara County)

Emergency Response

During this phase, emphasis is placed on saving lives and property, control of the situation, and minimizing effects of the disaster. Immediate response is accomplished on College property by College resources and local government agencies (fire, law enforcement, EMS etc.). One of the following conditions will apply to the jurisdiction during this phase:

- The situation can be controlled without mutual aid assistance from outside Evergreen Valley College
- Evacuation of all or portions of Evergreen Valley College is required due to uncontrollable immediate and ensuing threats
- Mutual aid from outside Evergreen Valley College is required
- Evergreen Valley College is either minimally impacted or not impacted at all and is requested to provide mutual aid to other jurisdictions

The Evergreen Valley College emergency management organization will give priority to the following operations:

- Dissemination of accurate and timely emergency information and warning to the College community and the public
- Situation analysis
- Resource allocation and control
- Evacuation and rescue operations
- Care and shelter operations
Restoration of classes and vital services

When College resources are committed to the maximum and additional resources are required, requests for mutual aid will be initiated through the Santa Clara and Santa Clara County Office of Emergency Services or County EOC. The Evergreen Valley College Security Director will request or render mutual aid directly through established channels. Any action which involves financial outlay by the College or a request for military assistance, must be authorized by appropriate officials through County OES. If required, the California Office of Emergency Services may be requested by Santa Clara County to coordinate the establishment of one or more Disaster Support Areas (DSAs) where resources and supplies can be received, stockpiled, allocated, and dispatched to support operations in affected area(s).

Depending on the severity of the emergency, the Evergreen Valley College Emergency Operating Center (EOC) may be activated, and the Santa Clara and Santa Clara County will be advised. A state of emergency may be proclaimed at the city and/or county levels. Should a gubernatorial state of emergency be proclaimed, state agencies will, to the extent possible, respond to requests for assistance. These activities will be coordinated with California OES. State OES may also activate the State Operations Center (SOC) in Sacramento to support local jurisdictions and other entities in the affected areas and to ensure the effectiveness of the state's emergency response.

Sustained Emergency
In addition to continuing life and property protection operations, mass care, relocation, registration of displaced persons, and damage assessment operations will be initiated.

RECOVERY PHASE

As soon as possible, the state OES will bring together representatives of federal, state, county, and city agencies, as well as representatives of the American Red Cross, to coordinate the implementation of assistance programs and establishment of support priorities. The general public can obtain individual disaster assistance through the FEMA telephone coordination center by dialing (800) 462-9029 or (800) 462-7585 (for the hearing impaired).

The recovery period has major objectives that may overlap, including:
- Resumption of classes and other Evergreen Valley College services
- Restoration of essential utility services
- Permanent restoration of College property
- Identification of residual hazards
- Plans to mitigate future hazards
- Recovery of costs associated with response and recovery efforts
- Cleanup and waste disposal
MITIGATION PHASE

Mitigation efforts occur both before and following disaster events. Post-disaster mitigation is part of the recovery process. Eliminating or reducing the impact of hazards that exist within Evergreen Valley College that are a threat to life and property are part of the mitigation efforts. There are various mitigation tools:

- Coordination with local and state officials to change ordinances and statutes (zoning ordinance, building codes and enforcement, etc.)
- Structural measures
- Public information and community relations
- Land use planning
- Response team training

EMERGENCY LEVELS

The magnitude of the emergency will dictate the College response level. Response levels are used to describe the type of event, extent of coordination or assistance needed, and degree of participation from the College departments.

Readiness and Routine Phase - Normal Operations

At this level the Evergreen Valley College departments respond to daily emergency situations. Stand-by and activation procedures should be issued in advance of an anticipated or planned event.

Minor Emergency - Level One - Decentralized Coordination and Direction

A Level One emergency is a minor to moderate incident wherein College resources are adequate and available. The Evergreen Valley College EOC is not activated. Off-duty personnel may be recalled. College Security, local law enforcement, fire, public works, or medical responders use on-scene Incident Command System (ICS) procedures. Based on the type of emergency, the appropriate authority monitors the situation and provides assistance. The Evergreen Valley College Crisis Action Team may be formed to deal with Level One emergencies.

Moderate Emergency - Level Two - Centralized Coordination and Decentralized Direction

A Level Two emergency is a moderate to severe emergency in which College resources are not adequate and mutual aid may be required. Key management personnel from the involved departments will co-locate to provide College coordination. The Evergreen Valley College EOC may be partially or fully activated based on the severity of the situation. Off-duty personnel may be recalled. A local emergency and a state of emergency may be requested and the Santa Clara and/or Santa Clara County OES will be notified. The Santa Clara and/or Santa Clara County EOCs may be activated or a request for the Santa Clara EOC activation for purposes of co-location may be promulgated.

Major Emergency - Level Three - Centralized Coordination and Direction

A Level Three emergency is a major local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive county, state and/or federal resources are required. A declaration of emergency is usually issued at the state and federal levels. The overall response and early recovery activities will be managed from the Santa Clara or Santa Clara County EOC with the Evergreen Valley College EOC being activated based on the situation. Off-duty Evergreen Valley College response personnel will be recalled as required.
The Evergreen Valley College Emergency Operations Plan is based on the National Incident Management System (NIMS) / Standardized Emergency Management System (SEMS) and Incident Command System (ICS).

Evergreen Valley College has fully adopted the provisions of NIMS/SEMS/ICS and requires its implementation at the Emergency Operations Center (EOC) and on-scene by all responders.

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

On February 11, 2003, the President of the United States issued Homeland Security Presidential Directive (HSPD)-5 which directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). State, County and City level jurisdictions are required to comply with NIMS.

The essential elements of the NIMS are:

- Standardized organizational structures, processes, and procedures
- Standards for planning, training and exercising of personnel
- Equipment acquisition and certification standards
- Interoperable communications processes, procedures, and systems
- Information management systems
- Supporting technologies - voice and data communications systems, information systems, data display systems, and specialized technologies

Common Terminology
ICS establishes common terminology that allows diverse incident management and support entities to work together across a wide variety of incident management functions and hazard scenarios. This common terminology covers the following areas:

- Organizational Functions. Major functions and functional units with domestic incident management responsibilities are named and defined. Terminology for the organizational elements involved is standard and consistent.
- Resource Descriptions. Major resources--including personnel, facilities, and major equipment and supply items--used to support incident management activities are given common names and are "typed" with respect to their capabilities, to help avoid confusion and to enhance interoperability.
- Incident Facilities. Common terminology is used to designate the facilities in the vicinity of the incident area that will be used in the course of incident management activities.

Broad Applicability
NIMS guidance states that ICS should be user friendly and be applicable across a wide spectrum of emergency response and incident management disciplines. This will enable the communication, coordination, and integration critical to effective and efficient NIMS.
Coordination with Volunteer and Private Agencies and Businesses
The EOC will be a focal point for coordination of response activities with volunteer and private agencies and businesses. Based on the tactical situation the appropriate Evergreen Valley College EOC Section Chiefs may establish communication with private and volunteer agencies providing services with the College.

Minimal Disruption
NIMS guidance states that the implementation of ICS should have the least possible disruption on existing systems and processes. This will facilitate its acceptance across a nationwide user community and ensure continuity in the transition process from normal operations. This is certainly true for the State of California which was already using SEMS/ICS.

Modular Organization
The incident command organizational structure develops in a top-down, modular, fashion that is based on the size and complexity of the incident as well as the specifics of the hazard environment created by the incident. When needed, separate functional elements can be established each of which may be further subdivided to enhance internal organizational management and external coordination. Responsibility for the establishment and expansion of the ICS modular organization ultimately rests with the Incident Commander (IC), who bases these on the requirements of the situation. As incident complexity increases, the organization expands from the top down as functional responsibilities are delegated. Concurrently with structural expansion, the number of management positions expands to adequately address the requirements of the incident.

Modular organization is the method by which the NIMS/SEMS/ICS organizational structure, based upon the type and size of an incident, develops. The NIMS/SEMS/ICS organization staff builds from the top down as the incident grows, with responsibility and performance placed with the Incident Commander. NIMS/SEMS/ICS is made up of five functions: Management; Operations; Planning; Logistics; and Finance. These functions may, as the incident grows, be organized and staffed into Sections.

Initially, an Incident Commander may be performing all five functions. Then, as the incident grows, each function may be established as a Section with several Units under each Section. Only those functional elements that are required to meet current objectives will be activated. Those functions which are needed but not staffed will be the responsibility of the next higher element in the organization.

ICS is designed to have the following operating characteristics. It should be:

- Suitable for operations within a single jurisdiction or single agency, a single jurisdiction with multi-agency involvement, or multiple jurisdictions with multi-agency involvement.
- Applicable and acceptable to users throughout the country.
- Readily adaptable to new technology.
- Adaptable to any emergency or incident to which domestic incident management agencies would be expected to respond.
- Have a scalable organizational structure that is based on the size and complexity of the incident.
Unified Command
Unified Command is an important element in multi-jurisdictional or multi-agency domestic incident management. In incidents involving multiple jurisdictions, a single jurisdiction with multi-agency involvement, or multiple jurisdictions with multi-agency involvement, Unified Command allows agencies with different legal, geographic, and functional authorities and responsibilities to work together effectively without affecting individual agency authority, responsibility, or accountability. All agencies with jurisdictional authority or functional responsibility for any or all aspects of an incident and those able to provide specific resource support participate in the Unified Command structure and contribute to the process of determining overall incident strategies; selecting objectives; ensuring that joint planning for tactical activities is accomplished in accordance with approved incident objectives; ensuring the integration of tactical objectives; and approving, committing, and making optimum use of all assigned resources. It should be remembered that no agency’s legal authorities will be compromised or neglected.

Command Practices
Unified Command works best when the participating members of the Unified Command collocate at the Emergency Operations Center (or Incident Command Post) and observe the following practices:

- Select an Operations Section Chief for each operational period.
- Keep each other informed of specific requirements.
- Establish consolidated incident objectives, priorities, and strategies.
- Coordinate to establish a single system for ordering resources.
- Develop a consolidated EOC Action Plan (Incident Action Plan) written or oral, evaluated and updated at regular intervals.
- Establishing procedures for joint decision making and documentation.

Mutual Aid Systems
California OES has three administrative offices encompassing six mutual aid regions. The Southern Administrative Region consists of mutual aid regions one and six. The Inland Administrative Region has mutual aid regions three, four, and five. The mutual aid system:

- Was initially used by fire and law systems, expanded to include public works, medical, hazmat and others.
- Now used by cities, counties, special districts and the state to voluntarily provide services, resources and facilities when needed.
- Based on the neighbor helping neighbor concept.

Consolidated Action Plans
Consolidated Action Plans identify objectives and strategy determinations made by the EOC Director (Director of Emergency Services) for the incident based upon the requirements of the affected jurisdiction. In the case of Unified Command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The consolidated Action Plan (EOC Action Plan or field Incident Action Plan) documents the tactical and support activities that will be implemented during an operational period.
Manageable Span-of-Control

Span-of-Control is essential to effective and efficient incident management. Within ICS, the Span-of-Control of any individual with incident management supervisory responsibility should range from three to seven subordinates. The type of incident, nature of the task hazards and safety factors, and distances between personnel and resources all influence Span-of-Control considerations.

Accountability

Effective accountability at all jurisdictional levels and within individual functional areas during incident operations is essential. To that end, the following principals must be adhered to:

- Check-In—All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the EOC Director.
- EOC Action Plan—Response operations must be directed and coordinated as outlined in the EOC Action Plan.
- Unity of Command—Each individual involved in incident operations will be assigned to only one supervisor.
- Span of Control—Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision.
- Resource Tracking—Supervisors must record and report resource status changes as they occur.
- Deployment—Personnel and equipment should respond only when requested or when dispatched by appropriate authority.

Area Command

NIMS directs that an “Area Command” be established either to oversee the management of multiple incidents that are each being handled by a separate ICS organization or to oversee the management of a very large incident that involves multiple ICS organizations. Area Command is also used when there are a number of incidents in the same area and of the same type, such as two or more hazardous material (HAZMAT) or oil spills. Area Command is not a term that is identified in SEMS. For the purpose of the Evergreen Valley College Emergency Operations Plan the “Operational Area” concept will be used in place of the NIMS “Area Command” term. For incidents under its authority, an Area Command has the responsibility to set overall incident-related priorities; allocate critical resources according to priorities; ensure that incidents are properly managed; ensure that incident management objectives are met and do not conflict with each other or with agency policy; identify critical resource needs and report them to EOCs and/or multiagency coordination entities; and ensure that short-term emergency recovery is coordinated to assist in the transition to full recovery operations.
Multi-Agency Coordination Entities
Regardless of form or structure, the principal functions and responsibilities of multi-agency coordination entities typically include the following:

- Ensuring that each agency involved in incident management activities is providing appropriate situational awareness and resource status information.
- Establishing priorities between incidents and/or Area Commands (Operational Areas in California) in concert with the IC or UC(s) involved.
- Acquiring and allocating resources required by incident management personnel in concert with the priorities established by the IC or UC.
- Anticipating and identifying future resource requirements.
- Coordinating and resolving policy issues arising from the incident(s).
- Providing strategic coordination as required. Following incidents, multi-agency coordination entities are also typically responsible for ensuring that improvements in plans, procedures, communications, staffing, and other capabilities necessary for improved incident management are acted on.

These improvements should also be coordinated with appropriate preparedness organizations, if these organizations are constituted separately.

Multi-Agency or Inter-Agency Coordination
Multi-agency or inter-agency coordination is important for:

- Establishing priorities for response.
- Allocating critical resources.
- Developing strategies for handling multi-agency response problems.
- Sharing information.
- Facilitating communications.

Multi-Agency or Inter-Agency Coordination Group
When a number of Multi-Agencies or Inter-Agencies are present a Multi-Agency Group:

- May be established formally.
- Should develop consensus on priorities, resource allocation and response strategies.
- May function within the EOC, at another location or through conference calls - but should remain in contact with the EOC.
- The EOC Action Plan should incorporate group priorities and objectives.
- Group objectives should be implemented through the EOC.
- The jurisdiction may participate with other local governments and agencies in a multi-agency coordination group organized by another local government(s) or at the State Level.
CALIFORNIA STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

SEMS is the system required by Chapter 7 of Division 2 of the Government Code §8607. The standard organizational model is based on an approach called the Incident Command System (ICS) that was developed by fire departments to give them a common language when requesting personnel and equipment from other agencies and to give them common tactics when responding to emergencies.

The system is designed to minimize the problem common to many emergency response efforts—duplication of efforts—by giving each person a structured role in the organization, and each organization its piece of the larger response. The ICS can be used by any combination of agencies and districts in emergency response. It clearly defines the chain of command and limits the span of control of any one individual.

Why Use SEMS?
Per California Code of Regulations, Title 19, §2401, SEMS is intended to standardize responses to emergencies involving multiple jurisdictions or multiple agencies. SEMS is intended to be flexible and adaptable to the needs of all emergency responders in California. SEMS requires emergency response agencies to use basic principles and components of emergency management including ICS, multi-agency or inter-agency coordination, the operational area concept, and established mutual aid systems. All State Agencies are required to use SEMS in all multi-jurisdiction or multi-agency operations. Local government (including special districts) must use SEMS by December 1, 1996 in order to be eligible for state reimbursement of response-related personnel costs pursuant to activities identified in CCR, Title 19, §2920, §2935, and §2930.

By standardizing key elements of the emergency management system, the SEMS is able to achieve the following goals:
- Facilitate the flow of information and resources within and between levels of the system
- Establish emergency communication system, channels, and contacts in advance
- Facilitate coordination among all responding agencies
- Improve mobilization, use and tracking of resources
- Manage priorities with limited resources

Per California Code of Regulations (CCR), Title 19, §2443(b), compliance with SEMS shall be documented in the areas of planning, training, exercises, and performance.
**SEMS Definition of Special Districts**

“Local Government” means local agencies as defined in Government Code §8680.2 and special districts as defined in CCR, Title 19, Division 2, Chapter 5, NDAA, §2900(y).

CCR, Title 19, Division 2, Chapter 5, NDAA, §2900(y) defines Special Districts as a “unit of local government in the state (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project, including a joint powers authority established under CCR Section 6500 et seq., of the Code.”

For the purposes of SEMS, special districts are political subdivisions of the State of California with limited power. The Emergency Services Act defines a political subdivision as “any city, city and county, district or other local governmental agency or public agency authorized by law.” Broadly interpreted, this means virtually all forms of government including special districts come under some or all of the provisions of the Emergency Services Act and the Standardized Emergency Management System.

**Elements of SEMS**

**Incident Command System (ICS)**

- Provides the foundation for SEMS
- Originally adopted for field response to multi-agency, multi-jurisdictional wildland fires
- Adopted by other disciplines such as law enforcement, emergency medical services, public works and others
- Utilizes management by objectives that are measurable which are set at the top and communicated throughout the entire organization

**ICS characteristics**

- Suitable for operations within a single jurisdiction or single agency, a single jurisdiction with multiagency involvement, or multiple jurisdictions with multiagency involvement;
- Applicable and acceptable to users throughout the country;
- Readily adaptable to new technology;
- Adaptable to any emergency or incident to which domestic incident management agencies would be expected to respond; and
- Have a scalable organizational structure that is based on the size and complexity of the incident.

**Common Terminology**

- Organizational Functions. Major functions and functional units with domestic incident management responsibilities are named and defined. Terminology for the organizational elements involved is standard and consistent.
- Resource Descriptions. Major resources --including personnel, facilities, and major equipment and supply items--used to support incident management activities are given common names and are "typed" with respect to their capabilities, to help avoid confusion and to enhance interoperability.
- Incident Facilities. Common terminology is used to designate the facilities in the vicinity of the incident area that will be used in the course of incident management activities.
Modular Organization
The incident command organizational structure develops in a top-down, modular fashion that is based on the size and complexity of the incident, as well as the specifics of the hazard environment created by the incident. When needed, separate functional elements can be established, each of which may be further subdivided to enhance internal organizational management and external coordination. Responsibility for the establishment and expansion of the ICS modular organization ultimately rests with the Incident Commander (IC), who bases these on the requirements of the situation. As incident complexity increases, the organization expands from the top down as functional responsibilities are delegated. Concurrently with structural expansion, the number of management positions expands to adequately address the requirements of the incident.

Management by Objectives
- Established overarching objectives.
- Developing and issuing assignments, plans, procedures, and protocols.
- Establishing and directing efforts to attain specific, measurable objectives for various incident management functional activities in support of defined strategic objectives.
- Documenting results to measure performance and facilitate corrective action.

Span of Control
The Span of Control of any individual with incident management supervisory responsibility should range from three to seven subordinates. However, the type of incident, nature of the task, hazards and safety factors, and distances between personnel and resources all influence span-of-control considerations.

Comprehensive Resource Management
Management of resources is essential for emergency operations. Maintaining an accurate and up-to-date picture of resource utilization is a critical component of domestic incident management. Resource management includes processes for categorizing, ordering, dispatching, tracking, and recovering resources. It also includes processes for reimbursement for resources, as appropriate. Resources are defined as personnel, teams, equipment, supplies, and facilities available or potentially available for assignment or allocation in support of incident management and emergency response activities.

Establishment and Transfer of Command
- The command function is clearly established at the beginning of incident operations.
- The process for transferring command includes a briefing that captures all essential information for continuing safe and effective operations.

Mutual Aid System
- Used by cities, counties, special districts and the state to voluntarily provide services, resources and facilities when needed
- Uses a neighbor helping neighbor concept
- Initially used by fire and law systems, expanded to include public works, medical, hazmat and others

Multi/Inter-Agency Coordination
- Coordinated decision-making among and between agencies
- Facilitates priority setting for resource allocation and response
- Facilitates communications and information sharing
Unified Command
Unified Command is an important element in multijurisdictional or multiagency domestic incident management. It provides guidelines to enable agencies with different legal, geographic, and functional responsibilities to coordinate, plan, and interact effectively. As a team effort, UC overcomes much of the inefficiency and duplication of effort that can occur when agencies from different functional and geographic jurisdictions, or agencies at different levels of government, operate without a common system or organizational framework. All agencies with jurisdictional authority or functional responsibility for any or all aspects of an incident and those able to provide specific resource support participate in the UC structure and contribute to the process of determining overall incident strategies; selecting objectives; ensuring that joint planning for tactical activities is accomplished in accordance with approved incident objectives; ensuring the integration of tactical operations; and approving, committing, and making optimum use of all assigned resources. The exact composition of the UC structure will depend on the location(s) of the incident (i.e., which geographical administrative jurisdictions are involved) and the type of incident (i.e., which functional agencies of the involved jurisdiction(s) are required). In the case of some multijurisdictional incidents, the designation of a single IC may be considered to promote greater unity of effort and efficiency. A Unified Command structure contributes to the process of:

- Determining overall incident strategies
- Selecting objectives
- Jointly planning tactical activities in accordance with approved incident objectives.
- Integrating tactical operations
- Approving, committing, and making optimum use of all assigned resources

Unified Approach
The jurisdiction uses a unified approach to preparedness, ensuring mission integration and interoperability across functional and jurisdictional lines, as well as between public and private organizations.

Operational Area
- Government Code §8559(b) states that an “Operational Area” is an intermediate level of the state emergency services organization, consisting of a county and all political subdivisions within the county area
- Government Code §8605 states that each county is designated as an operational area. The governing bodies of each county and of the political subdivisions in the county may organize and structure their operational area. The Operational Area may be used by the county and the political subdivisions comprising the Operational Area for the coordination of emergency activities and to serve as a link in the communications system during a state of emergency or a local emergency
- Operational Areas are the link between local government (including special districts) and the OES regions for the purpose of managing resources and information exchange.
<table>
<thead>
<tr>
<th>FUNCTION</th>
<th>RESPONSIBILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRISIS ACTION TEAM</td>
<td>Made up of key College management personnel who will meet or confer by phone to:</td>
</tr>
<tr>
<td></td>
<td>• Manage emergency themselves</td>
</tr>
<tr>
<td></td>
<td>• Activate the EOC</td>
</tr>
<tr>
<td></td>
<td>• Identify appropriate level of EOC activation</td>
</tr>
<tr>
<td></td>
<td>• Manage emergency while EOC is being set up</td>
</tr>
<tr>
<td></td>
<td>• Identify beginning and ending time of 1st operational period</td>
</tr>
<tr>
<td></td>
<td>• Develop 1st operational period Objectives and Priorities</td>
</tr>
</tbody>
</table>

**AFTER EOC ACTIVATION**

**TRANSITION TO STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)**

<table>
<thead>
<tr>
<th>POLICY/ADVISORY GROUP</th>
<th>Policy level management members (President and Board of Trustees) that provide policy guidance to the College President.</th>
</tr>
</thead>
<tbody>
<tr>
<td>MANAGEMENT SECTION</td>
<td>This function provides the overall direction and sets priorities for an emergency.</td>
</tr>
<tr>
<td>OPERATIONS SECTION</td>
<td>This function coordinates the employment of College resources (law enforcement, fire/rescue, medical, etc.) to mitigate the effects of the emergency.</td>
</tr>
<tr>
<td>PLANNING/INTELLIGENCE SECTION *</td>
<td>This function gathers and assesses information and develops an EOC Action Plan. The EOC Action Plan sets the objectives for the operational period. The operational period is set by management.</td>
</tr>
<tr>
<td>LOGISTICS SECTION</td>
<td>This function provides facilities, services, personnel, equipment and supplies in support of EOC and field response operations.</td>
</tr>
<tr>
<td>FINANCE/ADMINISTRATION SECTION *</td>
<td>This function is responsible for all financial and cost analysis management.</td>
</tr>
</tbody>
</table>

The jurisdiction has implemented and institutionalized processes, procedures, and/or plans to ensure its ICS has interactive management components.

Note: The titles “Planning/Intelligence” and “Finance/Administration” are shortened to “Planning” and “Finance” throughout the EOP for simplicity and to fit in the organization charts.
**Organizational Structure**
California Code of Regulations, Title 19, §2403 specifies five levels of the SEMS organization, which are activated as necessary.

**Field Response Level**
Emergency response personnel with their resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response to an incident or threat. The use of ICS at this level is the standard (i.e. response to a fire, auto wreck, flood, etc.).

The use of SEMS is intended to standardize the response to emergencies involving multiple jurisdictions or multiple disciplines (i.e. fire services, law enforcement, medical, etc.). The agencies that participate in a unified command do not relinquish their jurisdictional authorities. They develop a single coordinated action plan for the agreed operational period through multi-interagency coordination.

**Local Government Level**
Local governments include cities, counties, and special districts. Some special districts, such as metropolitan water districts have county or multi-county scope of authority. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction.

CCR, Title 19, §2407 states that SEMS shall be utilized when the local government Emergency Operation Center (EOC) is activated and when a local emergency is declared or proclaimed. It also states that local government shall use multi-agency or inter-agency coordination to facilitate decisions for overall local government level emergency response activities.

The EOC is a centralized location for decision making relating to the College’s emergency response. It can be a very elaborate facility or a conference room that is converted when needed. The EOC is where emergency response actions can be managed and resource allocations and responses can be tracked and coordinated with the field, city, operational area, and OES Region.

All local governments are responsible for coordinating field response level with other local governments and the operational area. Local governments are also responsible for providing mutual aid within their capabilities.

The NIMS requires that field command and management functions be performed in accordance with a standard set of ICS organizations, doctrine, and procedures. However, Incident Commanders generally retain the flexibility to modify procedures or organizational structure to align as necessary with the operating characteristics of their specific jurisdictions or to accomplish the mission in the context of a particular hazard scenario.

**Operational Area Level**
Operational Area (OA) means an intermediate level of the state’s emergency services organization that encompasses the county and all political subdivisions within the county including special districts. SEMS regulations specify that all local governments within a county geographic area be organized into a single OA and that the county board of supervisors is responsible for its establishment. The OA coordinates information, resources, and priorities among local governments within the OA and serves as the coordination and communication link between the local government level and regional level.
Regional Level
Due to size and geography, the state has been divided into six mutual aid regions to provide for a more effective application and coordination of mutual aid and other emergency related activities.

Information and resources among operational areas within the mutual aid region, and also between the OA and the state level are managed and coordinated at this level. If an Operational Area EOC is activated, the OES Regional Emergency Operations Center (REOC) will be activated to the level necessary to coordinate emergency operations and respond to requests for resources and mutual aid.

State Level
This level manages state resources in response to the emergency needs of the other levels and coordinates mutual aid among the mutual aid regions and between the regional level and state level. It serves as the coordination and communication link between the state and federal disaster response system. When an OES Regional Administrator activates a REOC, the State Operations Center (SOC) at OES headquarters will also be activated to support the region with state agency resources.
Involvement and Coordination

Universities are classified as *Special Districts* by the California Emergency Services Act. The emergency response role of special districts is generally focused on their normal services. During disasters, some types of special districts will be more extensively involved in the emergency response by assisting other local governments.

Coordination and communications should be established among special districts that are involved in the emergency response, and in other local governments, and the operational area. This may be accomplished in various ways depending on the local situation. Relationships among special districts, cities, county government, and the Operational Area are complicated by overlapping boundaries and by the multiplicity of special districts. Special districts need to work with the local governments in their service areas to determine how best to establish coordination and communications in emergencies.

The following discusses various situations and possible ways to establish coordination. The simplest situation is when a special district is wholly contained within a single city or within a county area. Usually in this case, the special district should have a representative at the EOC of the city or county in which it is located and direct communications should be established between the special district EOC and the city or county EOC. An exception may occur where there are many special districts within a large city or county.

Typically, special district boundaries cross municipal boundary lines. A special district may serve several cities and county unincorporated areas. Some special districts serve more than one county. Ideally, a special district involved in the emergency response will have representatives at all activated city or county EOCs within its service area. However, this may not be practical when many jurisdictions within its service area are affected. One alternative may be to focus coordination at the operational area level and designate a representative to the operational area EOC to work with other local government representatives at that EOC.

When there are many special districts within one city or within the county, it may not be feasible for the city or county EOC to accommodate representatives from all special districts during area-wide disasters. In such cases, the city or county should work with the special districts to develop alternate ways of establishing coordination and communications. There are several alternatives to consider:

- One representative from each type of special district who would communicate with other special districts of the same type.
- Representatives at the EOC only from designated key special districts-linked via telecommunications with other special districts.
- Establish a special district coordination center for a particular type of special district, such as a water district coordination center, that communicates with the jurisdiction EOC. This arrangement may be established for the Operational Area.
MUTUAL AID AGREEMENTS

Mutual-aid agreements are the means for one jurisdiction to provide resources, facilities, services, and other required support to another jurisdiction during an incident. Each jurisdiction should be party to a mutual-aid agreement (such as the California Master Mutual Aid Agreement) with appropriate jurisdictions from which they expect to receive or to which they expect to provide assistance during an incident. This would normally include all neighboring or nearby jurisdictions, as well as relevant private-sector and nongovernmental organizations. States should participate in interstate compacts and look to establish intrastate agreements that encompass all local jurisdictions. Mutual aid agreements are also needed with private organizations, such as the American Red Cross, to facilitate the timely delivery of private assistance at the appropriate jurisdictional level during incidents. At a minimum, mutual-aid agreements should include the following elements or provisions:

- Definitions of key terms used in the agreement.
- Roles and responsibilities of individual parties.
- Procedures for requesting and providing assistance.
- Procedures, authorities, and rules for payment, reimbursement, and allocation of costs.
- Notification procedures.
- Protocols for interoperable communications.
- Relationships with other agreements among jurisdictions.
- Workers compensation.
- Treatment of liability and immunity.
- Recognition of qualifications and certifications.
- Sharing agreements, as required.

Authorized officials from each of the participating jurisdictions will collectively approve all mutual-aid agreements.

RESEARCH AND DEVELOPMENT

Research and Development (R&D) planning will be based on the operational needs of the entire range of NIMS users. These needs represent key inputs as the Nation formulates its R&D agenda for developing new and improved incident management capabilities. Since operational needs will usually exceed the resources available for research to address them, these needs must be validated, integrated, and prioritized. The Department of Homeland Security is responsible for integrating user needs at all levels into the national R&D agenda.

COMMUNICATION

Operational Area Satellite Information System (OASIS)

OASIS is an information and resource tracking system for Operational Areas. It was designed to facilitate the information flow between local governments, OA’s, OES regions and the SOC through the use of a satellite information link. Effective coordination of emergency response and mutual aid within an OA will require the exchange of information between local governments and the OA.
Response Information Management System (RIMS)

RIMS is a set of applications designed by the Governor’s Office of Emergency Services (OES) in Lotus Notes to assist in the management of disasters in California. The goal of the RIMS project is to connect, via computers, the five levels of government outlined in SEMS. RIMS is in use by all 58 Operational Areas (counties) and 30 state and federal agencies. OES is now fielding RIMS down to California’s cities and is developing applications that can be used by emergency responders in the field.

RIMS has a set of reports available to all levels of government that categorizes disaster related information in a manner that quickly provides an overview of an event or multiple events. Because RIMS allows multiple users to submit and receive information on demand, it has dramatically improved the dissemination of disaster related information statewide.

RIMS has established an electronic link between agencies requesting assistance and agencies that can provide the needed resources. It allows Operational Areas to submit requests for emergency response assistance by computer to one of OES’ three Regional Emergency Operations Centers (REOC). These REOCs then review the request and task the appropriate state agency to provide the requested assistance. The database is currently being modified so that it can be used by city and field level response organizations. (See Appendix A for Event/Major Incident Report.)

Special districts should report problems, needs, incident/status reports, etc. to the Operational Area (OA) within which they have a problem with their facilities. Special Districts may also report incidents to other locations in addition to the OA; for example, if they are a utility they may report to the Utilities Operations Center located at OES and they may also have reporting requirements to the Public Utilities Commission. If there is a disruption of services to a special district (for example, East Bay Municipal Utility District) they may also have to report to the OA where the service has been impacted in addition to reporting to the OA where the facility has been impacted. The Operational Area EOC may take care of the communications from the Special District to the cities, and to an OES REOC.

The special district may have entered into a mutual aid agreement with another special district. In this case, the district may request assistance directly in accordance with their agreement and also notify the OA of facility damage and/or service disruption. If they are a part of a statewide mutual aid system, they must follow the protocols of that particular system; for example, fire districts.

PLANNING

CCR, Title 19, §2445 states that local governments, operational areas, and state agencies shall include the use of SEMS in emergency plans and procedures pursuant to §2403, 2405, 2407, 2409, 2411, 2413 and 2415.

Special districts may be grouped together by the functions they were designed to perform, such as water purveyors, electric providers, schools, etc. An Emergency Operations Plan (EOP) should be developed to identify protocols for emergency coordinators of special districts to facilitate communications during emergency operations.
The following are some of the benefits a special district will have if it has an Emergency Operations Plan and coordinates with the OA:

- OA’s needs to know what special district have or need in order to assist them
- Communication/Coordination is needed to expedite response and provide assistance
- Issues can be resolved prior to a disaster (i.e. pipe fittings, fire hydrant fittings)
- Clearinghouse to document damage/costs to prioritize damage assessment
- Compile information on resources to prioritize damage assessment
- Exercise with the EOC to identify needs
- SEMS Compliance

PREPAREDNESS

Achieving Preparedness
NIMS guidance stipulates that “Individual Federal, State, local, and tribal jurisdictions are responsible for implementing the preparedness cycle in advance of an incident and appropriately including private sector and nongovernmental organizations in such implementation.” The guidance depicted in the Training and Exercise and Maintenance of the NIMS Emergency Operations Plan paragraphs above will ensure establishment of an appropriate preparedness cycle.

Preparedness Organizations
Preparedness is the responsibility of Evergreen Valley College. This responsibility includes coordinating various preparedness activities among all appropriate agencies within a jurisdiction, as well as across jurisdictions and with private organizations. This coordination is affected by mechanisms that range from individuals to small committees to large standing organizations. These mechanisms are referred to in this document as “preparedness organizations,” in that they serve as ongoing forums for coordinating preparedness activities in advance of an incident. Preparedness organizations represent a wide variety of committees, planning groups, and other organizations that meet regularly and coordinate with one another to ensure an appropriate focus on planning, training, equipping, and other preparedness requirements within a jurisdiction and/or across jurisdictions. The needs of the jurisdictions involved will dictate how frequently such organizations must conduct their business, as well as how they are structured. When preparedness activities routinely need to be accomplished across jurisdictions, preparedness organizations should be multi-jurisdictional. Preparedness organization at all jurisdictional levels should establish and coordinate emergency plans and protocols including public communications and awareness; integrate and coordinate the activities of the jurisdictions and functions within their purview; establish the standards, guidelines, and protocols necessary to promote interoperability among member jurisdictions and agencies, adopt standards, guidelines, and protocols for providing resources to requesting organizations, including protocols for incident support organizations; set priorities for resources and other requirements; and ensure the establishment and maintenance of multi-agency coordination mechanisms, including EOCs, mutual-aid agreements, incident information systems, nongovernmental organization and private-sector outreach, public awareness and information systems, and mechanisms to deal with information and operations security.

Preparedness Programs
Evergreen Valley College has established programs that address the requirements for each step of the preparedness cycle (planning, training, equipping, exercising, evaluating, and taking action to correct and mitigate). These programs have adopted relevant NIMS/SEMS/ICS standards, guidelines, processes, and protocols.
Preparedness Planning
The Evergreen Valley College Emergency Operations Plan describes how personnel, equipment, and other governmental and nongovernmental resources will be used to support incident management requirements. The plan represents the operational core of preparedness and provides mechanisms for setting priorities, integrating multiple entities and functions, establishing collaborative relationships, and ensuring that communications and other systems effectively support the complete spectrum of incident management activities.

Preparedness plans describe the process and schedule for identifying and meeting training needs (based on expectations the EOP has outlined); the process and schedule for developing, conducting, and evaluating exercises and correcting identified deficiencies; arrangements for procuring or obtaining required incident management resources through mutual-aid mechanisms; and plans for facilities and equipment that can withstand the effects of hazards that the jurisdiction is more likely to face. Evergreen Valley College has put in place procedures to meet these essential requirements.

CONTINUITY OF OPERATIONS

A major disaster or national security emergency could result in the death or injury of key College officials and/or the partial or complete destruction of established facilities, and public and private records essential to continued operations. Faculty and staff are responsible for providing continuity of effective leadership, authority and adequate direction of emergency and recovery operations. College staff Lines of Succession list must be established and maintained. (Volume Two, Chapter 3, Tab 9)

Preservation of Vital Records
At Evergreen Valley College, the following offices are responsible for the preservation of vital records:

- __________________
- __________________
- __________________

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

- Protect and preserve the rights and interests of individuals, governments, corporations and other entities. Examples include student records, payroll and other accounting records.
- Conduct emergency response and recovery operations. Records of this type include utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, personnel rosters, etc.
- Reestablish normal governmental functions and protect the rights and interests of government. Constitutions and charters, statutes and ordinances, court records, official proceedings and financial records would be included here.

Vital records of the College are routinely stored electronically in secure off campus locations. College managers are responsible to ensure adequate maintenance of backup “essential records and information” to enable continued operations if the primary documents or information is lost.
Record depositories should be located well away from potential danger zones and/or housed in facilities designed to withstand blast, fire, water, and other destructive forces. Such action will ensure that constitutions and charters, statutes and ordinances, court records, official proceedings, and financial records would be available following any disaster. Each department within the College should identify, maintain and protect its own essential records.

**EVERGREEN VALLEY COLLEGE STAFF AND STUDENT BODY AWARENESS AND EDUCATION**

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

Awareness and education of the Evergreen Valley College faculty, staff, and students prior to any emergency are crucial to successful College information and response efforts during and after the emergency. The pre-disaster awareness and education programs must be viewed as equal in importance to all other preparations for emergencies and receive an adequate level of planning. These programs must be coordinated among local officials to ensure their contribution to emergency preparedness and response operations.

**ALERTING AND WARNING**

Warning is the process of alerting College responders and the faculty, staff, and student body to the threat of imminent extraordinary danger. Dependent upon the nature of the threat, warning can originate at either the College level or any level of government. Success in saving lives and property is dependent upon timely dissemination of warning and emergency information to persons in threatened areas.

Local government is responsible for warning the populace of the jurisdiction. Government officials accomplish this using warning devices located within the community or mounted on official vehicles. The warning devices are normally activated from a point staffed 24 hours a day.

There are various mechanical systems in place, described below, whereby an alert or warning may originate or be disseminated. Following the description of the systems is an explanation of the *Emergency Conditions and Warning Actions* through which these systems may be accessed.

**FEDERAL ALERTING AND WARNING SYSTEMS**

**EAS - Emergency Alerting System**

The Emergency Alert System (EAS) is designed for the broadcast media to disseminate emergency public information. This system enables the President, federal, state, and local governments to communicate with the general public through commercial broadcast stations. This system uses the facilities and personnel of the broadcast industry on a volunteer basis. EAS is operated by the broadcast industry according to established and approved EAS plans, standard operating procedures, and the rules and regulations of the Federal Communications Commission (FCC). FCC rules and regulations require all participating stations within an EAS operating area to broadcast a common program. Each broadcast station volunteers to participate in EAS and agrees to comply with established rules and regulations of the FCC.
EAS can be accessed at federal, state, and local levels to transmit essential information to the public. Message priorities under Part 73.922(a) of the FCC’s rules are as follows:

- Priority One - Presidential Messages (carried live)
- Priority Two – EAS Operational (Local) Area Programming
- Priority Three – State Programming
- Priority Four – National Programming and News

Presidential messages, national programming, and news will be routed over established network facilities of the broadcast industry. State programming will originate from the state operations center and will be transmitted throughout the state using the state's CLERS VHF/UHF radio relay stations.

Appropriate authorities at Evergreen Valley College can activate a warning using EAS though the Santa Clara County Office of Emergency Services. A representative for the Office of Emergency Services will make contact with the appropriate radio link.
CHAPTER TWO

AUTHORITIES AND REFERENCES

PURPOSE

Emergency response, like all governmental action, is based on legal authority. The Evergreen Valley College Emergency Operations Plan follows state and federal guidelines for conducting emergency operations planning, training, emergency response, and recovery.

National Incident Management System (NIMS)

On February 11, 2003, the President of the United States issued Homeland Security Presidential Directive (HSPD)-5 which directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). State, County and City level jurisdictions are required to comply with NIMS.

California Emergency Services Act

The California Emergency Service Act (Chapter 7 of Division 1 of Title 2 of the Government Code) in Article 3, Section 8568, states: “The state emergency plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof.”

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.”

California Emergency Plan and Sub-Plan (as issued).

California Standardized Emergency Management System (SEMS)

Standardized Emergency Management System (SEMS): Local governments including Community College Districts must use SEMS in order to be eligible for state funding of response-related personnel costs occurring in response to an incident as defined in Government Code Section 2402. This program is mandated by SB 1841, Section 8607 of Government Code, California Emergency Services Act (Chapter 7 of Division 1 of Title 2) and California Code of Regulations 2400.

SEMS is based on the Incident Command System (ICS) adapted from the system originally developed by the Firefighting Resources of California Organized for Potential Emergencies (FIRESCOPE) program.

SEMS incorporates the use of ICS, the Master Mutual Aid Agreement and existing mutual aid systems, the Operational Area concept, multi-agency or inter-agency coordination and OASIS.

The California Emergency Plan, which is promulgated by the governor, is published in accordance with the Act and provides overall state-wide authorities and responsibilities, and describes the functions and operations of government at all levels during extraordinary emergencies, including wartime.
Section 8568 of the Act states, in part, that "the State Emergency Plan shall be in effect in each political subdivision of the State, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof". Local emergency plans are, therefore, considered to be extensions of the California Emergency Plan. The 1990 California Emergency Plan is generally compatible with SEMS but will be updated.

The California Civil and Government Codes contain several references to liability release (Good Samaritan Act) for those providing emergency services.

Emergency Proclamations

Local Emergency
A local emergency may be proclaimed by the Director of Emergency Services. The City and County should be notified immediately if a Local Emergency is proclaimed at Evergreen Valley College. The Local Emergency must be terminated as soon as conditions warrant. Proclamations are normally made when there is an actual incident or threat of disaster or extreme peril to the safety of persons and property within the jurisdiction, caused by natural or man-made situations.

The proclamation of a local emergency provides the governing body with the legal authority to take the following actions:

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

State of Emergency
A state of emergency may be proclaimed by the governor in the following situations:

- Conditions of disaster or extreme peril exist which threaten the safety of persons and property within the state caused by natural or man-made incidents.
- He/she is requested to do so by local authorities.
- He/she finds that local authority is inadequate to cope with the emergency.

Whenever the governor proclaims a state of emergency:

- Mutual aid shall be rendered in accordance with approved emergency plans when the need arises in any county, city and county, or city for outside assistance.
The governor shall, to the extent he deems necessary, have the right to exercise all police power 
vested in the State by the Constitution and the laws of the State of California within the 
designated area.

Jurisdictions may command the aid of citizens as deemed necessary to cope with an emergency.

The governor may suspend the provisions of orders, rules or regulations of any state agency; and 
any regulatory statute or statute prescribing the procedure for conducting state business.

The governor may commandeer or make use of any private property or personnel (other than the 
media) in carrying out the responsibilities of his office.

The governor may promulgate, issue and enforce orders and regulations deemed necessary.

State of War Emergency
Whenever the governor proclaims a state of war emergency, or if a state of war emergency exists, all 
provisions associated with a state of emergency apply. Additionally, all state agencies and political 
subdivisions are required to comply with the lawful orders and regulations of the governor which are 
made or given within the limits of his authority as provided for in the Emergency Services Act.

AUTHORITIES

The following provides emergency authorities for conducting and/or supporting emergency operations:

Federal
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, 
as amended)
- Federal Response Plan
- Federal Civil Defense Act of 1950 (Public Law 920), as amended
(Environmental Protection Agency's National Response Team)
- Debris Removal Guidelines for State and Local Officials (FEMA DAP-15)
- A Guide to Federal Aid and Disasters (DAP-19)
- Digest of Federal Assistance (DAP-21)

State
- Standardized Emergency Management System (SEMS) Regulations (Chapter 1 of Division 2 of 
Title 19 of the California Code of Regulations) and (Government Code Section 8607(a)
- Standardized Emergency Management System (SEMS) Guidelines
- California Emergency Services Act (Chapter 7 of Division 1 of Title 2 of the Government Code) 
“Good Samaritan” Liability
- California Emergency Plan, Rev. 1989
- California Natural Disaster Assistance Act (Chapter 7.5 of Division 1 of Title 2 of the Government Code)
- California Hazardous Materials Incident Contingency Plan
- California Health and Safety Code, Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 
6.95, Sections 2550 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous 
materials
- Orders and regulations which may be selectively promulgated by the governor during a state of 
emergency
Orders and Regulations promulgated by the governor to take effect upon the existence of a state of war emergency

- California Master Mutual Aid Agreement
- California Code of Regulations §2400-2450 - Regulations establishing SEMS
- SEMS Guidelines - Guidance for emergency response agencies on planning, developing, operating and maintaining SEMS consistent with regulations.
- SEMS Approved Courses of Instruction - Training courses for emergency response personnel at field and emergency operations center (EOC) levels developed pursuant to SEMS Regulations. The approved courses include an introductory course, field level course (incident command system), EOC course, and executive course.
- Emergency Planning Guidance for local government - Guidance document intended to provide local governments with tools to develop emergency plans.

COUNTY
- Santa Clara County Ordinance # NS-300.152

CITY
- City of San José Ordinances, Emergency Operations Plan and Resolutions

SAN JOSE/EVERGREEN COMMUNITY COLLEGE DISTRICT
- San José Evergreen Community College District Board Policies and Resolutions

REFERENCES
Federal Response Plan (FEMA).
CHAPTER THREE

THREAT SUMMARY AND ASSESSMENTS

BACKGROUND

The following threat summaries are the product of a historical, meteorological, geographical, geological and visual assessment of the San José/Evergreen Community College District, the City of San José and Santa Clara County which also includes the Special District influences of school, water and fire protection districts.

Natural and technological risks are described in gross terms for the Santa Clara County with specific references to the Jose/Evergreen Community College District and the City of San José area when appropriate. No order of importance is meant to be implied by the order of listing and this list is not all inclusive, but seeks only to identify the most likely hazard risks with potential to impact the area.

Threats to public health and safety listed here include:

• Earthquake
• Transportation Accident
• (highway/rail/aircraft)
• Hazardous Material Spill/Release
• Severe Weather/Flooding
• Land/Rock/Mud Slide
• Wildland/Urban Interface Fire
• Civil Disobedience
• National Security Emergency, including Terrorism

MAJOR EARTHQUAKE

General Situation
The State of California is one of the most active earthquake regions in the world and, along with the States of Alaska and Hawaii, by far the most active region in the United States. California's geographic features are dominated by juncture of two of the world’s tectonic plates. The long scar where they meet and either grind alongside one another or subduct one or the other sides is the notorious San Andreas Fault which runs the entire length of the state, north to south. However, the San Andreas Fault is not the only fault system capable of causing loss of life and considerable property and environmental damage. The western half of the state, particularly in the southern and northern regions is honeycombed with smaller fracture faults of the San Andreas and small to moderate independent fault systems each capable of causing significant damage.

Historically, there has been regular activity along these faults. In any given year, California experiences between 2,000 and 6,000 seismic events, however, most are of low enough magnitude and surface effect as to go unfelt or confined to a limited area. There have been significant events over the past 100 years, particularly in the southern and south-central section of the state.
Major earthquakes in the Santa Clara Valley region have caused deaths and injuries, substantial property loss and disruption of services for an extended period. Santa Clara County is the meeting point for three of the areas most active and dangerous faults: the San Andreas, the Calaveras, and the Hayward Faults. Over the past two decades there have been significant events which have foretold of the seismic threat to the area: the Hall’s Valley Earthquake of 1983 and the Loma Prieta earthquake of 1989. The economic impact upon the area would be considerable due to loss of employment, infrastructure, and loss of tax base.

**Considerations for Jose/Evergreen Community College District within the City of San José**

Although three faults directly affect the Santa Clara County. **San Andreas Fault** dominates in shear size and scope of past and potential seismic impact. The San Andreas Fault runs the entire length of the state of California and is quite capable of producing a magnitude 8.5 or greater earthquake. The San Andreas Fault runs north and south and is located approximately 15 miles west of Jose/Evergreen Community College District. The last major movement along the fault was a 7.1 Richter movement in the Loma Prieta fault zone in 1989 which caused millions of dollars damage to Santa Clara and San Mateo Counties and hundreds of millions damage to Santa Cruz, Alameda and San Francisco counties. The other two faults, while possessing their own identification; **The Monte Vista Fault** and the **Berrocal Fault**, may best be considered as fracture faults of the more dominate San Andreas. The Monte Vista Fault lies about 20 miles to the northwest of the college district. Seismologist forecast that this fault is capable of producing a moderate seismic event as is the Berrocal Fault which lies in and around Monte Serano.

Also of significant effect on the area would be movement along the Hayward and/or Calaveras Faults. Both have significant histories of damaging movement. Seismologists predict that the **Hayward Fault** is easily capable of releasing a magnitude 7.5 or better earthquake. The **Calaveras Fault** is equally as capable of spawning a damaging event. Both have had recent history of movement, although movement in recent history has not produced excessive damage. Although dormant for a longer period, the San Gregorio Fault located off the coast of California, and diving in and out of the San Mateo and Santa Cruz county shorelines could produce sizable movement as it makes the boundary between the North American and Pacific subduction zones.

Liquefaction occurs when the surface soil is rearranged by the shaking of strong ground motion and infused with surface water or areas of high ground water. Liquified solids behave like a heavy fluid or thin mud. It may cause underground tanks to float to the surface, or cause structures to sink several inches or feet.

Major traffic arteries pass adjacent to the campus. Interstate 101 runs just to the west of the campus. Interstate 101 could be severely affected by a major earthquake.

Also vulnerable are high pressure natural gas lines which run through the area. Without natural gas, the city’s water district, sewage lines and gas lines would be unable to generate the power to run their pump stations, thus effectively shutting down the service.

San José Water and the Santa Clara County Water District pumps from numerous wells and services the area's drinking and fire suppression water needs. Water is both pumped from wells and imported through the Santa Clara County Water District resources and has a storage capacity exceeding 8,000,000 gallons to serve this area. Water from wells is pumped through pipeline to the storage tanks.
Within the immediate city limits water is obtained from San José Water which imports water from various storage facilities and fresh water springs. Strong ground movement could severely impact the Districts ability to deliver and store water. Although manual shutoff can quickly isolate breaks, distribution of product would be disrupted until breaks could be repaired. In a major event this could have serious implications for fire suppression capabilities; particularly in the hilly region to the east of the college district.
MODIFIED MERCALLI INTENSITY SCALE

I. Not felt except by a very few under especially favorable circumstances.

II. Felt only by a few persons at rest, especially on upper floors of buildings. Delicately suspended objects may swing.

III. Felt quite noticeably indoors, especially on upper floors of buildings, but many people do not recognize it as an earthquake. Standing automobiles may rock slightly. Vibration like a passing truck.

IV. During the day felt indoors by many, outdoors by few. At night some are awakened. Dishes, windows, doors disturbed; walls make a cracking sound. Sensation like a heavy truck striking a building. Standing automobiles rocked noticeably.

V. Felt by nearly everyone; many awakened. Some dishes, windows, etc broken; a few instances of cracked plaster; unstable objects overturned. Disturbance of trees, poles and other tall objects sometimes noticed. Pendulum clocks may stop.

VI. Felt by all; many frightened and run outdoors. Some heavy furniture is moved; a few instances of fallen plaster or damaged chimneys. Damage slight.

VII. Everybody runs outdoors. Damage negligible in buildings of good design and construction; slight to moderate in well built ordinary structures; considerable in poorly built or badly designed structures; some chimneys broken. Noticed by persons driving automobiles.


IX. Damage considerable in specially designed structures; well designed frame structures thrown out of plumb; great in substantial buildings, with partial collapse. Buildings shifted off foundations. Ground cracked conspicuously. Underground pipes broken.

X. Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations; ground badly cracked. Rails bent. Landslides considerable from river banks and steep slopes. Shifting sand and mud. Water splashed (slopped) over banks.


XII. Damage total. Waves seen on ground surfaces. Lines of sight and level distorted. Objects thrown upward into the air.
TRANSPORTATION ACCIDENT

General Information
There are numerous opportunities for disruption of normal day-to-day activities in the Jose/Evergreen Community College District area due to either highway, rail or aircraft accident. Interstate 101 is the home for truck traffic between the City of San José, Santa Clara County and points north. Although the highway is modern, new and extremely well designed and a wide (3-4 lanes in each direction) serviceable roadway, a multiple vehicle accident could and has caused serious disruption of traffic flow for an extended period. Historically there have been occasions where severer weather in the form of fog has reduced the flow of traffic to a trickle and has been a factor in more than a few multi-car pile-ups. During peak traffic hours just the sheer number of vehicles dictate reduced traffic flows in some areas.

The major airport within the Santa Clara County sphere of influence is San José Airport, west of Jose/Evergreen Community College District a distance of about 10 miles. Airplanes taking off do so in a direction away from the college or northward out over the San Francisco Bay. The same is true for landing patterns. The reception pattern from aircraft coming from the Pacific to San Francisco International Airport would fly over the peninsula. Moffett Field used to handle a large volume of military and government air traffic, many of it coming in over the Los Gatos-Los Altos/Sunnyvale corridor, however since the closing of the active Naval base has resulted in drastically reduced air traffic, this field no longer poses much of a threat potential.

Considerations for Jose/Evergreen Community College District
Highway Traffic
Most truck traffic in the Jose/Evergreen Community College District and surrounding community is limited to delivery vans and deuce and a half with trailers. The exceptions are propane delivery trucks and gasoline tankers. Interstate 101 handles the burden of that traffic. Heavier trucks and trucks carrying placarded loads are specifically barred from travel along those routes.

Air Traffic
The major airports in the area, San José International, San Francisco International and Palo Alto Municipal are sufficiently removed from Jose/Evergreen Community College District as not to pose a significant threat of air crash. The take-off and reception patterns are far removed from the city area and an overflight of the city is a rare occurrence. Even the military and government aircraft which continue to land at Moffett Field are vectored to the west of the college district. Posing only the most minimal threat.
HAZARDOUS MATERIALS SPILL/RELEASE

General Information
The release of hazardous substances into the environment could cause a multitude of problem for any community. The significance of the problems to the environment, property, or human health is dependent on the type, location and quantity of material released. While Jose/Evergreen Community College District itself has a minimum of hazardous substances; limited to fuels, dry cleaning chemicals, photo developers, and radio actives used in soils engineering and laboratory analysis. The college is surrounded by other municipalities which are replete with the full spectrum of hazardous and extremely hazardous substances.

Releases of explosive and highly flammable materials have caused fatalities and injuries; necessitated large scale evacuations; and destroyed millions of dollars worth of property. When toxic materials are allowed to enter surface and ground water supplies, serious health problems have resulted.

Considerations for Jose/Evergreen Community College District
Jose/Evergreen Community College District has minimum exposure to the potential of hazardous materials problems except for an accident occurring on Interstate 101. Within outlying portions of the city exposures are primarily from potential plume releases from businesses.

The major hazardous materials threat to the area is to the aquifer from neighboring cities and from illegal dumps of household substances into storm drains and creek beds.

Buried pipeline and high pressure lines supply the City of San José. Piped materials consist of natural gas, petroleum product, and water. Potable and fire suppression water storage from numerous wells throughout the area and additional water is imported from other commercial sources. All lines, water, gas and petroleum are equipped with manual shut-off valves at spaced intervals throughout their course. The most serious potential seen is the complete interruption of water service by the fracture of well supply lines and the import water line. This would cause an extremely limited water supply, which might soon be depleted if one or more major fires were to occur.
SEVERE WEATHER - FLOOD, FOG, FREEZE, DROUGHT

General Information
Flood
Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours to days, or possibly weeks. Evacuation and sandbagging for a slow-rise flood may lessen flood-related damage. Conversely, flash floods are the most difficult to prepare for, due to extremely short warning times, if any is given at all. Flash flood warnings to a populate area usually require immediate evacuations or response activities within the hour.

The risk of flooding is dependent on several variables: the amount and intensity of rainfall that is annually received in each watershed; the width and topographic setting of the flood basin; the degree to which flood control improvements have been made; and, most importantly, the amount of development which has occurred within known flood plains.

Of course there is another type of flooding possible - that of a sudden, complete failure of a large dam or reservoir and near capacity. The inundation from such an event would act much the same as flash flooding, pushing damaging debris flows along ahead of its path.

Once flooding begins, personnel will be needed to assist in life safety actions, securing utilities, cordoning off flooded areas and traffic control. These activities may overtax local agencies, and additional personnel and equipment may be required. Improvements in flood controls and warning/prediction systems for the greater Santa Clara Valley area has reduced the flooding threat considerably to all but the most serious and unusual events, however, there are still places which are prone to fast rising or nuisance flooding. Within Santa Clara County there are several large reservoirs of water which might have an impact downstream. The most notable is Lexington Reservoir, along with Anderson Dam and Stevens Creek Reservoir.

Fog
While normally not considered to be a high risk event, Tule fog, which settles close to the ground preventing clear visibility presents a risk to drivers and is often the cause of major pile-ups. Historically, this has happened upon occasion on the 280 - 85 corridor.

Freeze
Occasionally, during the winter months of December through March the Santa Clara Valley may encounter severely and abnormally cold weather. While, like the fog condition, it normally lasts for brief periods, there have been periods of several days to a week where record cold spells have occurred.

Drought
A variety of conditions including low rainfall, inadequate snowpack in the Sierra Nevada Mountains, runoff and carryover storage can produce condition that do not meet the water needs of many urban and agricultural areas. The years 1987-1989 were well below average in precipitation, especially in the mountain regions that provide the most runoff. The 2007 winter was also well below average precipitation for the entire west coast.
In an average year, ground water provides about 40% of the State's water for irrigation and urban usage. In severe drought years, ground water dependency increases dramatically. For example, in 1977 (a drought year) ground water in the Santa Clara Valley provided 76% of the water supply. In a normal year this percentage was reduced to 52%. The Valley is blessed with a large aquifer, however, there have been thousands of private wells drilled since the 1977 drought years and in some cases, excessive draw-down have adversely affected city water supplies.

Considerations for Jose/Evergreen Community College District

Flood
With an average rainfall of about 19-21 inches per year in Santa Clara Valley, some nuisance flooding occurs during the winter and spring rainy season. In the past there have been several seasons which have far exceeded seasonal norms and San José has had both nuisance and damaging flood conditions. Much of this flooding has been exacerbated by high wind conditions which have blown down limbs, trees and other debris clogging normal run-off channels. Also in the hilly region, new construction has replaced normal vegetation or controlled burn has stripped the slopes of their natural vegetation and even normal rainfall periods can give cause to mud flow and debris flows. Flood control within the city has been so effective that the Federal Emergency Management Agency have revised their flood plain maps reclassifying a previous "A" rating (requiring flood insurance) to a "C" rating (does not require mandatory flood insurance).

Also present in the Santa Clara Valley is the ALERT Warning system; a series of electronic precipitation and stream flow gages placed at strategic locations throughout the county that, by historical records, can predict in real time the flooding potential of various streams and creeks throughout the monitored area. There area at least three precipitation gages up in the watershed behind Los Altos and one stream flow gage located within the city limits.

Fog
The City of San José, along with other areas of the Santa Clara Valley, is occasionally visited by a thick low-lying type of Tule fog. Most often the fog, while thick and capable of severely restricting visibility, last only a few hours before “burning off”. However, there have been fog events in recent history where zero visibility has been reported for several days running. This has and will continue to result in multiple car accidents which taxes area emergency response resources.

Freeze
The City of San José location within the Central Santa Clara Valley is at the center of one of what used to be the most fertile and productive agricultural areas in the world. Over the years this area has been built up so that, at present, there is precious little building area left within the city limits. The general climate is warm with hot, dry summers and mild winters. However, historically there have been episodes of extremely low temperatures lasting for several days. One low was recorded at 19°F. While agricultural crops are all but just a memory for most residents, the impact of the freezes used to be greater upon orchard owners who worked the area. What used to be a rather large economic effect upon the area has lessened in importance to a minor inconvenience with no major impact.
Drought
In the Santa Clara Valley the aquifer is moderate to shallow in depth with surface water existing in the wet seasons. San José Water District provides water for the area and acts as water master. They manage multiple wells which pump at a normal pressure 80psi into storage tanks with a total capacity of 9-10 million gallons. In drought periods the available water table not only risks being drawn down, but the water quality of the available supply is usually degraded. Not only is there less water, but the water that is available is less suited for its intended uses. Critical supplies of water are kept on hand as the Water Service also is responsible for keeping adequate supplies of fire suppression water on-hand at all times.

Santa Clara County works closely with the state and federal agencies toward water transfer agreements and temporary exchange facilities. The timely initiation of conservation measures, including rationing has also been used successfully in the San Francisco Bay Area.
FIRE

General Information
Both natural and man-made source of ignition are present in most area: lightning strike, discarded match or cigarette, spark from equipment, vehicle catalytic converter, and downed power lines are just a few. In the past, arson has also played a hand, especially in grassland and wildland fires.

Along with ignition source and favorable, dry weather conditions, two other conditions must be present and greatly affect the size, scope and impact potential for any fire: fuel loading and the slope or grade of the land over which the fire passes.

Fires burn unassisted up to 16 times faster traveling up slope as opposed to level ground. Of course there are exceptions due to prevailing weather, temperature, humidity and the relative wetness of the fuel, however the general rule is that the steeper the slope, the faster a fire burns. Also, areas that have short to long grasses as their predominant ground cover instead of dense shrubs or trees tend to spread quickly, but rarely attain the size and temperatures needed to threaten man-made structures. The more dense fuel (fallen branches, trees, dense dry shrubs with oily resins) appears in the area, the greater is the risk for impacting residential and commercial structures.

Considerations for Jose/Evergreen Community College District
Most of the area around the residential and commercial sections of the City of San José does not fall into the category of wildland interface as most of the area is cleared, with the presence of cultivated shrubs, grasses and plants. The risk of wildland fire is primarily limited to the eastern section in the foothills running north and south of San José. There is considerable building taking place in the hills west of the city, but here there is less in the way of lush trees and more scrub plants and grassland. The clearing in this area is good, but creek and ravine areas are loaded with dry materials and evidence severe fuel loading.

Urban conflagration presents a minimal threat potential to the college. Because, although it cannot be entirely ruled out, the city lacks some of the usual precursors to such an event i.e. large bulk storage of fuels and excellerants, presence of large deposits of oxidizers, narrow crowded streets.
CIVIL DISOBEDIENCE

General Information
The Bill of Rights and the other amendments to the Constitution of the United States protect the rights of the citizen to, among other things, freedom of speech which could include protesting of, what in the minds of some, are unfair practices. Our history is full of events where the citizenry engaged in acts of civil disobedience to gain support for a change of law or change of practice. While some geographic areas, either by quirk of population or physical location seem constantly in a state of turmoil (i.e. University of California, Berkeley), the City of San José has had little historically to show in the vein of civil unrest. Peaceful demonstration and protest has been part of our culture for generations, however, sometimes these demonstrations become violent or begin to infringe on the rights and/or well-being of others. At other times, individuals or groups of individuals act under the guise of social protest to conduct felonious and/or life threatening activities. At this point, social protest is outweighed by criminal behavior such as was witnessed in the aftermath of the Rodney King verdict in Los Angeles, and the bombing of the Federal Building in Oklahoma City.

Considerations for Jose/Evergreen Community College District and the City of San José
There has been very little history in the way of organized social protest in the City of San José. The population of the college and city is stable and predominately upper middle to upper class in composition. The city neighbors “Silicon Valley” and many of the citizenry are employed in the electronic, computer, of scientific communities.
NATIONAL SECURITY EMERGENCY/TERRORISM

General Situation
With the end of the Cold War and the recent demise of the Soviet Union, the chance of war between super powers has been slightly reduced. Strategic Arms Reductions Treaties (START I & II) have been signed by the Soviet government and the United States to greatly decrease the number of nuclear arms the two countries possess.

Although the threat of conflict has diminished between these two super powers the number of conventional wars (non-nuclear) has greatly increased as well as the countries and nations with nuclear capabilities. These include major conflicts in the Middle East and Eastern Europe, India and Pakistan, and Southeast Asia with the ever-present China and North Korea. The United States has recently participated in major conflicts in Central America, and the Middle East. The proliferations of weapons technologies in the last decade have given many countries the capability to attack other nations with weapons of mass destruction. Fortunately, nuclear weaponry has not been used to date, while unfortunately, deadly poisons like Sarin gas, has been and now presents a major threat.

Terrorism appears to be on the rise with bombings of government facilities and civilian targets on a world wide basis to include the World Trade Center in New York City, the Murrah Federal Building in Oklahoma City, and the gassing of subway passengers in Tokyo. A new threat has surfaced with the breakup of the Soviet Union in the physical control of nuclear weapons, weapons grade nuclear material, biological and chemical weapons. The possibility of terrorists obtaining weapons of mass destruction now is a clear and present threat potential.

If a nuclear detonation of use of a chemical or biological weapon occurred anywhere in the world, the consequences for the United States would depend upon the location and nature of the attack. Any of the following conditions may prevail and require different responses.

International Crisis
When nations of differing political goals fail to settle disputes through diplomatic negotiations, war may result. It is possible an attack would be preceded by several days or possible longer periods of tense international crisis, rather than by surprise. When diplomatic relations fail and one or more nuclear, chemical or biological weapons are detonated, protective actions will be less effective than those taken before the attack. Preparations and evacuation prior to an attack can reduce casualties. Post-attack evacuation or relocation will be extremely difficult or impossible and risk exposure to a large portion of the population.

Trans-Oceanic Fallout
As evidenced by the near melt-down of the Soviet power plant at Chernobyl, prevailing westerly winds could result in fallout or rain-out along the west coast of North America. Radiation intensities could vary greatly, but depending upon the original yield of the detonation or accident and distance from the continent, would probably be limited, but could create an environmental or long term health problem.
Accidental Launch
A majority of strategic weapons within the former Soviet Union remain aimed at targets in the United States. The possibility remains for an accidental launch of a nuclear warhead toward the west coast of California. Should this occur, the affected area would be limited and the remaining resources of the state could be applied.

Limited Attack
The existing potential of war between the United States and a major nuclear power has been greatly reduced with the end of the Cold War. However, the possibility of a resurgence of ideological conflict cannot be discounted. It is therefore prudent to maintain plans for a possible nuclear attack against the United States.

1. Counter Force Areas
An attack directed at military installations capable of retaliatory strikes would cause massive problems for adjacent areas. Since it is possible a period of intense crisis could precede such an attack, it may be feasible to initiate a shelter preparation programs in areas away from counter-force targets. This would include the use of other countermeasures in both risk and non-risk areas.

2. Other Military Targets
An attack which begins as a Counter Force one may expand to include additional military targets; e.g. communications and control facilities, supply depots, and industries directly supporting the military mission.

3. Counter Value Areas
An attack against economic targets and population centers could occur, but it would most likely happen after an attacking enemy had neutralized targets that could do damage to his own military forces. Unlike military activities, terrorist strikes are primarily focused upon counter value areas for their “terror” impacts. These strikes are usually intentionally deadly to a wide range of “victims” and rarely focused upon only one or two individuals except when these individuals could be held for ransom or used to win capitulation on some political point important to the cause of the terrorist group.

Chemical & Biological Weapons
The use of chemical and/or biological weapons is not limited to detonation of a weapon, although missiles and warheads are often used as delivery systems. These weapons may be released by any number of means into sources of potable water, large concentrations of people, etc.

Most chemical weapons may be transported in any of the three basic forms of matter: solid, liquid or gas. However, when placed into use, it is nearly always in the gaseous form. The lethal properties of the chemical dictate the type and scope of use. Most gases are heavier than air and tend to hug the ground. They are not easily disbursed and may have other properties than those of an asphyxiant or poison (i.e. corrosive, production of exothermic reaction). Others are lighter than air and are most effective when used inside a confined space. Many gases depend upon the respiratory process for a gateway into the body, however, there are toxins in use which do not require respiration or ingestion, but that are readily absorbable through the skin.

Biological weapons may be air-borne, water-borne or introduced to a solid. They are living organisms (e.g. a virus) and as such rely mostly on respiration and ingestion or introduction through a break in the skin barrier as infectious pathways. Examples of this type of weapon are Anthrax, Bubonic bacilli, HIV, among others.
Considerations for Jose/Evergreen Community College District and the City of San José

While Jose/Evergreen Community College District and the City of San José proper cannot be considered a prime target area either for the presence of counter force or military support targets, it is close enough to “Silicon Valley”, Lockheed-Ames, and Moffett Field to feel the full force of a moderate nuclear detonation. Particularly due to the fact that these recognized targets are considered “soft” and targeted for air bursts which maximize shock, thermal and over pressure effects.

As a terrorist target, there is really nothing within the City of San José that may be readily identified as a terrorist target. There are, however, living within the city limits individuals associated with companies, organizations or political groups which by virtue of their association may become individual targets. Generally, individual targets are not sought out for death, but to be held for ransom to fund future terrorist activities, or to win capitulation from a rival faction (i.e. the release of prisoners). There are exceptions. Most recently, the United States and the State of California have had experience with “hate crimes” which target religious or racial minorities or physicians associated with abortion clinics. Most of these latter crimes are not committed by organized groups but by individuals venting an individual agenda.
FLOODING

General Situation
Floods are generally classed as either slow-rise or flash floods. Slow-rise floods may be preceded by a warning time lasting from hours, to days, or possibly weeks. Evacuation and sandbagging for a slow-rise flood may lessen flood-related damage. Conversely, flash floods are the most difficult to prepare for, due to the extremely short warning time, if any is given at all. Flash flood warnings usually require immediate evacuation within the hour.

Once flooding begins, personnel will be needed to assist in rescuing persons trapped by flood water, securing utilities, and cordoning off flooded areas and controlling traffic. These actions may overtax local agencies and additional personnel and resources may be required. It is anticipated that existing mutual aid resources would be used as necessary to augment local resources.

Special Situation
Watersheds in Santa Clara County are relatively small and the run to the Pacific Ocean or to the San Francisco Bay. The typical long, slow-rising floods experienced in the Central Valley and along the great rivers of northern California do not occur here.

Major floods in the county have occurred in 1940, 1955, 1958, 1973, 1982, 1983, and 1986. The December 1955 flood was the most severe in recent history until the 1982 event. Major flooding also occurred in Dec 96 - Jan 97. The 1982 flood had its most severe impacts in Pacifica, where heavy rains induced mud flows which destroyed several homes and killed 3 children. The flood also impacted the community of Pescadero, the one part of the rural area where a significant amount of development has occurred in a natural flood plain. The storm almost completely flooded the rural service center, blocked all access roads to the town, and severed telephone and electric power services. Most of the residents of Pescadero had to evacuate.

Rural Flooding
The risk of flooding in the rural area is dependent on several variables: the amount and intensity of rainfall that is annually received in each watershed; the width and topographic setting of the flood plains of the major streams; the degree to which flood control improvements have been made; and, most importantly, the amount of development that is located within known flood plains.

In the rural area, the major streams remain almost completely in undisturbed natural conditions. Very few flood control improvements (outside of installation of culverts and occasional clearance of debris from creek channels) have taken place. Major flood control projects (such as channelization or channel diversion) have been undertaken in more densely populated urban areas on the bayside.

During years of average rainfall and relatively mild storm systems, the natural stream channels of the rural watersheds are adequate to drain runoff. However, in years of abnormally high rainfall or unusually severe storms, disastrous flooding can occur. Runoff during such conditions cascades rapidly down the narrow stream channels of the mountainous areas. The strong velocity of flood waters during these times can carry debris for long distances, block stream channels and create areas of severe localized flooding.
Urban Flooding
In more densely populated urban areas, the risks to life and property from flood hazards are increased. In the past, development patterns in urban areas have generally ignored the threat of flooding. As more and more development occurs within flood plain areas, it often became necessary to finance expensive engineering solutions to the flooding problems.

In the urban portion of the county, the problem of directing storm runoff from the mountains to the Bay has been addressed through various flood control and drainage districts (Exhibit 2). Improvements have included installation of culverts and bridges, construction of levees, various methods of channel alteration or installation of underground storm drains. In spite of these improvements, many of the creek channels could be overtopped during the 100-year flood.

The "solution" to the flood hazard problem in the urban area can itself create certain hazardous situations. When natural stream channels are altered and vegetation is removed, the velocity of the storm runoff increases because it can more efficiently flow toward the bay. This can create hazards to those who might accidentally fall into the creek, particularly young children.

Urban areas can also be victimized by the problem of debris blockage of creek channels. In many areas, residential neighborhoods border directly on creek channels. These areas could easily be spot flooded if the channels are not clear. Additionally, decaying flood-deposited garbage or other organic material could create health hazards in the aftermath of a flood.
CHAPTER FOUR

RECOVERY

INTRODUCTION TO RECOVERY ISSUES

Recovery from the effects of a major disaster begins immediately and may continue for many years after the emergency period. Recovery requires the efforts of residents, businesses, non-profit organizations, county government, state government, and federal agencies. Coordination of these efforts is critical to the recovery process.

DISASTER ASSISTANCE PROGRAMS

When requesting implementation of disaster assistance programs, some key areas of concern must be adequately addressed. These areas include the needs of distinct groups, disaster assistance available at each level of declaration, and the level of detail required on each request for disaster assistance. The disaster assistance programs have been developed for the needs of four distinct groups:

- Individuals
- Businesses (including agriculture interests)
- Governments
- Non-profit organizations

Individuals
Individuals may receive loans or grants for real and personal property, dental, funeral, medical, transportation, unemployment, sheltering, and rental assistance, depending on the extent of damage.

Businesses
Loans for many types of businesses are often made available through the United States Small Business Administration, assisting with physical and economic losses as a result of a disaster or an emergency.

Agriculture
Programs exist for agricultural or other rural interests through the United States Department of Agriculture, including assistance for physical and production losses.

Government
Funds and grants are available to government and certain non-profit organizations to repair, reconstruct, and mitigate the risk of future damage.

A state grant program is available to local governments to respond and recover from disasters. Federal grant programs are available to assist governments and certain non-profit organizations in responding to and recover from disasters.
At each level of emergency declaration, various disaster assistance programs become available to each of the following groups:

- Individuals
- Businesses (including agriculture interests)
- Governments
- Non-profit organizations

**Local Emergency Declaration**
Under local emergency declarations, Evergreen Valley College will be eligible for assistance under the Natural Disaster Assistance Act (with the OES Director's concurrence).

Businesses and individuals may be eligible for local government tax relief, low-interest loans from the United States Small Business Administration, and relief programs under the United States Department of Agriculture.

**State of Emergency Proclamation**
Counties, special districts, individuals, and businesses may be eligible, in addition to the assistance available under a local emergency declaration, for services from the following agencies:

- Contractor’s License Board
- Department of Motor Vehicles
- Department of Aging
- Department of Insurance
- Department of Social Services
- Franchise Tax Board Tax Relief
- State Board of Equalization
- Department of Veteran’s Affairs

**Presidential Declaration**
Under a Presidential Declaration, the county, special districts, individuals, and businesses may be eligible for the following disaster assistance programs and services:

- Cora Brown Fund
- Crisis Counseling Program
- Disaster Unemployment
- Temporary Housing Program
- Individual and Family Grant Program
- Internal Revenue Service Tax Relief
- Public Assistance
- Hazard Mitigation
- Veteran’s Affairs Assistance
- Federal Financial Institutions
Public Assistance Program Responsibilities
Each jurisdiction and special district has the responsibility for completion and submittal of the required documents for both state and federal public assistance programs.

In Santa Clara County the Office of Emergency Services (OES) will complete the necessary public assistance program application and supporting materials for the county. The county OES will also serve as the primary contact for state and federal field representatives. The City of Long Beach’s Office of Emergency Services will complete the application process and provide supporting materials to state and federal representatives. At Evergreen Valley College the Finance and Recovery Unit will complete the application materials and coordinate with state and federal representatives.

The following outline the Federal Public Assistance Program and the State of California's Public Assistance Program, the Natural Disaster Assistance Act (NDAA).

Federal Public Assistance Program
Authorities and Required Declarations
The federal public assistance program is authorized under the Federal Disaster Relief Act of 1974, as amended by the Robert T. Stafford Disaster Relief and Emergency Assistance Amendments of 1988. The federal program requires a local emergency declaration, state of emergency proclamation, and a federal declaration of a major disaster or emergency.

Eligible Applicants
State agencies, counties, cities, special districts, K-12 schools, Colleges, private non-profit organizations. The private non-profit organizations include educational, utility, emergency, medical, and custodial care facilities.

Private non-profit organizations who manage and operate essential governmental services facilities such as community centers, libraries, homeless shelters, senior citizen centers, shelter workshops, and similar facilities that are open to the general public are also eligible under the federal public assistance program.

Private non-profit organizations must, when applying for assistance, produce a letter from the Internal Revenue Service that grants them tax exempt status. They must also provide satisfactory evidence from the State of California showing they are a non-revenue-producing organization.
Eligible Work Projects

Eligible Work Projects:
- work project must be required as a result of a disaster event
- work project must be located within the designated disaster area
- work project must be the legal responsibility of the applicant

There are seven categories of work projects under the federal program:
- Category A - Debris Clearance
- Category B - Emergency Protective Measures
- Category C - Road System Repairs
- Category D - Water Control Facilities
- Category E - Buildings and Equipment
- Category F - Public Utility System
- Category G - Other (Parks, Recreational Facilities, etc.)

To qualify under the federal program, removal of debris from privately or publicly owned lands and waters must meet several objectives:
- eliminate immediate threats to life, public health, and safety
- eliminate immediate threats of significant damage to improved public or private property
- ensure economic recovery of the affected community at large

Measures undertaken to preserve public health and safety must meet several objectives:
- eliminate or lessen immediate threats to life, public health, and safety
- eliminate or lessen immediate threats of significant damage to improved public/private property
- eliminate or lessen immediate threats of additional damage to improved public or private property through cost-effective measures

Examples of emergency protective measures include shelter, temporary repairs, National Guard emergency labor, emergency communications, emergency transportation, and cooperative agreement costs.

Permanent restoration

Permanent restoration of eligible facilities will be based on the design of such facilities as they existed immediately prior to the disaster, and in conformity with current codes and standards. Standards must meet the following objectives:
- apply to the type of repair or restoration required
- be appropriate to the pre-disaster use of the facility
- be in writing and adopted prior to project approval
- apply uniformly to all similar types of facilities within the jurisdiction of the code granting authority

A facility is considered repairable when repairs can restore the facility to the pre-disaster function and the cost of such repairs can be made at a cost less than the estimated replacement cost of the damaged facility.
When a facility is deemed non-repairable by the FEMA Region IX Director, approved restorative work shall include replacement of the facility on the basis of pre-disaster design, in conformity with applicable codes and standards for new construction. The FEMA Region IX Director may require and approve funding for restoration of a destroyed facility at a new location when the facility is and will be subject to repetitive heavy damage.

Facilities that were not in active use at the time of the disaster are not eligible except in those instances where the facilities were temporarily inactive due to repairs or remodeling. Reasonable repair costs for equipment are eligible or, if destroyed, equipment may be replaced with a comparable item. Replacement is subject to current fair market value, less salvage and/or insurance recovery.

**Eligible Cost**

Generally, in order for costs for work projects to be eligible, they must meet the following standards:

- necessary and reasonable
- authorized or not prohibited under state, local, or other federal laws, regulations, or other governing limitations
- consistent with policies, regulations, and procedures that apply uniformly to federal assistance and other activities of the unit government
- treated consistently through application of generally accepted accounting principles
- not allocable to or included as a cost of any other federally financed program
- net amount of all applicable credits

**Eligible wage costs include**

Overtime and overtime fringe benefits only for emergency protective measures performed by force account labor. Regular and overtime wages are eligible for permanent work performed by force account labor. If labor is contracted, whether emergency or permanent work, all costs are eligible: Extra hire costs; Limited Supervisor or management staff salaries; and Compensatory Time Off (CTO).

**Eligible equipment costs include**

Regulations allow for reimbursement for ownership and operation of costs of applicant-owned equipment used to perform eligible work. Reimbursement rates under local guidelines are established from the FEMA Schedule of Equipment Rates. Equipment damaged or destroyed as result of the disaster is also eligible. Rental equipment is reimbursed under a "reasonableness" rate schedule, as determined by FEMA

**Consumable Supplies and Materials and Cooperative Agreements**

Consumable supplies that are eligible under the federal program include hand tools, materials, and other supplies used for the work project. Direct costs associated with cooperative agreements are also eligible under the federal program.
Administrative Allowances
Allowances for necessary costs of requesting, obtaining, and administering federal disaster assistance subgrants are as follows:

- $0 - $99,999: 3 percent
- $100,000 - $999,999: 2 percent
- $1,000,000 - $4,999,999: 1 percent
- $5,000,000 and up: .5 percent

Applying for Assistance Under the Federal Public Assistance Program
The governor's Office of Emergency Services (OES) is responsible for processing all subgrants for applicants, including providing technical assistance and advice to subgrantees, providing state support for damage survey activities, ensuring that potential applicants for assistance are aware of available federal assistance, and, submitting documents necessary for grant awards. The state OES conducts briefings for public officials and potential applicants. The applicant process and requirements for the City of San José and other members of the Santa Clara County Operational Area are as follows:

- Notice of Interest submittal within 30 days of the federal programs activation
- List of Projects (Exhibit B)
- Resolution Designating an Authorized Representative
- OES Project Application (OES 89)

Damage Survey Report (DSR)
Once the OES Project Application is received, a joint state/federal inspection team comes to the requesting jurisdiction to perform a Damage Survey Report (DSR). The DSR identifies the scope of work and the quantitative estimate of cost of each work project. The inspection team prepares a DSR data sheet for each project listed on the List of Projects. A project means all work performed at a single site. A large project is a project with an approved estimate of costs of $43,600 or more. A small project is a project with an approved estimate of costs under $43,600. Any damage not shown to the inspection team during its initial visit must be reported to the FEMA Region IX Director, through the governor's authorized representative (GAR), within 60 days following the completion of the initial visit. For large projects over $200,000, a construction monitoring program must be implemented. Within 45 days of receipt of the application for federal public assistance, the DSRs are reviewed by the FEMA Region IX Director and a decision to obligate the funds will be rendered. Once the projects are approved, State OES must submit quarterly progress reports to the FEMA Region IX Director.

Supplements to the original application may be approved for substantial errors or omissions, overruns/under-runs caused by variations in unit prices (cost adjustments), and changed site conditions/scope adjustments. Changes to small projects will normally be adjusted at the time of final inspection or an offsetting procedure will be implemented. Supplements should be requested at the earliest possible time and prior to completion of the work in question. Requests for a change in scope must be filed prior to work commencement on a Damage Verification Form.
If you do not agree with the inspection team's estimate, you may indicate your non-concurrence with the DSR. In addition to indicating your non-concurrence on the DSR form, you may also submit a letter of non-concurrence to state OES. In this letter, include the reasons why you disagree with the inspection team's estimate. Provide as much supporting documentation with your letter. State OES will recommend that FEMA review the DSR to reinstate eligible costs before the DSR is approved. The letter to the state OES should include the disaster number, the Santa Clara County's federal Project Application Number (PA Number), and the Damage Survey Report (DSR) number(s).

**Work Project Funding**

To receive payment, the subgrantee must have a resolution that designates an authorized representative, filed an OES project application, and have a vendor data record (STD 204). Work project funding is subject to FEMA/State Agreement and 75%/25% federal/state and local costs shares, as established as the minimum under the Stafford Act. Funding of improved projects are subject to the governor's authorized representative's (GAR) approval. Alternate projects are subject to the FEMA Region IX Director's approval and will be penalized 10%. Payments for administrative allowances and small projects are automatic advance payments (after supplement approval). Payments for large projects must be requested on a Request for Reimbursement form (OES 131). Reimbursement payments are sent in the form of progress payments, withholding 25% until after final inspection or audit.

**Completion Deadlines**

The following deadlines have been established for each work category:

- Debris Clearance: 6 Months*
- Emergency Work: 6 Months*
- Permanent Work: 18 Months*

* Dates established from date of major disaster declaration

The GAR may extend deadlines, when justified, as follows:

- Debris Clearance: 6 Months
- Emergency Work: 6 Months
- Permanent Work: 30 Months

The FEMA Region IX Director may extend the deadline beyond these dates, with adequate justification. Costs are allowed only to date of last approved time extension.

**Final Claim**

The applicant must submit final claim within 60 days of the completion of all approved projects. A state engineer will complete an onsite inspection of all completed projects. A final audit is performed. The applicant must retain all records for six years.
State Natural Disaster Assistance Act (NDAA) Program

Authorities and Required Declarations

The State Natural Disaster Assistance Act (NDAA) Program is authorized under Title 19, Subchapter 5, the Natural Disaster Assistance Act, California Code of Regulations. NDAA requires a local government to declare a local emergency within 10 days of the incident. For permanent restoration assistance under NDAA, the director of the governor's Office of Emergency Services (OES) must concur with the local declaration. For disaster response and permanent restoration assistance under NDAA, the Governor of California must proclaim a state of emergency. For matching fund assistance for cost sharing required under federal public assistance programs, the President of the United States must declare a major disaster or emergency.

Eligible Applicants

Eligible applicants for NDAA include city and county, counties, cities, special districts, school districts, county offices of education, community college districts.

Eligible Work Projects

Eligible Work Projects:
- work project is a result of a natural disaster (fire, flood, earthquake, Tsunami, etc.)
- work project is performed within area covered by the local declaration
- work project is the responsibility of the applicant agency

There are seven (7) categories of work projects under the federal program:
- Category A - Debris Clearance
- Category B - Emergency Protective Measures
- Category C - Road System Repairs
- Category D - Water Control Facilities
- Category E - Buildings and Equipment
- Category F - Public Utility Systems
- Category G - Other (Parks, Recreational Facilities, etc.)

Eligible Cost

Eligible costs generally include local agency personnel regular hourly wage and overtime costs. Also included are equipment costs, the cost of supplies and materials used during disaster response activities incurred as a result of a state of emergency proclaimed by the governor. Excluded are the normal hourly costs of regularly assigned emergency services and public safety personnel. Costs to repair, restore, reconstruct, or replace public facilities belonging to local agencies are also eligible. Matching fund assistance for cost-sharing required under federal public assistance programs is an eligible cost. Indirect costs, based on the Indirect Cost Rate Proposal, as approved by the state controller's office is an eligible cost (40% maximum, subject to state/local cost sharing). A 4% allowance for administrative cost is also eligible for NDAA funding, subject to state/local cost-sharing.
Eligible Wages
Eligible wages under the NDAA program now follow the same guidelines as the federal public assistance program. That is, the state will not assume any regular time costs which are ineligible under the federal program. The state will cost share any wages which are eligible for federal program funding.

Eligible Equipment Costs
Actual reasonable equipment rental costs are eligible. Force account equipment may be claimed based on the applicant's own rate schedule or, in the absence of such a rate schedule, current Department of Transportation Labor Surcharge and Equipment Rental Rates.

Supplies, Materials and Cooperative Agreements
Consumable supplies that are eligible under NDAA include hand tools, materials, and other supplies used for the work project. Costs for work performed under cooperative agreements between local governments are eligible under NDAA, but shall be limited to those costs of the responding entity for which an applicant is legally obligated to pay.

Applying for Assistance under NDAA
The Governor's Office of Emergency Services (OES) is responsible for transmitting applications for NDAA to all eligible applicants. The State OES conducts briefings for public officials and potential applicants. Project application for assistance (NDAA Form 1) must be filed within 60 days of the date of the local declaration. The application must include the List of Projects (Exhibit B) and a Resolution Designating an Authorized Representative (OES Form 130). In the event of a federal major disaster declaration, the federal Notice of Interest (NOI) establishes eligibility in both programs.

Damage Survey Reports (DSR)
Damage surveys are conducted by a state engineer accompanied by a local representative. The engineer prepares a DSR for each project reported on the "List of Projects." The DSR identifies the scope of work and the quantitative estimate of cost of each work project. All damage sites must be reported within the 60-day application period. All sites must be surveyed within 60 days of the date of a local agency's application. DSRs are reviewed and approved by the Chief, Disaster Assistance Division. The complete application, with copies of approved DSRs, DSR summary, and a cover letter, will be sent to applicants for review and approval. The Applicant Approval forms (Exhibit D) must be returned to State OES within 10 days from date of approval letter.

Supplements to the original application may be approved for substantial errors or omissions, overruns/underruns caused by variations in unit prices (cost adjustments), and changed site conditions/scope adjustments. Changes to small projects will normally be adjusted at the time of final inspection or an offsetting procedure will be implemented. Supplements should be requested at the earliest possible time and prior to completion of the work in question. Requests for a change in scope must be filed prior to work commencement.
If you do not agree with the inspection team's estimate, you may indicate your non-concurrence with the DSR. In addition to indicating your non-concurrence on the DSR form, you may also submit a letter of non-concurrence to state OES. In this letter, include the reasons why you disagree with the inspection team's estimate. Provide as much supporting documentation with your letter. State OES will recommend that FEMA review the DSR to reinstate eligible costs before the DSR is approved. The letter to state OES should include the disaster number, the Redwood City’s federal Project Application Number (PA Number), and the Damage Survey Report (DSR) number(s).

Work Project Funding
Eligible projects are subject to 75% state/local cost sharing. The local share may be waived. Project applications resulting in a state share of less than $2,500 will not be approved. Replacement provisions of the NDAA operation are similar to those applied for federal "Improved Project." NDAA funds can be used for the local share of a federal Alternate Project when the program is implemented under federal major disaster declaration. An applicant may receive up to 90% of the estimated State share of a project as an advance. Advances must be requested, using a "Request for Advance" form (NDAA Form 3). Applicants are expected to comply with federal requirements when federal funds are involved. Applicants are expected to fully pursue federal funds otherwise available in the absence of State financial assistance. State funds cannot be used to replace funds lost through noncompliance with other program requirements.

Completion Deadlines
When federal funds are involved, the federal deadlines apply. In the event of a director's concurrence with a local declaration or a governor's proclamation of a state of emergency, the following deadlines apply:

- Debris Clearance 6 months from date of declaration
- Emergency Work 6 months from date of declaration
- Permanent Work 18 months from date of declaration

Extensions are allowable with adequate justifications.

Final Claim
Applicant must submit final claim within 60 days of the completion of all approved projects. A state engineer will complete an on-site inspection of all completed projects. Claims including more than $50,000 in state assistance will be subject to a field audit. Any funds owed to an applicant by the state will be paid after final determination of eligible costs by state OES and after review of the final inspection report or audit.
**Individual Assistance Program Responsibilities**

Individuals are expected, whenever possible, to provide for themselves and be responsible for their own personal recovery. However, many individuals will expect the county and cities to deliver assistance to them well after the disaster. Both the county and cities will assist individuals in any way possible, including providing them with the Federal Emergency Management Agency’s (FEMA) hotline number for individual assistance. A *Sequence of Delivery Guide* has been developed by FEMA to assist individuals and local governments in determining the flow of individual assistance. The objective of City of Long Beach and Santa Clara County is to provide the citizens of their community with all the necessary information to help themselves recover from the disaster. The sequence of delivery appears as follows:

- Individual actions for assistance (family, friends, volunteer organizations, churches, etc.)
- Recovery/Assistance from private insurance carrier
- FEMA Disaster Housing Assistance
- United States Small Business Administration Assistance
- Individual and Family Grant Program Assistance
- Cora Brown Fund Assistance

The Santa Clara County Operational Area's objective is to provide Evergreen Valley College with all the necessary information so they may help themselves recover from a disaster. A brief summary of some individual assistance programs and services are listed below:

- **American Red Cross (ARC)**
  Provides for the critical needs of individuals such as food, clothing, shelter, and supplemental medical needs. Provides recovery needs such as furniture, home repair, home purchasing, essential tools, and some bill payment may be provided. Contact local ARC.

- **Cora Brown Fund**
  Funds may be used for disaster-related needs that have not or will not be met by government or other organizations that have programs to address such needs. These funds are awarded through FEMA.

- **Crisis Counseling Program**
  Provides grants to state and county mental health departments, who in turn provide training for screening, diagnosing, and counseling techniques. Also provides funds for counseling, outreach, and consultation for those affected by disaster. Individuals and government should contact local mental health agency.

- **State Department of Aging**
  Provides special outreach services for seniors, including food, shelter, and clothing. Individuals may contact the *California Department of Aging* for a referral to nearest location.

- **State Department of Consumer Affairs**
  Offers consumer information, investigates and corrects price gouging, and provides a toll-free number so that consumers can check on license status of contractors.
- State Department of Insurance
  Provides assistance in obtaining copies of policies and provides information regarding filing claims. Contact California Department of Insurance.

- Department of Motor Vehicles
  May offer waivers of certain fees. Contact California Department of Motor Vehicles.

- Department of Veteran's Affairs
  Provides damage appraisals and settlements for VA-insured homes, and assists with filing of survivor benefits. Contact the California Department of Veteran's Affairs.

- United States Department of Agriculture
  Assistance provided includes Federal Crop Insurance, Emergency Conservation Program, Non-Insured Assistance, the Agriculture Conservation Program, Emergency Watershed Protection, Rural Housing Service, Rural Utilities Service, and Rural Business and Cooperative Service. Contact the Santa Clara County Agriculture Commissioner regarding these programs.

- Disaster Unemployment
  Provides weekly unemployment subsistence grants for those who become unemployed because of a major disaster or emergency. Applicants must have exhausted all benefits for which they would normally be eligible.

- Federal Financial Institutions
  Member banks of FDIC, FRS or FHLBB may be permitted to waive early withdrawal penalties for Certificates of Deposit and Individual Retirement Accounts.

- Franchise Tax Board
  Following proclamation of a state of emergency by the governor, the legislature authorizes the acceptance of casualty loss deductions within the California tax returns of those affected. Applicants may contact the California Franchise Tax Board.

- Individual and Family Grant Program
  Awards grants to individuals or families for disaster-related serious needs, such as moving and storage, medical, dental, funeral, essential personal or real property needs. Eligibility is dependent on the seriousness of need and exhaustion of FEMA and SBA funds. Referral to the program is automatic with FEMA registration and SBA application.

- Internal Revenue Service (IRS) Tax Relief
  Provides extensions to current year's tax return, allows deductions for disaster losses, and allows amendment of previous tax returns to reflect loss back to three years. Victims may contact the IRS.
- **Mennonite Disaster Service**
  Provides assistance for repair of private residences and community facilities, warning, evacuation, and search. Also assists with cleanup and repair for elderly, disabled, and underinsured citizens. May also provide mental health support. Contact nearest Mennonite Services location.

- **Salvation Army**
  Assistance includes mobile feeding, emergency shelter, applicant registration, collection and distribution of clothing and supplies, counseling, language interpretation, and assistance in locating missing persons. Contact local *Salvation Army* for assistance.

- **State Board of Equalization**
  Provides tax relief services which may allow for the transfer of tax basis to another property, exemptions for property losses, and deferment of a tax bill until the damaged property can be surveyed to reflect its value following a disaster. Contact the *California Board of Equalization*.

- **United States Small Business Administration**
  May provide low-interest disaster loans to individuals and businesses who have suffered a loss due to a disaster. Submit request for SBA loan assistance to the state’s *Southern Region Office of Emergency Services*.

- **Temporary Housing Assistance**
  May provide for transient accommodations, rental assistance, mobile homes, furniture rental, mortgage assistance, and emergency home repairs. Individuals should call FEMA to register.

**Hazard Mitigation Grant Program Responsibilities**
Following a presidential disaster declaration, the Hazard Mitigation Grant Program (HMGP) is activated. The program's purpose is to fund projects which are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering resulting from a major natural disaster. Grants are available to eligible applicants in the declared areas only. Delivered as either part of a public assistance grant or as a stand-alone measure, mitigation projects must be cost-effective and represent a solution to a problem.

The HMGP fund is based upon a 15% share of the FEMA estimate of all Damage Survey Reports (DSRs) for public assistance work performed, and individual assistance costs. The federal contribution can be up to 75% of the cost of the hazard mitigation project approved for funding, with applicants providing match funding through a combination of either state, local, or private resources. HMGP funds cannot be used as the sole match for other federally funded programs.

**Hazard Mitigation Grant Program**
Eligible applicants include state agencies, local governments, and private non-profit organizations which own or operate facilities providing essential government services. Essential government services include educational facilities, utilities, emergency services, medical services, custodial care, etc. Although HMGP funds are based on a percentage of public assistance funding, awards are not limited to public projects, but must be sponsored by an eligible public entity.
Virtually all types of hazard mitigation projects are eligible, provided they benefit the declared disaster area and meet basic project eligibility. The priorities of funding will be established by the governor's Office of Emergency Services. Eligible projects must be cost-effective and substantially reduce the risk of future damage, hardship, loss, or suffering resulting from natural disasters.

Eligible projects must meet the following criteria:

- be consistent with the community's long-range hazard mitigation planning goals; represent significant risk if left unresolved
- address, when applicable, long-term changes to the areas and entities it protects, and have manageable future maintenance and modification requirements
- comply with all applicable codes and standards for the project locale
- have a direct beneficial impact upon the designated disaster area
- not fund personnel only - except for short-term projects which will result in long-term benefits
- not cost more than the anticipated value of the reduction in both direct damages and subsequent negative impacts were future disasters to occur
- provide solutions, rather than merely identify or analyze hazards, unless such constitutes a functional portion of a solution
- provide the most practical, effective, and environmentally sound solution, given a well-considered range of options
APPENDIX A

GLOSSARY

This glossary contains definitions of terms commonly used in the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS) and the Incident Command System (ICS).

A

Advance Element of the Emergency Response Team (ERT-A)
The portion of the Emergency Response Team (ERT) which is the first group deployed to the field to respond to a disaster incident.

Action Plan
The plan prepared in the EOC containing the emergency response objectives of an NIMS / SEMS and ICS levels and reflecting overall priorities and supporting activities for a designated period. The plan is shared with supporting agencies.

Activate
At a minimum, a designated official of the emergency response agency that implements NIMS/SEMS/ICS as appropriate to the scope of the emergency and the agency's role in response to the emergency.

Aerial Reconnaissance
An aerial assessment of the damaged area which includes gathering information on the level and extent of damage and identifying potential hazardous areas for on-site inspections.

After Action Report
A report covering response actions, application of NIMS/SEMS/ICS, modifications to plans and procedures, training needs, and recovery activities. After action reports are encouraged following any emergency which requires a declaration of an emergency.

Agency
An agency is a division of government with specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In SEMS/ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation), or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency, and Multi-Agency)

Agency Assistance
Grants for projects or planning activities, loans, and all other forms of financial or technical assistance provided by the agency.
Agency Dispatch
The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Executive or Administrator
Chief executive officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Representative
An individual assigned to an incident or to an EOC from an assisting or cooperating agency who has delegated authority to make decisions on matters affecting that agency's participation at the incident or at the EOC. Agency representatives report to the liaison officer at the incident or to the liaison coordinator at EOC levels.

Air Operations Branch Director
The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

Alert
Method in which campus community is informed of an emergency (verbal notification, designated alarm signal).

All Clear
Method in which campus community is informed of the conclusion or dismissal of an emergency threat (verbal notification, designated alarm signal).

Allocated Resources
Resources dispatched to an incident.

American Red Cross
A quasi-governmental volunteer agency that provides disaster relief to individuals and families.

Area Command
An organization established to: (1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization or (2) oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Area Control Points
Assembly points for area managers to establish initial first aid.

Assigned Area
An assigned area is a designated geographical area on campus

Assigned Resources
Resources checked in and assigned tasks on an incident.
**Assignments**
Tasks given to resources to perform within a given operational period based on tactical objectives in the Incident or EOC Action Plan.

**Assistant**
Title for subordinates of the command staff positions at the Field ICS level. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

**Assisting Agency**
An agency directly contributing tactical or service resources to another agency.

**Available Resources**
Incident-based resources which are available for immediate assignment.

**B**

**Base**
The location at an incident where primary logistics functions for an incident are coordinated and administered. There is only one base per incident. (Incident name or other designator will be added to the term "Base.") The Incident Command Post may be co-located with the base.

**Base Flood**
A term used in the National Flood Insurance Program to indicate the minimum size flood to be used by a community as a basis for its flood plain management regulations, presently required by regulation to be that flood which has a one-percent chance of being equaled or exceeded in any given year. Also known as a 100-year flood or one-percent chance flood.

**Base Flood Elevation (BFE)**
The elevation for which there is a one-percent chance in any given year that flood levels will equal or exceed it. The BFE is determined by statistical analysis for each local area and designated on the Flood Insurance Rate Map. It is also known as the 100-Year Flood.

**Branch**
The organizational level at the ICS Field Level having functional or geographic responsibility for major parts of incident operations. The branch level is organizationally between section and division/group in the Operations Section, and between section and units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.). Branches area also used in the same sequences at the EOC Levels.

**Branch Director**
The ICS title for individuals responsible for supervision of a branch at the field level.

**Building Evacuation Procedures**
Directions on how to safety and properly evacuate a building to a safe area.
Building Marshal
Reports to Building Marshal Unit Leader in operations. Designated Deans and Managers responsible for communicating emergency response directions from Incident Commander to the faculty, staff and students in assigned campus buildings and related Building Evacuation Assembly Areas. Determine status of individuals from assigned buildings (number present, number injured). If required, sounds the building’s fire alarm.

Building Marshal Unit Leader
Reports to Operations Section Chief. Directs Building Marshals to communicate emergency response directions from Incident Commander to the faculty and staff in assigned campus buildings. Coordinates with Building Marshal/Floor Marshals to determine status of individuals in assigned buildings (number present, number injured). Inform Incident Commander of the status of the people in assigned buildings.

C

Cache
A pre-determined complement of tools, equipment and/or supplies stored in a designated location, and available for incident use.

Camp
A geographical site within the general incident area, but separate from the Incident Base. It is equipped and staffed to provide sleeping, food, water, and sanitary services to the incident personnel.

Care and Shelter
A phase of operations that meets the food, clothing, and shelter needs of people on a mass care basis.

Casualty Collection Points (CCP)
A location within a jurisdiction which is used for the assembly, triage (sorting), medical stabilization, and subsequent evacuation of casualties. It may be used for the receipt of incoming medical resources (doctors, nurses, supplies, etc.). Preferably, the site should include or be adjacent to an open area suitable for use as a helicopter pad.

Catastrophic Disaster
Although there is no commonly accepted definition of a catastrophic disaster the term implies to an event or incident which produces severe and widespread damage of such a magnitude as to result in the requirement for significant resources from outside the affected area.

Catastrophic Disaster Response Group (CDRG)
The national-level group of representatives from the federal department and agencies under the plan. The CDRG serves as a centralized coordinating group which supports the on-scene federal response and recovery efforts. Its members have access to the appropriate policy-makers in their respective parent organizations to facilitate decisions on problems and policy issues.

Central Triage Area
A triage area set up in one central location. A safe open grassy area or closed protected area in close proximity to the most concentrated disaster area as designated by the Incident Command Center. (If open area, should have cordoned perimeters).
Chain of Command  
A series of management positions in order of authority.

Check-In  
The process whereby resources first report to an incident or into an EOC. Check-in locations at the field level include the incident command post (resources unit), incident base, camps, staging areas, helibases, helispots, and division supervisors (for direct line assignments).

Checklist  
A list of actions taken by an element of the emergency organization in response to a particular event or situation.

Civil Air Patrol  
A civilian auxiliary of the United States Air Force which provides personnel, services, and equipment for specified missions in support of state and local emergency operations.

Civil Disorder  
Any incident intended to disrupt community affairs that requires College Security intervention to maintain public safety. Incidents may be riots and mass demonstrations as well as terrorist attacks.

Civil Preparedness Guidance (CPG)  
A series of FEMA policy documents.

Classroom Monitors  
Evergreen Valley College faculty responsible for communicating emergency response directions from Building Marshal/Floor Marshal to current class students. Reports to and assists Building Marshals in developing status reports. Supervises student response and provides Building Marshals with student status information. Assumes responsibility of Building Marshal in his/her absence.

Clear Text  
The use of plain English in radio communications transmissions. No Ten Codes or agency specific codes are used.

Code of Federal Regulations (CFR)  
"49 CFR" refers to Title 49 - the primary volume regarding HAZMAT transportation regulations.

Command  
The act of directing and/or controlling resources at an incident by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post  
(See Incident Command Post)
Command Staff
The Command Staff at the field level consists of the information officer, safety officer, and liaison officer. They report directly to the Incident Commander. They may have an assistant or assistants as needed. These functions may also be found at the EOC levels in SEMS/ICS, although the proper term for the Section is the "Management Section". At the EOC level, the staff members would report to the EOC director of emergency management.

Communications
Technical means for two-way and one-way communications including various telephones, two-way radios, public address systems/loud speakers, bullhorns, alarm signals, AM/FM radios, televisions, etc.

Communications Unit
An organizational unit in the Logistics section responsible for providing communication services at an incident or an EOC. A communications unit may also be a facility (e.g. a trailer or mobile van) used to provide the major part of an Incident Communications Center.

Community Right-to-Know
Legislation requiring communication of chemical information to local agencies or the public.

Compact
Formal working agreements among agencies to obtain mutual aid.

Claims Unit
Functional unit within the finance section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident or within an EOC.

Complex
Two or more individual incidents located in the same general area which are assigned to a single incident commander or to a unified command.

Comprehensive Emergency Management (CEM)
An integrated approach to the management of emergency programs and activities for all four emergency phases, (mitigation, preparedness, response, and recovery), all types of emergencies and disasters (natural, man-made, and attack), and all levels of government (local, state, and federal) and the private sector.

Computerized Hazard Identification Program (CHIP)
Part of FEMA's Integrated Emergency Management System, this evaluation program identifies the hazards posing the greatest threat to state and local governments and the capabilities of existing programs to respond (formerly referred to as Hazard Identification and Capability Assessment).

Continuity of Government (COG)
All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions including line-of succession for key decision makers.
Contingency Plan
A sub- or supporting plan which deals with one specific type of emergency, its probable effect on the jurisdiction, and the actions necessary to offset these effects.

Cooperating Agency
An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., American Red Cross, telephone company, etc.).

Coordination
The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc. Multi-agency or Inter-agency coordination is found at all SEMS/ICS levels.

Coordination Center
Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost-Sharing Agreements
Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost-sharing agreements are normally written, but may be verbal between authorized agency or jurisdictional representatives at the incident.

Cost Unit
Functional unit within the finance section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

CPG 1-5 - Objectives for Local Emergency Management
Prepared by FEMA, this describes guide functional objectives that represent a comprehensive and integrated emergency management program.

CPG 1-8: Guide for Development of State and Local Emergency Operations Plans
Prepared by FEMA, this document describes how to write Emergency Operations Plans.

CPG 1-8a: Guide for the Review of State and Local Emergency Operations Plans
Prepared by FEMA, this publication provides FEMA staff with a standard instrument for assessing EOPs that are developed to satisfy the eligibility requirement for receiving Emergency Management Assistance (EMA) funding - also called the "crosswalk" checklist.

CPG 1-35: Hazard Identification, Capability Assessment, and Multi-Year Development Plan This plan for local governments is prepared by FEMA and is used as a planning tool to guide local jurisdictions through a logical sequence for identifying hazards, assessing capabilities, setting priorities, and scheduling activities to improve capability over time.
D

**Damage Assessment**
The process is utilized to determine the magnitude of damage and the unmet needs of individuals, businesses, the public sector, and the community as a result of a disaster or emergency event.

**Dam Failure**
Part or complete collapse of a dam and usually causing downstream flooding.

**Declaration**
The formal action by the president to make a state eligible for major disaster or emergency assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 3-288, as amended (the Stafford Act).

**Declaration Process**
When a disaster strikes, local authorities and individuals request help from private relief organizations and their state government which gives all possible assistance. If assistance is beyond their capability, the governor requests a presidential declaration of a major disaster or an emergency.

**Delegation of Authority**
A statement delegating authority and assigning responsibility provided to the incident commander by the agency executive. The delegation of authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Many agencies require written delegation of authority to be given to incident commanders prior to their assuming command on larger incidents.

**Demobilization Unit**
Functional unit within the planning section responsible for assuring orderly, safe and efficient demobilization of incident or EOC assigned resources.

**Department Operations Center**
An EOC used by a distinct discipline (such as fire, medical, hazardous material) or a unit (such as department of public works, department of health or local water district). Department operations centers may be used at all SEMS/ICS levels above the field response level depending upon the impacts of the emergency.

**Deputy Incident Commander (Section Chief or Branch Director)**
A fully-qualified individual who in the absence of a superior could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies may also be found as necessary at all EOC levels.

**Designated Area**
Any emergency or major disaster-affected portion of a state that has been determined eligible for federal assistance.
Direction and Control (Emergency Management)
The provision of overall operational control and/or coordination of emergency operations at each level of the statewide emergency organization. This may include the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

Disaster
A sudden calamitous emergency event bringing great damage, loss, or destruction.

Disaster Aid Response Team
A team qualified to render first aid and rescue trapped or injured victims.

Disaster Alarm
A disaster alarm is a short-short-long signal.

Disaster Application Center
A facility jointly established by the federal and state coordinating officers within or adjacent to a disaster-impacted area. It provides disaster victims a "one-stop" service for meeting their emergency representatives of local, state, and federal governmental agencies, private service organizations and certain representatives of the private sector.

Disaster Assistance Program
A program that provides state funding or reimbursement for local government response related personnel costs incurred in response to an incident as defined in Section 2402 (i).

Disaster Crew
A disaster crew is made up of Facilities personnel to control plant operations and assist Unit Leaders if necessary.

Disaster Field Office
A central facility established by the Federal Coordinating Office within or immediately adjacent to disaster-impacted areas. It is utilized as a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations.

Disaster Preparedness Improvement Grant Program (DPIG)
Authorized under Section 201 of the Stafford Act, it offers annual matching awards are provided to states to improve or update their disaster assistance plans and capabilities.

Disaster Recovery Manager (DRM)
The person appointed to exercise the authority of a regional director for a particular emergency or disaster.

Disaster Service Worker
Includes public employees and any unregistered person recruited into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of citizens in the execution of his duties. It does not include any member registered as an active fire fighting member of any regularly organized volunteer fire department, and having official recognition, and full or partial support of the county, city, town, or district in which such fire department is located.
Disaster Support Area (DSA)
A predesignated facility anticipated to be at the periphery of a disaster area where disaster relief resources (manpower and material) can be received, accommodated or stockpiled, allocated, and dispatched to the disaster area. A separate portion of the area may be used for receipt and emergency treatment of casualties arriving via short-range modes of transportation (air and ground) and for the subsequent movement of casualties by heavy, long-range aircraft to adequate medical care facilities.

Disaster Welfare Inquiry (DWI)
A service that provides health and welfare reports about relatives and other individuals believed to be in a disaster area. This service operates when the disaster caused dislocation or disruption of normal communications facilities and precludes normal communications.

Dispatch
The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Center
A facility from which resources are assigned to an incident.

Division
Divisions are used to divide an incident into geographical areas of operation. Divisions are areas identified by alphabetic characters for horizontal applications and often by numbers when used in buildings. Divisions are also used at EOC levels and are found organizationally between branches and units.

Division or Group Supervisor
The position title for individuals responsible for command of a division or group at an incident.

Documentation Unit
Functional unit within the planning section responsible for collecting, recording, and safeguarding all documents relevant to an incident or within an EOC.

Dose
Accumulated or total exposure to gamma radiation and commonly expressed in REMs.

Dosimeter
An instrument for measuring and registering total accumulated exposure to gamma radiation.

E

Economic Stabilization
The intended result of governmental use of direct and indirect controls to maintain and stabilize the nation’s economy during emergency conditions. Direct controls include setting or freezing of wages, prices, and rents or the direct rationing of goods. Indirect controls include government implementation of monetary, credit, tax, or other policy measures.
**Emergency**
A condition of disaster or extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, a governor’s warning of an earthquake, volcanic prediction, or other conditions (other than conditions resulting from a labor controversy).

**Emergency Broadcast System**
A system that enables the president and federal, state, and local governments to communicate through commercial radio and television broadcast stations with the general public in the event of a disaster. Now referred to as the Emergency Alert System (EAS).

**Emergency Management (Direction and Control)**
The provision of overall operational control and/or coordination of emergency operations at each level of the statewide emergency organization. It also may be the actual direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.

**Emergency Management Director (Emergency Services Director)**
The individual within each political subdivision that has overall responsibility for jurisdiction emergency management coordination efforts.

**Emergency Medical Services**
Treatment of casualties necessary to maintain their vital signs prior to treatment at a medical center.

**Emergency Medical Technician (EMT)**
A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

**Emergency Operations**
Those actions taken during the emergency period to protect life and property, care for the people affected, and temporarily restore essential community services.

**Emergency Operations Center (EOC)**
A location for performing centralized emergency management. EOC facilities are established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response during an emergency.

**Emergency Operations Plan (EOP)**
A jurisdiction plan for responding to appropriate hazards.

**Emergency Period**
A period which begins with the recognition of an existing, developing, or impending situation that poses a potential threat to a community. It may include the warning and impact phase and continue until immediate and ensuing effects of the disaster no longer constitute a hazard to life or threat to property.

**Emergency Plans**
Those official and approved documents which describe principles, policies, concepts of operation, methods, and procedures to be applied in carrying out emergency operations or rendering mutual aid during emergencies. These plans include such elements as continuity of government, emergency functions of governmental agencies, mobilization and application of resources, mutual aid, and public information.
Emergency Preparedness Coordinator
The individual within each jurisdiction with the day-to-day responsibility for the development and maintenance of all emergency management coordination efforts.

Emergency Public Information (EPI)
Information disseminated to the public by official sources during an emergency, using broadcast and print media. EPI includes instructions on survival and health preservation action, disaster status information (number of deaths, injuries, property damage, etc.), and other useful information (available through state/federal assistance).

Emergency Public Information System
The network of information officers and their staffs operating from EPICs (centers) at all levels of government within the state. The system also includes the news media through which emergency information is released to the public.

Emergency Response Agency
Any organization responding to an emergency whether in the field, at the scene of an incident, or in an EOC may include an entity providing mutual aid to such an organization.

Emergency Response Personnel
Personnel involved with an agency’s response to an emergency.

Emergency Response Team (ERT)
Composed of Evergreen Valley College personnel who have trained in SEMS implementation and emergency-specific response actions, and whose routine positions require knowledge necessary to effectively carry out ERT duties.

EOC Action Plan
The plan developed at EOC levels which contains objectives, actions to be taken, assignments, and supporting information for the next operational period.

EOC Director or Director of Emergency Services
Evergreen Valley College President or designated representative. Highest level of authority of the College. Responsible for the direct management of all incident tactical activities.

Essential Facilities
Facilities that are vital to maintaining the health, safety, and overall well-being of the public following a disaster (e.g., hospitals, police and fire department buildings, utility facilities, etc.). May also include buildings that have been designated for use as mass care facilities (e.g., schools, churches, etc.).

Evacuation Team
A team assigned to assist with the evacuation of disabled persons from multi-storied buildings.

Evacuee
An individual who moves or is moved from a hazard area to a less hazardous area with anticipation of return when the hazard abates.
Event
A planned, non-emergency activity. SEMS/ICS can be used as the management system for a wide range of events (e.g., parades, concerts or sporting events).

Exercise
A maneuver or simulated emergency condition involving planning, preparation, and execution carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities. Provides ability to identify areas of strength and weakness for improvement of an emergency operations plan (EOP).

Exercise Scenario
Background detail (domestic, international, political, military) against which an exercise is conducted.

Expedient Shelter
Any shelter constructed in an emergency or crisis period on short notice by individuals, single families, or small groups of families.

F

Facilities Unit
A functional unit within the support branch of the logistics section at the field response level that provides fixed facilities for the incident. These facilities may include the incident base, feeding areas, sleeping areas, sanitary facilities, etc.

Federal Agency (federal definition)
Any department, independent establishment, government corporation, or other agency of the executive branch of the federal government including the United States Postal Service, but not including the American Red Cross.

Federal Coordinating Officer (FCO)
The person appointed by the president to coordinate federal assistance following an emergency or major disaster declaration.

Federal Disaster Assistance
Consists of in-kind and monetary assistance to disaster victims, state, or local government by federal agencies under the provision of the Federal Disaster Relief Act and other statutory authorities of federal agencies.

Federal Disaster Relief Act
Public Law 93-288, as amended, that gives the president broad powers to supplement the efforts and available resources of state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major peace-time disasters.

Federal Emergency Management Agency
The agency created in 1979 to provide a single point of accountability for all federal activities related to disaster mitigation and emergency preparedness, response, and recovery.
Federal Hazard Mitigation Officer (FHMO)
The FEMA employee responsible for representing the agency for each declaration in carrying out the overall responsibilities for hazard mitigation and for Subpart M including coordinating post-disaster hazard mitigation actions with other agencies of government at all levels.

Federal Insurance Administration (FIA)
The government unit (part of FEMA) that administers the National Flood Insurance Program.

FEMA-State Agreement
A formal legal document between FEMA and the affected state, it contains the understandings, commitments, and binding conditions for assistance applicable as the result of the major disaster or emergency declared by the president. It is signed by the FEMA regional director (or designee) and the governor.

Field Coordination Center
A temporary facility established by the office of emergency services within or adjacent to areas affected by a disaster. It functions under the operational control of the OES mutual aid regional manager and is supported by mobile communications and personnel provided by OES and other state agencies.

Field Operations Guide
A pocket-size manual of instructions on the application of the Incident Command System.

Finance/Administration Section
One of the five primary functions found at all SEMS/ICS levels and responsible for all costs and financial considerations. At any incident, the section may include the time unit, procurement unit, compensation/claims unit, and cost unit.

Finance Section Chief
Reports directly to the Incident Commander. Responsible for all financial tracking, procurements and cost analysis aspects of the emergency and for any administrative aspects not handled by other functions.

First Aid Site
Location at which immediate and delayed medical treatment is delivered. Mobile Triage Units supervise transport of injured from incident location or Building Evacuation Assembly Areas to First Aid Site.

Flood Hazard Boundary Map (FHBM)
The official community map showing the boundaries of the flood plain and specially designated flood hazard areas. It is prepared by FEMA using the best flood data available at the time a community enters the emergency phase of the National Flood Insurance Program (NFIP). It is superseded by a Flood Insurance Map (FIRM).

Flood Insurance
The insurance coverage provided under the National Flood Insurance Program.
Flood Insurance Rate Map (FIRM)
The official community map prepared by FEMA showing the base flood elevation along with special hazard areas and the risk premium zones. The Flood Insurance Rate Map development is funded by FEMA and is based on detailed surveys and analysis of the site-specific hydrologic characteristics.

Food Unit
A functional unit within the Service branch of the Logistics section responsible for providing meals for incident and EOC personnel.

Function
In SEMS/ICS, function refers to the five major activities in the SEMS/ICS (i.e., Command, Operations, Planning, Logistics and Finance/Administration). The same five functions also are found at all SEMS EOC levels. At the EOC, the term “Management” replaces “Command.” The term “Function” is also used when describing the activity involved (e.g., "the planning function").

Functional Element
Refers to a part of the incident, EOC, or DOC organization such as section, branch, group or unit.

G

General Staff
The group of management personnel reporting to the incident commander or to the EOC director. They may each have a deputy, as needed. At the SEMS EOC and field ICS level, the general staff consists of the operations, planning, logistics, and finance section chiefs.

Generalized Disaster
A widespread disaster that includes a large geographical area surrounding the campus, which would cause a delay in outside resources.

Generic ICS
Refers to the description of ICS that is generally applicable to any kind of incident or event.

Ground Support Unit
Functional unit within the support branch of the logistics section at the SEMS EOC and ICS field response level that is responsible for the fueling, maintaining, and repairing of vehicles, and the transportation of personnel and supplies.

Group
Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division). Groups are located between branches (when activated) and resources in the operations section.

H

Hazard
Any source of danger or element of risk to people or property.
Hazard Area
A geographically defined area in which a specific hazard presents a potential threat to life and property.

Hazardous Material
A substance (or combination of substances) which, because of quantity, concentration, physical, chemical, radiological, explosive, or infectious characteristics, poses a substantial present or potential danger to humans or the environment. Generally, such materials are classified as explosives and blasting agents, flammable and non-flammable gases, combustible liquids, flammable liquids and solids, oxidizers, poisons, disease-causing agents, radioactive materials, corrosive materials, and other materials (including hazardous wastes).

Hazardous Material Incident (stationary)
Any uncontrolled release of material capable of posing a risk to health, safety, and property. Areas at risk include facilities that produce, process, or store hazardous materials as well as all sites that treat, store, and dispose of hazardous material.

Hazardous Material Incident (transportation)
Any spill during transport of material that is potentially a risk to health and safety.

Hazard Mitigation
An cost effective measure that will reduce the potential for damage to a facility from a disaster event.

Hazard Mitigation Assistance Program
The program authorized under Section 404 of the Stafford Act that provides funding for hazard mitigation projects. These projects are cost-effective and complement existing post-disaster mitigation programs and activities by providing funding for beneficial mitigation measures that are not funded through other programs.

Hazard Mitigation Plan
The plan resulting from a systematic evaluation of the nature and extent of vulnerability to the effects of natural hazards present in society. It includes the actions needed to minimize future vulnerability to hazards.

Helibase
The main location for parking, fueling, maintaining, and loading helicopters operating in support of an incident. It is usually located at or near the incident base.

Helisot
Any designated location where a helicopter can safely take-off and land. Some helispots may be used for loading supplies, equipment, or personnel.

Hierarchy of Command
(See Chain of Command)
Incident
An occurrence or event that requires action by emergency response personnel to prevent or minimize loss of life or damage to property and/or natural resources.

Incident Action Plan
The plan developed at the field response level which contains objectives reflecting the overall incident strategy, specific tactical actions, and supporting information for the next operational period. The plan may be oral or written.

Incident Base
Location at the incident where the primary logistics functions are coordinated and administered. (Incident name or other designator will be added to the term "Base"). The incident command post may be co-located with the base and there is only one base per incident.

Incident Commander
The individual responsible for the command of all functions at the field response level.

Incident Command Post (ICP)
The location at which the primary command functions are executed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS)
The nationally-used, standardized, on-scene emergency management concept. It is specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of resources to effectively accomplish stated objectives pertinent to an incident.

Incident Communication Center
The location of the communications unit and the message center.

Incident Management Team
The Incident Commander and appropriate General and Command staff personnel assigned to an incident.

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

Identification Vests
A bright colored vest or armband with lettering identifying key personnel.
Individual Assistance (IA)
Supplementary federal assistance provided under the Stafford Act to individuals and families adversely affected by a major disaster or an emergency. Such assistance may be provided directly by the federal government, state or local governments, or disaster relief organizations.

Incident Command System (ICS)
A standardized model for command, control and coordination of a response for on-scene emergency management.

Incident Commander (IC)
Senior Law Enforcement or Fire Department Official in charge of Field Operations.

Information Officer
A member of the command staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one information officer per incident. The information officer may have assistants. This position is also referred to as public affairs or public information officer in some disciplines. At SEMS EOC and Field ICS levels, the information function may be established as a coordinator or as a section or branch reporting directly to the EOC director.

Initial Action
The actions taken by resources which are the first to arrive at an incident.

Initial Response
Resources initially committed to an incident.

Integrated Emergency Management System (IEMS)
A strategy for implementing emergency management activities. It builds upon those functions common to preparedness for any type of occurrence and provides for special requirements of individual emergency situations. IEMS goal is to provide function based plan annexes that can be adapted to varied hazard events.

Intermediate-Term Prediction
A prediction of an earthquake that is expected within a period of a few weeks to a few years.

J

Jurisdiction
This is a range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., special district, city, county, state or federal boundary lines), or functional (e.g., police department, health department, etc.) (See Multi-Jurisdiction).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area or a mandated function.
L

**Landing Zone**
(See Helispot)

**Leader**
The SEMS/ICS title for an individual responsible for a functional unit, task forces, or teams.

**Liaison Officer:** A member of the command staff at the SEMS EOC and Field ICS level and responsible for coordinating with representatives from cooperating and assisting agencies. At SEMS EOC levels, the function may be done by a coordinator and/or within a section or branch reporting directly to the EOC Director.

**Lifelines:** A general term including all systems for storing, treating, and distributing fuel, communications, water, sewage, and electricity.

**Life-Safety**
Refers to the joint consideration of both the life and physical well-being of individuals.

**Local Emergency**
The duly proclaimed existence of disaster conditions or extreme peril to the safety of persons and property within the territorial limits of a city, county, or city and county. These conditions may be air pollution, fire, flood, storm, epidemic, riot, or earthquake or other conditions, (other than labor controversy). These conditions are or are likely to be beyond the control of the services, personnel, equipment, and facilities of that political subdivision and require the combined forces of political subdivisions.

**Localized Disaster**
A specific disaster (such as explosion, airplane crash, etc.) that involves only the College. Outside resources are readily available.

**Local Government**
Means local agencies defined in Government Code 8680.2 and special districts as defined in California Code of Regulations, Title 19 Division 2, Chapter 5, NDAA, 2900(y).

**Local Government Advisory Committee (LGAC)**
Committees established by the director of OES to provide a forum for the exchange of information among the cities and counties of a mutual aid region. The LGAC may develop a consensus of action and policy among local emergency managers on issues, policies, and programs of concern to local governments. If necessary the LGAC may bring such concerns to the attention of OES executive management.

**Logistics Section**
One of the five primary functions found at all SEMS/ICS levels. The section is responsible for providing facilities, services, and materials for the incident or at an EOC.

**Long-Term Earthquake Potential**
No specific time frame. Can refer to decades, centuries, or millennia.
Long-Term Prediction
A prediction of an earthquake that is expected within a few years up to a few decades.

M

Major Disaster
Any hurricane, tornado, storm, flood, high-water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe in any part of the United States. The event causes damage of sufficient severity and magnitude to warrant a presidential declaration and disaster assistance under the Federal Disaster Relief Act.

Management by Objectives
In SEMS EOC and ICS field levels, this is a top-down management activity which involves a three-step process to achieve the desired goal. The steps are establishing the objectives, selecting appropriate strategy(s) to achieve the objectives, and directing assignments associated with the selected strategy.

Marshaling Area
An area used for mobilizing and assembling personnel and resources prior to sending them directly to the disaster-affected area. Marshaling areas are utilized particularly for disasters outside of the continental United States.

Mass Care Facility
A location where temporary services are provided to disaster victims during an emergency. Services and assistance may include lodging, food, clothing, registration, welfare inquiry, first aid, and essential social programs.

Media
All means of providing information and instructions to the public including radio, television, and newspapers.

Medical Unit
Functional unit within the service branch of the logistics section at SEMS EOC and ICS Field levels responsible for the development of the Medical Emergency Plan and for providing emergency medical treatment.

Message Center
The Message Center is part of the incident or EOC communications center and is co-located or placed adjacent to it. It receives, records, and routes information to appropriate locations at an incident or within an EOC.

Message / Documentation Coordinator
Reports to Planning Section Chief when needed. Responsible for the official record of all incoming information, response activity and status reports in response to the incident, which will serve as legal documents.

Mitigation
Pre-event planning and actions which aim to lessen the effects of a potential disaster. (See also Comprehensive Emergency Management)
Mobilization
The process and procedures used by all organizations (federal, state, and local) for activating, assembling, and transporting all resources that have been requested in response to or support of an incident.

Mobilization Center
An off-incident location at which emergency service personnel and equipment area temporarily located pending assignment to incidents, release, or re-assignment.

Medical Self-Help
The medical treatment provided for the sick and injured by citizens and emergency forces in the absence of professional care.

Multi-Agency Coordination
The functions and activities of representatives of involved agencies and/or jurisdictions making decisions regarding the prioritizing of incidents and the sharing and allocation of critical resources.

Multi-Agency Coordination System (MACS)
The combination of personnel, facilities, equipment, procedures, and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting-agency resources and support in a multi-agency or multi-jurisdiction environment. A MAC Group functions within the MACS.

Multi-Agency Incident
An incident where one or more agencies assist a jurisdictional agency or agencies. The incident may be managed under a single or a unified command structure.

Multi-Jurisdiction Incident
An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In SEMS/ICS these incidents will be managed under unified command.

Multi-Purpose Staging Area (MSA)
A predesignated location such as a county/district fairgrounds having large parking areas and shelter for equipment and operators. The location provides a base for coordinated, localized emergency operations. It may also be a rally point for mutual aid coming into an area, and a site for post-disaster population support and recovery.

Mutual Aid
The voluntary provision of services and facilities from another organization or agency when existing resources prove to be inadequate. Mutual aid agreements should be established in advance as part of emergency preparedness.

Mutual Aid Agreement
Written agreement between agencies and/or jurisdictions in which they agree to assist one another by furnishing personnel and equipment upon request.
**Mutual Aid Coordinator**  
An individual at local government, operational area, region, or state level that is responsible for requesting, obtaining, processing, and using mutual aid resources. Mutual aid coordinator duties will vary depending upon the mutual aid system.

**Mutual Aid Staging Area**  
A temporary facility established within or adjacent to affected areas. It may be supported by mobile communications and personnel provided by field or headquarters staff from state agencies as well as personnel from local jurisdictions throughout the state.

**N**

**National Emergency Training Center (NETC)**
This is a FEMA campus in Emmitsburg, Maryland. It is composed of the United States Fire Administration (USFA) and the Emergency Management Institute (EMI).

**National Flood Insurance Program (NFIP)**
A federal program created by an act of Congress in 1968. It makes flood insurance available in communities that enact satisfactory floodplain management regulations.

**National Warning System**
The federal portion of the civil defense warning system. It is used to disseminate warning and other emergency information from the warning centers (or regions) to warning points in each state.

**National Weather Service Issuances**
*Outlook* - for events possible to develop in the extended period (extended definition depends on the type of event)  
*Advisory* - for events that are occurring or are forecast to develop in the short term (generally within the next 6 hours)  
*Watch* - for the possibility of an event happening within the short term (generally refers to the next 6 to 12 hours)  
*Warning* - the most serious issuance. For life threatening events occurring or forecast to develop within the short term (generally within the next 6 hours)  
*Statements* (or Updates) - Issued as updates to the above products

**Flash Flooding**
*Flash Flooding Warning* - flash flooding is occurring or imminent  
*Urban and Small Stream Flood Advisory* - flooding is occurring or is imminent, but not life threatening; nuisance flooding may be upgraded to a Flash Flood Warning if conditions worsen.  
*Flash Flood Watch* - there is a good possibility of Flash Flooding, but it is neither occurring nor imminent (generally means the possibility exists within the next 24 hours)  
*Flash Flood Statement* - updates to any of the above three issuances

**Nuclear Incident (fixed facility)**
Any nuclear power plant occurrence resulting in a potential or actual release of radioactive material in sufficient quantity to threaten the health and safety of nearby populations.
**Notification Chain**
A notification chain is a plan for notifying persons assigned to the disaster organization.

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**O**

**One Hundred-Year Flood**
The flood elevation that has a one-percent chance of being equaled or exceeded in any given year. It is also known as the base flood elevation.

**Operational Period**
The period of time scheduled for execution of a given set of operation actions as specified in the Incident or EOC Action Plan. Operational periods may be various lengths - usually not over 24 hours.

**Operations Section**
One of the five primary functions found at all SEMS/ICS levels. The section responsible for all tactical operations at the incident or the coordination of operational activities at an EOC. The Operations Section at the SEMS EOC and ICS field response level can include branches, divisions and/or groups, task forces, team, single resources, and staging areas. At the EOC levels, the Operations Section would contain branches or divisions as necessary for span of control considerations.

**Operations Section Chief (Operations)**
Reports directly to the Incident Commander. Responsible for management of all incident tactical activities, including search and rescue, medical, and facility check and security.

**Out-of-Service Resources**
Resources assigned to an incident, but unable to respond for mechanical, rest, or personnel reasons.

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**P**

**Personnel Unit Leader**
Reports to Logistics Section Chief when needed. Responsible for coordinating the assignment of personnel (staff and volunteers) in support of the incident.

**Plan**
As used by OES, a document which describes the broad, overall jurisdictional response to potential extraordinary emergencies or disasters.

**Planning Meeting**
Any meeting held as needed throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. On larger incidents, the planning meeting is a major part in the development of the Incident Action Plan. Planning meetings are also an essential activity at all SEMS EOC levels.
Planning Section  
(Also referred to as Planning/Intelligence)  
One of the five primary functions found at all SEMS/ICS levels. It is responsible for the collection, evaluation, and dissemination of information about an incident or emergency and for the preparation and documentation of Incident or EOC Action plans. The section also maintains information on the current and forecasted situation and the status of resources assigned to the incident. At both the SEMS EOC and ICS field response level, the section will include the situation, resource, documentation, and demobilization units, as well as technical specialists. Other units may be added at the EOC level.

Planning Section Chief (Planning)  
Reports directly to the Incident Commander. Assists IC with action planning and strategy. Creates and maintains chart and map displays of current situation, resource and personnel status. Keeps track of all related expenses.

Planning Zone  
A subdivision of a county that may consist of a city and its sphere of influence in adjacent unincorporated areas; a portion of the unincorporated area of a county, a military installation, or a state facility such as a correctional institution. Zoning simplifies the process of collecting and compiling data according to geographical location.

Political Subdivision  
This includes any city, city and county, county, district, or other local governmental agency or public agency authorized by law.

Procurement Unit  
A functional unit within the finance section and responsible for financial matters involving vendor contracts.

Public Assistance (PA)  
Supplementary federal assistance provided under the Stafford Act to state and local governments or certain private, non-profit organizations. It does not include assistance for the direct benefit of individuals and families.

Public Information Officer (PIO)  
Reports directly to the Incident Commander. The authorized point of contact for the media and government agencies, which desire information regarding the incident. Designates area for news media to work and arranges press conferences. Assembles and distributes releases and statements.

Purchasing/Supply Unit Leader  
Reports to Logistics Section Chief when needed. Responsible for maintaining accurate and complete records of purchases related to the emergency response.
R

Radio Amateur Civil Emergency Services (RACES)
An emergency services organization designed to make efficient use of skilled radio amateurs throughout the state in accordance with approved civil defense communications plans. Operators are registered with a OES agency to provide emergency communications support.

Radiological Protection
The organized effort using warning, detection, preventive, and remedial measures to minimize the effect of nuclear radiation on people and resources.

Radiological Officer (RO)
An emergency management staff individual who is responsible for radiological protection operations. The RO is the principal advisor to the director/coordinator and other officials on matters pertaining to radiological protection operations.

Radiological Monitor
An individual trained to measure, record, and report radiation exposure and exposure rates, provide limited field guidance on radiation hazards associated with operations, and perform operator’s checks and maintenance on radiological instruments.

Reception Area
A pre-designated to receive and care for persons displaced from a hazard area.

Recorders
Individuals within ICS or EOC organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration units.

Recovery
Activities traditionally associated with providing federal supplemental disaster recovery assistance under a presidential disaster declaration. These activities usually begin within days after the event and continue after the response activities cease. Recovery includes individual and public assistance programs which provide temporary housing assistance as well as grants and loans to eligible individuals and government entities.

Regional Director (RD)
A director of a regional office of FEMA or his/her designated representative. A regional director may be the disaster recovery manager appointed to exercise the authority of the regional director for a particular emergency or major disaster.

Relocatees
These are individuals who are relocated from a hazard area to a low risk area.

Remedial Movement
The post-attack or post-event movement of people to better protected facilities or less hazardous areas.

Remedial Operations
These actions are taken to offset or alleviate its effects after the onset of an emergency situation.
**Reporting Locations**
These are specific locations or facilities where in-coming resources check-in. (See Check-in)

**Rescue Group**
Two or more rescue teams responding as a unified group under supervision of a designated group leader.

**Rescue Sweep**
A designated first aid team to pursue entire disaster area to remove trapped or injured victims.

**Rescue Team**
Four or more personnel organized to work as a unit. One member is designated Unit Leader.

**Resources**
Personnel and equipment available or potentially available for assignment to incidents or to EOCs. Resources are described by kind and type, and may be used in tactical support or supervisory capacities at an incident or EOC.

**Resources Unit**
This is a functional unit within the planning section at the SEMS EOC and ICS field response level. It is responsible for recording the status of resources committed to the incident. The unit also evaluates resources currently committed to the incident, the impact that additional responding resources will have on the incident, and anticipated resource needs.

**Response**
Activities to address the immediate and short-term effects of an emergency or disaster. Response includes immediate actions to save lives, protect property, and meet basic human needs. Based on the requirements of the situation, response assistance will be provided to an affected state under the Federal Response Plan.

**Runners**
Individuals responsible for relaying information between Incident Command Posts and ICC, especially necessary when telecommunications are not functioning.

**S**

**Safety Officer**
A member of the command staff at the incident or within an EOC and responsible for monitoring and assessing safety hazards or unsafe situations and developing measures for ensuring personnel safety. The Safety Officer may have assistants.

**Search**
Systematic investigation of an area or premises to determine the presence and/or location of persons entrapped, injured, immobilized, or missing.

**Search Dog Team**
A skilled dog handler with one or more dogs trained for finding persons trapped in a manner that precludes detection by sight or sound. Search dogs are usually owned by their handler.
**Section**
That organization level with responsibility for a major functional area of the incident or at an EOC (e.g., Command or Management, Operations, Planning, Logistics, Finance).

**Section Chiefs**
Reports directly to the Incident Commander. See Finance, Logistics, Operations and Planning.

**Self-Help**
A concept describing self-reliance and self-sufficiency within an adverse environment having limited external assistance.

**Sensitive Facilities**
Facilities in reception areas that will not normally be used as lodging facilities for relocatees. The facilities are either considered unsuitable or are required for essential activities: food establishments, fire stations, banks, radio stations, etc. However, if any of these facilities provide adequate protection against radioactive fallout, they may be used as a fallout shelter.

**Service**
An organization assigned to perform a specific function during an emergency. It may be one department or agency, if only that organization is assigned to perform the function or it may be two or more independent organizations combined to increase operational control and efficiency.

**Service Branch**
A branch within the logistics section and responsible for service activities at the incident. This may include the communications, medical, and food units.

**Shelter Complex**
A geographic grouping of facilities used as a fallout shelter when such an arrangement serves planning, administrative, and/or operation purposes. Normally, a complex will include a maximum of 25 individual shelter facilities within a radius of about .5 miles.

**Shelter Manager**
An individual who provides for the internal organization, administration, and operation of a shelter facility.

**Short-Term Prediction**
A prediction of an earthquake that is expected within a few hours to a few weeks. The short-term-prediction can be further described as follows: *Alert* - three days to a few weeks; *Imminent Alert* - now to three days.

**Single Resource:** An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

**Situation Status Unit**
Functional unit within the planning section and responsible for the collection, organization, and analysis of incident status information, as well as analysis of the situation as it progresses. This unit reports to the planning section chief.
Span of Control
The supervisory ratio maintained within an SEMS EOC or ICS field organization. A span of control of five positions reporting to one supervisor is considered optimum.

Special District
A unit of local government (other than a city, county, or city and county) with authority or responsibility to own, operate or maintain a project for purposes of natural disaster assistance. This may include a joint powers authority.

Stafford Act

Staging Areas
These are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging areas are managed by the operations section.

Staging Area Managers
Individuals within SEMS/ICS organizational units that are assigned special managerial responsibilities at staging areas. (Also Camp Manager)

Standard Operating Procedures (SOPs)
A set of instructions having the force of a directive and covering those features of operations which lend themselves to a definite or standardized procedure. Standard operating procedures support an annex by indicating in detail the process for performing a particular task.

Standardized Emergency Management System (SEMS)
A system established in California for managing response to multi-agency and multi-jurisdiction emergencies at the jurisdiction level. SEMS is similar in organization to the Incident Command System (ICS) and is composed of five basic sections: management, operations, planning, logistics, and finance.

State Agency
Any department, division, independent establishment, or agency of executive branch of a state government.

State Coordinating Officer (SCO)
The person appointed by the governor to act for the state in cooperation with the Federal Coordinating Officer.

State Emergency Organization
The agencies, board, and commissions of the executive branch of state government and affiliated private sector organizations.

State Emergency Plan
The State of California Emergency Plan as approved by the governor.
**State of Emergency**
The duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons and property within the state and caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, earthquake, or other conditions (not including a labor controversy). It may also include conditions causing a *state of war emergency*. These conditions by reason of magnitude, are likely to be beyond the control of the services, personnel, equipment, and facilities of any single city, county, or city and county, and require the combined forces of a mutual aid region or regions.

**State of War Emergency**
The condition which exists immediately, with or without a proclamation thereof by the governor, whenever the state or nation is directly attacked by an enemy of the United States. It may exist upon the receipt of a warning from the federal government that such an enemy attack is probable or imminent.

**Stay-Put**
A resident in a hazardous or potentially hazardous area who refuses to relocate during a directed relocation or who is too ill or infirm to be evacuated.

**Strategy**
The general plan or direction selected to accomplish incident or EOC objectives.

**Supply Unit**
A functional unit within the support branch of the logistics section and responsible for ordering equipment and supplies for incident operations.

**Support Branch**
A branch within the logistics section and responsible for providing personnel, equipment, and supplies to support incident operations. This branch includes the supply, facilities, and ground support units.

**Support Resources**
These are non-tactical resources under the supervision of the logistics, planning, and finance sections or the command staff.

**Supporting Materials**
Refers to the several exhibits that may be included within an Incident Action Plan (e.g., communications plan, map, safety plan, traffic plan, and medical plan).

**Tactical Direction**
This is guidance given by the operations section chief at the SEMS EOC or ICS Field level and includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

**Task Force**
A combination of single resources assembled for a particular tactical need with common communications and a leaders.
Team
(See Single Resource)

Technical Specialists
These are specially skilled personnel who can be used anywhere within the SEMS EOC or ICS field level organizations.

Technological Hazard
These hazards emanate from the manufacture, transportation, and use of such substances as radioactive materials, chemicals, explosives, flammables, agricultural pesticides, herbicides, and disease agents. These hazards also include oil spills on land, coastal waters or inland water systems and debris from space.

Time Unit Leader
Reports to Finance Section Chief when needed. Responsible for maintaining accurate and complete records of staff hours during emergency response activities.

Tort
This is an act that harms another. It occurs when a person commits an act without the right and harms another person as a result.

Traffic Control Points (TCP)
There are places along movement routes that are manned by emergency personnel to direct and control the flow of traffic.

Triage
This is a process for priority sorting of sick and injured people on the basis of urgency and type of condition presented. It improves routing to appropriate medical facilities.

Triage Bag
A heavy-duty duffel bag filled with medical supplies that can be dragged or carried by a team member.

Triage Unit
Reports to Medical Officer when needed. Consists of teams of two, including medical specialist and non-medical assistant. Until outside emergency medical services can respond, teams are responsible for mobile checks of Building Evacuation Assembly Areas to perform injury evaluation, priority setting, initial treatment and supervise transportation of injured to First Aid Site.

Type
This refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information to help select the best resource for the task.

U

Unified Area Command
A Unified Area Command is established when incidents under an area command are multi-jurisdictional. (area command and unified command)
Unified Command
In SEMS/ICS, unified command is a team effort which allows all agencies with responsibility for the incident (either geographical or functional) to manage by establishing a common set of objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability.

Unit Leader
This is an organizational element having functional responsibility. Units are commonly used in the planning, logistics, or finance sections and can be used in operations for some applications. Units are also found in EOC organizations.

Unity of Command
The concept where each person within an organization reports to only one designated person.

Urban Fire
This defines any instance of uncontrolled burning which results in structural damage to residential, commercial, industrial, institutional or other properties in developed areas.

Urban Rescue
This is the complex process in which trained personnel use specialized equipment to locate and extricate victims trapped in collapsed buildings. It also the mobilization and management of such personnel and equipment.

V

Volunteers
These are individuals who make themselves available for assignment during an emergency. These people may or may not have particular skills needed during emergencies or be part of a previously organized group.

W

Weather Warning Levels
Provided by the National Weather Service to advise public and government agencies of threats due to severe weather. The three levels are Alert, Watch and Warning.

Wildfire
This is any instance of uncontrolled burning in grasslands, brush, or woodlands.

Winter Storm (Severe)
This includes ice storms, blizzards, and extreme cold. The National Weather service characterizes blizzards as combinations of winds in excess of 35 mph with considerable falling or blowing snow, frequently reducing visibility to 0.25 miles or less.
Work Packet
A work packet is a plastic envelope containing a checklist, phone lists, responsibility sheet and identification. These packets shall be assigned to individuals who have assigned responsibilities within the disaster organization.
## APPENDIX B

### LIST OF ACRONYMS AND ABBREVIATIONS

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<td>A&amp;E</td>
<td>Architecture and Engineering</td>
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<td>Americans with Disabilities Act</td>
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<td>U.S. Agricultural Stabilization and Conservation Services</td>
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<td>BLM</td>
<td>Bureau of Land Management</td>
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<td>BOR</td>
<td>Bureau of Reclamation</td>
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<td>BPA</td>
<td>Blanket Purchasing Agreements</td>
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<td>Chief of Staff</td>
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<td>CAA</td>
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<td>Community Alert Network</td>
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<td>Chief Administrative Office(r)</td>
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APPENDIX C

LEGAL DOCUMENTS