EMERGENCY OPERATIONS PLAN

VOLUME 1 - EMERGENCY OPERATIONS PLAN

ESTABLISHES THE OVERALL AUTHORITY, ROLES AND FUNCTIONS PERFORMED DURING INCIDENTS. IDENTIFIES PERSONNEL, EQUIPMENT, FACILITIES, SUPPLIES, AND OTHER RESOURCES. IS FLEXIBLE ENOUGH FOR USE IN ALL EMERGENCIES.

VOLUME 2 - FUNCTIONAL ANNEXES

DESCRIBES POLICIES, ROLES, RESPONSIBILITY, AND PROCESSES FOR A SPECIFIC EMERGENCY FUNCTION.

VOLUME 3 – HAZARD-SPECIFIC ANNEXES

EMERGENCY RESPONSE PROCEDURES FOR A SPECIFIC HAZARD, FOCUSING ON THE SPECIAL PLANNING NEEDS GENERATED BY THE ONE HAZARD.

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
2323 N. BROADWAY, SANTA ANA, CALIFORNIA 92706-1640

RANCHO SANTIAGO
Community College District

Promulgation Document and Signatures Page

This Emergency Operations Plan constitutes an integral part of the Rancho Santiago Community College District's (RSCCD) response to significant incidents or disasters as required by law and policy. It provides a framework for prescribing policies, responsibilities, and procedures for the regulations and use of resources and facilities for the preparation, prevention, response and recovery to natural, technological and man-made emergencies that may affect RSCCD's population, facilities or infrastructure.

RSCCD's Emergency Operations Plan has been developed and updated in accordance with existing federal and state statutes and executive orders. The Emergency Operations Plan is based on guidance established by the Federal Emergency Management Agency, pursuant to Comprehensive Preparedness Guide 101, Developing and Maintaining Emergency Operations Plans and Developing High Quality Emergency Operations Plans for Institutions of Higher Education. This plan signifies RSCCD's commitment to the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) as the all-hazard incident management systems to be used by the college District. The Emergency Operations Plan also discusses activities that will guide the continued development and refinement of RSCCD's emergency management program.

RSCCD will review and update this plan on an annual basis with the objective of assuring the safety and continued operability of RSCCD facilities involved in the delivery of educational, student-service or administrative capabilities.

RSCCD Emergency Operations Plan has been constructed using best practices in emergency operations plan development and with the best information available. It is recognized that as an emergency unfolds and new information becomes available, decisions and actions may be different than what was envisioned at the time that this Plan was written.

The Emergency Operations Plan becomes effective on approval by the Chancellor as indicated by the signature below.

APPROVED BY:

Marvin Martinez, *Chancellor* **Date**

Approval and Implementation

Rancho Santiago Community College District's (RSCCD) Emergency Operations Plan supersedes all current and previous campus-wide and/or facility specific emergency plans. As such RSCCD's Emergency Operations Plan will direct and guide the implementation of a campus-wide emergency management program, in addition to facility protective action (evacuation, shelter-in-place, etc.) standard operating procedures within a standardized format that remains consistent and compliant with Emergency Management and Homeland Security guidance.

Departments that have assigned emergency management and response roles and responsibilities will review the Emergency Operations Plan and submit any changes to District Safety & Security for review and consideration. The District administration urges all officials, staff, faculty and students, individually and collectively to be familiar with the plan and take a role in their own efforts of personal safety, security and emergency preparedness.

RSCCD's Emergency Operations Plan is to be administered by the District Safety & Security Department and Risk Management Department. The District Safety & Security Department, specifically the Chief, is formally authorized to direct RSCCD's Emergency Operations Plan and emergency management program on behalf of RSCCD's Chancellor and the College Presidents and have the authority to make minor revisions to this plan.

All personnel identified in the Emergency Operations Plan shall abide by and cooperate fully with the actions described in this plan when it is executed. Any or all parts of the Emergency Operations Plan may be activated based on the authority of the Chancellor, College Presidents or their Designee.

The Rancho Santiago Community College District's Emergency Operations Plan has been reviewed and found to comply with the State of California Standardized Emergency Management System (SEMS) and the federal National Incident Management System (NIMS) minimum and recommended requirements.

This Emergency Operations Plan, as written and amended, is hereby approved as the official plan for Rancho Santiago Community College District. It shall be used as the plan should a major incident or disaster occur, as described in this document. All District managers and department heads shall ensure that this plan is implemented.

PREPARED BY:

David Waters, *Interim Chief, District Safety & Security* **Date**

APPROVED BY:

Iris Ingram, *Vice Chancellor* **Date**

Record of Changes

ELECTRONIC REVISIONS

Electronic revisions will be transmitted to all the Emergency Operations Plan (EOP) users as they are updated. The RSCCD intranet copy will be the most up to date version at all times. Offline digital copies (thumb drives, etc.) will not update automatically and will require a manual download of the update. Submit all changes to the District Safety & Security Department.

PAPER COPY REVISION TABLE

It is the responsibility of all holders of paper copies to print and exchange copies within the EOP and document revision updates in the table below. This table will reside in the front of the printed EOP immediately following the Approval and Implementation page immediately prior to this page.

REVISION NUMBER	REVISION DATE	SECTION(S) OF PLAN REVISED	REVISED BY

RECORD OF DISTRIBUTION

A copy of this EOP will be sent to emergency management personnel and District departments with identified roles and responsibilities in emergency operations. The public copy of the plan is also available for viewing at Campus Safety Office of each College. Those with a role in disaster response are encouraged to have digital access to this plan or a printed copy of this plan available. Listed below are District personnel and outside partnering agencies to whom this plan has been distributed.

AGENCY	NAME	TITLE	DATE	QTY.

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I. PURPOSE

A. PURPOSE

The purpose of the Emergency Operations Plan (EOP) is to establish the management structure, key responsibilities, emergency assignments, and general procedures needed during and after a disaster or emergency. RSCCD has developed this plan to address the immediate requirements in a major disaster or emergency that would interrupt normal operations or require special measures to be taken to ensure that RSCCD personnel are able to:

- Save and protect the lives of students, visitors, employees and the general public
- Minimize damage to the environment
- Minimize loss, damage or disruption to the District's facilities, resources or operations
- Manage immediate communications and information regarding emergency response and campus safety
- Provide essential services and operations
- Provide and analyze information to support decision-making and action plans
- Manage District resources effectively during emergency response
- Provide contingency plans for disasters and major emergencies, which may affect the District
- Identify the District's role for mutual aid to the city/county during a major incident
- Coordinate emergency operations with other emergency response agencies

This plan does not supersede or replace the procedures for safety, hazardous materials response or other procedures that are already in place at the District. It supplements those procedures with an emergency management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations.

Nondiscrimination Policy

The RSCCD is committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities.

The District and each individual who represents the District shall provide access to its services, classes and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy military and veteran status or because they are perceived to have one or more of the foregoing characteristics or based on association with a person or group with one or more of these actual or perceived characteristics.

The Chancellor shall establish administrative procedures that ensure all members of the college community can present complaints regarding alleged violations of this policy and have their complaints heard in accordance with the Title 5 regulations and those of other agencies that administer state and federal laws regarding nondiscrimination.

No District funds shall ever be used for membership or for any participation involving financial payment or contribution on behalf of the District or any individual employed by or associated with it, to any private organization whose membership practices are discriminatory on the basis of national origin, religion, age, gender, gender identity, gender expression, race, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, military and veteran status or because they are perceived to have one or more of the foregoing characteristics or based on association with a person or group with one or more of these actual or perceived characteristics.

Inquiries regarding compliance and/or grievance procedures may be directed to the District's 504/ADA Coordinator, Sil Han Jim, Interim Vice Chancellor of People and Culture (Human Resources). The People and Culture office is located at the RSCCD Office, 2323 N. Broadway, Santa Ana, CA 92706, and can be reached at (714) 480-7490.

II. SITUATION OVERVIEW

The RSCCD Office is situated on 3.4 acres of land at 115 ft elevation. The office resides in Santa Ana, California which is the 13th most populous city in California and the 64th densest large city in the United States. The city population in 2020 was 310,227, and the city is 27.37 square miles.

III. PLANNING ASSUMPTIONS

The Emergency Operations Plan (EOP) is based on a realistic approach to the problems likely to be encountered by the District during a major emergency or disaster.

The EOP is based on a realistic approach to the problems likely to be encountered on a campus during a significant incident or disaster. Since events in an emergency are not predictable, published emergency operations plans will serve only as a guide and checklist and may require modification to meet the requirements of the emergency.

The plan assumes that:

- An emergency or disaster may occur at any time of day or night, weekend, or holiday, with little or no warning
- Critical utilities may be interrupted including; water delivery, electrical power, natural gas, ground-based and cellular communications, microwave and repeater based radio systems and information technology systems
- A specific emergency or disaster could easily exceed the resources or the capabilities of the District to respond without external assistance
- Local emergency and public services may be delayed or not available; i.e., fire, EMS, utilities
- Major roads, bridges, overpasses, and local streets may be damaged or impassable. Roadways into campus may be blocked or impassible for extended periods of time causing people to become confined to campus or essential personnel unable to report to assist with response and recovery operations
- Buildings and structures may be damaged as a result people may be injured or displaced
- Regular suppliers may not be able to make deliveries (fuel, food, other necessities)
- Initially the District will need to conduct its own rapid damage assessment, situational analysis, and management of emergency operations from the EOC while the emergency condition(s) exist. Depending on the severity of the event, these responsibilities may change upon the arrival of local authorities. The District can expect a delay of 72 hours or considerably longer before off-campus emergency services resources become available
- Communication and exchange of information will be one of the highest priorities of the EOC
- A state of emergency may be declared if current conditions or information indicates that such a condition is developing or is probable. Only the Chancellor or Designee (in Chancellor's absence) may declare a district state of emergency when conditions warrant such a declaration. *Declaring a district state of emergency gives the District the right to restrict access to the District property to authorized persons (per the penal code).* Violators who do not leave when requested or attempt unauthorized entry may be arrested
- The District will utilize the Standard Emergency Management System (SEMS) and the National Incident Management System (NIMS) in emergency response operations
- Emergency activation and response is best coordinated at the lowest jurisdictional level
- Each campus will maintain operational control and responsibility for emergency management activities within their area of responsibility, unless otherwise superseded by statute or agreement
- Mutual aid is requested when needed and provided as available

- Supporting plans and procedures are updated and maintained by the responsible District and college departments
- The District will participate in the Orange County Operational Area
- The resources of the District will be made available to local agencies and citizens to cope with disasters affecting this area, if possible
- Each campus will prepare a customized resource book for their site; i.e., floor plans, gas/water shut-off locations, emergency contact list, etc., organize response teams, conduct training, exercise the plan, procure disaster supplies, and be prepared to activate, manage and respond to their emergency incidents
- Each campus should prepare to be self-sufficient during emergencies

IV. CONCEPT OF OPERATIONS

A. PHASES OF EMERGENCY MANAGEMENT

This plan addresses emergency actions that are conducted during all four phases of emergency management.

- The primary purpose of actions taken before an emergency is to prevent, protect from and mitigate the impact on life or property
- The primary purpose of actions taken during an emergency is to respond to the emergency and minimize its impact on life or property
- The primary purpose of actions taken after an emergency is to recover from its impact on life or property

Mitigation/Prevention

RSCCD will conduct mitigation/prevention activities as an integral part of the emergency management program. Mitigation/prevention is intended to eliminate hazards and vulnerabilities, to reduce the probability of hazards and vulnerabilities causing an emergency situation, or to lessen the consequences of unavoidable hazards and vulnerabilities. Mitigation/prevention should be a pre-disaster activity, although mitigation/prevention may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation. The mitigation/prevention activities included in the emergency operations program are:

- Identifying hazards
- Recording hazards
- Analyzing hazards
- Mitigating/preventing hazards
- Monitoring hazards

Preparedness

RSCCD will conduct preparedness activities to develop the response capabilities needed in the event of an emergency. Among the preparedness activities included in RSCCD's emergency management program are:

- Providing emergency equipment and facilities
- Emergency planning, including maintaining this plan, its annexes and appropriate standard operating procedures
- Conducting or arranging appropriate training for campus emergency responders, District emergency management personnel, administration, and volunteer groups who assist during emergencies
- Conducting periodic drills and exercises to test RSCCD's plans and training

Response

RSCCD will respond to emergency situations effectively and efficiently. The focus of most of this plan and its annexes is on planning for the response to emergencies. Response operations are intended to resolve an emergency situation while minimizing casualties and property damage. Response activities include warning, first aid, light fire suppression, law enforcement operations, evacuation, shelter and mass care, light search and rescue, as well as other associated functions.

Recovery

If a disaster occurs, RSCCD will carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to RSCCD and provide for the basic needs of the students, faculty, staff and visitors. Long-term recovery focuses on restoring RSCCD to its normal state. The federal government, pursuant to the Stafford Act, provides the vast majority of disaster recovery assistance. The recovery process includes assistance to affected groups within RSCCD.

B. PLAN ACTIVATION

This plan may be activated at any time by the Chancellor, College Presidents or Designees.

Any manager can request to activate the EOP or portions of the plan by contacting the Chancellor, President, or Designee.

The level and type of activation of the Plan, the College Emergency Operations Center (CEOC), the District Emergency Operations Center (EOC) or Campus field response will depend upon the incident. In the event of a routine (Level I) or localized (Level II) incident situation, District/College may determine that it is not necessary to activate this plan or they may request a partial activation of the EOP based upon incident analysis.

The Incident Commander will appoint available individuals, with appropriate skills, to fill each of the Emergency Operations Group positions: Operations, Planning/Intelligence, Logistics, and Finance, **as needed**. The appropriate Incident Command System (ICS) positions should be added to match the complexity of the incident. These appointments will remain in effect until a more senior/experienced person is located and available. The acting representative will then become the assistant to the senior person.

Activation During Business Hours

When a disaster such as the one envisioned by this plan occurs during college office hours (8am to 5pm Monday-Friday) the following should take place:

- The Incident Commander or Designee will activate the ICS for the emergency. They will evaluate the need to establish a Command Post for the Incident and/or open the Campus EOC
- A designated person will immediately begin notifying ICS Personnel via radio, phone, or e-mail and advise them where to report

If Telephone Services ARE NOT Operational:

- Designated ICS Personnel will take their 2-way radio and immediately report to the designated Campus EOC as soon as they are aware that a major disaster affecting their campus has occurred
- If the designated Emergency Operations Personnel do not respond to the Campus EOC in a reasonable amount of time, messengers may be dispatched

Activation During Non-Working Hours

There is a significant chance that a disaster such as the one envisioned by this plan may occur before or after regular college office hours or on a holiday or weekend when departments and offices are closed. While the structure of this plan remains precisely the same, its implementation may vary depending upon available resources and labor until the proper officials can be notified. Until that time, however, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest rank who are available at the time.

These individuals should seek to follow as nearly as possible the guidelines and checklists in this plan, while simultaneously making an effort to notify superior officials of the situation so as to obtain verification or advice on their actions. The Emergency Operations Personnel should report to the Incident Commander at the established Campus EOC.

C. COORDINATING WITH LOCAL, STATE AND FEDERAL OPERATIONS

Local responders are the first to arrive and the last to leave an emergency situation. All emergencies and/or disasters are managed at the local level. If local capabilities are exceeded, and a local emergency has been declared, state government agencies can augment assistance to meet the emergency needs of victims.

When the District determines that District resources are not adequate, additional resources may be requested through the City or the County EOC if activated and possibly the California Community Colleges Chancellor's Office.

State government will supplement local efforts upon request to local government.

The Governor or Designee may execute the State Emergency Operation Plan to support local situations when local resources are not adequate to sustain an effective response operation or when a significant state presence is required for immediate assistance.

State level assistance activities normally will consist of coordination and support.

Federal assistance will supplement state and local efforts and shall be provided under governing secretarial or statutory authorities.

To the extent that public law provides, any federal assistance made available to relieve the effects of an emergency or disaster in the District will be coordinated by the State Coordinating Officer (SCO) or designated authorized representative.

If the President authorizes federal assistance, the President will appoint a Federal Coordinating Officer (FCO). The FCO is authorized to use the full authority of the Stafford Act to reimburse response and recovery claims.

D. CONTINUITY OF AUTHORITY

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

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

Standby Officers for the Governing Body

Should a majority of the Board of Trustees become casualties during a disaster and the RSCCD Board of Trustees is not able to continue District day-to-day and/or emergency required operations, emergency actions must be taken until an election can be held. In order to reconstitute the Board, the existing members of the board will appoint new Board members until an election can be scheduled or until the next election is held.

Alternate Seat of Government

Should the District Office Board Room be damaged beyond use or destroyed, the following will become the alternate Board Room/Seat of Government.

- Santa Ana Community College
- Santiago Canyon Community College

LINES OF SUCCESSION
DISTRICT LINE OF SUCCESSION
In the absence of the Chancellor being able to designate a successor, the line of succession in emergency operations will be the following: • First Alternate: Vice Chancellor Business Services • Second Alternate: Vice Chancellor of Educational Services • Third Alternate: Vice Chancellor of Human Resources
COLLEGE LINE OF SUCCESSION
In the absence of a college President being able to designate a successor, the line of succession will be the following: • First Alternate: Vice President of Instruction • Second Alternate: Vice President of Student Services • Third Alternate: Vice President of Administrative Services
LINE OF SUCCESSION AUTHORITY
The Designee will conduct response and recovery operations until the Chancellor or President returns to the District site or college. The Chancellor or in their absence, their Designee has the authority to: • Declare a District/College Emergency • Issue a Closure of District/College Order • Issue an Administrative Leave Order
DEPARTMENT LINES OF SUCCESSION
The line of succession for department heads, chairs, deans or administrators is established according to the District and each college's operating procedures

E. ACCESS AND FUNCTIONAL NEEDS

Some members of the District community may have access or other special needs that must be addressed in emergency planning and response. In order to address the rights of these individuals, the District has taken into consideration the architectural, programmatic and communication needs in the emergency planning stages.

Community Members with Access and Functional Needs

Some members of the campus community have access and functional needs, including disabilities or limited English proficiency. Response activities may need to be modified in order to assist members of the campus community with these needs.

Children in District Facilities

The colleges operate Child Development Centers and Middle College High School Programs on campus and near campus, in addition to various camps, sporting events and other youth programs throughout the year. Special accommodation may need to be made for the children in college facilities during an emergency, particularly in relation to family reunification.

V. EMERGENCY DECLARATIONS AND PROCLAMATIONS

A. PROCLAMATION OF AN EMERGENCY

In an emergency and as the conditions warrant, an official proclamation by the Chancellor or Designee, as listed in the District Emergency Ordinance, will have the following effects and provide legal authority to:

- Promulgate orders and regulations necessary to provide for the protection of life and property, including closure of campus
- Facilitate participation in mutual aid from State agencies, other community colleges located in the vicinity or local jurisdictions
- Activate District and campus personnel, logistical resources and facilities for emergency response to emergency situations
- Ensure emergency response personnel are acting with authority to manage, control and participate in activities outside the regular scope of employees' duties
- Ensure appropriate coverage of Workers' Compensation, reimbursement for extraordinary expenses and State and Federal disaster relief funds, where applicable
- Implement documentation of damages, expenses and recording of cost for reimbursement for extraordinary expenses and to seek Federal disaster relief where appropriate
- Impose penalties for violation of lawful orders under Education Code Section 89031
- Conduct emergency operations without facing liabilities for performance or failure of performance (Article 17 of the Emergency Services Act)
- Suspend the normal purchasing/bidding process to allow authorized District personnel to purchase, rent, lease, and/or approve contracts necessary to respond to and recover from the emergency

If the County of Orange proclaims a Local Emergency, the District is covered by that proclamation and does not need its own proclamation. If the City where the impacted facility is located proclaims a Local Emergency, the District is covered by that proclamation.

RSCCD will proclaim a formal Local Emergency when conditions of extreme peril to the safety of campus personnel and property exist and these conditions cannot be fully responded to with available District resources and local, State, and possibly Federal assistance will be needed. The RSCCD will request a resolution from their surrounding cities if conditions extend into the larger community.

The Chancellor and Presidents will develop and follow the procedures stated to allow for the District site or campus closure and issuance of administrative leave for District or campus employees.

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

B. LOCAL EMERGENCY

The emergency may include surrounding cities as well as the District site, campus or campuses. In that case, the authority to proclaim a Local Emergency lies with the City Council in the impacted city or in their absence, the City Manager or designated alternate. The governing body must also proclaim the termination of the Local Emergency as soon as conditions warrant. A proclamation of Local Emergency provides the governing body the authority to:

- Provide mutual aid consistent with the provisions of local ordinances, resolutions, emergency plans and agreements
- Receive mutual aid from State agencies
- In the absence of a State of War Emergency or State of Emergency, seek recovery of the cost of extraordinary services incurred in executing mutual aid agreements
- Promulgate orders and regulations necessary to provide for protection of life and property
- Promulgate orders and regulations imposing curfew
- Additionally, certain immunities from liability are provided for in the Emergency Services Act

When the local resources are overwhelmed, the impacted cities will make an appeal to the County Operational Area. The County can proclaim a local area emergency that will include all jurisdictions.

C. STATE OF EMERGENCY

The Governor may declare a State of Emergency when conditions warrant and/or when the Mayor or Chief Executive of a city, the Chairman of the Board of Supervisors or County Administrative Officer requests the proclamation. Alternately, the Governor may proclaim a State of Emergency in the absence of a request if it is determined that: 1) conditions warrant a proclamation, and 2) the local authority is inadequate to cope with the emergency.

The proclamation must be in writing, be well-publicized and filed with the Secretary of State as soon as possible following issuance. The proclamation is effective upon issuance.

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

If the Governor requests and receives a Presidential Declaration of an Emergency or a Major Disaster under Public Law 93-288 (Federal Disaster Relief Act of 1974), they will appoint a State Coordinating Officer (SCO). A duly appointed Federal Coordinating Officer and the State Coordinating Officer (SCO) will coordinate and control State and Federal efforts in support of city and county operations.

PROCLAMATION
OF A
DISTRICT STATE OF EMERGENCY

WHEREAS, THE RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT is comprised of various District-designated buildings located throughout the geographical boundaries of the Rancho Santiago Community College District and two Colleges (Santa Ana College and Santiago Canyon College) as well as their associated sites, any one of which may be referred to herein as "District"; and

WHEREAS, THE RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT Emergency Operations Plan empowers the Chancellor, or Designee, to proclaim a District State of Emergency, when a District building, a College, or any of its associated sites have been affected by a significant incident, major emergency or disaster; and

WHEREAS, the Chancellor or Designee does hereby find:

That conditions of peril to the safety of persons and property have arisen within the (District or College locations)_____ caused by_____, commencing at or about (location)_____, on the date of _____ at approximately (time)_____, warranting the necessity for, and proclamation of, a District State of Emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said District State of Emergency shall be deemed to continue to exist until its termination is proclaimed by the Chancellor of the Rancho Santiago College District or Designee.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the County of Orange, City of Santa Ana, City of Orange and the Office of the District Chancellor and President(s) of affected College(s).

_____ _____

Signature *Date*

_____

Name and Title (Chancellor or Designee)

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

A. LEGAL OBLIGATIONS OF ALL STAFF

California Government Code Section 3100 declares that public employees are Disaster Service Workers, subject to such disaster service activities as may be assigned to them by their superiors or by law. This law applies to public school employees in the following cases: 1) when a local emergency has been proclaimed, 2) when a state emergency has been proclaimed or 3) when a federal disaster declaration has been made.

Public school employees may be pressed into service as Disaster Service Workers by their superiors and may be asked to do jobs other than their usual duties for periods of time exceeding their normal working hours. It is impossible to specify, in advance of an actual disaster, the exact tasks that could be required of an employee as a Disaster Services Worker. The nature, severity, and outcome of a possible disaster are too variable to allow a prediction of the exact tasks that an employee could be asked to perform. However, all employees can be assured that the tasks required would be within reason and their ability to perform, and that their safety and well-being, as they fulfill their obligations, would be paramount. Most employees will be assigned to their usual supervisors and will take directions from those individuals. Employees with physical limitations should state at the time of the assignment if they are unable to perform such duties.

B. OBLIGATIONS OF THE MANAGEMENT TEAM

In the event of an emergency, whether it occurs during working or non-working hours, the Management Team (all managers, supervisors, and confidential staff) may expect to be assigned special disaster-related duties at the direction of the Emergency Operations Center (EOC) Director.

If an emergency occurs during non-working hours, Management Team members should immediately see to the security of their families and homes, and then attempt to establish contact with their department for direction. They should plan on reporting back to work. Report to your site's Emergency Operations Center (EOC) and be prepared to assist in the response and recovery of your work site. Should your site not have damage, you may be asked to report to another RSCCD site that needs help.

C. FUNCTIONAL ROLES OF THE CAMPUS COMMUNITY

Role of Students

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

Role of Faculty and Staff

Every member of the faculty and staff should read and understand both their Emergency Guides and localized department emergency plans and familiarize themselves with campus emergency procedures and building evacuation routes. Employees should be prepared to assess situations quickly and thoroughly and use common sense in determining a course of action. They should follow Emergency Procedures to report fire or other

emergencies that require immediate attention and evacuate the building to pre-designated assembly areas in an orderly manner, assisting visitors as needed.

Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency. At the start of each semester, instructors should provide clear instructions to their students on what to do during an emergency, how to exit the building and where to assemble once they get outside. They should also ask if anyone in their class has special needs that need to be addressed during an evacuation and assist them to find a classmate who is willing to help them.

D. OTHER ROLES

In addition to the functions listed above, a number of working groups made up of personnel from multiple campus departments support the District's emergency response operations**.** These groups are listed below, as well as a summary of their membership and function.

Role of the Floor Warden

The Floor Warden is responsible for assisting with notification and safe evacuation of occupants from their offices, classrooms or other work areas, assessing injuries and damage to personnel and property and providing status reports to their Building Captains. They account for occupants at the pre-designated emergency assembly area. They may also be stationed at doors to ensure that people do not re-enter an evacuated building.

Role of the Building Captain

The Building Captain will coordinate the evacuation of their assigned building and receive reports of damage and injuries from their Floor Wardens. They are responsible for communicating these reports back to the Command Post and may be asked to help with crowd control once the building has been evacuated.

District's Safety Committee

The District's Safety Committee's mission is to provide strategy and guidelines for campus wide security initiatives that affect the District' community. The committee is made up of a cross section of District constituents, from a multitude of interest areas, with the goal of creating consensus on issues impacting campus safety. The District Safety Committee provides critical prevention of emergencies and mitigation against damage done during an emergency in their planning and preparedness efforts. During an emergency the District will rely on the subject matter experts on the team as necessary. The Committee will also play a major role in the recovery, providing guidance and coordination necessary to return the District to day-to-day operations.

College Facilities and Safety Committees

The College Facilities and Safety Committees provide critical prevention of emergencies and mitigation against damage done during an emergency in their planning and preparedness efforts. During an emergency the District will rely on the subject matter experts on the team as necessary. The Committees will also play a major role in the recovery, providing guidance and coordination necessary to return the college to day-to-day operations.

The Facilities and Safety Committees are responsible for identifying scheduled and other maintenance projects to ensure an aesthetic and safe environment for faculty, staff, students and community. They serve as an information and exchange body for facilities projects that are under construction or that are being planned. They make appropriate recommendations on new facilities, facility modifications and District sustainability initiatives through the colleges' participatory governance process. They also review and recommend safety issues pertaining to the well-being of the students, faculty, staff, partners and visitors including District policies, administrative regulations, emergency management plans and emergency preparedness training schedules for

currency and compliance. They collaborate with the District Safety & Security Department on the development and maintenance of the Annual Security Report.

Crisis Assessment, Response & Evaluation (CARE)

The Crisis Assessment, Response & Evaluation (CARE) Team is a multidisciplinary partnership that consists of faculty, staff and administrators from each college that evaluate and assess distressing or concerning behaviors exhibited by students. The CARE Team coordinates and develops a centralized response to provide assistance and intervention for students of concern and evaluates and monitors the ongoing related issue(s), including referring cases to the District's Behavioral Intervention Team (BIT).

Key Functions

The CARE Team's responsibilities include, but are not limited to, the following:

- To receive and review reports regarding students of concern submitted by members of the campus community and the general public
- To identify cases that need to be triaged by BIT
- To develop a collaborative and coordinated action or intervention plan to respond to students of concerns and follow-up plans when necessary
- To create protocols, processes, procedures, and recommend policies to enhance the effectiveness of the CARE Team
- To provide ongoing case management involving students of concern and to assist students in reaching their educational goals
- To market and advertise the resources available provided by the CARE Team to the campus community

Health And Wellness Center

The Health and Wellness Center consists of a multiethnic team of health care professionals that provides short term quality care to support your academic success. The Center provides in person and telehealth physical and mental health services to currently enrolled College students.

The Center plays a role in the mitigation of, prevention of, response to and recovery from an emergency. By providing day-to-day services to students the Health and Wellness Center prevent emergencies and mitigates the harm an emergency can do both physically and mentally to our students. During an emergency the colleges will rely on the subject matter experts housed in the Center to provide health services as necessary. The Center will also play a major role in the recovery, providing necessary services to students as the college and the individuals return to the new normal.

Disabled Students Program and Services (DSPS)

The mission of Disabled Students Programs and Services (DSPS) is to provide equal access and educational accommodations to students with verifiable disabilities. DSPS team members encourage students to foster independence and assist them in attaining their educational, personal, and vocational goals. DSPS provides guidance and services to students with disabilities that are designed to increase access to college instructional programs.

DSPS plays a role in the mitigation of, prevention of, response to and recovery from an emergency. By providing day-to-day services to students DSPS prevents emergencies and mitigates the harm an emergency can do both physically and mentally to our students. It is also critical that DSPS participates in the planning process for emergencies, by providing input on how to best serve the campus population with equal access and

accommodations. During an emergency the colleges will rely on the subject matter experts housed in DSPS to provide guidance for serving those with access and functional needs. DSPS will also play a major role in the recovery by providing necessary services to students as the college and the individuals return to the new normal.

Veterans Resource Center

The Veterans Resource Center (VRC) was created to help incoming Veteran students transition from soldiers to scholars. In addition, Veterans, Active Duty, Reservists, and their dependents are assisted with accessing their VA education benefits when pursuing an eligible AA/AS, Certificate or Transfer Program for a BA/BS. The VRC also direct students to campus resources that would help them succeed in their educational goals.

By providing day-to-day services to students VRC prevents emergencies and mitigates the harm an emergency can do both physically and mentally to our students. It is also critical that VRC participates in the planning process for emergencies, by providing input on how to best serve the campus veteran population. During an emergency the colleges will rely on the subject matter experts housed in VRC and even Veterans to provide guidance. VRC will also play a major role in the recovery by providing necessary services to students as the college and the individuals return to the new normal.

E. DISTRICT/COLLEGE EMERGENCY AND NON-EMERGENCY PERSONNEL

Emergency personnel are employees who will remain at work or report to work when requested to do so, in order to perform necessary functions in an emergency or disaster at the District or on campus. Emergency personnel are employees who have been designated as vital to the operation of the facility and whose expertise allows continuation of critical services, protect the safety and well-being of the college population and/or physical plant and support necessary timely work. This designation relates to the employees' jobs and/or job skills; i.e., may apply to maintenance and grounds employees, as well as selected administrative support, professional and managerial staff. The method of notification will be through a "telephone tree" that will be initiated by the appropriate Senior Staff member of the District or College Emergency Operations Center (EOC/CEOC) Director.

Employees who have been identified as emergency personnel will report to work as soon as possible after being notified to report to work. Emergency personnel may be assigned to various duties or shifts, based on the needs of the District/College. Emergency personnel should bring clothing and other supplies in the event they are required to remain at work for an extended stay.

Non-exempt emergency personnel who are called in and report to work during non-working hours will be paid their normal salary rates plus appropriate overtime or call-in time as prescribed by state and federal regulations. Exempt emergency personnel will be paid their normal salaries.

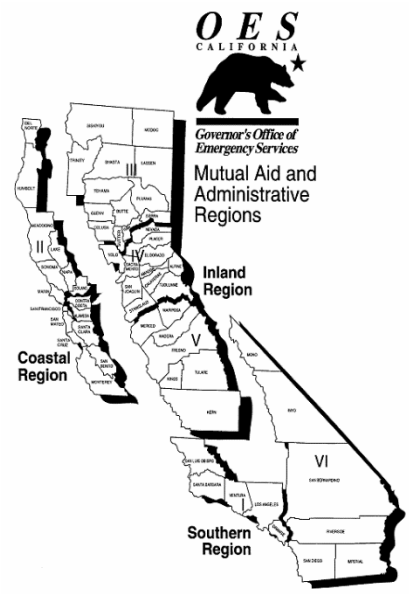
Non-emergency personnel are defined as those employees whose jobs, skills and services are not immediately required. These employees may also be called back to work during an emergency to serve in support roles to emergency operations as specified in the State Disaster Services Worker regulations (State Government Code 3100).

F. MUTUAL AID SYSTEM

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

Master Mutual Aid Agreement

In 1950, then-governor Earl Warren signed into law the California Disaster and Civil Defense Mater Mutual Aid Agreement. Now known as the California Master Mutual Aid Agreement, it was made and entered into by and between the State of California and its various departments and agencies, which includes RSCCD. It created a formal structure within which each jurisdiction retains control of its own personnel and facilities, while giving and receiving help whenever it is needed. The State is a signatory to this agreement and provides available resources to assist local jurisdictions in emergencies. State government, on the other hand, is obligated to provide available resources to assist local jurisdictions in emergencies.



Six regions: The State of California is currently divided into six state emergency services mutual aid regions to facilitate the coordination and flow of mutual aid. RSCCD is in Region I.

Through this mutual aid system, the California Office of Emergency Services or OES, can receive a constant flow of information from every geographic and organizational area of the state. This includes direct notification from a state agency or department or from a local government entity that a disaster exists or is imminent. In some cases, it also includes information that makes it possible to anticipate an emergency and mitigate its effects by accelerated preparations or perhaps prevent a situation from developing to disaster proportions.

To further facilitate the mutual aid process, particularly during day-to-day emergencies involving public safety agencies, Fire Coordinators and Law Enforcement Coordinators have been selected and function at the Operational Area (countywide), Mutual Aid Region (two or more counties), and at the state (OES) level. Inter-jurisdictional mutual aid will be coordinated at the appropriate Operational Area or Mutual Aid regional level.

Responsibilities Of Operational Levels

RSCCD is a state agency, and because of its size and function, it is also considered a "Special District." It, therefore, has duties that expand its role in preparedness and function, especially as it applies to the Mutual Aid process.

RSCCD Responsibilities

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

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

Operational Area Responsibilities

In support of needs by RSCCD and/or the entities to which the District is supplying aid, the Operational Area level coordinators are responsible for:

- Coordinating intra-county mutual aid
- Maintaining liaison with the appropriate OES Mutual Aid Region Coordinator, the local jurisdictions within the county and neighboring jurisdictions
- Identifying multipurpose staging areas to provide rally points for incoming mutual aid and/or staging areas for support and recovery activities
- Channeling local mutual aid requests that cannot be satisfied from within the county to the appropriate OES Mutual Aid Region Coordinator
- Dispatching reports to the appropriate OES Mutual Aid Region Coordinator as the emergency situation develops and as changes in the emergency situation dictate
- Receiving and employing resources provided by other counties and by state, federal, and private agencies
- Conducting emergency regulations issued by the Governor

With respect to Orange County, the County Sheriff or Fire Chief is the Operational Area Coordinator, and the Mutual Aid Regional Coordinator is the State OES Region 1 Manager.

During a proclaimed emergency, inter-jurisdictional mutual aid will be coordinated at the appropriate Operational Area or mutual aid regional level whenever available resources are:

- Subject to State or Federal control

- Subject to military control
- Located outside the requesting jurisdiction
- Allocated on a priority basis

Regional Responsibilities

California Mutual Aid Regional Coordinators are the liaison between local, state and federal response agencies. They support those efforts through:

- Planning guidance and assistance to local jurisdictions.
- Responding to mutual aid requests from local jurisdictions, usually via their Operational Area Coordinators.
- Receiving, evaluating and disseminating information on emergency operations.
- Providing the State Director for emergency services with situation reports and, as appropriate, recommending courses of action.

State Responsibilities

At the state level, the Office of Emergency Services (OES) performs executive functions assigned by the Governor and coordinates the extraordinary emergency resources and services to state agencies. This is accomplished through:

- Evaluation of emergency operations information and requests for mutual aid.
- Process and transmission of requests for federal assistance.
- Direction, allocation and integration of resources supplied by federal agencies and/or other states.
- Liaison with appropriate state, federal and private agencies.

Request For Mutual Aid

Requests for and coordination of mutual aid are accomplished through established channels (cities to Operational Areas, to Mutual Aid Regions, to State). Requests should include, as applicable:

- Number of personnel needed
- Type and amount of equipment
- Reporting time and location
- Authority to which they are to report
- Access routes
- Estimated duration of operations

Provision Of Mutual Aid

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

RSCCD will provide the following mutual aid when resources are available:

- Requested from local governments that have declared a Local Emergency
- Directed from the Office of Emergency Services (OES)
- A gubernatorial state of emergency in an area including RSCCD has been declared
- Proclamation of a state of war emergency
- A national emergency has been declared by the federal government

VII. DIRECTION, CONTROL, AND COORDINATION

The Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) will be utilized when the District activates its EOC, when a college activates its Campus Emergency Operation Center (CEOC) or an Incident Command Post (ICP) and/or a Local Emergency has been declared or proclaimed. When the EOC is activated, communications and coordination will be established between the District Incident Commander (in the field) and the EOC and/or any of the CEOCs. Coordination of fire and law enforcement resources will be accomplished through their respective mutual aid systems. The same five principal functions of ICS will be utilized in the District EOC and Campus EOCs, as well as at the Incident Command Posts. Coordination and communications will also be established between the District site and their respective cities, the OC Operational Area other District-wide emergency preparedness staff and the District EOC, when activated.

A. STANDARDIZED EMERGENCY SYSTEM (SEMS)

SEMS was developed in response to the lack of multi-jurisdictional coordination and communications during the Oakland/Berkeley Hills Tunnel Fire of 1991. SEMS became the state-wide standard for coordinated emergency response. All applicable state agencies involved in emergency response are legally required to use SEMS/NIMS. In fact, the state reimbursement of local costs incurred for emergency response and recovery is directly tied to the use of SEMS. The SEMS is a management system that provides for the flow of information and resources among organizational levels including field responders, local jurisdictions/local governments, operational areas, regions and the state. Schools and colleges in California were to have trained to the SEMS model by year end 1996. The SEMS model utilizes the ICS system and functions for emergency operations and responses.

B. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

NIMS is the national system for managing large scale emergencies or disasters to enable Federal, State, local, businesses, non-governmental organizations and Tribal governments to work effectively to prepare for, prevent, respond to and recover from domestic incidents, regardless of the size or complexity of such incidents including terrorist events. It is a FEMA-approved emergency response system and is the accepted national model. National compliance is well under way and the current training requirements should be completed by December 2009. Like SEMS, compliance is tied to reimbursement for local costs of emergency response and recovery as well as to some related federal grant funding. The NIMS model also utilized the ICS and functions for emergency operations and response.

C. THE INCIDENT COMMAND SYSTEM (ICS)

The Incident Command System (ICS) was developed by the firefighting agencies of California for the purpose of streamlining and integrating response to major fires. ICS provides standardized procedures and terminology, a unified command structure, a manageable span-of-control and an action planning process that identifies response strategies and tactical actions.

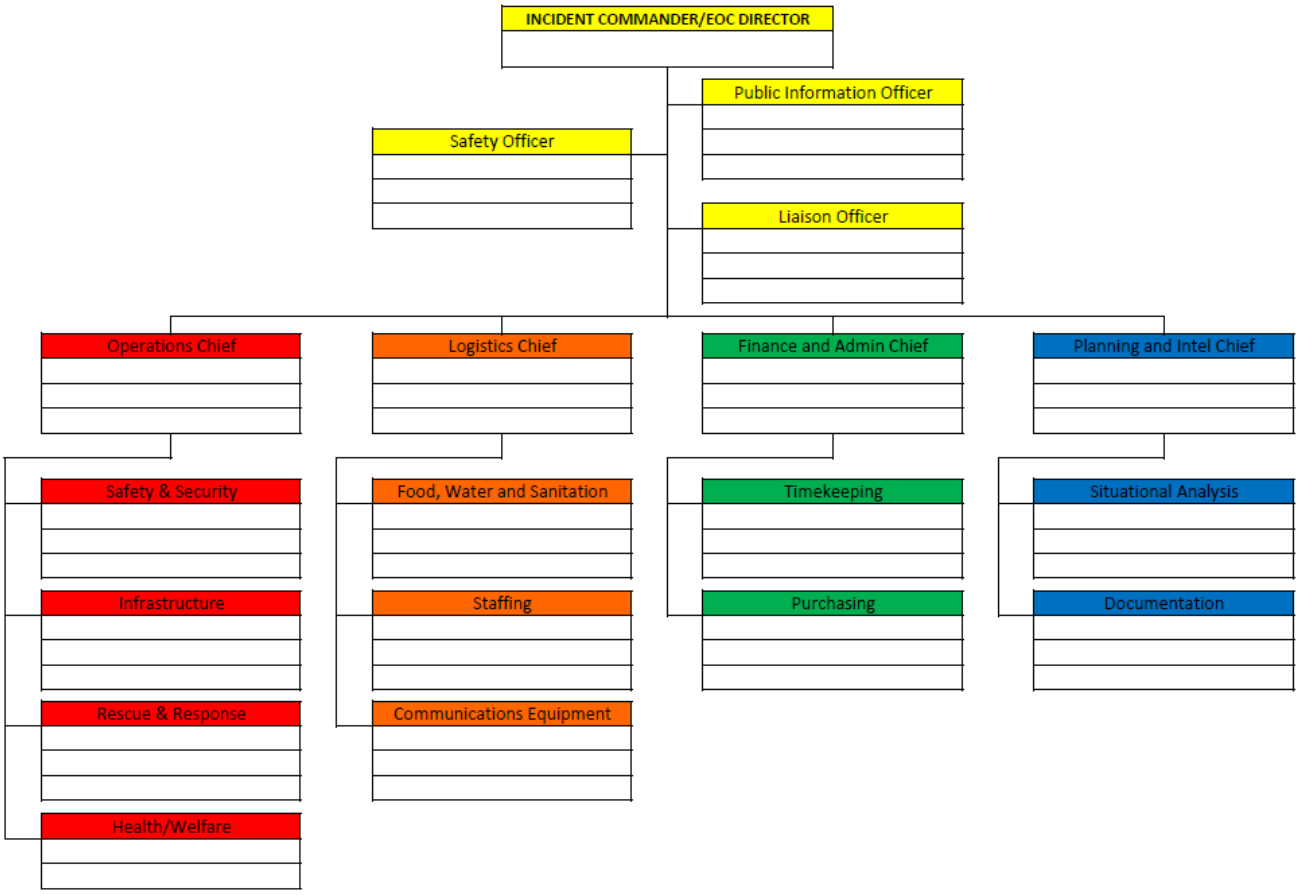
ICS has become a standard, on-scene, all-hazard incident management system. ICS allows users to adopt an integrated organizational structure to match the needs of single or multiple incidents by defining authority and scope of responsibility. The ICS structure will be used by all responding agencies.

Some incidents, particularly those involving earthquakes, fires or hazardous materials, can escalate requiring further activation of the emergency management system. In such cases, one or more Incident Command Posts may be established to assist in managing emergency operations.

Its strength and usefulness are built upon, but not limited to, the following concepts:

- **Common Terminology** - Plain talk and common language are used so that all persons across multiple jurisdictional areas understand one another. No codes are used nor any acronyms, unless they are inherent in the Incident Command System.
- **Manageable Span of Control** – Any given supervisor should have no fewer than 3 individuals and no more than 7 individuals assigned to them. Optimum number of assigned individuals is 5.
- **Unity of Command** - An employee is responsible to only one supervisor, who in turn is responsible to only one supervisor, and so on up the organizational hierarchy. This prevents an individual from being assigned to two or more supervisors which provides conflicting priorities for the employee.
- **Expandable and collapsible** - Reponses are increased only as much as required and will be reduced or deactivated as the situation requires. This makes best use of personnel and equipment resources.

Below is the basic ICS structure that will be used by the RSCCD.



D. UNIFIED COMMAND

Unified Command exists when two or more organizations/agencies have command authority for an incident and they work together under a single Unified Command to manage incident response. Unified Command is an application of ICS and may be established at the field response level when more than one agency has jurisdictional responsibilities. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commander (IC) at the single Incident Command Post (ICP). Under Unified

Command, organizations/agencies develop a common set of objectives and strategies which provides the basis for a single Incident Action Plan (IAP).

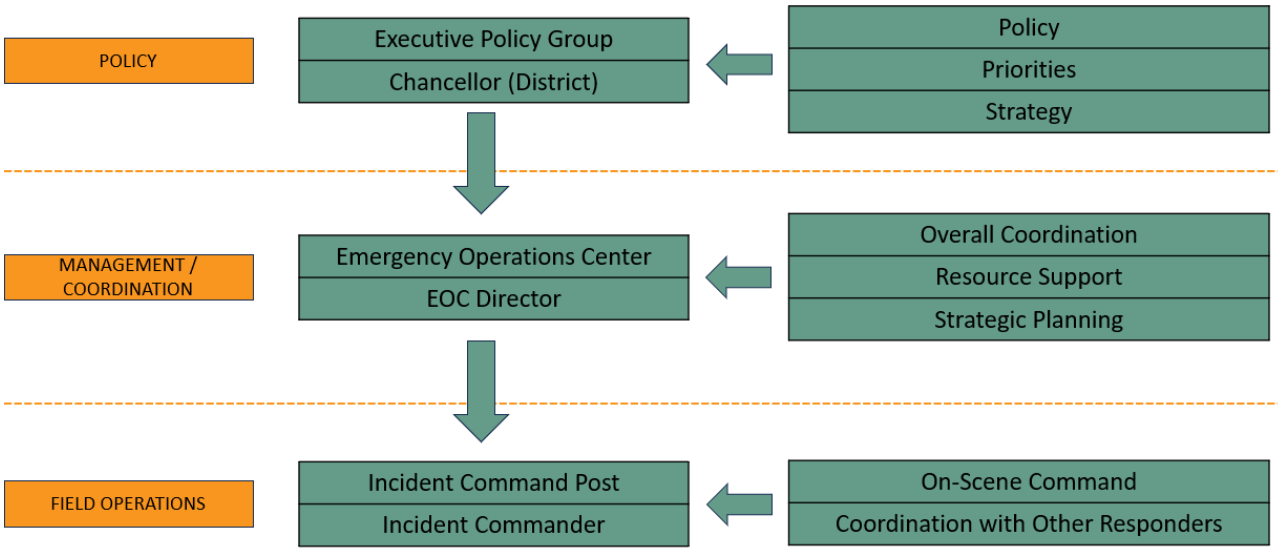
E. COMMAND & MANAGEMENT

The person in charge of **Command** at the Incident Command Post is the Incident Commander (IC). This is a field position and therefore is usually "on-scene". This function has a support staff of, Safety Officer, Liaison, and Public Information Officer. The IC can expand their operation by assigning section functions. The IC will also manage the entire incident unless the incident is significant enough to warrant the opening of the EOC.

If the EOC is activated, the **Management and Coordination** of the incident becomes the responsibility of the EOC Director. They work in the EOC with Section Chiefs for Logistics, Planning and Finance and respective branch, division and unit personnel to support the field units.

The Executive Policy Group provides high-level policy and support to the EOC Director.

Management Responsibilities



F. ICS ROLES

Even though the overall ICS structure is incident-specific, there are certain key positions that are necessary in most situations: Incident Commander, Operations, Logistics, Planning and Finance. Below is an overview of each position's basic responsibility. See Volume 2 of this Plan for position specific checklists.

Command Section

Command comprises the Incident Commander and the Command Staff. The Command Staff is assigned to conduct staff functions needed to support the Incident Commander. These functions include interagency liaison, incident safety, and public information.

- Manage operations, information, and analyze and evaluate the overall situation
- Support critical program resumption
- Support and Implement Chancellor's response and recovery strategies
- Transition to normal operations

Operations Section

- Manages tactical response
- Ensure safe tactical operations
- Coordinates search & rescue efforts
- Establishes first aid and triage areas
- Controls utilities
- Maintains site safety and security
- Provides Care & Shelter to students

Planning and Intel Section

- Documents and tracks all primary incident information and resource assignments for EOC
- Develops Incident Action Plan
- Verifies and validates rumors, gaps and inconsistencies
- Posts high-level information and maintains status reports on deaths, injuries, trapped, etc.
- Tracks status of buildings and facilities
- Calculates losses due to damage and related contract costs

Logistics Section

- Provides logistical arrangements in support of EOC, field, shelter, etc. emergency operations
- Handles human resources issues including; volunteers, emergency assignments for employees, emergency hires, staff redeployment, labor relations issues
- Provides food, water and possibly shelters for workers
- Sets up and supports shelter operations; manages shelters in the absence of Red Cross
- Manages allocation of campus transportation operations

Finance and Admin Section

- Purchases needed supplies, equipment and materials
- Ensures Payroll operations continue
- Manages contracts, leases, rental agreements
- Establishes and manages accounting system for the emergency
- Calculates costs-to-date and projects financial needs
- Tracks spending, notifies EOC Manager of status
- Handles initial documentation for FEMA claims
- Analyzes fiscal impacts of emergency response
- Provides emergency payments, as needed
- Manages Emergency Procurement Cards

Executive Policy Group

In addition to the ICS functions is the important decision-making role of the Policy Group. The Executive Policy Group (EPG) includes the District's Chancellor, the Vice Chancellors, Campus Presidents and others at the discretion of the Chancellor or Presidents.

The EPG is activated when a significant emergency affects the District. It is a crisis management team that evaluates the situation and is responsible for providing high-level policy and support to the Incident Commander with official executive actions, liaison to other agencies and representation to the community and elected officials, as practical. The scope of its responsibilities includes:

- Policy-level decisions
- Fiscal authorizations
- Strategic prioritization
- High-level conflict resolution
- Strategic policy and direction for recovery and resumption of normal operations
- Communication with the Chancellor's Office and other executive authorities

The first few hours are a critical time in the response to the emergency. The EPG will be needed to guide actions involving the response to imminent threats and deal with issues around self-support and response support for the campus. The Executive Policy Group does not:

- Direct field operations
- Make tactical decisions
- Direct emergency response operations (dealing directly with the incidents)
- Manage response departments

Examples of Executive Policy decisions:

- Should Building X be demolished? It creates a safety hazard.
- When should the college be opened for normal operations?
- Should we postpone special events, graduation, etc.?
- Should we allow our campus to be used as a medical Point of Dispensing site?
- Should we allow our campus to be used as a water distribution site?
- Should we allow our campus to be used as a public shelter?
- Do we want to hold a Memorial Service for the victims? Who? What? When? Where?

G. INCIDENT FACILITIES AND RESOURCES

Incident Command Post

The Incident Command Post (ICP) is a location from which the Incident Commander oversees incident operations. This may be located in a vehicle, trailer, tent or within a building and it may change locations during the event depending on the situation. It should be positioned outside of the present and potential hazard zone but close enough to the incident to maintain command.

Upon the occurrence of an incident, if appropriate, an Incident Command Post or multiple posts, will be established in the vicinity of the incident site(s). The Incident Commander/Unified Command or Designee will be responsible for directing the emergency response and managing the resources at the incident scene.

Media Center

A Media Center is a location that can be used as a central gathering place for the media where briefings can occur as needed. The decision to activate a Media Center will be made by the PIO and the Incident Commander and will be based on the gravity of the incident, its expected duration and the likelihood of media coverage. The choice of the Media Center site will depend on the location and nature of the emergency. You do not want it to close to the Incident Command Post where the media disturbs the operation or too far away.

The Orange County Operational Area may set up a Joint Information Center where all response agencies and the District can work together. See the OC Operational Area Joint Information Center Plan.

District/Campus Emergency Operations Center (EOC)

The District EOC is a physical location from which centralized emergency management functions can take place; i.e., Planning, Logistics and Finance, to support the Incident Commander and Operations section. All EOCs are responsible for the strategic overview or "big picture" of the response and for setting objectives. The District EOC and CEOC(s) will gather and analyze data, make decisions that protect life, property, environment and maintain continuity of the organization.

The CEOC should be located in an area of the facility not likely to be involved in an incident, perhaps the Campus Safety Office or a conference room. An alternate CEOC should be designated in the event that the primary location is not usable.

Each campus must determine its requirements for a CEOC based upon the functions to be performed and the number of people involved. The CEOC should be equipped with communications equipment, reference materials, activity logs, plans, checklists, contact lists and all the tools necessary to respond quickly and appropriately to an emergency. Listed below are the suggested items to be placed in a "Crisis Response Kit" at the EOCs: Emergencies will be handled in a hierarchy of order when requesting resources and managing the incident.

- Aerial photo of the campus
- Maps of the surrounding area
- Campus layout
- Floor plans of each building
- Utility maps including shut-off locations
- Disposition forms
- Emergency Supply Inventory List
- Emergency Operations Plan
- Fire alarm turn-off procedures (how and where located)
- Evacuation sites
- Location of first aid supplies
- Designated command post sites
- Phone number lists
- Emergency resource list
- Forms
- Checklists for ICS position
- Site plan
- Sprinkler system turn-off procedures (how and where located)

DISTRICT EMERGENCY OPERATIONS CENTER	
Primary	**Secondary**
Board Room - 107	1st Floor Executive Conference Room - 114

CAMPUS EMERGENCY OPERATIONS CENTERS (CEOC)			
SANTA ANA COLLEGE		Santiago Canyon College	
Primary	**Secondary**	**Primary**	**Secondary**
A - 214	Safety & Security Office (X)	Safety & Security Office (S)	M -102

If either one of the colleges or the District office must evacuate the entire facility or the facility is unusable for Emergency Operations Center duties, another District facility may serve as the location of the activated EOC. Whenever possible, personnel from the affected facility will staff the EOC but assistance may be requested from others.

In extenuating circumstances, Orange County Emergency Operations Center may be utilized as a District or College EOC.

The decision to activate the EOC is based on the extent of the emergency event or situation. Key factors that normally trigger the activation include:

- Emergency response resources beyond the campus's capabilities
- An emergency of a long duration
- Major policy decisions must or may be required
- A Local Emergency needs to be declared
- Activation of the District or CEOC will be advantageous to the successful management of the emergency

Examples of when activation should take place are:

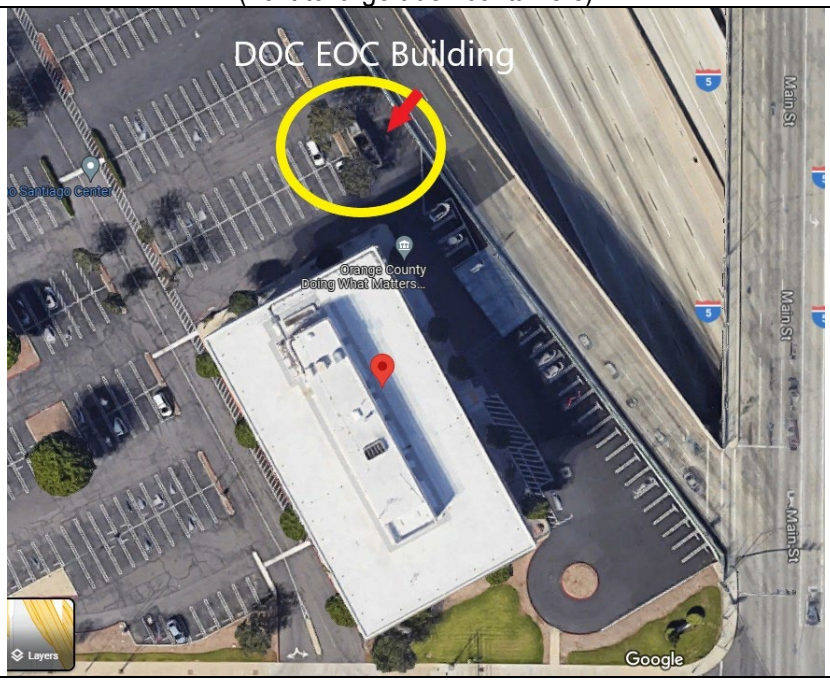
- Earthquake larger than 6.0 strikes in District/College region
- Hazardous material spill requiring evacuation of campus
- Flooding of surrounding areas causing disruption of traffic on roadways to/from the campus
- Active shooter/hostage situation on campus

Generally, the EOC/CEOCs will be fully activated during major emergencies and disasters for 12 hour operational periods until the initial emergency response phase is completed or until directed to deactivate the EOC/CEOCs.

EOC ACTIVATION		
LEVEL	**TYPE OF ACTIVATION**	**DESCRIPTION**
Level I	**Monitoring Activation**	The District EOC/CEOCs may activate when County Operational Area or other government authority has advised of a potential emergency or threat and college campus key staff want to be proactive and activate at a monitoring level for a period of time. This decision is predicated upon the threat and the Chancellor's or college President's directive.
Level II	**Partial Activation**	The District EOC/CEOCs may use partial activation, and staff only those positions or EOC/CEOC sections which are needed to respond. It does not impact the entire emergency response system nor require the District EOC/CEOCs or college to utilize all its staff and resources.
Level III	**Full Scale Activation**	The District EOC/CEOCs will use a full-scale activation during a major emergency or disaster that impacts one of the college campuses, the District, or the County and/or City.

Emergency Supply Caches

Emergency supply caches are a critical element of the District's response to any incident. Staff should know where the caches are located and what supplies are available during an emergency. The caches are located in the following areas for their respective locations:

DISTRICT EMERGENCY SUPPLY CACHES
North East Parking Lot Storage Room (next to large trash containers)


CAMPUS EMERGENCY SUPPLY CACHES	
SANTA ANA COLLEGE	Santiago Canyon College
Emergency Supplies: Maintenance and Operations Parking Lot in an Emergency Trailer EOC Supplies: Large Storage Container near Village	Emergency Supplies: Campus Safety Office Rear Patio in an Emergency Trailer

Information about the Emergency Supplies can be found on the Intranet.

H. TIERED RESPONSE

A tiered response means that the emergency should be handled at the lowest jurisdictional level possible. Both SEMS and NIMS supports this premise. Emergencies will be handled in a hierarchy of order when requesting resources and managing the incident.

Field Level (Campus)

The Field Response Level consists of emergency response personnel and resources carrying out tactical decisions and activities in direct response to an incident or threat at the campus.

Local Government (District Office)

The District will manage and coordinate the overall emergency response and recovery activities within its jurisdiction. Local governments are required to use SEMS when their EOC is activated or when there has been a proclamation of Local Emergency.

Operational Area Concept

SEMS breaks down the state even further into Operational Areas. An Operational Area is defined by the county boundaries. All public agencies within the Operational Area report to the Operational Area EOC which reports to the Regional EOC. For example, in Orange County there are approximately 113 public agencies (county, cities, school districts, community college districts, water and sanitation districts, library districts, park districts, cemetery district, etc.). The Orange County Operational Area will share resources within the Operational Area and only call the Region I when they have exhausted or anticipate exhausting the Orange County-wide Operational Areas resources.

The system for reporting information and requesting resources to the Operational Area is called WebEOC. Each local jurisdiction will go on to WebEOC and report damage and this system will be used for all resource requests.

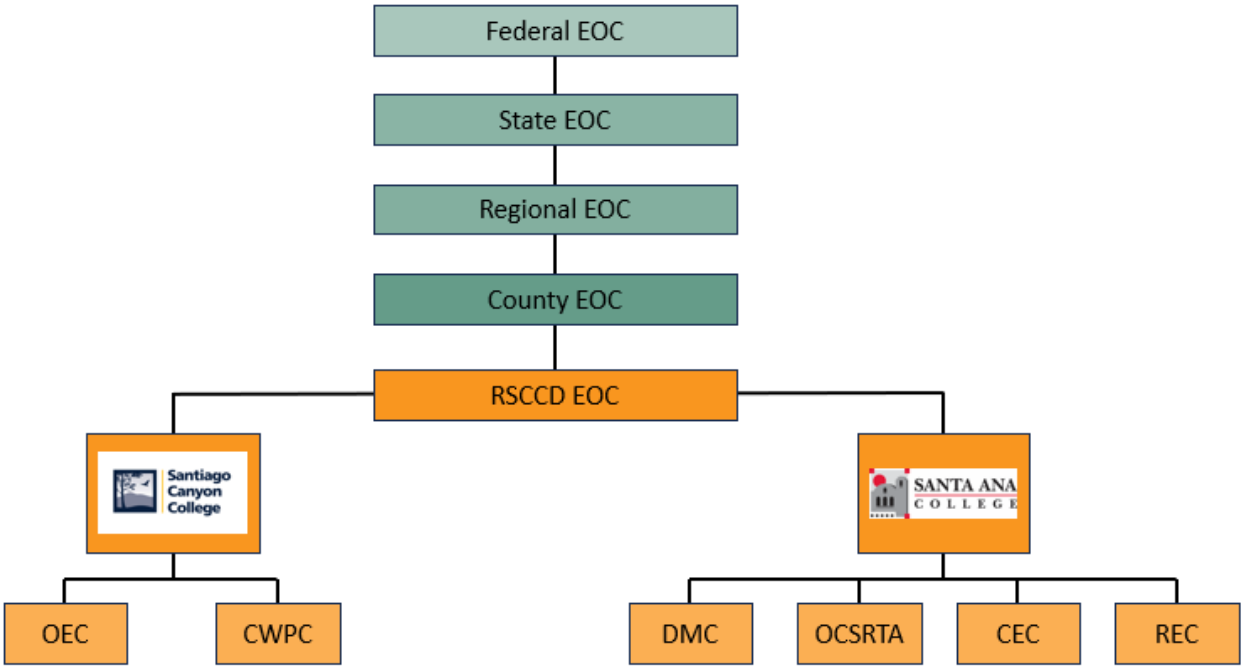
California Regions

The Standard Emergency Management System (SEMS) is how California responds to disasters. Because of its huge size and its tremendous population, SEMS breaks down the state into six manageable Regions. Orange County is in Region I managed by the Southern Region Office in Los Alamitos. There are 11 counties and two Mutual Aid Regions I and VI, within the Southern Administration Region. Within the region there are 226 incorporated cities. The total population of all cities and counties in the Southern Region is approximately 21,648,506.

State Level (California)

At the State Level (State Operations Center in Sacramento), state resources are assigned in response to the needs of other levels and mutual aid is coordinated among the mutual aid regions and between the Regional

Level and the State Level. The coordination and communication link between the state and federal disaster response systems also occurs at this level.



I. INCIDENT ACTION PLANS

Every response to an incident must have an oral or written action plan. The purpose of an Incident Action Plan (IAP) is to provide all incident supervisory personnel with directions and guidelines for their actions. Action plans that include the measurable, tactical operations to be achieved cover a set time frame called an operational period.

The standard operational period that the District uses is 12 hours long. Based on the specific needs of the emergency response, the actual operational period may vary. The operational period will be noted in the IAP. The Incident Commander or Designee will determine the operational period length.

The planning of an operational period must be done far enough in advance to ensure that requested resources are available when the operational period begins.

Large incidents, which involve a partial or full activation of the ICS organization, should have written incident action plans. Emergencies with multiple operational periods should also have written incident action plans to ensure continuity. The decision to have a written action plan will be made by the Incident Commander. The essential elements in any written or oral incident action plan are:

- **Statement of Objectives**: A list or outline of objectives that are appropriate to the overall incident.
- **Organization:** A description of what parts of the ICS organization will be in place for each operational period.
- **Assignments to Accomplish the Objectives:** A list or outline of assignments, which are normally prepared for each division or group and include the strategy, tactics and resources to be used.

- **Supporting Material:** A list or guide to additional documents, which may include for example; a map of the incident, communications plan, medical plan, traffic plan, etc.

In general, the Planning Section Chief is responsible for the development of written Incident Action Plans. Unless otherwise warranted, the Planning Section will use FEMA ICS Forms to develop the plan. The District Safety & Security Department will maintain the records of any Incident Action Plans.

VIII. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

Information is generated by all participants in an emergency. The information must be quickly and accurately collected in a central location, analyzed for content and purpose and disseminated to key stakeholders to facilitate good emergency management.

A. RESPONSIBILITY

The Planning Section has primary responsibility for collecting all information generated about the emergency, analyzing the information for content, intended audience, purpose and disseminating that information to the appropriate users. When both the Incident Command Post (ICP) and the Emergency Operations Center (EOC) are active, information is collected by the general staff in the ICP and forwarded for processing to the EOC.

B. DISSEMINATION METHODS

Internal dissemination of information and the revision and publication of the Incident Action Plan (IAP) and other awareness documentation occurs within the ICP and EOC. The appointed liaison officer ensures a rapid and accurate dissemination of information from the EOC to the Policy Group. The Public Information Officer (PIO) coordinates all public messaging.

Based on the nature of the emergency, information may be distributed to RSCCD Community members via the use of RAVE Alert (Mass Notification System). The Crisis Communications Plan Annex details these information outlets and procedures.

C. INFORMATION RESOURCES

During the course of normal daily operations, local conditions are monitored via internet websites, NOAA, NWS, weather radios, law enforcement alerts and local crime reports. Sources include, but are not limited to the following:

- Orange County Sheriff's Department: https://www.ocsheriff.gov/
- Santa Ana Police Department: https://www.santa-ana.org/departments/police/
- Orange Police Department: https://www.cityoforange.org/our-city/departments/police
- Santa Ana Fire Department: https://ocfa.org/AboutUs/Directory.aspx
- Orange Fire Department: https://orangecityfire.org/
- Orange County Fire Authority: https://ocfa.org/AboutUs/Directory.aspx
- Cal-Fire: http://www.fire.ca.gov/
- Orange County OES: https://ocsheriff.gov/commands-divisions/investigations-special-operations-command/emergency-management
- OCIAC – Orange County Intelligence
- National Oceanic and Atmospheric Administration: http://www.noaa.gov/
- National Weather Service: http://www.weather.gov/
- U.S. Geological Survey: http://www.usgs.gov/

D. ICS FORMS

Individuals supporting the event or incident will utilize ICS forms whenever possible to streamline and standardize the information generated through the course of response actions. Annexes may contain additional information, paperwork, forms or documentation expectations for their topics. If no ICS forms are available or suitable, individuals should document their actions in writing and forward those records to the EOC for retention.

IX. TRAINING AND EXERCISES

Training is an integral part of RSCCD's emergency management program as it supports a common understanding of emergency management goals based on RSCCD plans and guidance documents. RSCCD supports training that sets measurable training objectives. RSCCD training programs include opportunities to provide awareness of the emergency management program to students and staff, as well as training to ensure personnel are familiar with emergency response protective actions and that designated staff can carry out direction and control in an emergency incident.

A. FACULTY AND STAFF TRAINING

Professional development is a continuous process in all areas of education and emergency management is no exception. RSCCD emergency management program includes training and evaluation component.

As part of this training process, faculty and staff with roles and responsibilities in the plan are provided with training on their function and protective action response.

Every RSCCD employee has a responsibility to provide for the safety of students during an emergency. RSCCD training programs provide opportunities for all employees including staff, administrators, support services and volunteers to receive training on response actions for emergency incidents. Employees may take additional specific training based on their specific duties.

In conjunction with specific training on roles and responsibilities regarding emergency plans and response guidance, employees receive training in the Incident Command System (ICS). This training will help with coordinating activities with first responders and emergency management partners.

ICS-related courses for employees are found on the FEMA EMI website

At a minimum the following FEMA courses are recommended and available at http://training.fema.gov/IS/NIMS.asp

• IS-700.a National Incident Management System (NIMS), an Introduction

• IS-100.c Introduction to the Incident Command System (ICS)

RSCCD departments will determine who best fits the roles for the Facility and Safety Committee. These assignments will determine the training each staff member needs.

B. STAKEHOLDER, STUDENT, AND PARTNER TRAINING

An integral part of the emergency management process is to ensure stakeholders have received proper training. Ensuring volunteers, visitors, and students are provided awareness about the emergency plan and trained on response process will assist in an integrated response. RSCCD campuses provide appropriate training on emergency response awareness and protective actions to support all stakeholders. Training may include JUST-IN-TIME training, videos, or other opportunities as determined by administration. RSCCD also recognizes that students should receive training on the importance of preparedness and participating in drills and exercises.

C. WHOLE COMMUNITY PREPAREDNESS AND TRAINING

All District staff members, family members, partners and other stakeholders are encouraged to develop personal and family emergency plans. Each family should anticipate that some District employees may be required to remain at work following a major incident or in some cases may not be able to reach the College/District following such an incident. Knowing that the family is prepared and are ready to handle the situation will enable staff to do their jobs more effectively.

D. DRILLS AND EXERCISES

The District and Campuses will conduct a functional exercise regularly, involving response personnel, faculty, staff and students as warranted. The remaining exercises may be of a smaller scale: focused tabletops or orientations that involve only portions of the EOP.

After-action reports will be prepared following each exercise. The District Safety & Security Department shall be responsible for developing these exercises.

X. ADMINISTRATION, FINANCE, AND LOGISTICS

A. AGREEMENTS AND CONTRACTS

Should District resources prove to be inadequate during an emergency; requests will be made for assistance from the California Community College Chancellor's Office, local jurisdictions, and other agencies in accordance with existing mutual aid agreements and contracts and those agreements and contracts concluded during the emergency. Such assistance may include equipment, supplies or personnel and should follow these guidelines:

- All agreements will be entered into by authorized officials and should be in writing whenever possible
- Agreements and contracts should identify the local officials authorized to request assistance pursuant to those documents

B. RECORD KEEPING FOR EMERGENCY OPERATIONS

Each department that participates in an emergency response is responsible for maintaining any records generated during that response pursuant to the District Administrative Regulation 3310 and Board Policy 3310 regarding *Records Retention and Destruction*. District Safety & Security maintains general records that are not specific to any other department, such as Incident Action Plans.

C. ACTIVITY LOGS

The ICP and the EOC will maintain accurate logs recording key response activities, including:

- Activation or deactivation of emergency facilities
- Emergency notifications to local, state, and Federal entities
- Significant changes in the emergency situation
- Major commitments of resources or requests for additional resources from external sources
- Issuance of protective action recommendations to the public
- Evacuations, casualties, and containment or termination of the incident

D. EMERGENCY COSTS

Departments will keep track of any incident costs, including the use of personnel, equipment and supplies during an emergency response.

E. PUBLIC PROTECTION

Public complaints regarding alleged unfair or illegal business practices often occur in the aftermath of a disaster. Such complaints will be referred to the District's Legal Counsel.

F. PRESERVATION OF VITAL RECORDS

All District vital records such as personnel, payroll, financial, admissions, etc. will have electronic back-ups at off-site locations.

The ultimate responsibility for emergency management at the District belongs to the Chancellor. To ensure the orderly continued operations of the District, the Chancellor may delegate functions to other administrators. However, this delegation does not remove final authority and responsibility from the Chancellor.

In the event of a localized emergency at one of the RSCCD's campuses, the college President will have the responsibility for the college's emergency management. The President may also delegate functions to other administrators.

XI. PLAN DEVELOPMENT AND MAINTENANCE

A. MAINTENANCE OF THE EMERGENCY RESPONSE PLAN

The Plan will be reviewed regularly to ensure that plan elements are valid and current. The Chief of the District Safety & Security Department is responsible for making revisions to the Plan and will prepare, coordinate, publish and distribute any necessary changes to the plan to all campus departments. Minor changes may be made without requiring subsequent review and approval by District Administration.

B. DEPARTMENT SPECIFIC EMERGENCY RESPONSE PLANS

All departments should develop and maintain department specific emergency response plans to support this Plan. Department plans should provide clear instructions that describe employee responsibilities during an emergency. Each plan should include at a minimum:

- List of locations under the department's responsibility
- List of departmental employees and their regular work locations
- Phone numbers of key department personnel
- Procedures for evacuating the building, including directions for building exit routes, designation of assembly areas outside the building, and attendance taking
- Identification of critical tasks appropriate for each location that must be performed during emergencies, if it is safe to do so; i.e., shutting down equipment and gas, saving computer files, locking cash drawers, protecting hazardous/biological/toxic agents, protecting research or historic materials
- A recovery/contingency plan to ensure restoration of critical functions after any emergency. Critical business functions are those actions or activities that would cause serious or irreparable harm to the campus and/or the department if not performed or if interrupted during an emergency department plans should be reviewed on an annual basis

XII. AUTHORITIES AND REFERENCES

Constitution	Constitution of the State of California
State Executive Orders	Executive Order D-63-87 Executive Order W-9-91 Executive Order W-40-93 Standby Orders Administrative Orders
State Law	Disaster Project Law, Health and Safety Code §34000 Earthquake Education Act, Public Resources Code §2805 Earthquake Hazards Reduction Act, Government Code §8871 Employees Safety Act, Labor Code §2801 Emergency Services Act, Government Code §8550 Essential Services Buildings Field Act, Education Code §17281 FIRESCOPE Act, Health and Safety §13070 Katz Act, Education Code §§35295 - 35297 (Requires that schools plan for earthquakes and other emergencies) Seismic Safety Commission Act, Business and Professions Code, §1014
State Authorities	California Government Code Section 8607 (a), Chapter 1 of Division 2 of Title 19 – SEMS Regulations Chapter 7 of Division 1 of Title 2 - Emergency Services Act Chapter 7.5 of Division 1 of Title 2 - Natural Disaster Assistance Act California Civil Code Chapter 9, Section 1799.102 - "Good Samaritan" Liability California Health and Safety Code Division 20, Chapter 6.5, Sections 25115 and 25117, Chapter 6, 95, Sections 25500 et seq., Chapter 7, Sections 25600 through 25610, dealing with hazardous materials California Disaster and Civil Defense Master Mutual Aid Agreement
California Code of Regulations	Title 19, Public Safety, Division 2, Chapter 1, Standardized Emergency Management System, §2400 Title 19, Public Safety, Division 2, Chapter 2, Emergencies and Major Disasters, §2501 Title 19, Public Safety, Division 2, Subchapter 2, Hazardous Substances Emergency Response Training, §2510 Title 19, Public Safety, Division 2, Chapter 3, Conflict of Interest Code, §2600 Title 19, Public Safety, Division 2, Chapter 4, Hazardous Material Release Reporting, Inventory, and Response Plans, §2620 Title 19, Public Safety, Division 2, Chapter 6, Natural Disaster Assistance Act, §2900 Disaster Service Worker Regulations, Adopted by the California Emergency Council on March 30, 1971 and further amended May 13, 1977 and January 9, 1979
Federal Laws	Emergency Planning and Community Right-to-Know Act, 1986 (also known as SARA Title III, as amended in CERCLA, Title 42 USC, §11001) The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288 as amended

Federal Authorities	Federal Civil Defense Act of 1950 (Public Law 920), as amended Federal Communications Commission (FCC) Part 90, Rules and Regulations NRT-1, Hazardous Materials Emergency Planning Guide and NRT-1A Plan Review Guide (Environmental Protection Agency's National Response Team) Public Law 93-288 (as amended) Robert T. Stafford Disaster Relief and Emergency Assistance Act
Code of Federal Regulations	32 CFR Department of Defense (DOD), national defense, military resources in support of civil authorities 44 CFR Federal Emergency Management Agency (FEMA) federal disaster assistance programs, emergency and major disaster declarations, disaster field offices, state and federal coordinating officers
Local	County of Orange Resolution adopting the California Master Mutual Aid Agreement, November 28, 1950 County of Orange Resolution No. 12-036, adopting the amended membership of the Emergency Management Council and designation of the Director of Emergency Services, dated April 17, 2012 Orange County Board of Supervisors Ordinance 95-870 creating the Orange County OA Orange County Board of Supervisors Resolution No. 05-144, adopting the National Incident Management System, dated June 7, 2005 Orange County Codified Ordinance, Title 3, Division 1 (Emergency Services) Orange County Fire Service Operational Area Mutual Aid Plan, December 1, 1997 Orange County Chiefs' of Police and Sheriff's Association Law Enforcement Mutual Aid Operational and Procedural Protocol, January 2010 Orange County Operational Area Agreement, October 1995 Orange County Operational Area Building Damage and Safety Assessment Mutual Aid Agreement, October 1997 San Onofre Nuclear Generating Station Emergency Plan (SONGS), August 2018
RSCCD	Emergency Response Plan, BP 3505 and AR 3505 Disaster Recovery, BP 6521

EMERGENCY OPERATIONS PLAN Volume 2

FUNCTIONAL ANNEXES

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
2323 N. BROADWAY, SANTA ANA, CALIFORNIA 92706-1640

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SITUATION STATUS AND DAMAGE ASSESSMENT

ANNEX A

I. DISTRICT INFORMATION COLLECTION AND ASSESSMENT

Collecting and analyzing information on the nature, severity, extent of damage, and reporting the results through established channels is extremely important. Information will provide officials a logical basis for their response decisions.

Following a disaster, campus field units will promptly conduct a reconnaissance of affected areas to determine the extent of damage and will report the information (e.g., injuries, casualties, collapsed buildings, fires, etc.) to campus officials, who in turn will report the information to the District Emergency Operations Center (EOC).

These reports will be utilized to determine the distribution and severity of damage and will provide the basis for initiating the emergency response to save lives and property, determine recovery objectives, and initiate mutual aid support.

II. DISASTER INTELLIGENCE

In a major disaster, there are three kinds of disaster intelligence required:

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

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

3. Information, in sufficient detail, that will be necessary to properly plan for both short and long range recovery. In the beginning, this item will have the lowest priority, however, it will assume the greatest importance once the needs above have been met.

III. RECONNAISSANCE

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

In accordance with their training, members of the Campus Search and Rescue Team will search undamaged or lightly damaged buildings for missing or injured persons. All buildings sustaining any level of damage will be assessed by qualified Building Inspectors recognized by the State of California as having completed a course of study in post-earthquake safety evaluation of buildings and other required professional credentials.

Buildings that have been seriously damaged or contaminated with hazardous material releases will be posted with yellow hazard warning barrier tape and red colored building status signs by team members. Doors will be secured to prevent entry by unauthorized personnel.

In a major disaster, a series of reports will be required in order to provide detailed information to the various levels of government. The campus will support the state situation reporting system by providing reports to the County Operational Area Coordinator. Where no damage is observed, negative reports will be submitted. Reports will be submitted through agreed-upon channels and will consist of the following types of reports:

A. SITUATION REPORTS

A detailed Situation Report will be prepared by the District EOC and submitted to the County EOC on a regular basis or as requested. This report will define affected areas, estimate the number of casualties and provide other essential information.

B. DETAILED REPORTS

Following the Situation Reports, government at all levels will require more detailed information. This kind of information could also materially assist the state and federal governments in determining the exact situation. The information should include: the total numbers of fatalities and injured, the extent of damage to facilities and the type and relative priority of needed assistance. To support claims for property losses under state and federal disaster recovery programs, assigned campus staff will, as early as feasible, conduct a detailed assessment of damage and submit reports to the Orange County Operational Area EOC via WebEOC to the State OES Mutual Aid Region I. Damage assessment should be conducted by "at the scene" surveys by teams of qualified inspectors. Where required, these local teams will be augmented by inspectors from appropriate state and federal agencies or mutual aid inspectors.

IV. PUBLIC ASSISTANCE PRELIMINARY DAMAGE ASSESSMENT

Where required, these actions will be followed by a detailed assessment of damage with the estimates (in dollar amounts if possible) to be provided to the County Emergency Operations Center (CEOC). The damage assessments will serve as the basis for the Governor's proclamation of a State of Emergency or the Governor's request to the President of the United States for a declaration of an Emergency or Major Disaster. As required, this same information will serve as a basis for the allocation of state funds under the State Natural Disaster Assistance Act and/or the application of federal disaster relief programs.

According to FEMA, if the incident is of such severity and magnitude that resources needed to recover are expected to exceed state, tribal or territorial (STT) government capability, the director of STT emergency management agencies may request a joint Preliminary Damage Assessment (PDA). The joint PDA request is accomplished through a joint PDA request letter to the appropriate FEMA regional office, which should contain a list of disaster-impacted locations and a basic PDA schedule.

In order to facilitate a timely, efficient and effective process, RSCCD can be prepared to provide the following to the CEOC:

- **Essential Documentation Information** –Inventory of damaged facilities including facility description, category of damage, method of repair, etc. (see additional supporting factors below)
- **Summary of Facility Impacts** – Disaster-related information that should illustrate the overall impacts upon the facility and the unique resources of the Federal Government that are necessary to support repair efforts
- **Damage Photographs** – Visual evidence provided along with the summary of facility impacts and damage reports to confirm damage assessment

V. CHECKLIST: PRELIMINARY DAMAGE ASSESSMENT PREPARATION

A. INITIAL DAMAGE ASSESSMENT

The effort by local authorities to collect data related to the extent of damage within a jurisdiction. The goal is to assess the overall damage to District property, thereby providing a basis for an emergency declaration and/or disaster assistance. The completion of specific information using designated forms is required in order to be eligible for post-disaster assistance.

In a large-scale disaster, the Colleges may have to conduct their own Initial Damage Assessment to send to the District for compilation. The District will then forward a damage assessment to the local jurisdiction (city/county). Damage assessments are critical as they help to determine whether the jurisdiction will receive state and federal reimbursement.

- The primary focus is on condition of physical assets of the Campus/District
- When documenting damage, it is critical to be as specific as possible
- If necessary, when there is extensive damage in multiple buildings, schools can use one sheet per building

Designated teams, which will be assigned before or during the incident will assess damage within the limits of capability. If the nature of the emergency is such that College and District resources are incapable of assessing the damage, then District may request assistance by the city/county.

A central coordinating point will be established in the EOC for receiving disaster-related information.

Initial Damage Assessment Reports will be compiled and submitted following any disaster or emergency which causes damage to district property of a magnitude which requires either the district or city/county to expend the minimum government funds which might be eligible for, or require, a request for State or Federal assistance.

B. WHEN DISASTER STRIKES

Immediately following and even while a disaster or major emergency is occurring on any RSCCD campus or site, it is important to quickly, safely and as accurately as possible, assess the damages and impacts. Timely damage assessment gives important information to the EOC and those involved in emergency response and recovery to provide support and resources to areas of most need within the Campus/District.

Based on the assessment, it can be quickly determined whether the disaster event and resultant damage exceeds the capacity of available unit and/or resources. This documentation and reporting also provides the means for the District to recoup losses should it qualify for reimbursement through the State or FEMA.

Whether you are a member of a damage assessment team or you are the manager over a District or College Department, it is important to remember to collect, document and report all information. A picture is worth a thousand words. Provide as many photographs as you can to support your claims.

It is advisable that units keep track of key resources, equipment and supplies or have invoices with easy access to determine cost. Purchases can also be tracked through the Purchasing Department.

C. ESSENTIAL DOCUMENTATION INFORMATION

Forms are provided after this narrative which can be given to staff or damage assessment team members. These forms will help organize the assessments from those who may not have received training or briefing on how to conduct an assessment.

When preparing the assessment, the following information should be provided for damaged facilities. Damage description and dimensions must clearly separate the dimensions and description of the facility from those of the intended repairs. Dimensions and descriptions of completed work must also be reported separately. (Refer to FEMA's Appendix J of the PDA Guide for the Public Assistance Eligibility Matrix.)

Collecting Information for a Public Assistance Assessment

Capture and document as many damage sites as possible, regardless of whether the damage site is thought to be eligible or ineligible for federal disaster assistance.

FACILITY DESCRIPTION FOR EVERY SITE

This information is used to understand what the original facility looked like.

- ☐ Facility type
- ☐ Facility name.
- ☐ Facility description (purpose and use).
- ☐ GPS coordinates (include start and end for facilities or damage longer than 200 ft)
- ☐ Year built
- ☐ Dimensions: type, measure, and units (e.g., width 10 ft x length 40 ft x depth 5 ft)
- ☐ Capacity/volume/quantity/number and units (e.g., two lanes, 500 yd3, 6,000 ft2)
- ☐ Materials
- ☐ Make/model/type

FACILITY DAMAGE DESCRIPTION

Confirm damages were caused by the incident and occurred during the incident period.

- ☐ Start and end dates of incident period
- ☐ Date damaged
- ☐ Description of the cause of damage

COMPONENT DESCRIPTION AND DAMAGE

Include for each damaged component to explain what the damage looked like.

- ☐ Component type (e.g., wall and pavement)
- ☐ Component location
- ☐ Dimension, material, and capacity of the original component
- ☐ Dimensions of the damage
- ☐ Make/model/type
- ☐ Capacity/volume/quantity/number/units

DOCUMENTATION

- ◻ Notation of facility street address
- ◻ Sketch of facility and damage
- ◻ Photographs of whole area
- ◻ Photographs of damage from many (three plus) angles
- ◻ Closeup photographs of each component
- ◻ Photographs of all rot, crumbling, cracks, or other wear
- ◻ Map of the facility with damage annotated
- ◻ Map or Google Earth screenshots of the surrounding area with the facility and damage annotated

METHOD OF REPAIR FOR EACH DAMAGE INVENTORY ITEM

- ◻ Who performed/will perform the work
- ◻ Change of material from original design
- ◻ Change in size/footprint
- ◻ Description of how the cost of repair was derived
- ◻ Other work/repair comments (If planning to change the design, size, or capacity, please provide plans and explain why)
- ◻ Are there Environmental and Historical Preservation (EHP) issues associated with the proposed scope of work Explain

Summary Of Facility Impacts

A narrative describing how the costs of each project were derived is important and will give context to the estimates provided. The list below denotes other documentation that is typically required for FEMA to validate projects. A detailed list of elements of information and supporting documentation can be found in Appendix K of the PDA Guide.

- ◻ A description of how the costs were derived
- ◻ Annotated maps
- ◻ Photographs
- ◻ Debris quantity calculation sheets
- ◻ Brief statements of percentage of work completed at the time of assessment
- ◻ Brief statements about whether work is force account, contract, or a combination thereof
- ◻ Insurance documentation for the damaged facility/facilities
    - ◻ Make sure to include the declaration page, body policy and any exclusions, and the schedule of values.
    - ◻ Is the facility in a flood zone and is there a National Flood Insurance Program (NFIP) for the facility
- ◻ Labor cost summary
- ◻ Labor contracts/agreements
- ◻ Equipment cost summary
- ◻ Supply cost summary
- ◻ Contractor bids or invoices
- ◻ Any relevant datasets, GIS layers, or aerial imagery will assist with remote validation. GIS layers that

have assisted virtual PDAs in the past include:

- Parcel layers/local data
- Pre-disaster orthoimagery
- Post-disaster aerial imagery of damage

Damage Photographs

FEMA may use photographs and other data collected by the District to validate damage remotely. Remote validation can be utilized to supplement site assessments in situations when damage is inaccessible, when the work has already been completed or when damage can be validated easily through photography.

- ☐ Take several wide-view photographs of the entire facility from multiple angles; i.e., photograph road damage from both ends of the road
- ☐ Take wide-view photographs of each component, capturing the entire component
- ☐ Take close-up photographs of each damaged component to show details
- ☐ For all photographs, include an item to indicate size, such as a traffic cone, tape measure, or pen
- ☐ For all photographs, capture distinctive stationary features to indicate position, such as flags, signs, cones, desks or trees. When taking multiple photographs, ensure reference items help a reader "stitch together" the scene
- ☐ When taking photographs inside structures, take photographs in a panoramic style. Stand in one place and turn in a circle while taking photographs. Turn a few degrees after taking each photograph and ensure the edges of photographs overlap
- ☐ Ensure lighting and perspective allow a viewer to clearly see damages
- ☐ Include GPS coordinates and perspective (e.g., east and west) on each photograph
- ☐ Photograph all damage indicated by the applicant, even if the damage may not be eligible for FEMA disaster assistance. Take photographs and closeups of everything that raises a concern

DAMAGE ASSESSMENT: OFFICES & GENERAL OPERATIONS

Deliver the completed form to the Emergency Operations Center or Incident Command Post

Campus & Building:		Room:
Inspected by:	Phone:	Date:

Category	Description (Brief description of damage)	Condition*
Electrical Equip.		
Computers		
Printers		
Monitors		
Peripherals (identify)		
Copiers		
Other		
Communications		
Telephone Service		
University Network		
Two-way Radios		
Email		
Other		
Supplies		
Paper		
Forms		
Books		
Files		
Other		
Furniture		
Chairs		
Desks		
Credenzas		
Tables		
Cabinets		
Other		

CONDITIONS	
Use your best judgment for assigning condition assessment ranking based on the above.	
Good	No Damage
Fair	Damage appears superficial, can be used as is
Moderate	Damage appears moderate, repairs may be possible
Severe	Damage appears to be severe, repairs unlikely
Destroyed	Damaged beyond recovery

DAMAGE ASSESSMENT - SPACE

Deliver the completed form to the Emergency Operations Center or Incident Command Post

Campus & Building:		Room:
Inspected by:	Phone:	Date:

Space is (check all that apply):

☐ Not usable ☐ Usable ☐ Wet/Damp ☐ Dry

Check which basic services are operational:

	Yes	No		Yes	No
Phone	☐	☐	Power	☐	☐
Internet	☐	☐	Water	☐	☐

Ceiling tiles (e.g., wet, sagging, missing): _____

_____

Walls (e.g., cracks, watermarks, soot): _____

_____

Floor/Carpet (e.g., wet, burnt, torn, mildew):_____

_____

Water leaks (e.g., from roofs, through walls, windows): _____

_____

Doors & Windows (e.g. broken locks, hinges, awnings): _____

_____

Fixtures (e.g., electrical outlets, lightning): _____

_____

Other: _____

_____

DAMAGE ASSESSMENT – LABS

Deliver the completed form to the Emergency Operations Center or Incident Command Post

Campus & Building:		Room:
Inspected by:	Phone:	Date:

Category	Condition*
Animals	
Cultures	
Compressed Gasses	
Controlled Substances	
Flammable Materials	
Laser Equipment	
Radioactive Materials	
Temperature Sensitive Materials	
Other	
Other	
Other	

INCIDENT COMMAND POST POSITION GUIDES

ANNEX B

Incident Commander (ICP)	
Vest Color:	Yellow
Function:	The Incident Commander is responsible for emergency/disaster operations in the field and shall remain at the Incident Command Post to observe and direct all operations
Section Assignment:	Command/Management
Reports to:	

Incident Command Post

- ☐ An Incident Command Post is a temporary facility or location and signifies the physical location of the on- scene **incident command** and management organization. It is where incident information is collected and tactical and logistic decisions are made. An office, classroom, trailer or just an Individual taking charge of an incident may become the Incident Command Post.

Activation:

- ☐ Activate an Incident Command Post by determining a location. Notify District Safety & Security
- ☐ Request emergency supplies from Maintenance and Operations. They are kept in a trailer in the maintenance yard.
- ☐ Activate personnel as needed.
- ☐ Obtain your personal safety equipment (e.g., hard hat, vest, clipboard with job description sheet, radio)
- ☐ Conduct a briefing to assess the type and scope of emergency
- ☐ Determine the threat to human life and structures
- ☐ Implement the emergency plan and hazard-specific procedures
- ☐ Ensure the Planning Chief has set up communications with the CEOC or District EOC to provide information and to request support for lifesaving operations
- ☐ Develop and communicate the initial Incident Action Plan verbally to get started
- ☐ Determine how long the initial Operational Period will be
- ☐ If needed, request the Planning Chief to begin documenting the incident and if needed, begin the development of an Incident Action and planning process
- ☐ Communicate the following with the District; the problem, actions taken, and expected time to get back to normal. Communicate with the District any changes in the situation and when the incident has been completed
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled
- ☐ Collect information on any special events planned for the next three days on the site. Decide if they will need to be canceled

Incident Commander - continued

Operational Duties

- ☐ Decide if Police or Fire should be called
- ☐ Establish an Incident Command Post
- ☐ Ensure the site is safe for personnel to work
- ☐ Establish the level of organization needed, and continuously monitor the operation and effectiveness of that organization
- ☐ Activate personnel
- ☐ Establish immediate priorities based on the Incident Priority Checklist
- ☐ Determine incident objectives and strategies to be followed
- ☐ Assess the need for evacuations (buildings, campus sectors, or entire campus)
- ☐ Dispatch response teams to critical facilities and priority incidents (medical assistance, Hazardous Materials Teams)
- ☐ Make notifications to personnel on site and any other personnel that need to know about the incident
- ☐ Dispatch safety inspection teams once buildings have been evacuated and all victims are off site
- ☐ Do NOT authorize building re-entry until safety status of structural and operational systems are assured
- ☐ Approve and implement the Incident Action Plan
- ☐ Coordinate the activities of the Command and General Staff
- ☐ Approve requests for additional resources or for the release of resources
- ☐ Approve the use of participants, volunteers and auxiliary personnel
- ☐ Ensure the Liaison is working with any responders
- ☐ Authorize the release of information to the news media
- ☐ Continually monitor for safety
- ☐ Continue to monitor and assess the total situation
- ☐ View the site map periodically for search and rescue progress and damage assessment information
- ☐ Check with Chiefs for periodic updates
- ☐ Reassign personnel as needed
- ☐ Report status to the RSCCD (Site Status Report)
- ☐ Plan regular breaks for all staff and volunteers. Take care of your caregivers!
- ☐ Release instructors as appropriate and per district guidelines. (By law, during a disaster, instructors become disaster workers.)
- ☐ Order demobilization of the incident when appropriate
- ☐ Ensure incident after-action reports are complete

Deactivation

- ☐ Authorize deactivation of sections, branches or units when they are no longer required
- ☐ Ensure that any open actions not yet completed will be taken care of after deactivation
- ☐ Ensure the return of all equipment and reusable supplies to Logistics

Incident Commander - continued

- ☐ Make sure that all records, logs, reports, photographs and other documents are completed and given to the Situation Analysis / Documentation Team. (These documents must be retained as legal records of the emergency response.)
- ☐ Sign out with Timekeeping and leave a phone number where you can be reached

Safety Officer (ICP)	
Vest Color:	Yellow
Function:	The Safety Officer's responsibilities include developing and recommending measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe operational conditions or situations.
Section Assignment:	Command/Management
Reports to:	Incident Commander

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics (e.g., hard hat, vest or position identifier (if available), clipboard with job description sheet, radio)
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ Monitor drills, exercises and emergency response activities for safety
- ☐ Identify and mitigate safety hazards and situations
- ☐ Stop or modify all unsafe operations
- ☐ Ensure a safety message is communicated at all briefings
- ☐ Initiate preliminary investigation of accidents within the incident area
- ☐ Ensure that responders use appropriate safety equipment
- ☐ Keep the Incident Commander advised of your status and activity and on any problem areas that now need or will require solutions

Deactivation

- ☐ When authorized by the Incident Commander, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs, and other documents are completed and given to the Documentation Team. These documents must be retained as legal records of the emergency response
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Public Information Officer (ICP)

Vest Color:	Yellow
Function:	The PIO is responsible for developing and releasing accurate, timely, information about the incident to students, staff and to other appropriate agencies and organizations as well as the news media,. The District PIO will be the lead PIO during multi-campus incidents.
Section Assignment:	Command/Management
Reports to:	EOC/CEOC Director

Activation:

- ☐ Check in upon arrival at the EOC/CEOC
- ☐ Report to the EOC/CEOC Director and obtain a briefing on the situation
- ☐ Review your position responsibilities
- ☐ Obtain 2-way radio, position vest & hardhat from Logistics, if applicable
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log of your actions and all communications. If possible, tape media briefings
- ☐ Keep all documentation to support the history of the event
- ☐ Ensure sufficient PIO personnel are assigned to maintain an initial two-shift operation

Operational Duties:

- ☐ Determine from Incident Commander (IC) if there are any limitations on public information and media releases
- ☐ Coordinate with any operating Joint Information Centers
- ☐ Establish a Media Center to coordinate press releases, manage press conferences, tours and interviews
- ☐ Develop material for use in media briefings; work with Information Technology to get all press releases placed on the District's website
- ☐ Obtain the IC's approval of all media releases
- ☐ Monitor media reports about the incident
- ☐ Monitor media reports about issues near district sites, freeway damage, weather, etc. and provide this information to the Planning Chief for display
- ☐ Ensure that the public within the affected area receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information
- ☐ Prepare public information reports for the district and campus web sites
- ☐ Prepare news releases, employee bulletins and the basic message for recorded messages
- ☐ Periodically or as requested, provide media relations briefings to the Incident Commander
- ☐ Maintain current information summaries and/or displays on the incident and provide information on status of incident response operations to assigned personnel
- ☐ Establish a rumor control function if needed

Public Information Officer - Continued

- ☐ Ensure that all internal (employee) messages are consistent with external (media) messages
- ☐ Thoroughly brief your PIO staff relief at shift change time

Deactivation / Demobilization:

- ☐ Obtain authorization to deactivate the PIO functions from the EOC/CEOC Director
- ☐ Release assistant staff when no longer required
- ☐ Make sure that all records, logs, reports, photographs and other documents are completed and given to the Situation Analysis Documentation Team (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Be prepared to provide input to the After-Action Report

Liaison Officer (ICP)	
Vest Color:	Yellow
Function:	The Liaison Officer is the point of contact for assisting or cooperating agencies, such as the local Fire Department, Police or Sheriff, California Highway Patrol, American Red Cross or public utility agencies. The Liaison Officer coordinates the efforts of these outside agencies while on-site to ensure the proper flow of information.
Section Assignment:	Command/Management
Reports to:	CEOC/EOC Director OR Incident Commander

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics: hard hat, vest or position identifier (if available), clipboard with job description and radio
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ As Police and Fire arrive, brief them on the current situation; Give them a list of incidents and needs
  - Find out which incidents they will take responsibility for. Ask them if they will take over as Incident Commander or do they want to join together in a Unified Command
- ☐ Liaison and brief responding agency representatives on the current situation, priorities and incident action plan
- ☐ Ensure coordination of efforts by keeping the Incident Commander informed of agencies' action plans
- ☐ Provide periodic update briefings to agency representatives as necessary
- ☐ Sit in on all outside agency briefings and meetings; bring the Incident Commander with you, if available. If not, brief the Incident Commander on the outside agency response to the emergency and any requests for assistance for District resources

Deactivation

- ☐ When authorized by the Incident Commander, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team. (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Operations Section - ICP

Overview

The Operations Section manages the tactical operations of various District-site and campus specific response elements involved in the emergency/disaster.

- ☐ Protect life and property
- ☐ Carry out the objectives of the EOC/CEOC Action Plan
- ☐ Ensure coordinated incident response

These response elements may include but are not limited to the following branches and field units: Branches/Field Units:

- ☐ Safety/Security Branch
- ☐ First Aid Branch
- ☐ Facilities Branch
- ☐ Search & Rescue Teams
- ☐ Maintenance & Operations Branch
- ☐ Other Branches and Units may be added as needed

Objectives

The Operations Section is responsible for coordination of the District or campus response elements for the duration of the incident. The Operations Section is also responsible for carrying out the objectives of the EOC/CEOC Action Plan and will request additional resources as needed.

Campus Safety and Maintenance & Operations handle most of the field units. Not all field units will be needed in every emergency/disaster.

Operations Chief (ICP)	
Vest Color:	Red
Function:	The Operations Section Chief is responsible for managing all tactical operations at an incident. The Operations Chief initiates intelligence gathering concerning casualties and damage, identifies immediate problems, focuses on the highest priorities (life & safety), and controls problems. Based on information obtained and resources available, the Operations Chief will establish appropriate branches to deal with the emergency, which can include: Site Security, Search and Rescue, First Aid, Morgue, Facilities and Shelter.
Section Assignment:	Operations
Reports to:	Incident Commander

Activation

- ☐ Check in with the Incident Commander for a situation briefing:
  - The type of emergency
  - Location of emergency and types of facilities involved
  - Size of area involved (limited area or campus wide)
  - Number and type of injuries/casualties
  - Access routes for emergency vehicles
  - Assistance required (e.g., medical, fire, Facility Services, environmental health and safety).
- ☐ Obtain necessary equipment and supplies from Logistics: hard hat, vest or position identifier (if available), clipboard with job description, & radio
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

First Priority/Consideration

- ☐ Number one priority is Life Safety. Determine if the following branches need to be activated:
  - FIRST AID BRANCH to set up and operate a First Aid Station for emergency triage or first aid
  - SEARCH & RESCUE BRANCH to search for and rescue injured and trapped persons
  - SAFETY/SECURITY BRANCH to evacuate people away from a danger zone

Operations Section Chief - continued

- FACILITIES BRANCH to check each building and utility on campus and post them safe, unsafe or limited entry. This branch should include an accountant type person to assess, track and document the costs of repairs of each building
- Other BRANCHES as needed

☐ Authorize immediate actions according to safety and emergency operation procedures including on-site treatment of the injured, occupancy status of the buildings, procedures for relocating students, employees, and visitors away from dangers and hazards

Staffing Actions

☐ The Operations Chief must assign RSCCD employee supervisors for all volunteers and students. The Supervisors will work for the Operations Chief. They will be given very specific assignments, staffing, maps of the location where the work is to be performed and the resources needed to do their assigned duties. Request staffing and resources from Logistics

☐ Determine what staff resources are immediately available and make requests for appropriate personnel and equipment resources needed for control of the incident

☐ Make requests to LOGISTICS for resources, which are needed or will be needed soon

☐ Work closely with Planning Section in the development of Incident Action Plan

☐ Hold briefing and planning meetings with your Branch/Unit Coordinators

Medical Actions

☐ Assign personnel to manage a First Aid Station

☐ Establish a First Aid Station

☐ Ensure that supplies are available

☐ Establish and implement procedures and priorities for First Aid, etc.

☐ Verify that emergency transportation has been called for severe cases; transport to the closest emergency receiving hospital

☐ District vans may need to be used to transport individuals to hospitals should ambulances not be available

Access Control Actions

☐ Direct staff to cordon off unsafe areas, secure facilities and control access where there is damage

☐ Shut down utilities, if presenting a possible hazard

☐ Ensure traffic control is established to provide access for emergency vehicles

☐ Establish and control assembly areas utilizing Floor Wardens

☐ Leave Building Captains free to report to the INCIDENT COMMMANDER

☐ Deal with requests to re-enter buildings, coordinate with the INCIDENT COMMANDER

Operations Section Chief - continued

Resource Logistics Actions

- ☐ Request site food/water and other personnel support for response teams from the LOGISTICS CHIEF
- ☐ Plan for on-going operations if damage is severe or field activities appear to be extensive
- ☐ Coordinate with LOGISTICS and the INCIDENT COMMANDER to plan for extended operations, especially during non-business hours

Recovery Actions

- ☐ Coordinate and direct the clean-up, salvage and repair efforts for all facilities
- ☐ Provide information and recommendations to PLANNING for the After-Action Report
- ☐ Support the OES/FEMA DOCUMENTATION files with photographs and source documents; time records, field notes, etc.

Additional Items

- ☐ Schedule breaks and reassign staff within the section as needed
- ☐ Make sure that operations staff are following standard procedures, using appropriate safety gear and documenting their activities
- ☐ Ensure all fiscal and administrative requirements are coordinated through the Finance and Administration Section
- ☐ Provide a Notification of any emergency expenditures

Deactivation

- ☐ When authorized by the Incident Commander, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team. (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with the Timekeeper. Return equipment and reusable supplies to Logistics. Leave a phone number you can be reached with the Timekeeper

Safety/Security Branch (ICP)	
Vest Color:	Red
Function:	Campus Safety will provide assistance with life threatening tasks: campus warnings, immediate evacuation of hazardous areas, and rescue. In addition, Campus Safety will provide for traffic control, access containment and property protection.
Section Assignment:	Operations
Reports to:	Operations Chief

Activation

- ☐ Check in with the Operations Chief for a situation briefing
- ☐ Obtain necessary equipment and supplies: hard hat, vest or position identifier (if available), clip board with job description, flashlight and radio
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ Provide a rapid warning to the campus community of hazards or dangers
- ☐ Assist with clearing and closing buildings following an earthquake
- ☐ Evacuate people from potential or existing danger
- ☐ Close off areas and controlling access (limited or no access)
- ☐ Route fire, rescue, and police, as appropriate
- ☐ Traffic control
- ☐ Protect property

If Assigned To Warn the Campus of Danger

- ☐ Determine who needs to be warned
- ☐ Clarify the message that will be given out. If the message deals with evacuation from an area, BE SPECIFIC WHERE YOU WANT PEOPLE TO GO
- ☐ Determine the method for giving the warning, (In person, by going to specific locations, P.A. announcements, Blackboard, Connect, etc.)
- ☐ Prepare and disseminate the message

Safety/Security Branch - Continued

If Assigned To Clear & Close Buildings Following an Earthquake

- ☐ Make sure the plan identifies all building(s) to be searched and closed
- ☐ Obtain safety instructions for damaged buildings (How to recognize hazards, conditions that would prevent entering a damaged building, protective clothing, etc.)
- ☐ Establish a procedure for clearing injured persons from the building
- ☐ Provide each team with materials to post "Building Closed" signs

If Assigned To Evacuate an Area or the Entire Campus

- ☐ Plan should include:
  - Assembly Areas and safe exit routes
  - Traffic control devices, barricades and signs
  - Accommodations for relocating the physically impaired
  - If applicable, consult with Child Development Center to determine needs for evacuation of children and/or reunification staging area for parents and guardians to respond for pick-up
  - Consult with Shelter Branch for support resources for staging areas should they be occupied for extended periods

If Assigned to Search or Assist Persons Injured or Trapped

- ☐ Obtain safety instructions for damaged buildings (How to recognize hazards, conditions that would prevent entering a damaged building, protective clothing, etc.)
- ☐ Search assigned areas, according to the established pattern
- ☐ Check each building to ensure complete evacuation. Make a note of unsafe conditions and areas
- ☐ Remove any trapped or injured persons, according to established procedures. Assist the injured to the FIRST AID CENTER. Send for help if the person cannot be safely moved

NOTE: If there is structural damage to the building or severe hazards; i.e., electrical, fire, hazardous materials, etc., advise the Operations Chief before proceeding. You may need to call the Fire Department and other experts to successfully rescue a victim without further harm to yourself and/or the victim. This is especially important for earthquake damaged buildings which may fully collapse during aftershocks.

If Assigned to Close off Areas and/or Control Access

- ☐ Determine the type of control of persons and vehicles into and out of the area

  NO ACCESS

  - All people will be prohibited from entering the closed area. Authorized personnel; i.e., campus, local, state or federal personnel performing emergency work will be permitted entry. Media representatives will be allowed access on a controlled basis

  LIMITED ACCESS

  - Allows persons into closed area according to criteria established by the Operations Chief.

Safety/Security Branch - Continued

- Persons entering must abide by the policies established in order to gain entry
- Direct the placement of barricades, traffic control devices, and signs
- Establish an entry system
- Establish and staff control points

☐ Direct all media requests for information to the Public Information Officer

Deactivation

☐ When authorized by the Operations Chief, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team. (These documents must be retained as legal records of the emergency response.)

☐ Sign-out with timekeeping

☐ Return equipment and reusable supplies to Logistics

☐ Sign-out with timekeeping and leave a phone number where you can be reached

☐ Be prepared to provide input for the After-Action Report

Facilities Branch Director (ICP)

Vest Color:	Red
Function:	Inspect campus structures, facilities and grounds for damage, obstructions and utility infrastructure failures. Prioritize assessments for essential repair operations and perform emergency debris clearance.
Section Assignment:	Operations
Reports to:	Operations Chief

Activation

- ☐ Check in with the Operations Chief for a situation briefing
- ☐ Obtain necessary equipment and supplies: hard hat, work gloves, master keys, vest or position identifier (if available), and clipboard with job description, flashlight, dust masks, caution tape, shut-off tools for gas & waster & a 2-way radio
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document: messages received, actions taken, decision justification, and documentation and requests filled

Operational Duties

- ☐ Assign field teams to survey campus structures and grounds for damage, hazards and debris problems and report findings to the Incident Commander
- ☐ Ensure staff work safety and they take no action that will endanger themselves or others
- ☐ Ensure detailed lists and logs of damage are maintained. This documentation should include detailed written descriptions and both still photographs and videotape
- ☐ Check gas meter, if gas is leaking, shut down the gas supply
- ☐ Shut down electricity only if building has clear structural damage or advised to do so by Command Post.
- ☐ Post yellow caution tape around damaged or hazardous areas
- ☐ Do not repair damaged areas until full documentation, such as photographs and video evidence, is complete unless the repairs are essential to immediate life-safety
- ☐ Field teams should be directed to check for and report chemical and electrical hazards as soon as possible
- ☐ Periodically or as requested, update the Incident Commander on damage status and information reported by field personnel
- ☐ Determine resources required for emergency repairs and debris clearance
- ☐ Coordinate and arrange for contractor assistance and services through the Purchasing Branch Coordinator
- ☐ The campuses and District office will conduct preliminary damage assessments of their facilities, and post signs on structures that are determined to be CLOSED or UNSAFE. These structures will be blocked off so no one can enter them. A Campus Safety Officer may have to be posted to keep out unauthorized personnel

Facilities Branch Coordinator Checklist (continued)

- ☐ Periodically or as requested, provide the Operations Section Chief, Finance Section Chief and the Incident Commander with updated information on estimated damage/loss costs to District/Campus structures and facilities
- ☐ In the event of earthquakes, multiple structural assessments may be required following aftershocks
- ☐ The District EOC will assign someone to collect and maintain all damage reports and work with FEMA
  - Have them collect all damage information from all sites
  - Estimate the damage/repair costs
  - Work with FEMA for a Preliminary Damage Assessment meeting and tour
  - Once FEMA approves reconstruction and/or repairs, the District will manage the FEMA claim
- ☐ A second evaluation may need to be done on buildings that are questionable structural integrity, request a more qualified individual
- ☐ Following earthquakes that cause extensive, visually observable damage, all structures to be Red- Tagged until cleared by structural engineers
- ☐ If insufficient support staff available, request volunteer support through the Staffing Branch Coordinator
- ☐ Determine status and availability of hand tools and heavy equipment for debris removal and minor facility repair
- ☐ In the event of flooding, assign personnel to assist in moving critical equipment and material from endangered areas to upper floors or high ground
- ☐ In the event of flooding or potential flooding conditions, ensure affected or at-risk electrical systems that could present a hazard, are shut down
- ☐ In the event of directives to close the District/Campus, assign personnel to shut down utility systems.
- ☐ If necessary, assign personnel to assist Campus Safety staff in building-to-building contacts and notification (alerting and warning) of campus evacuation
- ☐ Once cleared, buildings should be secured and marked

Deactivation

- ☐ When authorized by the Operations Chief, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Search & Rescue Team Leader (ICP)	
Vest Color:	Red
Function:	Coordinate and assist in the location and removal of persons trapped in damaged or collapsed structures or other locations.
Section Assignment:	Operations
Reports to:	Operations Chief

Search & Rescue Team leaders are made up of Maintenance & Operations personnel and other staff as needed.

- ☐ Safety Rules:
- ☐ Use the buddy system: Assign a minimum of 2-4 people to each team if you have radios. Assign a 3rd person as a runner, if none, take no action that might endanger you or others
- ☐ Do not work beyond your expertise
- ☐ Use appropriate safety gear
- ☐ Size up the situation first
- ☐ Follow all operational and safety procedures
- ☐ Priority #1: Go to the location where the trapped and/or injured person(s) were reported to be. Rescue the lightly trapped before conducting more difficult rescues. If someone requires expertise beyond your training, request Fire Department personnel
- ☐ Priority #2: Do a building-by-building, methodical search to ensure no one was left behind. (Trapped and injured victims have an 80% chance of survival if rescued and taken to professional medical facilities within the first 24 hours)

Activation

- ☐ Check in with the Operations Chief for a situation briefing
- ☐ Activate Search & Rescue personnel and have them report to the Incident Command Post Obtain necessary equipment and supplies: hard hat, work gloves, master keys, vest or position identifier (if available), clipboard with job description, flashlight, dust masks, caution tape, shut-off tools for gas and water and a 2-way radio
- ☐ Have them line up just outside the Command Post, outfitted and ready to be assigned into teams
- ☐ Conduct a radio test before you leave the Incident Command Post or leave a cell phone number with Planning
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received, Actions taken
  - Decision justification and documentation
  - Requests filled

Search & Rescue Team Leader (continued)

Operational Duties

- ☐ Perform a visual and radio check of the outfitted team leaving the Incident Command Post. Teams must wear sturdy shoes and safety equipment
- ☐ Record names and assignments before deploying teams
- ☐ Dispatch teams to known hazards or situations first, then to search the campus using specific planned routes. Send a specific map assignment with each team
- ☐ Remain at the Command Post in radio contact with S&R Teams
- ☐ Record all teams' progress and reports on the site map, keeping others at the Command Post informed of problems. When a room or building is reported clear, mark a "C" on the map
- ☐ If injured students are located, consult the Operations Section Chief for response. Utilize Transport teams or send a First Aid Team. First Aiders should stay at the First Aid Station and injured should be brought to the First Aid Station. The first thing the Search & Rescue Team do is a quick medical assessment of the patient before moving them
- ☐ Record the exact location of damage and a triage tally (I=immediate, D=delayed, DEAD=dead) on the map
- ☐ Coordinate rescue operations with the First Aid Branch to ensure injured rescue receive appropriate care
- ☐ All rescued survivors should be medically triaged to ensure their welfare
  - Notify the Command Post of any fatalities
  - Mark the location of fatalities. When feasible, cover but do not remove unless deemed necessary for health reasons or other compelling reasons
- ☐ Carefully assess and/or prohibit the use of volunteer rescue workers in extremely hazardous conditions; i.e., fires, hazardous materials incidents, severely damaged or completely collapsed structures
- ☐ Coordinate with the Care and Shelter Branch for the establishment of a Reception Area for reuniting rescued persons and families
- ☐ Keep radio communication brief and simple. No codes

Deactivation

- ☐ When authorized by the Operations Chief, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Search & Rescue Team (ICP)

Vest Color:	Red
Function:	Location and remove persons trapped in damaged or collapsed structures or other locations.
Section Assignment:	Operations
Reports to:	Search & Rescue Team Leader

Safety

- ☐ Use the buddy system: Ensure that each team has been assigned a minimum of 2 persons
- ☐ Take no action that might endanger yourself or others. Do not work beyond your expertise. Use appropriate safety gear. Size up the situation first
- ☐ Follow all operational and safety procedure.

Activation

- ☐ Check in with the Search & Rescue Team Leader for a situation briefing
- ☐ Obtain necessary equipment and supplies. The Search & Rescue Bags in the storage locker have safety supplies for a 3-person team; hard hats, work gloves, vests, clipboard with job description, flashlights, dust masks, caution tape, pry-bar, shut-off tools for gas and water and first aid supplies

Operational Duties

- ☐ Report gas leaks, fires or structural damage to the Command Post immediately upon discovery. Shut off gas or extinguish fires if possible
- ☐ Before entering a building, inspect the complete exterior of the building. Report structural damage to the team leader. Use yellow caution tape to barricade hazardous areas. Do not enter severely damaged buildings. If you are in doubt about your safety, DO NOT ENTER!
- ☐ If the building is safe to enter, search the assigned area (following the map) using an orderly pattern, check all rooms. Use chalk or grease pencil to mark a slash on the door when entering a room. Check under desks and tables. Search visually and vocally, listen. When leaving each room, complete the slash to form an "X" on the door. Report by radio to the Incident Command Post that the room has been cleared; i.e., "Room A-123 is clear"
- ☐ When an injured victim is located, transmit the location, number and condition of the injured to the Command Post. Do not use names of students or staff. Follow directions from the Command Post
- ☐ Record the exact location of damage and triage tally (I=immediate, D=delayed,) on the map and report the information to the Command Post
- ☐ Keep radio communication brief and simple. Do not use codes

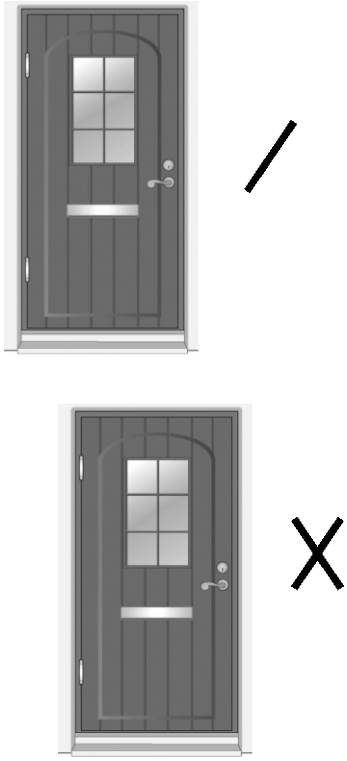
Deactivation

- ☐ When authorized by the Search & Rescue Team Leader, deactivate. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team. (These documents must be retained as legal records of the emergency response)

- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics

DOOR MARKING

Mark a "/" on the door when you enter and an "X" when you exit so others will know if you are inside or if the search is complete.



First Aid Team Leader (ICP)

Vest Color:	Red
Function:	The First Aid Team Leader is responsible for providing emergency first aid to the campus community and ensuring that appropriate actions are taken in the event of deaths. Coordinates the need for Mental Health services to provide counseling for response workers.
Section Assignment:	Operations
Reports to:	Operations Section Chief

First Aid Teams are led by Health Center personnel and supported by EMT Instructors and students, as well as any medically trained personnel on site where available.

The Health Centers will be used for first aid unless an incident like a major earthquake drives the operation outside until buildings can be evaluated. Where there are no Health Centers, use either a large room or in an earthquake an outside open area. Once buildings have been evaluated, you may want to consider moving the operation indoors.

Activation

- ☐ Check in with the Operations Chief for a situation briefing
- ☐ Determine the probability of outside emergency medical support and transport assistance
- ☐ Assess available inventory of supplies and equipment
- ☐ Initiate call out for support staff as appropriate
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Maintain a log of your activities

Operational Duties

- ☐ Oversee the assessment, care, treatment and transport of patients to hospitals
- ☐ If the Health Center is unusable because of severe damage or hazards, advise the Operations Section Chief and determine an alternate location for first aid treatment. If an earthquake has occurred, you may need to move outside to an open space area
- ☐ Set up alternate first aid area in a safe place (upwind from the emergency area if the emergency involves smoke or hazardous materials), away from students and parents, with access to emergency vehicles
- ☐ Establish a point of entry ("***Triage***") into the treatment area
- ☐ Establish "***Immediate***," "***Delayed***" and "***Minor***" treatment area
- ☐ Set up a separate psychological first aid area if staff levels are sufficient
- ☐ Make personnel assignments. If possible, assign a minimum of two people to ***Triage***, two to ***Immediate***
- ☐ treatment, two to ***Delayed*** treatment, two to ***Minor*** and two to psychological treatment
- ☐ Review safety procedures and assignments with personnel. Ensure caregiver and rescuer safety and ensure that they use latex gloves for protection from body fluids and new gloves for each new patient
- ☐ Organize and coordinate Triage Teams. Ensure briefings of First Aid Branch staff include:
  - Triage guidelines

First Aid Team Leader (continued)

- Addressing/stopping of severe bleeding
- Tagging the injured using Triage Tags
- Patient tracking
- Transport guild lines (when to transport, what resources are available to transport, where to load patients and what to do if ambulances are not available)
- Identification and handling of fatalities

☐ Periodically report to the Command Post:
- Advise the **Operations Chief** of the status First Aid Area (overloaded, running out of supplies, etc.)
- Advise them of the numbers of injured and deceased. Have a runner take a list of individuals in the First Aid area **Planning Section** and update periodically
- Advise them of staffing needs and what types of expertise are needed
- Provide them with a list of supply needs (Order these items *long* before you need them)

☐ Determine ongoing needs and communicate with the Operations Chief:
- Portable generators
- Emergency radios
- Food and water supplies for victims and staff
- Additional personal protective equipment
- Additional medical supplies

☐ Ensure accurate and detailed records, logs and tracking information are maintained on patients

☐ Ensure you note where patient was taken if transported (what hospital)

☐ Coordinate debriefing/crisis counseling for response workers with local or county Mental Health personnel. Determine if Student Health Center psychologist or psychiatrist can provide assistance

☐ Make sure that accurate records are kept

☐ Provide personnel to respond to injuries in remote locations or request a Transport Team from Logistics

☐ If needed, request additional personnel from Logistics

☐ Brief newly assigned personnel

☐ Report deaths immediately to the Operations Section Chief

☐ Keep the Operations Section Chief informed of the overall status

☐ Set up a morgue, if necessary, in a cool, isolated, secure area;

☐ Stay alert for communicable diseases, isolate appropriately and ensure personal protective equipment is worn by all personnel

☐ Consult with the Student Care Director regarding health care, medications, and meals for students with known First Aid conditions (e.g., diabetes, asthma, etc.)

First Aid Team Leader (continued)

Deactivation

- ☐ When authorized by the Operations Chief, deactivate the unit and close out all logs. Make sure that all records, logs, reports, and other documents are completed and given to the Documentation Team. (These documents must be retained as legal records of the emergency response)
- ☐ Have all units sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Properly dispose of contaminated first aid supplies
- ☐ Be prepared to provide input for the After-Action Report

Equipment/ First Aid Supplies

- ☐ Job description clipboards
- ☐ Stretchers
- ☐ Vest (if available)
- ☐ Tables and chairs
- ☐ Colored tarps, triage tags, signs (Triage, Immediate, Delayed, Minor Treatment Areas)
- ☐ Staff and student medication from the Health Office

Forms

- ☐ Notice of First Aid Care
- ☐ First Aid Treatment Victim Log
- ☐ Masking tape
- ☐ Marking pens
- ☐ Blankets
- ☐ Quick reference First Aid guides

First Aid Team (ICP)	
Vest Color:	Red
Function:	Provide appropriate emergency first aid to patients.
Section Assignment:	Operations
Reports to:	First Aid Team Leader

Activation

- ☐ Check with the First Aid Team Leader for assignment
- ☐ Obtain and wear personal safety equipment including latex gloves

Operational Duties

- ☐ Administer appropriate first aid
- ☐ Maintain accurate records of care given
- ☐ Continue to assess victims at regular intervals and report deaths immediately to the First Aid Team Leader
- ☐ If and when transportation is available, do a final assessment and document on the triage tag. Keep and file records for reference—do not send any records with the victim
- ☐ A student's emergency card must accompany each student removed from campus to receive advanced First Aid Branch attention. Send an emergency out-of-area phone number, if available

Triage Entry Area

- ☐ The triage area should be staffed with a minimum of two trained team members, if possible
- ☐ One member confirms the triage tag category (red, yellow, green) and directs to the proper treatment area. Should take 30 seconds to assess — no treatment takes place here. Assess if not tagged
- ☐ Second team member logs victims' names on form and sends the forms to the Command Post as completed

Treatment Areas ("Immediate, Delayed and Minor")

- ☐ Treatment areas should be staffed with a minimum of two team members per area, if possible
- ☐ One member completes secondary head-to-toe assessment
- ☐ Second member records information on the triage tag and on-site treatment records
- ☐ Follow categories: Immediate, Delayed, Minor, Dead
- ☐ When using the two-way radio, do not use the names of the injured or dead

Deactivation

- ☐ When authorized by the First Aid Team Leader, deactivate. Make sure that all records, logs, reports and other documents are completed and given to the Documentation Team
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Clean up first aid area. Dispose of hazardous waste safely
- ☐ Return equipment and reusable supplies to Logistics

Morgue (ICP)	
Vest Color:	Red
Function:	Provide appropriate care for the dead.
Section Assignment:	Operations
Reports to:	First Aid Team Leader

Activation

If directed, set up a morgue area. Verify:

- ☐ Tile, concrete, or other cool floor surface
- ☐ Accessible to Coroner's vehicle
- ☐ Remote from the assembly areas
- ☐ Security: Keep unauthorized persons out of the morgue
- ☐ Maintain a respectful attitude

Operational Duties

After pronouncement or determination of death:

- ☐ Confirm that the person is actually dead
- ☐ Do not move the body until directed by the Command Post
- ☐ Do not remove any personal effects from the body. Personal effects must remain with the body at all times
- ☐ Photograph the body and surrounding areas. Let whoever photographs the body know who to send it to and tell them to delete the photo immediately and not share with anyone ever
- ☐ As soon as possible, notify the First Aid Team Leader, who will notify the Command Post who will contact law enforcement authorities of the location and, if known, the identity of the body. Law enforcement personnel will notify the Coroner
- ☐ Keep accurate records and make them available to law enforcement and/or the Coroner when requested
- ☐ Write the following information on two tags:
  - Date and time found
  - Exact location where found
  - Name of decedent if known
  - If identified—how, when, by whom
  - Name of person filling out tag
- ☐ Attach one tag to body
- ☐ If the Coroner's Office will not be able to pick up the body soon, place the body in a plastic bag and tape securely to prevent unwrapping. Securely attach the second tag to the outside of the bag. Move the body to the morgue (a secure, cool location)
- ☐ Place any additional personal belongings found in a separate container and label as above. Do not attach to the body—store separately near the body

Deactivation

- ☐ After all bodies have been picked up, close down the Morgue
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached

Shelter Team Leader (ICP)	
Vest Color:	Red
Function:	Provide Mass care and shelter operations
Section Assignment:	Operations
Reports to:	Operations Chief

Activation

- ☐ Check in with the Operations Chief for a situation briefing
- ☐ Obtain necessary equipment and supplies: hard hat, work gloves, master keys, vest or position identifier (if available) and clipboard with job description, flashlight, dust masks, caution tape, shut-off tools for gas and water and a 2-way radio
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Take no action that might endanger you or others
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ Recommend to the Operations Chief which facility will be used as the shelter
- ☐ Contact the Red Cross and see if they can open and operate the shelter

Planning Section - ICP

Overview

The Planning/Intelligence Section's (Planning Section) primary responsibility is to collect, evaluate, display and disseminate incident information and status of resources. This section functions as the primary support for decision-making to the overall emergency organization. This section also provides anticipatory appraisals and develops incident action plans necessary to cope with changing field events.

Objectives

The Planning Section ensures that situation status, resource status, safety/damage assessment and any other relevant information is compiled, assembled and reported in an expeditious manner to the various EOC/CEOC sections, appropriate affected cities and the Operational Area. The Planning Section is also responsible for the detailed recording (Documentation Unit) of the incidents and response resources and the preservation of these records during and following the emergency/disaster. The Planning Section will accomplish the following specific objectives during a disaster/emergency:

- Collect all incident information (Situation Status)
- Record all resources assigned to an incident; document check out and check in times
- Document safety/damage assessment facility information for future FEMA claims
- Display incident and operational information in the Incident Command Post, CEOC, or District EOC (wherever assigned) using maps and visual aids
- Disseminate intelligence information to the level above yours (Incident Command Post to CEOC, CEOC to District EOC, District EOC to Orange County Operational Area EOC) Map the incidents
- Prepare summary safety/damage assessment reports for dissemination to CEOC/District EOC affected cities, Operational Area, State OES and FEMA
- Prepare required reports identifying the extent of damage and financial losses
- Determine the District/Campus post-event condition
- Provide Planning support to other EOC/CEOC sections
- Ensure accurate recording and documentation of the incident
- Prepare the District/Campus Incident Action Plans (explanation follows)
- Prepare the District/Campus After Action Report
- Prepare a post-disaster recovery plan
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use as well as State OES and FEMA filing requirement
- Acquire technical experts for special interest topics or special technical knowledge subjects

Incident Action Planning

Incident Action Plans are an essential part of SEMS and NIMS at all levels. Incident action planning is an effective management tool involving two essential items:

- A process to identify objectives, priorities and assignments related to emergency response or recovery actions
- Plans which document the priorities, objectives, tasks and personnel assignments associated with meeting the objectives

Incident Action Plans

Action plans developed for use at incidents are called Incident Action Plans (IAP). Incident Action Plans are required for each operational period. (An operational period is the length of time scheduled for the execution of a given set of operational actions as specified in the IAP.) Incident Action Plans may be either verbal or written.

Written Incident Action Plans are recommended for:

- Any multi-agency and multi-jurisdictional incident
- Complex incidents
- Long-term incidents when operational periods would span across shift changes

The format for an Incident Action Plan will generally include the following elements:

- Incident objectives and priorities (overall, what do we want to achieve)
- Primary and alternative strategies (as appropriate) to achieve incident objectives
  - What are the ways in which we can achieve the objectives?
  - How do the strategies compare in safety, speed, environmental impact, cost, etc.?
  - Is current resource availability a limiting or dictating factor in strategy selection?
- Tactics appropriate to the selected strategy. Given a selected strategy, what are the specific tactics necessary to implement the strategy?
- The kinds and number of resources to be assigned determined by the tactics to be used
- The operations organization necessary for the selected strategy and tactics (can include describing the incident geographically or functionally)
- Overall support organization including logistical, planning and finance functions
- A communications plan
- Safety messages

Attachments may include:

- ICS 201
- Incident Objectives
- Current Organization Chart
- Incident Map of impact area
- Resource Requests/Task Assignments
- Communications Plan
- Medical Support Plan
- Key Facilities
- Weather Forecast

Planning Section Chief (ICP)

Vest Color:	Blue
Function:	This position is responsible for the collection, evaluation, documentation and use of information about the development of the incident and the status of resources. Maintain accurate records and site map. Provide ongoing analysis of situation and resource status. The Planning Chief also develops incident action plans necessary to cope with changing field events.
Section Assignment:	Planning
Reports to:	Incident Commander

NOTE: THIS POSITION MAY NOT BE FILLED AT THE ICP, ESPECIALLY IF IT IS STAFFED AT THE CEOC OR EOC. REGARDLESS, THE DUTIES OF THIS POSITION NEEDS TO BE COMPLETED BY SOMEONE AT THE ICP LEVEL.

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Open and maintain accurate and detailed section logs

Operational Duties

- ☐ Assume the duties of all Planning Section positions until staff is available and assigned
- ☐ As staff is assigned, brief them on the situation and supervise their activities, utilizing the position checklists

Communications and Coordination

- ☐ When at a Command Post, set up communications to the CEOC to provide information and request operational and logistical support for lifesaving operations
  - IF STAFFING THIS POSITION AT THE CEOC OR EOC, SEE THE POSITION GUIDES FOR THE EOC IN FUNCTIONAL ANNEX G
- ☐ Develop an updated Incident Action Plan each operational period (usually 12 hours) and submit to the Incident Commander for approval
- ☐ Maintain current situation status at all times. The following information should be collected and displayed:
  - Data regarding injuries, casualties, etc., from First Aid Branch
  - Status of facilities (damage, utilities failures)
  - Property damage (estimated dollar loss)
  - Outside agencies/mutual aid (called, arriving, in-place)
  - Road conditions
  - Weather conditions (present and pending)
  - Shelters activated or needed
- ☐ Develop information that will help to determine if protective action is needed, including the closure of the campus and/or cancellation of classes. Assist the Incident Commander, CEOC Director and CEOC staff in developing recommendations to the campus President regarding protective actions
- ☐ Establish and maintain resource tracking system

- ☐ Prepare periodic predictions as requested and anticipate events for the most efficient disaster response (e.g., timely requests for resources, mutual aid and state and federal assistance; timely issuance of emergency public information)
- ☐ Inquire about status of transportation routes, utilities, using television, radio broadcasts, Facilities Unit and CEOC (if activated) assistance
- ☐ Coordinate with Logistics Section to maintain resource status system indicating current location and status of all resources and maintenance of a master list of all resources
- ☐ Prepare a Situation Report on the status of the emergency. Provide a copy to the Public Information Officer (PIO) for their use in briefing the media
- ☐ Make plans for ongoing operations to include the expected duration and extent of the response effort and initiation of recovery activities and programs
- ☐ Meet with IC prior to planning meetings, to discuss proposed strategy and tactics, diagram incident organization and resource location
- ☐ Based upon raw data, prepare briefings and recommendations for the Policy Group. Key considerations are:
  - Nature and scope of the emergency
  - Response capability
  - Threat to life and property
  - Damage assessment data, expressed in dollar amounts
- ☐ Make analysis available for operational and recovery planning, policy making and development of public information materials
- ☐ If District buildings are damaged or safe occupancy must be verified, arrange for building inspectors to inspect buildings and to placard inspections and occupancy status on buildings
- ☐ Identify and recommend immediate repair and construction projects
- ☐ Give information to Finance/Administration Section for preparing consolidated damage reports, including dollar amounts
- ☐ Evaluate all data for accuracy, clarity, relevance, timeliness and believability
- ☐ Prepare and maintain of visual displays, charts and maps, (to include organization chart of the field members involved in the emergency, impacted areas and damage incurred and resource allocation and deployment)
- ☐ Anticipate events for the most efficient disaster response (e.g., timely requests for resources, mutual aid, and state and federal assistance; timely issuance of emergency public information)
- ☐ Obtain/attend situation briefings
- ☐ Brief your relief at shift change time
- ☐ Keep records/logs of calls, assignments and actions

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs
- ☐ Verify that the closing tasks of all Planning Section positions have been accomplished
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Sign-out and leave a phone number where you can be reached

Documentation Unit (ICP)

Vest Color:	Blue
Function	This unit is responsible for the collection, evaluation, documentation and use of information about the development of the incident and the status of resources.
Section Assignment:	Planning
Reports to:	Planning Section Chief

NOTE: THIS POSITION MAY NOT BE FILLED AT THE ICP, ESPECIALLY IF IT IS STAFFED AT THE CEOC OR EOC. REGARDLESS, THE DUTIES OF THIS POSITION NEEDS TO BE COMPLETED BY SOMEONE AT THE ICP LEVEL.

Activation

- ☐ Check in with the Planning Section Chief for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Determine whether there will be a Finance/Administration Section. If there is none, the Documentation Clerk will be responsible for maintaining all records of any expenditures as well as all personnel timekeeping records

Operational Duties

- ☐ Begin documenting the history of ICP activities
- ☐ Establish ICP documentation filing system
  - Situation Reports
  - News Releases
  - Briefings
  - Emergency Alert System
  - Letters/memos
  - Road Closures
  - Weather Reports
  - Message Forms
- ☐ Maintain a time log of the incident, noting all actions and reports
- ☐ Record content of all radio communication with the CEOC or the District EOC
- ☐ Record verbal communication for basic content
- ☐ Document all damage via photographs or video recording
- ☐ Photograph the Situation Status Board on a regular basis
- ☐ Follow-up with the Safety Officer to ensure work comp injuries are documented
- ☐ Document overall activities on the activity logs and status boards.
- ☐ Maintain master copies of messages and activity logs
- ☐ Maintain accurate, up to date, ICP activity files

Documentation Unit - continued

- ☐ Maintain storage of ICP files for legal, analytical and disaster recovery and historical purposes. Submit to the CEOC/EOC if activated
- ☐ Supervise the development of summary reports, briefings, etc.
- ☐ Assist with the development of the Incident Action Plan
- ☐ Review records for accuracy and completeness
- ☐ Provide information to the EOC/CEOC Director for report to District and/or OA. Coordinate information with Finance/Administration staff

Important: A permanent log may be typed or rewritten at a later time for clarity and better understanding. Keep all original notes and records—**they are legal documents.**

Deactivation

- ☐ Collect and file all paperwork and documentation from deactivating sections
- ☐ Securely package and store these documents for future use or provide them to the CEOC/EOC for storage
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Check out and leave a phone number where you can be reached

Logistics Section - ICP

OVERVIEW

The purpose of the Logistic Section is to provide resources to support disaster response, including but not limited to, personnel, vehicles and equipment. The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster sites, ICP, CEOC, EOC, etc. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the Incident Commander, President or Chancellor.

Objectives

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section. The Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- Collect information from other sections to determine needs and prepare for expected operations
- Coordinate provision of logistical support with the Incident Commander
- Prepare required reports identifying the activities performed by the Logistics Section
- Determine the logistical support needs and plan for both immediate and long-term requirements
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and CalOES/FEMA filing requirements

Logistics Section Chief (ICP)

Vest Color:	Orange
Function:	Ensures that the logistics functions that support the response structure are carried out. These include telecommunications, transportation, supplies, facilities, personnel, food and ground support.
Section Assignment:	Logistics
Reports to:	Incident Commander

NOTE: THIS POSITION MAY NOT BE FILLED AT THE ICP, ESPECIALLY IF IT IS STAFFED AT THE CEOC OR EOC. REGARDLESS, THE DUTIES OF THIS POSITION NEEDS TO BE COMPLETED BY SOMEONE AT THE ICP LEVEL.

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Open the supplies container or other storage facility
- ☐ Put on position identifier, such as a vest, if available
- ☐ Begin distribution of supplies and equipment as needed
- ☐ Ensure that the Command Post and other facilities are set up as needed
- ☐ Meet with Communications Branch Coordinator and obtain briefing on on-site and external communications capabilities and restrictions. Establish procedures and priorities for use of telecommunications and radio systems
- ☐ Find out what freeways, highways, bridges, etc. are closed and make alternate plans so resources can be easily moved from one campus to another and from suppliers to district sites
- ☐ Determine likely future logistics needs for resources and personnel
- ☐ Review the responsibilities for the branches and units in your section
- ☐ Activate organizational elements as needed and designate coordinators
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning

Operational Duties

- ☐ Assume the duties of all Logistics positions until staff is available and assigned
- ☐ Ensure section logs and files are maintained
- ☐ As staff is assigned, brief them on the situation and supervise their activities, utilizing the checklists
- ☐ Provide staffing and resources for the Staging Area, Sanitation Area, Feeding Area, Press Conferences and other facilities or operations, as needed
- ☐ Maintain security of the cargo container, supplies and equipment
- ☐ Consider assigning someone to inventory available campus vehicles for use in the emergency and consider moving them to one central location
- ☐ Maintain current displays associated with your section. Ensure information reports or displays are clear and understandable

Recovery Phase

- ☐ Determine the need for and scope of employee assistance and provides support services to employees and their families as needed. (Employee assistance may include providing counseling; establishing community links for special childcare, elderly care or shelter provisions; and/or arranging travel accommodations for employees reporting to remote locations)

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs
- ☐ Verify that closing tasks of all Logistics positions have been accomplished. Secure all equipment and supplies
- ☐ Check out; Leave a phone number where you can be contacted

Food / Water / Sanitation Unit (ICP)	
Vest Color:	Orange
Function:	This unit is tasked with filling all requests for food and potable water for all personnel unable to leave tactical assignments. This includes determining the number of personnel to be fed, ordering food and obtaining ground transportation to pick up and deliver food to personnel.
Section Assignment:	Logistics
Reports to:	Logistics Section Chief

Activation

- ☐ Check in with the Logistics Section Chief for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning

Operational Duties

- ☐ Deploy personnel as requested by the Incident Commander
- ☐ Inventory available food and water supplies
- ☐ The Food Unit determines food and water requirements; plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns
- ☐ Efficient food service is important, but especially so for any extended incident. The Food Unit must be able to anticipate incident needs, both in terms of the number of people who will need to be fed and whether the type, location or complexity of the incident indicates that there may be special food requirements
- ☐ When normal water and sanitation facilities are unavailable, consider the following planning guidelines:
  - (1) Toilet per (40) persons
  - (1) Qt. of drinking water (minimum per person, per day)
  - (2,500 calories per person per day. (Approximately 3.5 lbs. of unprepared food)
- ☐ Potable water can be drained from water heaters around campus. Coordinate with Maintenance if needed
- ☐ Portable toilet may be needed at each Incident Command Post, CEOC, District EOC and work site
- ☐ Determine how many will be needed and order them
- ☐ Provide logistical support and staffing for staging area, sanitation area, feeding area and other facilities as needed

Deactivation

- ☐ At the Logistic Section Chief's direction, close out all logs and turn them in to Documentation
- ☐ Return all equipment and supplies
- ☐ Check out with Timekeeping and leave a phone number where you can be contacted

Staffing Leader (ICP)	
Vest Color:	Orange
Function:	This unit is responsible for coordinating the assignment of personnel (staff, students, disaster volunteers) in support of the incident
Section Assignment:	Logistics
Reports to:	Logistics Section Chief

Activation

- ☐ Check in with the Logistics Section Chief for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Open three logs to list staff, volunteers and students who are awaiting assignment
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning
- ☐ Make sure you have the proper California Disaster Service Worker forms for all volunteers/students to fill out prior to being assigned. When in a proclaimed Local Emergency, these workers can be covered by State Workers Compensation Insurance if registered properly

Operational Duties

- ☐ Deploy personnel as requested by the Incident Commander
- ☐ Contact Section Chiefs and determine the number of personnel needed and skills required
- ☐ Perform an incident assessment with regards to personnel staffing. Coordinate with Section Chiefs on the best procedure for shift assignments for District/Campus staff
- ☐ The Operations Chief must assign RSCCD employee supervisors for all volunteers and students. The Supervisors will work for the Operations Chief. They will be given very specific assignments, staffing and the resources needed to do their assigned duties
- ☐ Maintain master file of shift schedules and work assignments submitted by Section Chiefs for their respective staffs
- ☐ Establish a pool of available volunteers
- ☐ Establish a staging area for volunteers to be temporarily located while awaiting assignments
- ☐ Personnel priorities should be based on greatest health and safety needs
- ☐ Maintain records of all volunteer work assignments
- ☐ Instruct volunteers to report back to staging area upon completion of assignment
- ☐ Debrief volunteers after assignments to obtain information on possible operational improvements
- ☐ Coordinate with Care, Shelter and Food Branch to provide food and drink for volunteer
- ☐ Demobilize/release volunteers as soon as practicable
- ☐ Periodically brief the Incident Commander and the other Section Chiefs on the overall personnel situation
- ☐ Participate in the Logistics Section Chief's planning meetings
- ☐ Monitor Branch activities and adjust as necessary

- ☐ Brief the Logistics Section Chief on major problem areas that now need or will require solutions
- ☐ Brief your staff relief at shift change time

Deactivation

- ☐ Release subordinate staff when no longer required. Ensure that open actions are handled by the Branch or transferred to other ICP/ EOC/CEOC Sections as appropriate
- ☐ Ensure that any required forms or reports are completed prior to your release and departure
- ☐ Check out and leave a phone number where you can be contacted
- ☐ Be prepared to provide input to the After-Action Report

Communications Equipment (ICP)

Vest Color:	Orange
Function:	This unit is responsible for maintaining means of communications or to recommend alternate means of communications and is responsible for checking and restoring the campus information and telephone and computer infrastructure.
Section Assignment:	Logistics
Reports to:	Logistics Section Chief

Start-Up Actions

- ☐ Set up the Communications station in a quiet location with access to the Command Post
- ☐ Turn on radios and advise the Command Post when ready to accept traffic
- ☐ Conduct a radio test with every team before they leave the Command Post

Operational Duties

- ☐ Activate and test all campus communications systems, identifying all major areas of communications system damage and/or non-service
- ☐ Furnish telecommunications and data services necessary to ICP to cope with the emergency/disaster
- ☐ Assess equipment needs for field personnel and coordinate with Operations Section Chief and Logistics for equipment acquisition as needed
- ☐ Maintain your Activity Log
- ☐ Identify and provide alternative means for accomplishing critical communications tasks if normal equipment is not functioning. Provide the Operations Section Chief time and cost estimates for employing your identified alternatives
- ☐ Assess systems damage; restore campus's computer facilities; arrange and oversee restoration and replacement of computer equipment

Closing Down

- ☐ Close out all logs, message forms, etc. and turn them over to Documentation
- ☐ Return all equipment and unused supplies to Logistics
- ☐ Check out and leave a phone number where you can be contacted

Finance / Administration Section - ICP

Overview

The Finance/Administration Section's primary responsibility is to maintain, to the greatest extent possible, the financial systems necessary to keep the District/Campus functioning during an emergency or disaster. These systems include payroll, student financial records, claims processing and cost recovery documentation. The Finance/Administration Section (Finance Section) also supervises the negotiation and administration of vendor and supply contracts and procedures.

Objectives

The Finance Section acts in a supporting role in all disasters and emergencies to ensure all required records are available for future use. The Finance Section will:

- Provide financial support and coordination to District/Campus emergency operations
- Manage all financial aspects of an emergency
- Analyze costs related to the emergency/disaster
- Track and record personnel time
- Ensuring all obligation documents initiated at the incident are properly prepared and completed
- Brief administrative personnel on all incident related financial issues
- Process POs and contracts in coordination with the *Logistics Section*
- Process workers' compensation and other claims
- Handle travel expense claims and maintain all financial records of the incident
- Supervise the negotiation and administration of vendor/supply contracts and procedures
- Provide financial resources necessary for recovery
- Investigate and process claims
- Manage FEMA claims; attend FEMA briefings and meetings
- Coordinate documentation for cost recovery
- Work with disaster agencies on cost recovery
- Coordinate the recovery of costs

Finance/Administration Activation Procedures

- The EOC/CEOC Director is authorized to activate the Finance Section for response to an emergency/disaster.
- The Finance Section will be activated whenever the Field Incident Commander or EOC/CEOC Director determines that the District/Campus is involved or may soon be involved in a disaster/emergency that will require Finance/Administration response.
- The Finance/Administration Section Chief will activate the various units as the need arises. The extent of the disaster will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a widespread disaster that damages communications and systems, the entire section will be activated.
- In a widespread emergency that disrupts normal communications, all units of the Finance section are to assume activation and report to their assigned emergency location.

Cost Recovery

Obtaining federal and state assistance and recovering costs from third parties requires the District to collect and retain a broad range of original documents that clearly demonstrate that they were used for the disaster/emergency including:

- Employee timecards showing hours (regular and overtime) worked and which indicate the type and location of the work
- Use of District-owned equipment supported by equipment identification, dates and number of hours used each day, location and purpose for using the equipment
- Use of District-owned supplies supported by a reasonable basis for determining costs, why the material was necessary, and location of where the material was used
- Purchases of material supported by invoices showing quantity, description, unit cost, where, when and how the material was used
- Rental of equipment supported by invoices identifying the type and description of equipment, rate per hour indicating with or without operator, dates and hours used each day, where and why the equipment was used
- Invoices for work performed by contract must provide detailed breakdown of cost, where, when and why the work was performed

The above records and documentation must be retained for AT LEAST THREE YEARS from the date of final settlement of claim. All such records should be forwarded to Fiscal Services for audit follow- up. An audit can occur up to 3 years after the close of the claim.

Do's and Don'ts of Disaster Cost Recovery

Do

- DO record all regular and overtime hours WORKED on the disaster/emergency
- DO write on timecard the location and brief description of work performed
- DO charge vehicles and equipment used and indicate when and where
- DO charge equipment rentals to the appropriate charge points
- DO charge outside contracts to the appropriate charge points
- DO document how contracts were awarded
- DO place limits on contract with, "Amount not to exceed". If more work needs to be done, then amend contract
- DO use terms such as "Assess risk to public Health and Safety" instead of "Survey damage"
- DO use terms such as Direct, Control, Assign, and Dispatch instead of Administer
- DO report all damage to the Facilities Branch
- DO keep all records and unit logs accurately and up to date
- DO ask questions of the FEMA Representative for clarifications

Do Not

- DO NOT order everyone to charge all time to the disaster. Only charge those people and hours actually WORKED on the disaster
- DO NOT charge stand-by time to the system. FEMA will only pay for time worked
- DO NOT charge manager overtime to the system. The system will not post it, the District does not pay it, and FEMA will only reimburse what was paid
- DO NOT enter into sole source contracts without explicit documentation of why it was necessary
- DO NOT enter into cost-plus contracts
- DO NOT enter into open-ended contracts with no cap on expense. Place limits and amend if necessary

- DO NOT use terms such as “Damage Survey” use “Assess for risk to health and safety”.
- DO NOT assume damage to a District facility is not recoverable. It may be but let the disaster assistance agencies make that decision. Let us not make it for them
- DO NOT throw away records
- DO NOT forget to ask questions

Finance/Administration Section Chief (ICP)	
Vest Color:	Green
Function:	The Finance Chief sets up the accounting system to be used for the emergency and oversees all accounting and financial aspects of the disaster. The Finance Chief is responsible for supervising Insurance/FEMA Documentation as well as all documenting the process for the disaster assistance application.
Section Assignment:	Finance
Reports to:	Incident Commander

Start-Up Actions

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Locate and set up workspace
- ☐ Check in with the Documentation Clerk to collect records and information that relate to personnel timekeeping and/or purchasing
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning

Operational Duties

- ☐ Assume the duties of all Finance positions until staff is available and assigned
- ☐ Maintain financial records
- ☐ Initiate a record-keeping system for all expenditures
- ☐ Collect cost estimates of damage to facilities; obtain photographs, videotape, etc.
- ☐ Coordinate with campus departments for security of records in the event of campus evacuation or closure
- ☐ Make provisions for security and availability of on-campus funds
- ☐ Coordinate with appropriate personnel on procedures for handling emergency expenditures
- ☐ Have a system in place, lists of vendors and contacts, P.O. numbers, and all information needed to order emergency supplies during a disaster
- ☐ The District EOC Finance Chief will take the lead on District-Wide FEMA claims; attend FEMA briefings and begin the claims process for the district
- ☐ Ensure that all services utilizing private vendors or contractors are documented utilizing accurate records of equipment and personnel time
- ☐ Provide EOC Director with input on cost-related information
- ☐ Develop periodic disaster/event-related cost reports
- ☐ Ensure that all time and cost records are kept current and are posted in a timely manner
- ☐ Track and record staff hours
- ☐ Establish a cost recovery information gathering system

Finance Section Chief - continued

- ☐ Track the use of equipment and personnel. Include:
  - Time began
  - Time ended
  - Site where work was performed
  - What work was done
  - By whom
  - Equipment used
- ☐ Coordinate with the Logistics Section to ensure an incident-specific purchase order number has been assigned for tracking and cost recovery
- ☐ Maintain records of emergency operation expenses and billing and claims information
- ☐ Develop reimbursement plans and begin compiling reimbursement claims for submission to the proper agencies
- ☐ Ensure Logistics Section provides copies of all purchases made in support of the incident.
- ☐ Assist with recovery operations as appropriate
- ☐ Process any State and Federal claims for reimbursement as needed

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs
- ☐ Ensure that any required forms or reports are completed prior to your release and departure
- ☐ Be prepared to provide input on the operations of the Finance/Administration Section to the After Action Report
- ☐ Participate in all debriefings and critiques of response to the emergency and provide input to the After Action Report
- ☐ Provide a final report to the Finance/Administration Chief and Planning/Intelligence Section Chief on total costs and reimbursement programs
- ☐ Verify that the closing tasks of all Finance/Administration positions have been accomplished
- ☐ Check out and leave a phone number where you can be contacted

Timekeeping Unit (ICP)	
Vest Color:	Green
Function:	This unit is responsible for maintaining accurate and complete records of staff hours.
Section Assignment:	Finance
Reports to:	Finance Section Chief

Activation

- ☐ Check in with the Finance/Administration Section Chief for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Locate and set up workspace
- ☐ Check in with the Documentation Clerk to collect records and information which relate to personnel timekeeping

Operational Duties

- ☐ The Time Unit is responsible for tracking regular and overtime hours of staff, volunteers, contract labor and all others. (Time records are vital records that will be utilized for seeking disaster reimbursement)
- ☐ The Time Unit is also responsible for ensuring that daily personnel time recording documents are turned in
- ☐ The Time Unit is responsible for ensuring that time and equipment use records identify scope of work and site-specific work location
- ☐ Personnel time and equipment use records should be collected and processed for each operational period as necessary. Records must be verified, checked for accuracy and posted according to existing policy
- ☐ If District personnel not normally assigned to the site are working, be sure that records of their hours are kept
- ☐ Maintain a list of cell phone numbers where employees who have checked out can be reached

Deactivation

- ☐ Close out all logs
- ☐ Secure all documents and records
- ☐ Check out and leave a phone number where you can be contacted

Purchasing Unit (ICP)	
Vest Color:	Green
Function:	Responsible for the procurement of essential supplies, equipment and services and for maintaining accurate and complete records of purchases. Oversees and coordinates all operations concerned with obtaining resources.
Section Assignment:	Finance
Reports to:	Finance Section Chief

Start-Up Actions

- ☐ Check in with the Finance Section Chief for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Locate and set up work space
- ☐ Make sure you have an emergency purchasing system in place for when power is out, the internet does not work, emails and phones work sporadically, etc. You will need paper copies of your vendor lists, P.O. numbers, etc.
- ☐ Check in with the Documentation Clerk to collect records and information that relate to purchasing
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning

Operational Duties

- ☐ Meet with the Finance Section Chief to determine the process for tracking purchases.
- ☐ Determine the goods, equipment and services needed by the staff
- ☐ Obtain and arrange for delivery and distribution of the needed resources
- ☐ Conduct the process according to the applicable guidelines for disaster reimbursement in order to maximize the financial recovery
- ☐ Keep complete and accurate records for FEMA Documentation, provide them to the Finance Chief
- ☐ Make all logistical arrangements for procurement, delivery, payment and site contact of resources
- ☐ Assist with the deactivation process, tracking the return of equipment and supplies, the cessation of services and shut down of temporary services

Closing Down

- ☐ Close out all logs
- ☐ Secure all documents and records
- ☐ Check out with Timekeeping and leave a phone number where you can be contacted

HARD COMMUNICATIONS

ANNEX C

VI. Communications

A. Employee Notifications

An important part of the District's ability to respond to an incident or emergency is effective communication. The manner in which emergency notices are conveyed as well as the tone and content of the messages may make an enormous difference in how employees respond to an emergency. As such, the PIO will take the lead in crafting messages and ensuring the proper distribution of these vital messages in concert with the Incident Commander.

Employees can expect to receive vital information about emergency actions through e-mails, phone systems, bull horns, public address systems, face-to-face communication, two-way radios, posted signs or messengers.

District and Campus Websites

Whenever appropriate, the RSCCD website or campus websites will be used as a vehicle to deliver information to the public and to the employees. While these websites are used primarily for non-emergency information, in an emergency the site can be converted to communicate information relevant to the incident or situation, including emergency phone numbers, contacts or resources that may be needed.

B. Communications with Media

The general public has the right to know critical information related to emergencies within the College District. The media, particularly radio stations, in a natural disaster with power outages, will perform an essential role in providing emergency instructions and status reports to the public. Social media may be the best system to use to communicate especially with students who utilized these systems on a daily basis.

Only authorized spokespersons are to make statements to the media, either on the telephone or in person. As much as possible, all information distributed by the Spokesperson will come from the written statement prepared by the PIO.

The chancellor is an official spokesperson for the RSCCD and its sites. During emergencies, the District/Campus Public Information Officers (PIOs) are designated spokespersons who will interface with the media and strive to meet their information needs.

Details regarding the media relations protocol and procedures are included in the District's Crisis Communications Plan (CCP). For more information, please refer to the CCP.

C. General Guidelines

California law provides the right to access by the media to any incident with public access. The only restrictive authority to limit media access at an incident is for the protection of a crime scene or to safeguard lives and limit further property damage.

The following guidelines will assist employees at the scene of an incident:

- Employees and RSCCD representatives should be professional and polite at all times with members of the media
- There is no such thing as "Off-the-Record" and any observed or overheard communication or action may result in a media report

- Remind faculty, classified staff and mangers that only designated spokespersons are authorized to talk with news media as delineated in Administrative Regulation 1000
- If contacted by the media, employees are to politely request that the media wait for the RSCCD spokesperson who should arrive at any minute. The employees should immediately contact supervisors and inform them the location of the media
- If security is important, access to the incident should be marked with barricade tape and posted guards. The media will expect visual access for camera shots and personal contact with the RSCCD spokesperson at this location. However, if an appropriate area has been designated for the media, most media representatives will follow police guidelines and cooperate in order to gain access to information and good camera scenes
- Advise students that they do not have to talk to the media if they do not want to
- The District/Campus PIO's will work to ensure that employees are informed about the emergency situation as soon as possible

VII. Radio Use

In the event of an emergency, the radio system becomes a critical component in the communication of information. District Safety & Security maintains 800 MHz handheld radios that they use to communicate with each other and dispatch. These radios also have the capability of communicating with Santa Ana Police Department and Orange Police Department. RSCCD Maintenance and Operations along with Building Captains on each campus maintain different handheld radios that are capable of communicating with each other. These radios do not communicate with District Safety & Security, Santa Ana Police Department or Orange Police Department. In case of an emergency, call 9-1-1 or the District Safety & Security Office at (714) 564-6330.

The radios used by M & O and the Building Captains have 7 different channels (listed in the diagram below):

CHANNEL # and DISPLAY	DESCRIPTION	FUNCTION
Channel 1 - RSCC DW	District-Wide repeated channel	For emergency use. Monitored by Campus Safety Dispatch.
Channel 2 - Security	Local campus wide repeated channel	Open channel. Excellent coverage throughout campus. Will be the campus working channel in an emergency, drills and when a campus EOC is formed.
Channel 3 - M & O	Non-repeated, radio to radio frequency	Used by custodians and M & O staff for their daily operations.
Channel 4 - Academics	Non-repeated, radio to radio frequency	Open channel. Originally designed for campus Deans to communicate.
Channel 5 - TAC 1	Non-repeated, radio to radio frequency	Open channel.
Channel 6 - TAC 2	Non-repeated, radio to radio frequency	Open channel.
Channel 7 - TAC 3	Non-repeated, radio to radio frequency	Open channel
TEST YOUR RADIOS AT LEAST ONCE A SEMESTER. CALL DISPATCH AT 714 564-6330 TO ADVISE THEM YOU WILL BE TESTING YOUR RADIO.		

Phonetic Alphabet:

A – Alpha	H – Hotel	O – Oscar	V – Victor
B – Bravo	I – India	P – Papa	W – Whisky
C – Charlie	J – Juliet	Q – Quebec	X – X-Ray
D – Delta	K – Kilo	R – Romeo	Y – Yankee
E – Echo	L – Lima	S- Sierra	Z – Zulu
F – Foxtrot	M – Mike	T -Tango	
G – Golf	N – November	U - Uniform	

Normal transmission range between the radios maintained by M & O is only a few miles or just around campus; however, repeater channels rebroadcast your transmission at a higher output, which may allow you to communicate with other District sites.

A. Radio Protocol

The following guidelines should be observed when using a radio:

- Use plain language during emergencies and avoid radio codes
- Always monitor the air before transmitting to avoid interference with other units.
- Think about what you are going to say before you key your mic
- When you are ready to transmit, key your mic and wait 1 second before speaking
- Identify yourself and the person you are trying to reach, for example, "B-building Floor Captain to Lt. Colver". The person you are trying to reach should respond "Lt. Colver, go ahead"
- All transmissions should be short and concise. Long conversations should be handled over the phone
- Your conversations can be heard by anyone with a radio programmed to the same frequency. Sensitive information should be placed using alternate methods; i.e., landline or cell phone
- Always observe emergency radio traffic when in effect
- Always use a telephone when available and save air space
- The purpose of the radio system is for messages pertaining only to the official business of the college

MEDICAL AND HEALTH

ANNEX D

Medical and Health

The purpose of the Health and Medical Annex is to manage, direct and control the provision of medical and counseling services in the event of a major campus emergency.

In the event of a major campus emergency, Student Services shall assume primary control for the purpose of making medical care and crisis counseling services available to students and Human Resources will be responsible for staff and members of the college community. Upon the declaration of a major emergency, the CEOC/EOC Director and/or the Incident Commander may assign an employee of Student Services and Support to report to the CEOC/EOC.

Campus Safety supervisors and officers will assist in the transportation of seriously injured or suddenly ill students and staff members to the nearest hospital utilizing the following:

- Paramedics
- Private ambulance
- Public Safety vehicle

The District will coordinate with local authorities and emergency medical providers and follow their directives as to the provision of essential medical care and sanitation services.

Note: There are Automated External Defibrillators (AEDs) located in various locations throughout campuses and annex sites marked with an AED sign. AEDs are used to treat sudden conditions that cause the heart to stop by delivering a shock across the heart if it is needed. Call 9-1-1 as soon as possible when using an AED.

The College Counseling Divisions offers psychological counseling services for students. Students schedule an appointment by calling (714) 564-6103. Individuals in crisis go to the nearest emergency room or call 9-1-1. If on campus, you can also contact Campus Safety.

DISASTER RECOVERY OPERATIONS

ANNEX E

Disaster Recovery Operations

The goal of recovery is to return to normalcy and restore the infrastructure of the college campus and mission as quickly as possible.

Priority focus should be on the welfare of staff, students and restoration of the physical sites. Recovery is something that may take an extended period of time and should be anticipated and planned and a part of the District's EOP.

One of the major goals of recovery is to provide for continuity of operations. Support for staff and students may require a caring and supportive environment. Financial recovery and protection of the assets are also crucial to the overall restoration of the District's mission and resumption to normal activities.

Recovery Quick Action Checklist

- ☐ Strive to return to normal business as quickly as possible
- ☐ Restore the physical site
- ☐ Restore communications systems
- ☐ Institute data recovery procedures
- ☐ Make arrangements for alternative housing for offices, if necessary
- ☐ Monitor how staff is dealing with the emotional impact of the crisis
- ☐ Identify what follow up interventions are available to staff
- ☐ Conduct debriefings with staff and first responders
- ☐ Complete after-action reports
- ☐ Allocate appropriate time for recovery
- ☐ Capture "lessons learned" and incorporate them into EOP revisions and trainings
- ☐ Complete all paperwork and reports for financial aid for disaster relief if available
- ☐ Work with local or state emergency services professionals to maximize your cost-recovery efforts

Provide Assessment of Emotional Needs of Staff and Their Families

The District will assess the emotional needs of all staff and student to attempt to best determine those who need intervention by a counselor, social worker, psychologist or other mental health professional and will arrange as needed and whenever possible the appropriate interventions by the Campus Crisis Team or community-based service providers. The District realizes that appropriate group intervention may be beneficial to staff and students experiencing severe reactions to the crisis event.

Provide Information on the Incident to the Appropriate Person(s) in the EOC/CEOC

All staff will follow the chain of command as outlined in the plan when providing information about an incident. All information is to be disseminated through the PIO position in the District EOC and CEOC or other official representatives of the Colleges or RSCCD. It is important to have a single and accurate message being sent out to staff, students, community and the media. The District staff will make every effort to consider cultural differences when preparing these materials.

Recovery may seem like an end, but it is also a beginning. A critical step in crisis planning is to evaluate each incident. What worked? What didn't work? How could you improve operations? RSCCD staff is committed to take what is learned and start at the beginning by updating and strengthening the plan so that in future crises, response and recovery will be enhanced.

EOC/CEOC DISASTER RECOVERY OPERATIONS

Disaster Recovery Definition

When an emergency or disaster is significant enough to interrupt the normal flow of RSCCD operations, it will be necessary to activate the District Emergency Operation Center (EOC) and/or Campus Emergency Operations Center (CEOC). As the transitions from response to disaster recovery activities, command of the EOC/CEOC will transition from supporting the District office and campuses response to functioning as the coordination center for initial District's disaster recovery activities. Disaster recovery involves the efforts necessary to restore the critical infrastructure necessary for normal District/Campus operations such as facilities, grounds, water, power, sanitation, HVAC, network services and telecommunications.

Disaster Recovery Phases

The Disaster Recovery Phase begins once all life-safety issues have been addressed and initial damage assessment has occurred. This phase is divided into three stages: Short-term Recovery Stage, the Mid-term Recovery Stage and Long-Term Recovery Stage.

Short-term Recovery Stage

During the first hours and days after an emergency event (Short-term Recovery Stage), the principal objectives will be to restore the necessary structural (facilities, HVAC systems, roadways and grounds) and non-structural (power, water, sanitation, telecommunications) to District site and each campus. The EOC/CEOC Directors and Section Chiefs provide direction and overall management of the campus disaster recovery effort, and the EOC/CEOC provides the operational support necessary to accomplish these objectives.

Mid-term Recovery Stage

In the first weeks after a major emergency event (Mid-term Recovery Stage), the principal objectives will be to ensure the restoration of the all pre-identified business functions at the District and campuses considered to be critical to normal business operations. Professional building inspectors will be requested through the County EOC to conduct a more thorough inspection of facilities. Damaged facilities will be reported to the County EOC and tracked for FEMA purposes including cost estimates for repairs and/or rebuilding the structures via WebEOC. The EOC will contract the demolition of unsafe structures as soon as possible to eliminate the safety hazard. Divisions and Departments normally responsible for performing the critical business functions of the District and campuses will be responsible for recovering those functions after a disaster.

Long-term Recovery Stage

During the Long-term Recovery Stage, the principal objective is to resume normal operations. More than likely, it will be during this stage of recovery that the EOC/CEOC will be deactivated, and the District will resume its pre-disaster organizational structure. A Long-term Recovery Team may be established, if warranted, to consider and coordinate strategic plan objectives and long-term recovery efforts. Based on the size and nature of the disaster, the timeline to resume normal operations may be dependent on the extent of disrupted critical services on campus. Telephone and power service shortages, disruption of water supplies, damage to major transportation

routes and transportation providers, and ongoing government emergency operations may hamper recovery activities. In addition, the timeline to resume normal operations will be greatly dependent on the extent of damage to the District site and campuses (structural) and to RSCCD facilities (systems, communications, and non-structural) and non-duplicated vital records. Some major disasters like a large earthquake may take years to rebuild and recover. For example, the Northridge Earthquake required up to 10 years to demolish, repair and/or rebuild all damaged structures. The District will continue to work with FEMA on cost recovery of personnel time, repairs and rebuilding.

CAMPUS REDUCTION IN ACADEMIC OR BUSINESS SERVICES

ANNEX F

"Open" or "Closed" for Business

The District/College is "closed for business" if the normal academic, student, support services and activities of the college are not continued during the emergency.

In the event of an emergency, the President of the College or "Designee" will determine and announce whether or not the college is to be "open or closed for business."

If the District/College is declared to be "open for business" during an emergency:

Employees are expected to remain at work. (If the emergency occurs during working hours) or are to report to work at their normal work starting times (if the emergency occurs during non-working hours).

If an employee cannot travel to work, needs to remain at home or must leave work due to a situation that is related to the emergency, the employee will contact their supervisor. Time off under these circumstances will be charged to vacation, personal leave, sick leave or unpaid leave as appropriate under District/College policy and state and federal regulations. In considering requests for leave from employees in emergency situations, supervisors are expected to be sympathetic to and understanding of, the personal needs and safety of employees.

If emergency staffing is required during an emergency that occurs during non-working hours, the District or College Emergency Operations Center (EOC/CEOC) Director will initiate the call for emergency personnel as described above.

If the District/College is declared to be "closed for business" during emergency, non-emergency personnel who are not at work will remain off campus and await further instructions.

Non-emergency personnel who are at work when the college is declared to be "closed for business" will follow emergency procedures as outlined in the Emergency Operations Plan and should await instructions from their supervisors. Supervisors will verify from the District or College Emergency Operations Center (EOC/CEOC) Director the safety status of travel routes from the District/College and will advise non-emergency personnel. Upon instructions from their supervisors to vacate the campus, non-emergency personnel will vacate and await further information, instructions regarding work reporting for future days, and announcements.

Campus Reduction in Academic and Business Services During Emergencies

	Action	Assigned to	Date/Time Completed
1.	During time of potential emergency, to include inclement weather, the Chief of District Safety & Security (or Designee) may make an advisory or recommendation to the Chancellor/President regarding public safety. The Chief should consult with District Services, Facilities, Safety and Risk Management, and others as needed to fully develop the recommendation.	Chief of Safety and Security	
2.	If warranted, based on a recommendation from the Chief or Chancellor/President, convene the Policy Group and possibly members of the Emergency Operations Team to discuss reducing campus services (academic and/or business). The Chief or Designee will remain responsible for advising the Chancellor/President on all public safety related matters. Policy and Emergency Operations Team Responsibilities: • Evaluate the situation, conduct risk assessment • Identify potential impacts to personnel and continuity of operations • Develop emergency specific procedures as needed • Address legal and political implications • Determine continuity of operation priorities • Identify essential personnel • Determine the level of service reduction	President/Policy Group/Members of the Emerg Ops Team	
3.	If the President of one of the colleges and Policy Group/Emerg Operations Team determine that a reduction in campus services (academic and/or business) is necessary, the President should reach out to the Chancellor to confer. If reduction in academic and/or business services **is possible**, proceed to step 4. If reduction in academic and/or business services **is NOT possible**, please see below.	Chancellor/President	

	If campus reduction in services is not possible, but emergency conditions are still present, consider the following: • Designate a Public Information Officer (PIO) • Communications to students, faculty, and staff • Separate communications may be needed, if different messages must be relayed to students and employees • Follow up communications to be sent as needed Cease to follow checklist.		
4.	Once the reductions in academic and/or business services is declared, the Chancellor or President with the assistance of the PIO will communicate the decision to the departments and will develop a plan to continue communications as there may be additional inquiries regarding the decision.	Chancellor/President/PIO	
5.	Activation of the Emergency Operations Center (EOC) or College Emergency Operations Center (CEOC) may be considered. The Chief may make the recommendation to activate the EOC (partial or full). The EOC Director will be responsible for determining appropriate EOC staffing levels.	Chief & EOC Director	
6.	The EOC (if activated) or the Policy Group and Emergency Operations Team should identify essential services that will remain operational during campus reduction in services. Essential services include Campus Safety, Facilities, Culinary Services and Information Technology. Determined essential services should be communicated to the EOC. Any special notifications concerning essential services will be communicated through the respective Vice Chancellors/Vice Presidents.	EOC Policy Group and Emerg Ops Team	
7.	The EOC will designate at least one PIO. The PIO will develop a communication strategy for notifying students, faculty and staff of the emergency.	EOC/PIO	

	• Communication should be delivered by all means necessary (RAVE, E-mail, Webpage, Social Media, Local News and Radio). • Communications updates should be provided in pre-established intervals. The communications plan will be provided to the EOC Director for approval.		
8.	The EOC or Policy Group and Emergency Operations Team should evaluate extracurricular activities, planned events on campus (club meetings, concerts, sporting events, guest speakers, etc.) and consider cancellations. Decisions should be communicated to the EOC, if activated.	EOC or Policy Group and Emerg Ops Team	
9.	The EOC should begin advance planning for resuming services to the campus. The Chancellor/President holds authority and will be responsible for declaring the resumption of all services to the District/Campus.	EOC/ Chancellor/President	
10.	Demobilization of the EOC may begin as services begin to resume and emergency allows.	EOC	
11.	The District Safety & Security and members of the EOC shall complete an After-Action Report (AAR). The AAR shall be presented to the Chancellor/President no later than 10 calendar-days following the resumption of normal services.	District Safety & Security	

EMERGENCY OPERATIONS CENTER GUIDE

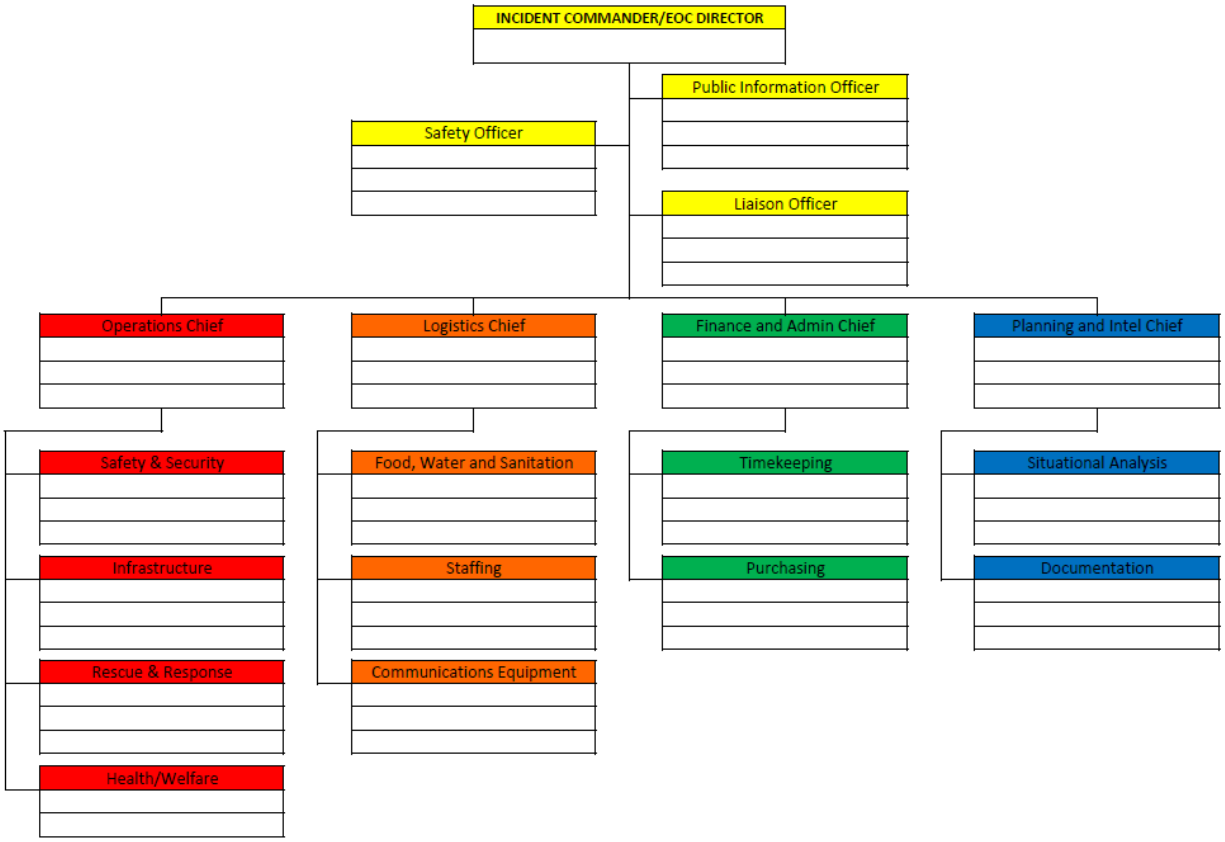
ANNEX G

A. NOTE

In this EOP Annex, the terms Emergency Operations Center (EOC) and College Emergency Operations Center (CEOC) may be used interchangeably. The abbreviation EOC is used for brevity and is referring to both the District EOC and the College CEOCs.

B. EOC Structure

EOC Organizational Structure



C. Functional Organization

The operational structure of the EOC does not resemble the day-to-day organization of RSCCD. It is structured functionally (in keeping with best practices as well as national standards) to streamline the decision-making process in time-sensitive situations. This structure is also in alignment with the Incident Command System (ICS), which offers numerous benefits including:

- **Unity of effort:** All EOC members operate under a common list of objectives.
- **Accountability:** Each individual has a specific role for which he or she is responsible.
- **Elimination of redundancy:** Division of labor is clearly established.

ICS Vests

Command Staff	Operations	Planning & Intel	Logistics	Finance & Admin

EOC members wear colored vests while on duty in the EOC to visibly identify their position. Assigned colors are consistent with standard practice and are reiterated in the organizational chart and in the RSCCD Position Guides.

D. EMERGENCY OPERATIONS CENTER

The RSCCD Emergency Operations Center (EOC), Santa Ana College and Santiago Canyon College Emergency Operations Centers (CEOC) are the physical space where the District/Colleges operate in order to collaborate effectively from a central location.

The EOC is equipped to serve as an emergency response coordination facility.

E. COMMAND STAFF

EOC Director/Incident Commander

The EOC is led by the EOC Director, also known as the Incident Commander. As the specific nature of an incident may require different expertise, several key personnel are trained and authorized to fill this position. When an incident occurs, the appropriate person will be assigned to serve as the EOC Director.

Safety Officer

The Safety Officer is appointed by the EOC Director and is responsible for developing and recommending measures for assuring personnel safety as well as monitoring and/or anticipating hazardous and unsafe situations. Only one Safety Officer is assigned for each incident.

Liaison Officer

A Liaison Officer may be assigned for incidents that are multi-jurisdictional or involve several external agencies involved to keep them apprised of the incident's status. The Liaison Officer participates in the planning process to update EOC on the availability, capabilities and limitations of assisting agencies' resources.

F. GENERAL STAFF

Sections

EOC members are assigned to one of four sections (Operations, Planning, Logistics, Finance and Administration) which are comprised of subject matter experts in that field. Sections are further divided into units that work both independently and collaboratively to execute operational directives.

Section Chiefs

Similar to the EOC Director selection process, Section Chiefs are identified when the EOC is activated to ensure optimal alignment with the needs of the incident. The assignment may be made by the EOC Director or the members of the Section. Section Chiefs allow the EOC Director to maintain an appropriate span of control in the EOC and enhance accountability and communication by identifying a single point of contact for the EOC Director.

VIII. ACTIVATION

Most incidents that occur can be handled by District or Campus Departments or local authorities. However, when an incident requires high level, non-routine coordination, it may be necessary to activate the EOC.

A. ACTIVATION LEVELS

To ensure that RSCCD's response is scaled appropriately to the scope of the incident, the EOC activation levels are identified below:

EOC ACTIVATION		
LEVEL	**TYPE OF ACTIVATION**	**DESCRIPTION**
Level I	**Monitoring Activation**	The District EOC/CEOCs may activate when County Operational Area or other government authority has advised of a potential emergency or threat and college campus staff want to be proactive and activate at a monitoring level for a period of time. This decision is predicated upon the threat and the Chancellor's or college President's directive.
Level II	**Partial Activation**	The District EOC/CEOCs may use partial activation, and staff only those positions or EOC/CEOC sections which are needed to respond. It does not impact the entire emergency response system nor require the District EOC/CEOCs or college to utilize all its staff and resources.
Level III	**Full Scale Activation**	The District EOC/CEOCs will use a full-scale activation during a major emergency or disaster that impacts one of the College Campuses, the District, or the County and/or City.

If the EOC is partially activated, only some members will be called in. In a full EOC activation, all sections will be staffed.

B. AUTHORITY

The authority to activate the EOC rests with the **Chancellor/Designee, or President/Designee**. Contingencies include:

- **Recommendation**: Any member of the Executive Policy Group (EPG) may recommend activation of the EOC.
- **Request**: Any manager can request an activation or partial activation of the Emergency Operations Center by contacting the Chancellor, President or Designee.

- **Back-Up:** If the Chancellor/Designee or President/Designee are unavailable the decision lies with the individual who falls next in the Line of Succession.

C. CONSIDERATIONS

The following should be among the items considered when determining the need to activate the EOC:

- **Coordination:** Extent to which participation is required from multiple campus units and/or external emergency response organizations
- **Extent of damage or potential damage:** Areas of campus affected; injuries or deaths that have occurred or are imminent; major damage to critical infrastructure
- **Cascading effects**: Potential for an incident to expand in scope in the near future
- **Sustained operations:** The need for emergency operations to continue around the clock

D. NOTIFICATION

When the decision is made to activate the EOC, members will be notified via RAVE, phone call, email or text to report to the EOC. The activating authority may send this notification personally or delegate to the emergency management staff.

To ensure prompt activation and staffing of the EOC, all members must provide current and complete contact information to the District Safety & Security staff as requested.

E. MEETING LOCATION

DISTRICT EMERGENCY OPERATIONS CENTER	
Primary	**Secondary**
Board Room	1st Floor Executive Conference Room

CAMPUS EMERGENCY OPERATIONS CENTERS (CEOC)			
SANTA ANA COLLEGE		Santiago Canyon College	
Primary	**Secondary**	**Primary**	**Secondary**
A - 214	Safety & Security Office (X)	Safety & Security Office (S)	M -102

If both primary and back-up locations are unavailable, the EOC Director will determine the location of an alternate EOC and will relay that location to members.

F. VIRTUAL EOC

Virtual Emergency Operations Center (VEOC). A VEOC is an option the District may choose when activating the EOC. The Chancellor or President will initiate a VEOC option when necessary. A VEOC activation may be initiated for any of the activation levels. In some instances, a hybrid activation may be used combining a VEOC and physical location. The VEOC allows response efforts to be initiated and determined from anywhere at any time, and for an indefinite period of time.

G. INITIAL ACTIVITIES

Once the EOC has been activated, certain activities should be performed immediately in order to prepare the EOC for operations. The Logistics Team will facilitate the completion of these activities. If the Logistics Team is unavailable, the first reporting member of the EOC should complete the following activities:

- ☐ Notify other internal groups including
- ☐ Notify relevant external agencies and organizations
- ☐ Set up the EOC:
  - Technology (e.g., computers, telephones, televisions, projector, etc.)
  - Office supplies (e.g., dry erase boards, pens, tablets, file folders, etc.)
- ☐ Establish a sign-in process at the entrance to the EOC
- ☐ Arrange for security with District Safety & Security if necessary

IX. INCIDENT MANAGEMENT

Sound, timely planning is essential for ensuring effective and efficient incident management. Structured meeting formats and standardized planning tools such as Incident Action Plans enable the EOC team to work with each other and other responders to stay on track and meet objectives.

A. INCIDENT ACTION PLAN (IAP)

The IAP specifies EOC objectives to be met during a specified **operational period**. First responders on scene may also have an IAP describing the actions planned to protect life and property during the same operational period.

OPERATIONAL PERIOD: Timeframe established by the EOC Director to achieve objectives specified in the IAP. Operational periods establish a staffing pattern for personnel in the EOC. The standard at RSCCD is 12 hours and corresponds to an EOC shift (length can vary if needed).

The IAP promotes concerted efforts by providing the following information in a single resource:

Current situation

- Activities to support operations
- Resources required
- Parties accountable for individual activities

Structure

Objectives and tasks are utilized to describe how the CEOG will support response operations. The following definitions apply in the context of an IAP:

Objectives: End results necessary to ensure the continued well-being of the campus community and maintain (or quickly resume) normal operations.

- **Tasks**: Specific activities required to accomplish objectives.

For example, if a major earthquake prohibits staff and students from leaving campus:

Objectives: Provide meal and sleeping arrangements for all who require shelter by time and date.

- **Task:** Identify number of individuals unable to leave campus
- **Task:** Identify shelters within walking distance
- **Task:** Contact American Red Cross to discuss placing shelter on campus
- **Task:** Retrieve all food items from emergency cache and from food services

Objectives must be **SMART**:

- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**imely

Developing SMART Objectives

- Specific - Does the objective state explicitly what is to be done and define a key result?
- Measurable - Can you determine if you are meeting the objective or not?
- Achievable - Are you able to attain the objective?
- Realistic - Can you achieve the objective in a reasonable manner and timeframe?
- Time - Have you stated the time period in which the objective will be accomplished?

Action verbs are observable and communicate the intent of what is to be attempted:

- Plan
- Conduct
- Develop
- Produce
- Revise
- Assess
- Install
- Select
- Investigate
- Map
- Review
- Provide
- Order
- Evaluate
- Determine

Implementation

An IAP should be developed and implemented immediately in the initial operational period. If it seems likely that an emergency will span multiple operational periods, a new IAP should be developed towards the end of one operational period and implemented at the beginning of the next.

The IAP is a living document, developed based on the best available information at the time planning occurs. Planning should not be delayed in anticipation of future information. However, new information may influence review and revisions of the IAP during implementation.

B. INITIAL RESPONSE PHASE

Incident Occurs

Emergency responders and relevant Campus/District units arrive on scene, assess the situation, and begin conducting response activities as necessary. If warranted, EOC is activated.

Notification

If EOC is activated, members will be notified to report.

Immediate Actions

Upon arrival at the EOC, members begin assessing the situation and performing their assigned responsibilities. Key initial actions include:

- **Operations Section** - establish communication with on-scene responders and prepare to brief the EOC Director
- **Planning Section** - work with the Operations Section to gather information about the event and begin compiling a Situation Report
- **Planning Section** - assist EOC Director in preparing the Initial Briefing

Initial Briefing

EOC Director provides a situation update to the members and establishes:

- Event name
- Operational periods
- Staffing pattern for operational periods
- Meeting schedule, including periodic briefings
- Broad goals for the duration of the response operations

Initial EOC Director/IC Meeting

Planning Section leads a meeting with the entire Command Staff and one representative from each section (not necessarily the Section Chief) to accomplish the following:

- Begin development of the IAP
- Present current situation
- Discuss institutional impact
- Establish objectives

C. ACTION PLANNING PHASE

Tactics Meeting

Planning Section documents objectives in the Planning Meeting Agenda and meets individually with members of the Command Staff and each section separately to accomplish the following:

- Present current situation
- Discuss current needs
- Present objectives established during the Initial EOC Director/IC Meeting
- Determine tasks and resources required to complete objectives and assign responsible parties

Planning Meeting

Planning Section leads a group meeting with the entire Command Staff and one representative from each General Staff section to finalize information to be included in the IAP and complete the following:

- Present current situation
- Present/discuss proposed tasks for established objectives
- Agreement upon a course of action

IAP Development

Planning Section documents detailed course of action in the IAP.

Approval and Distribution

EOC Director conducts a review of the IAP in preparation for a briefing to the EMPG. Once the EOC Director have signed off on the IAP, it is posted on WebEOC (if being used in conjunction with Orange County Operational Area WebEOC) and can be distributed in hard copy.

Operations Briefing

EOC Director briefs EOC team on the approved IAP, current situation and planned objectives and tasks. EOC Director ensures required resources are in place or enroute.

D. EXECUTION PHASE

New Operational Period Begins

At the conclusion of the operational period, on-duty members and EOC Director go to off-duty status and are replaced by incoming EOC members and incoming EOC Director. Before leaving the EOC, all departing members brief their replacements and are debriefed by the exiting EOC Director. The new EOC Director will give an initial briefing to the new EOC members once transition is complete.

Execute and Assess Progress

EOC members begin contacting appropriate personnel and units to execute the IAP and monitor on-going operations and evaluate them against IAP objectives. Adjustments may be made to the IAP as necessary but must be approved by the EOC Director in coordination with the Operations and Planning Sections. The Operations Section will ensure that the altered objectives, tasks or resource needs do not conflict with current priorities. The Planning Section will be responsible for:

- Making any necessary revisions to the IAP
- Gaining the required signature from the EOC Director
- Distributing the revised document as appropriate

Continue Planning Process

The planning process cycles back to the “Develop Objectives” stage to continue IAP development, execution and assessment until the incident is resolved or EOC support is no longer required.

Incident Priorities Checklist

PRIORITY I: LIFE SAFETY

- **9-1-1 -** Should Police and/or Fire be called
- **Communications Network -** Establish a communications network using available resources
- **First Aid -** Evaluate medical services available and inform rescue forces regarding the location of injured persons and availability of treatment facilities
- **Fire Suppression -** Evaluate fires or fire hazards and use resources to control and evacuate
- **Search and Rescue -** Appoint search and rescue teams and acquire transportation vehicles and equipment required for specific emergency
- **Utilities Survey and Stabilization -** Evaluate the condition of utilities and shutdown or restore as appropriate and able; i.e., gas, electricity, water, sewer
- **Hazardous Materials Control -** Immediate responses; survey critical areas, evacuate and secure areas as needed. Identify hazards and contain materials as needed. Secondary responses; assess hazardous material spills and define procedures for cleanup
- **Campus Security -** Maintain order and secure facilities

PRIORITY II: LIFE SUPPORT AND FACILITIES ASSESSMENT

- **Full Facilities Survey -** Evaluate facilities for occupancy; identify and seal off contaminated areas
- **Shelter:** Identify usable structures and organize personnel moves as needed
- **Food & Drinking Water -** Identify supplies and establish distribution system
- **Sewer System -** Evaluate sewer system and identify resources that can be used
- **Communications -** Establish a communications system with the campus community and advise everyone on a regular basis regarding availability of basic services
- **Perishable Materials -** Perishable and temperature sensitive substances; identify items, locations and evaluate conditions. Make assessment for relocation
- **Psychological Assistance -** Establish a system to deal with cases where counseling is needed
- The District EOC should report incident status and make resource requests to the Orange County EOC via WebEOC
- Support all reports of damage with photos and eventually cost estimates for repairs

PRIORITY III: RESTORATION OF ACADEMIC PROGRAM AND GENERAL OPERATIONS

- **Academic Survey** - Contact academic departments and determine requirements to resume academic operations
- **Valuable Materials Survey** - Identify, survey and secure valuable materials (e.g., books, manuscripts, other unique resources) on campus

- **Records Survey** - Identify, survey and secure all campus records (e.g., operational and administrative records)
- **Administrative Services Survey** - Contact units and determine requirements to restore operations
- **Supplies and Equipment -** Develop system to renew flow of supplies and equipment from outside sources

EOC POSITION GUIDES

Executive Policy Group (EOC)

Function:	The EPG is crisis management team that evaluates the situation and is responsible for providing high-level policy and support to the campuses with official executive actions, liaison to other agencies and representation to the community and elected officials, as practical.
Reports to:	**Chancellor**

This group includes the District's Chancellor, the Vice Chancellors, Campus Presidents and others at the discretion of the Chancellor or Presidents.

The scope of its responsibilities includes

- ☐ Policy-level decisions
- ☐ Fiscal authorizations
- ☐ Strategic prioritization
- ☐ High-level conflict resolution
- ☐ Strategic policy and direction for recovery and resumption of normal operations
- ☐ Communication with the Chancellor's Office and other executive authorities
- ☐ Interface with elected officials from external agencies and the community
- ☐ Address legal issues associated with the emergency

Duties

- ☐ Work with Public Information Officer to select appropriate District spokespersons for media reports
- ☐ Frame emergency-specific policies as needed (emergency personnel policies, special financial assistance for employees or students, temporary support services such as childcare, etc.)
- ☐ Determine District priorities for the recovery of mission critical teaching and research programs
- ☐ Guide the resumption or relocation of District activities
- ☐ Provide oversight for family notifications of casualties

The Executive Policy Group <u>does not</u>

- ☐ Direct field operations
- ☐ Make tactical decisions
- ☐ Direct emergency response operations (dealing directly with the incidents)
- ☐ Manage response departments
- ☐ Speak on behalf of the organization to the media and other elected officials (Mayors and Board of Supervisors) unless the EOC Director and the Public Information Officer have read all information prior to you speaking and that all information is timely and correct. Things are always changing and up-to-date information is critical. If the

District has more than one individual speaking for them and different information is provided, it makes the District disorganized and may make the speakers look dishonest

- ☐ Make side deals or agreements on behalf of the organization without the concurrence of the EOC Director. Give the District EOC, CEOC and Incident Commander the opportunity to provide input into any agreements prior to making decisions

Command / Management (EOC)

Command/Management Section has overall responsibility for the management of the response operation. The person in charge of ***Command*** in the field is the *Incident Commander (IC)*. This is a field position and therefore is usually "on-scene". This function has a support staff of a Safety Officer, a Liaison and a Public Information Officer and staff. The IC can expand their operation by assigning section functions.

The person in charge of ***Management*** is the *EOC Director*. They works in the EOC or CEOC with Section Chiefs for Logistics, Planning and Finance and respective branch/unit personnel. If the EOC is not activated, but a field Command Post is, an Incident Commander manages the incident.

Regardless of which management position is needed, the EOC and/or CEOC Directors will follow ICS and request personnel to fill any of the aforementioned section positions. The IC, CEOC Directors and District EOC Director can approve and authorize the implementation of all Incident Action Plans. The Planning Chief at each level will complete their level's Incident Action Plan and it will be approved by their level's Incident Commander, CEOC Director or EOC Director. These plans should be shared with each level.

Objectives

The overall objective of the Management Section is to ensure the effective management of response forces and resources in preparing for and responding to situations associated with natural disasters, technological incidents and national security emergencies. To carry out its responsibilities, the Management Section will accomplish the following objectives during a disaster/emergency:

- Overall management and coordination of emergency response and recovery operations, including on-scene incident management as required
- Coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of the faculty and student body
- Establish priorities and resolve any conflicting demands for support
- Prepare and disseminate emergency public information to inform, alert and warn the public
- Disseminate damage information and other essential data
- Provide detailed information and safety/damage assessment reports to the County EOC via WebEOC
- Provide for the safety of sites, workers and volunteers
- Ensure that all staff participating in the emergency response turns in their hours to the Timekeeping Team

Campus EOC Director (CEOC)	
Primary	College President or Designee
Function:	Responsible for managing and coordinating all emergency operations within the campus' jurisdiction under the Standardized Emergency Management System (SEMS) and the Incident Command System (ICS).
Section Assignment:	Management

Activation

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

- ☐ Activate the EOC by via radio, phone or e-mail and advise personnel where to report
- ☐ Report to the EOC or alternate location if office is deemed unsafe
- ☐ Assess the situation. Obtain briefing of situation from the Incident Commander or Campus Safety
- ☐ Ensure the Planning Section has set up communications with Incident Command Posts to collect information and provide operational and logistical support for lifesaving operations
- ☐ Ensure the Planning Section has set up communications with the District EOC to provide information and to request operational and logistical support
- ☐ Declare a campus emergency if the situation warrants
- ☐ Notify the District Office that your CEOC is operational
- ☐ Authorize protective or precautionary measures as appropriate to include:
  - Evacuation
  - Sheltering in place
  - Campus closure (review Academic calendar and consider all special events in order to make decisions regarding the closure and/or reopening of campus operations and canceling of events)
- ☐ If campus closure is directed, ensure that the following executives are notified:
  - District Chancellor
  - Vice President, Administrative Services
  - Vice President, Academic Affairs
  - Vice President, Student Services
- ☐ Issue necessary public announcements and statements through the Public Information Officer
- ☐ Ensure that Section Coordinators are in place as soon as possible and are staffing their respective sections (as required)
- ☐ Open and maintain a position log
- ☐ Schedule the first planning meeting
- ☐ If appropriate, confer with Operations Section Chief (if activated and assigned) and other General Staff to determine what representation, if any, is needed at the EOC from other agencies
- ☐ Request additional support from the District EOC
- ☐ Collect information on any special events planned for the next three days on the site. Decide if they will need to be canceled

Operational Duties

- ☐ Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate
- ☐ Monitor sections' activities to ensure that all appropriate actions are being taken
- ☐ Establish operational schedules and, in consultation with the District Emergency Operations Center (EOC) Director, establish response priorities
- ☐ Provide periodic status updates to District EOC as requested or required
- ☐ Meet with PIO/Public Affairs regarding, direct and review media releases and conduct news briefings as appropriate
- ☐ If activated and assigned, ensure that the Liaison Officer is providing for and maintaining positive and effective interagency coordination
- ☐ Hold action-planning meetings with key staff (Section Chiefs and Branch Coordinators) as appropriate
- ☐ Thoroughly brief relief upon shift change

Deactivation / Demobilization

- ☐ Authorize deactivation of sections, branches or units when they are no longer required
- ☐ Deactivate the EOC and close out logs when the emergency situation no longer requires activation
- ☐ Sign out with Timekeeping and leave a phone number where you can be reached
- ☐ Ensure that all required forms or reports are complete prior to deactivation and given to the Planning Section for recordkeeping
- ☐ Provide input to the After-Action Report

District EOC Director (EOC)	
Primary:	Chancellor or Designee
Function:	Establish policies for District-Wide emergency response as required. Authorize protective/precautionary measures as warranted by the situation. Is the highest level of district authority during a disaster or major incident
Section Assignment:	Command/Management

Activation:

Consider the following actions during any major District-Wide emergency.

- ☐ Activate the EOC via radio, phone or e-mail and advise personnel where to report
- ☐ Report to the District EOC or alternate location if office is deemed unsafe
- ☐ Assess the situation. Verify activation of Emergency Management Plan and/or EOC and obtain briefing of situation from the Planning Section Chief
- ☐ Ensure the Planning Section has set up communications with all CEOCs to collect information and provide operational and logistical support
- ☐ Declare a District-Wide emergency if the situation warrants
- ☐ Have the Planning Chief set up WebEOC:
  - Communicate the RSCCD-wide situational status to the County EOC
  - Make any resource requests via this system
  - Understand that the cities (Santa Ana, Orange and Tustin included) will have access to this information and RSCCD will have access to the cities reports. These reports should be periodically reviewed to find out information such as, which freeways, roads and bridges are down; when utilities are expected to be restored; is water safe to drink; when State and Federal resources will respond and will financial assistance to the District be forthcoming, etc.
- ☐ Collect information on any special events planned for the next three days on the site. Decide if they will need to be canceled
- ☐ Communicate status with the Community College State Chancellor's Office
- ☐ Activate and consult with the District-Wide Policy Group
- ☐ Authorize protective or precautionary measures as appropriate to include:
  - Evacuation
  - Sheltering in place
  - District-site and/or campus closure
- ☐ In conjunction with the Public Information Officer (PIO), conduct press conferences and review media releases for final approval
- ☐ Set jurisdictional priorities for response efforts
- ☐ Coordinate resource needs of the district
- ☐ Ensure status reports are being sent to the County EOC
- ☐ If damage estimates are severe enough that personnel may need to be relocated for longer than three weeks, designate this function with the Planning and Intelligence Section to begin planning long-term recovery strategy
- ☐ Schedule Disaster Recovery strategy sessions

Safety Officer (EOC/CEOC)	
Vest Color:	Yellow
Function:	The Safety Officer's responsibilities include developing and recommending measures for assuring personnel safety and to assess and/or anticipate hazardous and unsafe operational conditions or situations. Designated chemistry personnel may be assigned to assist the Safety Officer for chemical-related incidents.
Section Assignment:	Command/Management
Reports to:	EOC/CEOC Director

Activation

- ☐ Check in with the EOC/CEOC for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics; i.e., vest or position identifier (if available), clipboard with job description sheet
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ Monitor drills, exercises and emergency response activities for safety
- ☐ Identify hazardous situations and/or materials associated with the incident
- ☐ Stop or modify all unsafe operations
- ☐ Ensure a safety message is communicated at all briefings
- ☐ Initiate preliminary investigation of accidents within the incident area
- ☐ Ensure that responders use appropriate safety equipment
- ☐ Keep the EOC Director advised of your status and activity as well as any problem areas that now need or will require solutions

Deactivation

- ☐ When authorized by the EOC Director, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team. These documents must be retained as legal records of the emergency response
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Public Information Officer (EOC/CEOC)	
Vest Color:	Yellow
Function:	The PIO is responsible for developing and releasing accurate and timely information about the incident to students, staff and to other appropriate agencies and organizations as well as the news media. The District PIO will be the lead PIO during multi-campus incidents.
Section Assignment:	Command/Management
Reports to:	EOC/CEOC Director

Activation:

- ☐ Check in upon arrival at the EOC/CEOC
- ☐ Report to the EOC/CEOC Director and obtain a briefing on the situation
- ☐ Review your position responsibilities
- ☐ Open and maintain a position log of your actions and all communications. If possible, tape media briefings
- ☐ Keep all documentation to support the history of the event
- ☐ Ensure sufficient PIO personnel are assigned to maintain an initial two-shift operation

Operational Duties:

- ☐ Determine from EOC Director if there are any limitations on public information and media releases
- ☐ Coordinate with any operating Joint Information Centers
- ☐ Establish a Media Center to coordinate press releases, manage press conferences, tours and interviews
- ☐ Develop material for use in media briefings; work with Information Technology to get all press releases placed on the District's website
- ☐ Obtain the Incident Commander's approval of all media releases
- ☐ Monitor media reports about the incident
- ☐ Monitor media reports about issues near District sites, freeway damage, weather, etc. and provide this information to the Planning Chief for display
- ☐ Ensure that the public within the affected area receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programs, and other vital information
- ☐ Prepare public information reports for the District and campus websites
- ☐ Prepare news releases, employee bulletins and the basic message for recorded messages
- ☐ Periodically, or as requested, provide media relations briefings to the Incident Commander
- ☐ Maintain current information summaries and/or displays on the incident and provide information on status of incident response operations to assigned personnel
- ☐ Establish a rumor control function, if needed
- ☐ Ensure that all internal (employee) messages are consistent with external (media) messages
- ☐ Thoroughly brief your PIO staff relief at shift change time

Deactivation/Demobilization:

- ☐ Obtain authorization to deactivate the PIO functions from the EOC/CEOC Director
- ☐ Release assistant staff when no longer required
- ☐ Make sure that all records, logs, reports, photographs and other documents are completed and given to the Situation Analysis/Documentation Team. These documents must be retained as legal records of the emergency response
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Be prepared to provide input for the After-Action Report

Liaison Officer (EOC/CEOC)	
Vest Color:	Yellow
Function:	The Liaison Officer is the point of contact for assisting or cooperating agencies, such as the local Fire Department, Police or Sheriff, California Highway Patrol, American Red Cross or public utility agencies. The Liaison Officer coordinates the efforts of these outside agencies while on-site to ensure the proper flow of information.
Section Assignment:	Command/Management
Reports to:	CEOC/EOC Director

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics; i.e., vest or position identifier (if available), clipboard with job description and radio
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

- ☐ Create a list of external entities (official and NGO/VOAD) with whom interactions should be sustained
- ☐ Liaison and brief responding agency representatives on the current situation, priorities and incident action plan
- ☐ Ensure coordination of efforts by keeping the EOC Director and Incident Commander informed of agencies' action plans
- ☐ Provide periodic update briefings to agency representatives as necessary
- ☐ Sit in on all outside agency briefings and meetings. Bring the EOC Director or Incident Commander with you, if available. If not, brief the EOC Director and Incident Commander on the outside agency response to the emergency and any requests for assistance for district resources

Deactivation

- ☐ When authorized by the EOC Director, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with timekeeping and leave a phone number where you can be reached
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Be prepared to provide input for the After-Action Report

Operations Section (EOC/CEOC)

Overview

In the EOC, the Operations Section provides support to the tactical operations of the ICP and of various District-sites and campus specific response elements involved in the emergency/disaster.

- Protect life and property
- Carry out the objectives of the EOC/CEOC Action Plan
- Ensure coordinated incident response

These response elements may include but are not limited to the following branches and field units:

- Safety/Security Branch
- First Aid Branch
- Facilities Branch
- Search & Rescue Teams
- Maintenance & Operations Branch
- Other branches and units may be added as needed

Objectives

The Operations Section is responsible for coordination of the District or campus response elements for the duration of the incident. The Operations Section is also responsible for carrying out the objectives of the EOC/CEOC Action Plan and will request additional resources as needed.

Campus Safety and Maintenance & Operations handle most of the field units. Not all field units will be needed in every emergency/disaster.

Operations Section (EOC/CEOC)	
Vest Color:	Red
Function:	This section is responsible for supporting emergency operations and recovery phase operations that restore the college back to normal day-to-day operations. Emergency operations include life and safety issues. Recovery operations include restoring department operations, restoring/repairing damaged assets, removing debris, repairing/demolishing buildings, restoring utilities and providing building and public safety inspections.
Section Assignment:	Operations
Reports to:	Incident Commander

OPERATIONS CHIEF

Activation

- ☐ Check in with the EOC Director for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics; i.e., vest or position identifier (if available), clipboard with job description and radio
- ☐ Open and maintain a position log. Maintain all required records and documentation to support the history of the emergency or disaster. Document:
  - Messages received
  - Actions taken
  - Decision justification and documentation
  - Requests filled

Operational Duties

First Priority/Consideration

- ☐ Number one priority is Life Safety. Determine which ICP branches have been or need to be activated
- ☐ Determine the need for support in the EOC for the Operations Section and which units need to be activated
- ☐ Evaluate the field conditions associated with the emergency. Determine the resources committed and coordinate with Situation Analysis. Develop a briefing
- ☐ Determine immediate actions according to safety and emergency operation procedures including on-site treatment of the injured, occupancy status of the buildings and procedures for relocating students, employees and visitors away from dangers and hazards
- ☐ Assist the Planning and Intelligence Chief in the development of the ACTION PLAN
- ☐ Assign and brief Operations personnel on the ACTION PLAN
- ☐ Coordinate the activities of all departments and agencies involved in the operations

Staffing Actions

- ☐ The Operations Chief must assign RSCCD employee supervisors for all volunteers and students. The supervisors will work for the Operations Chief. They will be given very specific assignments, staffing, maps of the location where

the work is to be performed and the resources needed to do their assigned duties. Request staffing and resources from Logistics

- ☐ Determine what staff resources are immediately available and make requests for appropriate personnel and equipment resources needed for control of the incident
- ☐ Make requests to LOGISTICS for resources, which are needed or will be needed soon
- ☐ Work closely with Planning Section in the development of Incident Action Plan
- ☐ Hold briefing and planning meetings with your Branch/Unit Coordinators

Recovery Actions

- ☐ Provide support on the clean-up, salvage and repair efforts for all facilities
- ☐ Provide information and recommendations to PLANNING for the After-Action Report
- ☐ Support the OES/FEMA DOCUMENTATION files with photographs, source documents, time records, field notes, etc.

Additional Items

- ☐ Make sure that operations staff are following standard procedures, using appropriate safety gear and documenting their activities
- ☐ Ensure all fiscal and administrative requirements are coordinated through the Finance/Administration Section
- ☐ Provide a notification of any emergency expenditures

Deactivation

- ☐ When authorized by the EOC Director, deactivate the unit and close out all logs. Make sure that all records, logs, reports, photographs and other documents are completed and given to the Documentation Team (These documents must be retained as legal records of the emergency response)
- ☐ Sign-out with the Timekeeper. Return equipment and reusable supplies to Logistics. Leave a phone number you can be reached with the Timekeeper

OPERATION BRANCHES (EOC/CEOC)

Safety & Security

Safety & Security coordinates and supports evacuations, enforcing laws and emergency orders, supports safe traffic routes and security services and will also oversee safety during the recovery phase. Safety & Security coordinates hazardous materials response which may involve material identification, disposal, containment, personal safety, and other response and recovery actions. Duties may include:

- ☐ Facilitate Initial Damage Assessment of all facilities/departments for damage and problems
- ☐ Determine the scope and impact of the incident
- ☐ Provide information to the Operations Chief of the status of the incident
- ☐ Document objectives, tactics, and assignments for Safety & Security
- ☐ Determine needed resources
- ☐ Collaborate and coordinate with the Safety Officer to implement safety plans
- ☐ Work with Planning Section to determine potential situation changes and develop options for all plans and procedures.
- ☐ Support security and access control for campus EOC, resource staging areas, disaster areas, evacuated areas and evacuation routes

Infrastructure

The Infrastructure Branch is responsible for supporting the repair, maintenance, and recovery of critical elements of the District/Campus and coordinates repairs to systems and supplements systems with outside sources if needed. The branch works to identify the internal and external departments responsible for specific utilities and infrastructure and coordinates with Logistics to ensure restoration. The Branch contacts field units and utilities for status, special problems, availability to respond and advises the Operations Chief and Planning and Intelligence Section of major problems and general situation.

- ☐ Assess the need for evacuations (buildings, campus sectors, or entire campus)
- ☐ Dispatch safety inspection teams or response personnel teams to critical facilities and priority incidents (medical assistance, Hazardous Materials Teams)
- ☐ Authorize building re-entry when safety status of structural and operational systems is assured
- ☐ Establish field command posts as necessary
- ☐ Authorize EOC emergency response, repair and remediation activities
- ☐ Determine whether to activate additional personnel (ask Logistics Section to assist with the activation of additional expertise, external contractors, mutual aid, etc.)
- ☐ Establish special services, as necessary; sheltering, communications, transportation, etc.
- ☐ Coordinate with Logistics appropriate security at critical sites and post signs and/or barricades where necessary
- ☐ Communicate requests for supplies, equipment and services to Logistics Section
- ☐ Reassess conditions regularly and modify the Action Plan
- ☐ Update EOC Sections on current Action Plan execution
- ☐ Maintain a log of all section activities

- After the disaster, assist in producing an After-Action Report for the emergency response

Rescue & Response

Conduct Rescue & Response operations until relieved

Provide Regular updates to EOC Commander

Identify incident sites or situations requiring search and rescue and other response services to include:

- Search and rescue activities following flood, severe weather and/or building collapses
- Coordinate searches for missing persons
- Determine condition, status of search and rescue resources
- Determine present and future need for search and rescue and other on–scene response resources
- Obtain, coordinate search and rescue resources as requested by field Incident Commander

Health & Welfare

Health & Welfare is responsible for health and welfare services for staff and students. The Health & Welfare Branch will oversee Care and Shelter, Medical and Health, Mental Health and the Special Needs. The branch will coordinate the care giving activities through resources available within the College/District or by obtaining such services as required through agreements and/or established mutual aid programs. Support to field operations can include:

- Coordinates care and shelter for students and coordinating efforts with the American Red Cross and other volunteer agencies, as appropriate
- Coordinates activities of medical resources and supports sites with their medical/health needs
- Coordinates campus mental health professionals, requests and acquires additional mental health resources through mutual aid
- Ensures First aid teams have necessary resources
- Coordinates and communicates with each department to ensure that the special need students and staff are supported and cared for during the response
- Ensure that all potable water supplies remain safe and free from contaminants
- Ensure that sanitation systems are operating effectively and not contaminating the water supply
- Provide the Operations Chief and the Planning & Intelligence section with an overall summary of health and welfare activities periodically during the operational period or as requested
- Complete and maintain the care and shelter status reports
- Be prepared to provide input for the After-Action Report

Planning Section (EOC/CEOC)

Overview

The Planning/Intelligence Section's (Planning Section) primary responsibility is to collect, evaluate, display and disseminate incident information and status of resources. This section functions as the primary support for decision-making to the overall emergency organization. This section also provides anticipatory appraisals and develops incident action plans necessary to cope with changing field events.

Objectives

The Planning Section ensures that situation status, resource status, safety/damage assessment and any other relevant information is compiled, assembled and reported in an expeditious manner to the various EOC/CEOC sections, appropriate affected cities and the Operational Area. The Planning Section is also responsible for the detailed recording (Documentation Unit) of the incidents and response resources and the preservation of these records during and following the emergency/disaster. The Planning Section will accomplish the following specific objectives during a disaster/emergency:

- Collect all incident information (Situation Status)
- Record all resources assigned to an incident; document check out and check in times
- Document safety/damage assessment facility information for future FEMA claims
- Display incident and operational information in the Incident Command Post, CEOC or District EOC (wherever assigned) using maps and visual aids
- Disseminate intelligence information to the level above yours (Incident Command Post to CEOC; CEOC to District EOC; District EOC to Orange County Operational Area EOC) Map the incidents
- Prepare summary safety/damage assessment reports for dissemination to CEOC/District EOC affected cities, Operational Area, State OES, and FEMA
- Prepare required reports identifying the extent of damage and financial losses
- Determine the District/Campus post-event condition
- Provide Planning support to other EOC/CEOC sections
- Ensure accurate recording and documentation of the incident
- Prepare the District/Campus Incident Action Plans (explanation follows)
- Prepare the District/Campus After Action Report
- Prepare a post-disaster recovery plan
- Maintain proper and accurate documentation of all actions taken to ensure that all required records are preserved for future use as well as State OES and FEMA filing requirement
- Acquire technical experts for special interest topics or special technical knowledge subjects

Incident Action Planning

Incident Action Plans are an essential part of SEMS and NIMS at all levels. Incident action planning is an effective management tool involving two essential items:

- A process to identify objectives, priorities and assignments related to emergency response or recovery actions
- Plans which document the priorities, objectives, tasks and personnel assignments associated with meeting the objectives

Incident Action Plans

Action plans developed for use at incidents are called Incident Action Plans (IAP). Incident Action Plans are required for each operational period. An operational period is the length of time scheduled for the execution of a given set of operational actions as specified in the IAP. Incident Action Plans may be either verbal or written.

Written Incident Action Plans are recommended for:

- Any multi-agency and multi-jurisdictional incident
- Complex incidents
- Long-term incidents when operational periods would span across shift changes

The format for an Incident Action Plan will generally include the following elements:

- Incident objectives and priorities (overall, what do we want to achieve?)
- Primary and alternative strategies (as appropriate) to achieve incident objectives
  - What are the ways in which we can achieve the objectives?
  - How do the strategies compare in safety, speed, environmental impact, cost, etc.?
  - Is current resource availability a limiting or dictating factor in strategy selection?
- Tactics appropriate to the selected strategy. Given a selected strategy, what are the specific tactics necessary to implement the strategy?
- The kinds and number of resources to be assigned determined by the tactics to be used
- The operations organization necessary for the selected strategy and tactics. Can include describing the incident geographically or functionally
- Overall support organization including logistical, planning and finance functions
- A communications plan
- Safety messages

Attachments may include:

- ICS 201
- Incident Objectives
- Current Organization Chart
- Incident Map of impact area
- Resource Requests/Task Assignments
- Communications Plan
- Medical Support Plan
- Key Facilities
- Weather Forecast

Planning Section Chief (EOC/CEOC)	
Vest Color:	Blue
Function:	This position is responsible for the collection, evaluation, documentation and use of information about the development of the incident and the status of resources. Maintain accurate records and site map. Provide ongoing analysis of situation and resource status. The Planning Chief also develops incident action plans necessary to cope with changing field events.
Section Assignment:	Planning
Reports to:	EOC Director

Activation

- ☐ Check in with the Incident Commander for a situation briefing
- ☐ Obtain necessary equipment and supplies from Logistics
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Open and maintain accurate and detailed section logs

Operational Duties

- ☐ Assume the duties of all Planning Section positions until staff is available and assigned
- ☐ As staff is assigned, brief them on the situation and supervise their activities, utilizing the position checklists

Communications and Coordination

- ☐ When in the CEOC, set up communications with the Incident Command Posts to collect information and provide operational and logistical support for lifesaving operations and to the District EOC to provide information and request resources
- ☐ When in the District EOC, set up communications with the CEOCs to collect information and provide operational and logistical support for lifesaving operations
- ☐ When in the District EOC, set up WebEOC to report to and request resources from the Orange County Operational Area EOC and to the CEOCs to collect information and resource requests
- ☐ Develop an updated Incident Action Plan each operational period (usually 12 hours) and submit to the Incident Commander for approval
- ☐ Maintain current situation status at all times. The following information should be collected and displayed:
  - Data regarding injuries, casualties, etc., from First Aid Branch
  - Status of facilities (damage, utilities failures)
  - Property damage (estimated dollar loss)
  - Outside agencies/mutual aid (called, arriving, in-place)
  - Road conditions
  - Weather conditions (present and pending)
  - Shelters activated or needed
- ☐ Develop information that will help to determine if protective action is needed, including the closure of the campus and/or cancellation of classes. Assist the EOC Director and EOC staff in developing recommendations to the campus President regarding protective actions

- ☐ Inquire about status of transportation routes, utilities, using television, radio broadcasts and FACILITIES BRANCH information
- ☐ Prepare a Situation Report on the status of the emergency. Provide a copy to the Public Information Officer (PIO) for their use in briefing the media
- ☐ Based upon raw data, prepare briefings and recommendations for the Policy Group. Key considerations are:
  - Nature and scope of the emergency
  - Response capability
  - Threat to life and property
  - Damage assessment data, expressed in dollar amounts
- ☐ Make analysis available for operational and recovery planning, policy making and development of public information materials
- ☐ If District buildings are damaged or safe occupancy must be verified, arrange for building inspectors to inspect buildings and to placard inspections and occupancy status on buildings
- ☐ Identify and recommend immediate repair and construction projects
- ☐ Give information to Finance/Administration Section for preparing consolidated damage reports, including dollar amounts, for the District Office, OA, State Chancellor's Office and for transmittal to State OES
- ☐ Obtain damage estimates from the FACILITIES BRANCH Coordinator function for the purposes of applying for state and federal aid and other financial assistance programs
- ☐ Coordinate with Logistics Section to maintain resource status system indicating current location and status of all resources and maintenance of a master list of all resources
- ☐ Evaluate all data for accuracy, clarity, relevance, timeliness and believability
- ☐ Prepare situation reports that provide a rapid evaluation of the type of occurrence, types and extent of damage, impact of the damage and availability of resources
- ☐ Prepare and maintain visual displays, charts and maps, (to include organization chart of the EOC/CEOC/field members involved in the emergency, impacted areas and damage incurred, and resource allocation and deployment)
- ☐ Prepare periodic predictions as requested and anticipate events for the most efficient disaster response (e.g., timely requests for resources, mutual aid and state and federal assistance; timely issuance of emergency public information)
- ☐ Anticipate events for the most efficient disaster response (e.g., timely requests for resources, mutual aid and state and federal assistance; timely issuance of emergency public information)
- ☐ Maintain and communicate disaster data with the local cities, District and Operational Area.
- ☐ Obtain/attend situation briefings
- ☐ Make plans for ongoing operations to include the expected duration and extent of the response effort and initiation of recovery activities and programs
- ☐ Ensure all Situation Analysis functions and personnel are prepared for the possibility of continuous 24- hour operation
- ☐ Brief your relief at shift change time
- ☐ Develop a recovery plan
- ☐ Keep records/logs of calls, assignments and actions

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs

- ☐ Verify that the closing tasks of all Planning Section positions have been accomplished
- ☐ Return equipment and reusable supplies to Logistics
- ☐ Sign-out with Timekeeping and leave a phone number where you can be reached

PLANNING BRANCHES (EOC/CEOC)

Documentation Unit

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

Begin documenting the history of EOC/CEOC activities

- ☐ Establish EOC/CEOC documentation filing system
  - Declarations
  - OA Jurisdiction Activation forms
  - Situation Reports
  - News Releases
  - Briefings
  - Emergency Alert System
  - Letters/memos
  - Road Closures
  - Weather Reports
  - Message Forms
- ☐ Maintain a time log of the incident, noting all actions and reports
- ☐ Record content of all radio communication with the District Emergency Operations Center (EOC).
- ☐ Record verbal communication for basic content
- ☐ Document all damage via photographs or video recording
- ☐ Photograph the Situation Status Board on a regular basis
- ☐ Follow-up with the Safety Officer to ensure work comp injuries are documented

  Document overall activities on the activity logs and status boards
- ☐ Maintain master copies of messages and activity logs
- ☐ Maintain accurate, up to date, EOC/CEOC activity files
- ☐ Maintain storage of EOC/CEOC files for legal, analytical and disaster recovery and historical purposes
- ☐ Supervise the development of summary reports, briefings, etc.
- ☐ Assist with the development of the Incident Action Plan
- ☐ Review records for accuracy and completeness
- ☐ Provide information to the EOC/CEOC Director for report to District and/or OA and coordinate information with Finance/Administration staff

Situational Analysis Unit

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

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

- ☐ Begin collection and analysis of incident data as soon as possible
- ☐ Prepare, post or disseminate resource and situation status information as required, including special requests
- ☐ Identifying potential developments in the situation; what might occur; can this situation lead to other problems that may not have yet occurred
- ☐ Identify safety concerns for District staff, students and responders.
- ☐ Post information on display boards
- ☐ Confirm accuracy of information prior to posting
- ☐ Make every effort to ensure information is up to date
- ☐ Coordinate with documentation unit prior to updating display boards
- ☐ Brief the Planning and Intelligence Section Chief
- ☐ Continue to monitor the situation and keep the Planning and Intelligence Section Chief advised
- ☐ Provide photographic services and maps if required.

Logistics Section (EOC/CEOC)

OVERVIEW

The purpose of the Logistics Team is to provide resources to support the District's disaster response, including, but not limited to, personnel, vehicles and equipment.

The Logistics Section's primary responsibility is to ensure the acquisition, transportation and mobilization of resources to support the response effort at the disaster site and EOC. This Section provides all necessary personnel, supplies and equipment procurement support. Methods for obtaining and using facilities, equipment, supplies, services and other resources to support emergency response at all operational sites during emergency/disaster conditions will be the same as that used during normal operations unless authorized by the EOC Director or Chancellor.

OBJECTIVES

The Logistics Section ensures that all other sections are supported for the duration of the incident. Any personnel, equipment, supplies or services required by the other sections will be ordered through the Logistics Section. The Logistics Section will accomplish the following specific objectives during a disaster/emergency:

- Collect information from other sections to determine needs and prepare for expected operations
- Coordinate provision of logistical support with the EOC Director
- Prepare required reports identifying the activities performed by the Logistics Section
- Determine the logistical support needs and plan for both immediate and long-term requirements
- Maintain proper and accurate documentation of all actions taken and all items procured to ensure that all required records are preserved for future use and CalOES/FEMA filing requirements

Logistics Section Chief (EOC/CEOC)	
Vest Color:	Orange
Function:	Ensures that the logistics functions that support the response structure are carried out. These include telecommunications, transportation, supplies, facilities, personnel, food, and ground support.
Section Assignment:	Logistics
Reports to:	Incident Commander

Activation

- ☐ Check in with the EOC Director for a situation briefing
- ☐ Open the supplies container or other storage facility
- ☐ Put on position identifier, such as a vest, if available
- ☐ Begin distribution of supplies and equipment as needed
- ☐ Ensure that the EOC and other facilities are set up as needed
- ☐ Meet with Communications Branch Coordinator and obtain briefing on on-site and external communications capabilities and restrictions. Establish procedures and priorities for use of telecommunications and radio systems
- ☐ Find out what freeways, highways, bridges, etc. are closed and make alternate plans so resources can be easily moved from one campus to another and from suppliers to District sites
- ☐ Determine likely future logistics needs for resources and personnel
- ☐ Review the responsibilities for the branches and units in your section
- ☐ Activate organizational elements as needed and designate coordinators
- ☐ Conduct a radio test before you leave the Command Post or leave your cell phone number with Planning

Operational Duties

- ☐ Assume the duties of all Logistics positions until staff is available and assigned
- ☐ Ensure section logs and files are maintained
- ☐ As staff is assigned, brief them on the situation and supervise their activities, utilizing the checklists
- ☐ Provide staffing and resources for the Staging Area, Sanitation Area, Feeding Area, Press Conferences and other facilities or operations, as needed
- ☐ Maintain security of the cargo container, supplies and equipment
- ☐ Consider assigning someone to inventory available campus vehicles for use in the emergency and consider moving them to one central location
- ☐ Maintain current displays associated with your section. Ensure information reports or displays are clear and understandable

Recovery Phase

- ☐ Determine the need for and scope of employee assistance and provides support services to employees and their families as needed. (Employee assistance may include providing counseling; establishing community links for

special childcare, elderly care, or shelter provisions; and/or arranging travel accommodations for employees reporting to remote locations)

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs
- ☐ Verify that closing tasks of all Logistics positions have been accomplished. Secure all equipment and supplies
- ☐ Check out with Timekeeping and leave a phone number where you can be reached

LOGISTICS BRANCHES (EOC/CEOC)

Food/Water/Sanitation Unit

This unit is tasked with filling all requests for food and potable water for all personnel unable to leave tactical assignments. This includes determining the number of personnel to be fed, ordering food and obtaining ground transportation to pick up and deliver food to personnel.

- ☐ Inventory available food & water supplies
- ☐ Determine food and water requirements; plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns
- ☐ Efficient food service is important, but especially so for any extended incident. The Food Unit must be able to anticipate incident needs, both in terms of the number of people who will need to be fed and whether the type, location or complexity of the incident indicates that there may be special food requirements
- ☐ When normal water and sanitation facilities are unavailable, consider the following planning guidelines:
  - (1) Toilet per (40) persons
  - (1) Qt. of drinking water (minimum per person, per day)
  - 2,500 calories per person per day. (Approximately 3.5 lbs. of unprepared food)
- ☐ Potable water can be drained from water heaters around campus. Coordinate with Maintenance if needed
- ☐ Portable toilets may be needed at each Incident Command Post, CEOC, District EOC and work site
- ☐ Determine how many will be needed and order them
- ☐ Provide logistical support and staffing for Staging Area, Sanitation Area, Feeding Area and other facilities as needed

Staffing Unit

This unit is responsible for coordinating the assignment of personnel (staff, students, disaster volunteers) in support of the incident

- ☐ Deploy personnel as requested by the Incident Commander
- ☐ Contact Section Chiefs and determine the number of personnel needed and skills required
- ☐ Perform an incident assessment with regards to personnel staffing. Coordinate with Section Chiefs on the best procedure for shift assignments for District/Campus staff
- ☐ The Operations Chief must assign RSCCD employee supervisors for all volunteers and students. The Supervisors will work for the Operations Chief. They will be given very specific assignments, staffing and the resources needed to do their assigned duties
- ☐ Maintain master file of shift schedules and work assignments submitted by Section Chiefs for their respective staffs
- ☐ Establish a pool of available volunteers
- ☐ Establish a staging area for volunteers to be temporarily located while awaiting assignments
- ☐ Personnel priorities should be based on greatest health and safety needs

- ☐ Maintain records of all volunteer work assignments
- ☐ Instruct volunteers to report back to staging area upon completion of assignment
- ☐ Debrief volunteers after assignments to obtain information on possible operational improvements
- ☐ Coordinate with Food, Water and Sanitation Unit to provide food and drink for volunteer
- ☐ Demobilize/release volunteers as soon as practicable
- ☐ Periodically brief the EOC/CEOC Director and the other Section Chiefs on the overall personnel situation
- ☐ Participate in the Logistics Section Chief's planning meetings
- ☐ Monitor Branch activities and adjust as necessary
- ☐ Brief the Logistics Section Chief on major problem areas that now need or will require solutions
- ☐ Brief your staff relief at shift change time

Communications Unit

This unit is responsible for maintaining means of communications or to recommend alternate means of communications and is responsible for checking and restoring the campus information and telephone and computer infrastructure.

- ☐ Activate and test all campus communications systems, identifying all major areas of communications system damage and/or non-service
- ☐ Furnish telecommunications and data services necessary to Emergency Operations Center or Field Command Post to cope with the emergency/disaster
- ☐ Assess equipment needs for field personnel and coordinate with Operations Chief and Logistics for equipment acquisition as needed
- ☐ Maintain your Activity Log
- ☐ Identify and provide alternative means for accomplishing critical communications tasks if normal equipment is not functioning. Provide the Operations Section Chief time and cost estimates for employing your identified alternatives
- ☐ Assess systems damage; restore campus's computer facilities; arrange and oversee restoration and replacement of computer equipment

Finance / Administration Section (EOC/CEOC)

Overview

The Finance/Administration Section's primary responsibility is to maintain, to the greatest extent possible, the financial systems necessary to keep the District/Campus functioning during an emergency or disaster. These systems include payroll, student financial records, claims processing and cost recovery documentation. The Finance/Administration Section (Finance Section) also supervises the negotiation and administration of vendor and supply contracts and procedures.

Objectives

The Finance Section acts in a supporting role in all disasters and emergencies to ensure all required records are available for future use. The Finance Section will:

- Provide financial support and coordination to District/Campus emergency operations
- Manage all financial aspects of an emergency
- Analyze costs related to the emergency/disaster
- Track and record personnel time
- Ensuring all obligation documents initiated at the incident are properly prepared and completed
- Brief administrative personnel on all incident related financial issues
- Process POs and contracts in coordination with the Logistics Section
- Process workers' compensation and other claims
- Handle travel expense claims and maintain all financial records of the incident
- Supervise the negotiation and administration of vendor/supply contracts and procedures
- Provide financial resources necessary for recovery
- Investigate and process claims
- Manage FEMA claims; attend FEMA briefings and meetings
- Coordinate documentation for cost recovery
- Work with disaster agencies on cost recovery
- Coordinate the recovery of costs

Finance/Administration Activation Procedures:

The EOC/CEOC Director is authorized to activate the Finance Section for response to an emergency/disaster.

The Finance Section will be activated whenever the Field Incident Commander or EOC/CEOC Director determines that the District/Campus is involved or may soon be involved in a disaster/emergency that will require Finance/Administration response.

The Finance/Administration Section Chief will activate the various units as the need arises. The extent of the disaster will determine the extent to which the Finance/Administration Section will mobilize. In a low-level emergency, only part of the section will mobilize. In a widespread disaster that damages communications and systems, the entire section will be activated.

In a widespread emergency that disrupts normal communications, all units of the Finance section are to assume activation and report to their assigned emergency location.

Cost Recovery

Obtaining federal and state assistance and recovering costs from third parties requires the District to collect and retain a broad range of original documents that clearly demonstrate that they were used for the disaster/emergency including:

- Employee timecards showing hours (regular and overtime) worked and which indicate the type and location of the work
- Use of District-owned equipment supported by equipment identification, dates and number of hours used each day, location and purpose for using the equipment
- Use of District-owned supplies supported by a reasonable basis for determining costs, why the material was necessary and location of where the material was used
- Purchases of material supported by invoices showing quantity, description, unit cost, where, when and how the material was used
- Rental of equipment supported by invoices identifying the type and description of equipment, rate per hour indicating with or without operator, dates and hours used each day, where and why the equipment was used
- Invoices for work performed by contract must provide detailed breakdown of cost, where, when and why the work was performed

Do's and Don'ts of Disaster Cost Recovery

Do

- DO record all regular and overtime hours WORKED on the disaster/emergency
- DO write on timecard the location and brief description of work performed
- DO charge vehicles and equipment used and indicate when and where
- DO charge equipment rentals to the appropriate charge points
- DO charge outside contracts to the appropriate charge points
- DO document how contracts were awarded
- DO place limits on contracts with, "Amount not to exceed". If more work needs to be done, then amend contracts
- DO use terms such as "Assess risk to public Health and Safety" instead of "Survey damage"
- DO use terms such as Direct, Control, Assign, and Dispatch instead of Administer
- DO report all damage to the Facilities Branch
- DO keep all records and unit logs accurate and up to date
- DO ask questions of the FEMA Representative for clarifications

Do Not

- DO NOT order everyone to charge all time to the disaster. Only charge those people and hours actually WORKED on the disaster
- DO NOT charge stand-by time to the system. FEMA will only pay for time worked
- DO NOT charge manager overtime to the system. The system will not post it, the District does not pay it, and FEMA will only reimburse what was paid
- DO NOT enter into sole source contracts without explicit documentation of why it was necessary
- DO NOT enter into cost-plus contracts
- DO NOT enter into open-ended contracts with no cap on expense. Place limits and amend if necessary
- DO NOT use terms such as "Damage Survey, use "Assess for risk to health and safety"
- DO NOT assume damage to a District facility is not recoverable. It may be but let the disaster assistance agencies make that decision. Let us not make it for them
- DO NOT throw away records
- DO NOT forget to ask questions

Finance/Administration Section Chief (EOC/CEOC)	
Vest Color:	Green
Function:	The Finance Chief sets up the accounting system to be used for the emergency and oversees all accounting and financial aspects of the disaster. The Finance Chief is responsible for supervising Insurance/FEMA Documentation as well as documenting the process for the disaster assistance application.
Section Assignment:	Finance
Reports to:	EOC Director

Start-Up Actions:

- ☐ Check in with the EOC Director for a situation briefing
- ☐ Put on a position identifier, such as a vest, if available
- ☐ Locate and set up work space
- ☐ Check in with the Documentation Clerk to collect records and information that relate to personnel timekeeping and/or purchasing

Operational Duties:

- ☐ Assume the duties of all Finance positions until staff is available and assigned
- ☐ Maintain financial records
- ☐ Initiate a record-keeping system for all expenditures
- ☐ Collect cost estimates of damage to facilities; obtain photographs, videotape, etc.
- ☐ Coordinate with campus departments for security of records in the event of campus evacuation or closure
- ☐ Make provisions for security and availability of on-campus funds
- ☐ Coordinate with appropriate personnel on procedures for handling emergency expenditures
- ☐ Have a system in place, lists of vendors and contacts, P.O. numbers and all information needed to order emergency supplies during a disaster
- ☐ The District EOC Finance Chief will take the lead on District-Wide FEMA claims; attend FEMA briefings and begin the claims process for the District
- ☐ Ensure that all services utilizing private vendors or contractors are documented utilizing accurate records of equipment and personnel time
- ☐ Provide EOC Director with input on cost-related information
- ☐ Develop periodic disaster/event-related cost reports
- ☐ Ensure that all time and cost records are kept current and are posted in a timely manner

- ☐ Track and record staff hours
- ☐ Establish a cost recovery information gathering system
- ☐ Track the use of equipment and personnel. Include:
  - Time began
  - Time ended
  - Site where work was performed
  - What work was done
  - By whom
  - Equipment used
- ☐ Coordinate with the Logistics Section to ensure an incident-specific purchase order number has been assigned for tracking and cost recovery
- ☐ Maintain records of emergency operation expenses and billing and claims information
- ☐ Develop reimbursement plans and begin compiling reimbursement claims for submission to the proper agencies
- ☐ Ensure Logistics Section provides copies of all purchases made in support of the incident
- ☐ Assist with recovery operations as appropriate
- ☐ Process any State and Federal claims for reimbursement as needed

Deactivation

- ☐ At the Incident Commander's direction, deactivate the section and close out all logs
- ☐ Ensure that any required forms or reports are completed prior to your release and departure
- ☐ Be prepared to provide input on the operations of the Finance/Administration Section to the After-Action Report
- ☐ Participate in all debriefings and critiques of response to the emergency and provide input to the After-Action Report
- ☐ Provide a final report to the Finance/Administration Chief and Planning/Intelligence Section Chief on total costs and reimbursement programs
- ☐ Verify that the closing tasks of all Finance/Administration positions have been accomplished
- ☐ Check out with Timekeeping and leave a phone number where you can be reached

FINANCE AND ADMIN BRANCHES (EOC/CEOC)

Timekeeping

The Time Unit is responsible for ensuring the accurate recording of daily personnel time and compliance with specific agency time recording policies. As applicable, personnel time records will be collected and processed for each operational period. Responsibilities include:

- ☐ Determine incident requirements for time recording function
- ☐ Contact appropriate District personnel/representatives
- ☐ Ensure daily personnel time recording documents are prepared and in compliance with agency policies
- ☐ Maintain separate logs for overtime hours
- ☐ Submit cost estimate data forms as required
- ☐ Maintain records security
- ☐ Ensure that all records are current and complete prior to demobilization
- ☐ Release time reports from assisting agency personnel to the respective Agency Representatives prior to demobilization

Purchasing

Responsible for the procurement of essential supplies, equipment, and services for maintaining accurate and complete records of purchases. Oversees and coordinates all operations concerned with obtaining resources.

- ☐ Meet with the Finance Section Chief to determine the process for tracking purchases
- ☐ Determine the goods, equipment and services needed by the staff
- ☐ Obtain and arrange for delivery and distribution of the needed resources
- ☐ Conduct the process according to the applicable guidelines for disaster reimbursement in order to maximize the financial recovery
- ☐ Keep complete and accurate records for FEMA Documentation and provide them to the Finance Chief
- ☐ Make all logistical arrangements for procurement, delivery, payment and site contact of resources
- ☐ Assist with the deactivation process, tracking the return of equipment and supplies, the cessation of services and shut down of temporary services

INCIDENT COMMAND FORMS

ANNEX H

These are the most commonly used forms for RSCCD both at the ICP and the CEOC or EOC. The forms can be downloaded from the FEMA ICS Resource Center (ICS Resource Center (fema.gov)) and printed copies should be stored in the EOC supplies.

RSCCD staff can use additional ICS forms if necessary.

GENERAL MESSAGE
ICS Form 213

GENERAL MESSAGE		
TO:	POSITION:	
FROM:	POSITION:	
SUBJECT:	DATE:	TIME:
MESSAGE:		
SIGNATURE:		
REPLY:		
DATE:	TIME:	SIGNATURE/POSITION:

ACTIVITY LOG (ICS 214)

1. Incident Name:	2. Operational Period: Date From: Time From:	Date To: Time To:
3. Name:	4. ICS Position:	5. Home Agency (and Unit):

6. Resources Assigned:

Name	ICS Position	Home Agency (and Unit)

7. Activity Log:

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 214, Page 1 | Date/Time: _____

ACTIVITY LOG (ICS 214)

1. Incident Name:

2. Operational Period: Date From: Date To:
Time From: Time To:

7. Activity Log (continuation):

Date/Time	Notable Activities

8. Prepared by: Name: Position/Title: Signature:

ICS 214, Page 2 Date/Time:

INCIDENT OBJECTIVES (ICS 202)

1. Incident Name:	**2. Operational Period:** Date From: Date To: Time From: Time To:

3. Objective(s):

4. Operational Period Command Emphasis:

General Situational Awareness

5. Site Safety Plan Required? Yes ☐ No ☐
Approved Site Safety Plan(s) Located at:

6. Incident Action Plan (the items checked below are included in this Incident Action Plan):

		Other Attachments:
☐ ICS 203	☐ ICS 207	☐
☐ ICS 204	☐ ICS 208	☐
☐ ICS 205	☐ Map/Chart	☐
☐ ICS 205A	☐ Weather Forecast/Tides/Currents	☐
☐ ICS 206		☐

7. Prepared by: Name: Position/Title: Signature:

8. Approved by Incident Commander: Name: Signature:

ICS 202	**IAP Page** _____	Date/Time:

Organization Assignment List, ICS Form 203

ORGANIZATION ASSIGMENT LIST		1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
POSITION	NAME	4. OPERATIONAL PERIOD (DATE/TIME)		
5. INCIDENT COMMAND AND STAFF		9. OPERATIONS SECTION		
INCIDENT COMMANDER		CHIEF		
DEPUTY		SAFETY & SECURITY		
SAFETY OFFICER		INFRASTRUCTURE		
INFORMATION OFFICER		RESCUE & RESPONSE		
LIAISON OFFICER		HEALTH/WELFARE		
6. AGENCY REPRESENTATIVES in the EOC				
AGENCY	NAME			
		10. FINANCE/ADMINISTRATION SECTION		
		CHIEF		
		TIMEKEEPING UNIT		
7. PLANNING SECTION		PURCHASING UNIT		
CHIEF				
SITUATION UNIT				
DOCUMENTATION UNIT				
8. LOGISTICS SECTION				
CHIEF				
COMMUNICATIONS UNIT				
FOOD, WTR & SANITATION UNIT				
PREPARED BY: (PLANNING & INTEL SECTION)				

CRISIS COMMUNICATION

ANNEX I

X. INTRODUCTION

The purpose of this Rancho Santiago Community College District (RSCCD) Emergency Communications Plan is to document the process for effectively providing crisis communications support at the time of a crisis or potential crisis, for both physical incident or incidents that have the potential to cause reputational damage to the District and any of its campuses. How RSCCD communicates to its stakeholders is critical for the reputation of the institution, particularly during a crisis, a period of increased external scrutiny.

The primary audience of this plan is the members of the Incident Command Team, District Communications & Government Relations and Executive Cabinet, who are expected to implement the plan should a situation arise that warrants its activation.

For brevity and clarity, the District Crisis Communications Plan is henceforth referred to in this document as 'this Plan' or 'the Plan' and will be interpreted to include all entities administered by the District and apply to all employees.

RSCCD is committed to providing accurate, consistent and helpful information in a timely and open manner to its stakeholders. Effective communications can protect or enhance the reputation of the District and strengthen the standing of the institution and its ability to fulfill its mission. Communications are critical to ensure that RSCCD's position or action is clear and understood, the rationale for policy or decision is transparent and fair, and that stakeholders both internal and external understand and, if possible, support the District's priorities and decisions.

XI. PURPOSE

This Crisis Communications Plan (Plan) is intended to serve as a one-stop resource for managing communications during all levels of incidents in the RSCCD. Communications serve a critical role in ensuring the safety of students, employees and visitors during an incident and help the District comply with the Jeanne Clery Act.

XII. DISCLAIMER

This Plan has been written making every effort to be accurate, using current technologies and employing current practices used by higher education emergency managers. The intent of this Plan is to ensure compliance with federal and state regulations and the District's policies and procedures. It is not the intent of this Plan to replace, supersede or void other mandated plans or operational directives but rather to supplement the District's Emergency Operations Plan and the Emergency Response Plans.

This Plan cannot anticipate all potential major incident scenarios or disasters influencing communication technologies or strategies. Therefore, it should be reviewed, verified and corrected where appropriate by competent professional(s), and where relevant, legal counsel, before use. The members of the Incident Command Team, especially the CCO and other personnel identified by the District emergency plans, should test this Plan and its various elements through training and exercises. Conditions may develop

during "real world" events and result in situations where standard methods will not suffice. Nothing in this Plan shall be interpreted as an obstacle to the experience, initiative and ingenuity of the team members in overcoming the complexities that exist under actual emergency conditions.

XIII. PLANNING ASSUMPTIONS

Since major incidents or disasters may occur with little or no advanced warning, the events that occur during an emergency are not predictable. This Plan will serve as a guide and may require regular review and modification to meet the dynamic requirement(s) of any event(s).

Major incidents or disasters may affect widespread areas. Therefore city, county, and federal emergency services may be delayed or unavailable. The District may expect a delay of 72 hours or longer before emergency resources and services become available. Furthermore, depending on the type of incident or disaster, the District must plan for basic services to be lost for extended periods of time. These services may include, but are not limited to, electricity, water, sewage, land-based telephones and mobile (cellular) telephones. During a major incident or disaster, neighboring jurisdictions and emergency services may be faced with the same loss of basic services. The District is part of the area's mutual aid infrastructure. This includes but is not limited to law enforcement, shelters, staging of emergency personnel and equipment and serving as a point of distribution for mass immunization or vaccination.

XIV. OBJECTIVES

- To be able to factually assess situations and determine whether communications responses are warranted.
- To assemble a Communications Team that will make recommendations on appropriate responses.
- To implement immediate actions to:
    - Identify constituencies that should be informed about the situation
    - Communicate facts about the crisis with one voice
    - Minimize rumors
    - Restore order and/or confidence

XV. CONCEPT OF OPERATIONS

This plan is designed to identify and define a process to manage RSCCD's communications response to incidents that cannot be handled as effectively through RSCCD's normal structure and processes. The Plan's concept of operations defines the policies and processes that will help the **Communications Team (CT)** operate effectively as a team during the crisis as well as ensuring coordination with other responders (law enforcement, fire, mental health, etc.).

A. Approval Process

When the CT has been activated, all external and internal communications need to be explicitly approved by the Chief Communications Officer (CCO), even those ostensibly unrelated to the issue at hand. Approval of unrelated communications will help ensure that individuals are not distracted by peripheral and irrelevant information. Also, unrelated communications activities may have an impact on the perception of the effectiveness of the response, reputation or priorities of RSCCD and will be put on hold until they have been evaluated individually. It is the responsibility of each team member to report upcoming, planned communications activities in their area (press releases, newsletters, speeches, announcements, events, etc.) that may, depending on the issue at hand, either continue to move forward or that may need to be delayed or reconsidered completely.

At the time of a crisis, timeliness in communication is critical. Delays often undermine credibility of the overall management of the issue and provide more opportunity for other voices, including those critical of RSCCD, to define the issue and shape the overall environment in a negative light that would exacerbate the potential reputational risk to RSCCD.

Only CT - Approval of core messaging and key external documents (such as a press release) will be approved by the Chancellor/President or designee and the Chief Communications Officer or designee. A maximum 60-minute turnaround time between being approved and final approval would be considered best practice.

B. Timeliness

Timeliness is essential in communicating crucial information to the community and the news media. The Communications Team will be assembled as quickly as possible. Based on the timing, location and severity of the incident(s) or event(s), this may occur either in person or virtually. Any member of the Communications Team may convene the group and should be led by the highest ranking or most knowledgeable personnel.

Imminent Danger

In the event of an imminent threat to the campus community, the Communications Team activation may be skipped and District Communications & Government Relations will send out an alert via RAVE Alert to provide emergency instructions or information. Once the message has been sent, the Communications Team will convene as soon as possible.

C. Initial Response Protocol

Per Federal Regulations, RSCCD is required to inform its campus communities of a significant, immediate or continuing threat or emergency. Communication coordination is primarily the responsibility of the Chief

Communications Officer, in collaboration with the Chief of District Safety & Security, Chancellor, College Presidents and other cabinet members (as necessary) as well as the Orange Police Department, Santa Ana Police Department, Orange County Sheriff's Department and other Law Enforcement partners. If for some reason the CCO is not able to perform this duty, another District employee may be designated as CCO for emergency response purposes.

D. In the Event of an Incident

The District encourages a "See Something, Say Something" culture. If an individual witnesses overhears something that alarms them, they should report it immediately to District Safety & Security at 3-3-3 from a campus telephone.

For emergencies and immediate threats: call 911 from a District telephone.

E. Assess the Situation and Make Immediate Notification

The individual who encounters the potential crisis must contact Campus Safety and, if warranted, the Chancellor/President's office. Campus Safety should gather accurate information from the appropriate sources. A potential crisis is defined as an incident or situation that could affect or has affected the health, safety or welfare of students, faculty, staff or campus visitors. After fact-gathering, the Incident Commander from District Safety & Security should determine whether an immediate response is necessary, and if so, inform the Chancellor/President, or designee. Together, the Incident Commander and the Chancellor/President or designee will determine whether to convene the Communications Team.

Further and ongoing assessments of the situation should continue by any of the following that are established:

- Communications Team
- Incident Command Post
- Emergency Operations Center

Any situational changes or updates should be reported to other critical elements involved in the response and recovery of the incident (for example, if the ICP receives situational status update, they should report this to the EOC or Communication Teams, if they have been established).

F. Assign Members of the Communications Team

Assign members to the Communications Team to communicate facts of the situation and the District's intended response. The Communications Team will formulate written and verbal responses based on the nature of the crisis. Composition of the core team may include:

- Chancellor/President
- Chief Communications Officer
- Chief of District Safety & Security
- PIO of the affected campus

Depending on the nature of the crisis, other individuals may be added to the Communications Team.

G. Convene ICT Meeting and Meeting Requirements

If the ICT activates, formal meetings are scheduled by the team's coordinator (needs to be assigned) and conducted following a structured format to maximize the efficiency and effectiveness of the response effort. It is important that all team members, either the primary or alternate, are present for formal meetings. The absence of just one team member can produce information gaps, as well as undermine the decision-making capability of the team. To ensure full participation yet allow breaks in the team process for members to assign or carry out individual actions, a "meet-break-meet" process will be utilized during team activation.

It is the responsibility of the CT coordinator to schedule these meetings so as not to conflict with other teams (Policy Group, District Safety & Security, etc.). This will allow information sharing across teams and for the CT leader to brief the respective teams on progress, new issues or other strategic considerations for overall response.

H. Spokesperson Selection

At the time of a crisis, it is important that one person is identified as the spokesperson and that person continues in that role until the team is deactivated.

The spokesperson will:

- Speak on-the-record with reporters from all prioritized media
- Conduct press conferences
- Serve as primary quoted attribution in holding statements, etc.

In cases of a significant crisis, it may be prudent to have the Chancellor/President or the highest-ranking District official take the lead in conveying the administration's response to the crisis, showing that the District has control of the situation, addressing public concern and setting an example for the entire campus.

None of the above precludes the ad-hoc and strategic use of RSCCD leadership to further communication objectives, as long as it is limited and does not impede their ability to fulfill their primary functions during the crisis.

I. Draft Fact Sheets and Key Messages

The Crisis Communication Team members should develop fact sheets and key messages.

Fact sheets should contain a summary statement of the situation, including all known details to be released to the media. One particular fact sheet should be prepared by the District Communications & Government Relations and/or Law Enforcement Agency in charge and made available to the Chancellor/President and appropriate Vice Chancellors/Presidents. Fact sheets should be analyzed with respect to the public's right to know and concerns for privacy and security.

Other fact sheets can be developed for talking points for District operators and individuals who may receive calls from the public.

Key messages can be developed in many different formats and for many different stakeholders. See Appendix A - Developing Key Messages and Message Maps for message mapping tools.

J. Notify Key Constituencies

Depending on the type of emergency, it is critical to quickly assess the situation and determine how notifications should be sent to the different key constituencies.

In the event of an imminent threat to the campus community, the Communications Team activation may be skipped, Public Information & Marketing Office and/or District Safety & Security will immediately send out an alert via RAVE Alert to provide emergency instructions or information.

Other communications may be distributed through various methods to include, but not limited to; RAVE Alert, email, local and social media outlets, RSCCD Website and marquees/LCD displays.

Determine key constituencies that should be informed of the crisis:

- Students
- Administration
- Classified staff
- Certificated staff
- Board of Trustees
- Foundation
- General public/surrounding communities
- Law enforcement agencies
- City Emergency Management
- County Emergency Management Department
- Mass media
- Parents/families of students
- K-12 School Districts
- California Community College Chancellor's Office

K. Establish Media Staging Area

Identify an area where media professionals can operate, including parking satellite vans. This area should be near campus and close to the area where press conferences will occur.

L. Alert and Respond to the Media

Determine whether a news release and/or news conference is an appropriate means of conveying information to faculty, staff, students, the news media and the public. The District Communications & Government Relations Department will determine logistics of the news conference including when, where and how the media will be contacted, which media will be contacted, who will supervise the news conference, who will appear, etc. Respond to news, written and social media.

M. Establish Joint Information Center (JIC)

Determine whether the magnitude of the crisis merits the establishment of a Joint Information Center (JIC) for law enforcement, District officials and media, if one is not already established by other agencies. The JIC location will be determined based on the incident.

N. Document through Photography/Video

Identify an individual who can take pictures and/or video of the scene. This may prove helpful in responding to media inquiries, to possible later litigation, as well as to documenting events, especially for reimbursement issues with FEMA and the State of California. Determine need to supply video footage and photographs from files. Decide whether to provide video footage for immediate distribution. Determine

whether it is appropriate to allow location shooting by TV and newspaper photographers. Determine when, where and who will accompany the media.

O. Radio Media Response

Discuss any needs for communication through radio media. Determine the best soundbites for radio media and who would best be able to convey a feeling of empathy and caring when delivering the sound bites. Determine if there is a need to produce recorded responses to send to radio media.

P. Monitor SOCIAL MEDIA

Assign an individual to monitor social media. This is a critical step in determining what information is being propagated by others. Draft messages that provide clear, concise and consistent information to combat incorrect information or rumors.

Q. Identify other spokespersons

Identify any other individuals who may serve as spokespersons or who may address the news media; assign a District Communications & Government Relations staff member to counsel the individual on the appropriate ways to deal with the media with guidance from legal counsel.

R. Establish reporting to Ex Cabinet and IC

When activated, the ICT leader will report to the Executive Cabinet and Incident Command on at least a daily basis to provide an information update as well as to reassess whether or not the issue needs additional support and resources.

S. Determine Internal Communications

Determine the internal communications strategy to be used if the crisis affects students and employees, working closely with Human Resources, Educational Services, Information Technology and College Public Information Officers.

T. Determine Alternative Communications

Discuss alternative or additional means of conveying information, including letters to parents/families of students or selected constituencies of the District, letters to newspaper editors and consultation with editorial boards. During a major crisis, the District Communications & Government Relations will redirect the external District website to an emergency website that provides updates throughout the duration of the crisis. All possible communications methods should be considered, to include, but not limited to; RAVE Alert, email, local and social media outlets, RSCCD Website and marquees/LCD displays.

U. Establish Information Center

If possible, an information center or call center should be established to provide information to constituents. RSCCD may contract with an outside agency to provide call center services or if it is in a significant violent event, utilize the FBI call center services.

V. Conduct Rumor Control

Direct all updates via the official District social media channels and colleges' social media as appropriate. A web page with a hot link from the District home page can also be used for posting up-to-date information and FAQs.

W. Plan for Loss of Telephone Service

Cellular phones should be used in the event landlines are down. The District Safety & Security Dispatch will each maintain a list of cellular phone numbers for key District officials. Hand-held public frequency radios can be used for on-campus communications in lieu of, or in addition to, cell phones.

X. Engage in Appropriate EOC Response

If the EOC is activated, the CCO and the ICT should establish contacts and maintain regular times to pick up information from all sections.

Y. Aftermath Component

Following any crisis, appropriate action must take place to ensure that members of the college community, and others as necessary, receive needed information and assistance to help bring closure to the crisis as well as relief from the effects of the event. Attention also should be placed on identifying and implementing measures to improve the action plan used during the crisis.

Z. Post-Incident Communications

Public Forum: Whenever possible, a public forum should be scheduled and coordinated by the District Communications & Government Relations Department to provide an update of the incident and events to all interested members of the District. The timeliness of this meeting is critical, and every effort should be made for the forum to be held within three (3) working days from the end of the crisis. Representatives from the Executive Cabinet, District Safety & Security, District Communications & Government Relations Department, if applicable, Enrollment Management, Student Services and/or Human Resources should attend and be prepared to answer questions and share pertinent information. Other departments and/or individuals also may be requested to attend and participate depending upon the nature of the crisis.

Resources: Immediately following a crisis, it is imperative that the District is sensitive to the needs of faculty, staff and students who may be personally affected by the crisis. There may be a need to assist the victim(s) by obtaining information and/or a referral to available resources. The Vice President of Human Resources will be responsible for notifying appropriate employees and the Vice President for Student Services will be responsible for notifying students of available resources.

Follow-Up And Appreciation For Partners: Depending upon the nature of the crisis, services and assistance may have been rendered by agencies, companies and/or individuals from outside the District. The District Communications & Government Relations Department should ensure that applicable follow-up information as well as letters of appreciation, are sent to appropriate persons.

Communications After-Action Report: The Communications Team will meet within thirty (30) working days following a crisis and review all actions taken as a result of the crisis to determine effectiveness and efficiency of communications operations and make any needed changes to the Emergency Communications Plan.

XVI. EMERGENCY NOTIFICATIONS AND TIMELY WARNINGS (CLERY ACT)

A. Campus Emergency Notification System

The Rancho Santiago College District Safety & Security Department has the responsibility to respond to and assess situations or incidents that may pose an immediate or ongoing threat to the safety and health of the college community. The Chief of Safety & Security will assess situations or incidents reported on campus and the surrounding areas to determine whether an immediate or ongoing threat exists. Upon confirming that there is an immediate threat to the safety of the college community or specific segments of the college community, the Chief of District Safety & Security, the Chief Technology Officer, the Chief Communications Officer, and the college Chancellor/President are the authorized administrators who will collaborate to the extent possible given the situation, to determine the content of the emergency notification notice and will use part or all of the emergency notification systems listed below to communicate the threat to the entire college population or segments thereof. An emergency notification does not need to be sent by the Communications Team, however it is important to consider convening the team if a notification needs to be sent.

RSCCD has a campus-wide emergency notification system. This system will enable the authorized college personnel to quickly notify students, faculty and staff about any campus emergency with personalized voice, text and email messages. It is important that all students, staff and faculty provide the college administration with correct contact information so that proper emergency notification can be made. Staff and students should go to the following website for directions on how to update information to ensure they receive emergency notifications.

District Safety & Security patrol vehicles are equipped with public address systems and during critical emergencies can be strategically located throughout the campus to facilitate notification and communication through these amplification systems. District Safety & Security also has mobile and stationary public address systems available as needed. The college digital marquee may also be used to communicate and notify students and staff of immediate or ongoing threats. The campus email system will be utilized to communicate alerts and ongoing updates to faculty and staff. The college's student Web Portal will also be utilized to notify students of threats and emergency updates as well.

B. The Jeanne Clery Disclosure Act

The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, codified at 20 U.S.C. 1092 (f) as part of the Higher Education Act of 1965, is a federal law that requires colleges and universities to disclose certain timely and annual information about campus crime and security policies. All public and private post-secondary educational institutions participating in the federal student aid programs are required to comply with it.

The law, originally enacted by Congress in 1990 as the Campus Security Act, was initiated by Howard and Connie Clery after their daughter Jeanne was tragically murdered at Lehigh University in 1986. Amendments to the Act in 1998 renamed it in memory of Jeanne Clery. The Clery Act requires colleges and universities to publish an annual report annually by October 1st that contains three years of crime statistics.

C. The Family Educational Rights and Privacy Act (FERPA) and the Timely Warning Requirement

The Clery Act does not require confidential reporting of crimes. Although personally identifiable information is generally precluded from disclosure, such information may be released in an emergency.

FERPA does not preclude an institution's compliance with the timely warning provision of the District/campus security regulations. FERPA recognizes that information can, in case of an emergency, be released without consent when needed to protect the health and safety of others. In addition, if institutions utilize information from the records of a campus law enforcement unit to issue a timely warning, FERPA is not implicated as those records are not protected by FERPA.

D. RSCCD Timely Warning and Emergency Notification

In the case of a serious or ongoing threat to any campus community of the Rancho Santiago Community College District, as approved by a designated District/campus authority and in accordance with the Jeanne Clery Disclosure of Campus Security and Campus Crime Statistics Act, a "timely warning" or "emergency notification" will be prepared and distributed to students, staff and faculty without delay. These alerts may also be used to seek information that could lead to the arrest and conviction of an offender when violent crime against persons or substantial property crime has been reported. (BP & AR 3515 – Reporting of Crimes)

The information may be disseminated in various forms, including one or more of the following: website, email, text messages, voice messages, social media postings, warning flyers, phone alerts and PA announcements.

Every attempt will be made to distribute the timely warning or emergency notification within a reasonable amount of time after the incident is reported to the District/campus. However, the release is subject to the availability of accurate and confirmed facts concerning the incident and investigation restraints.

E. Timely Warning/Emergency Notification Operational Procedure

Anyone with information warranting a timely warning or emergency notification should report the circumstances to the District Safety & Security Department or other appropriate campus authority. When a determination has been made that a timely warning/emergency notification should be issued, District Safety

& Security, the CCO and other appropriate District/campus administrators will work collaboratively to ascertain methods of informing the campus community of the incident and to craft an official message.

A release will typically include the following information, if known:

- A succinct statement of the incident
- Any connection to previous incidents
- The nature and severity of the threat
- Location of the incident and persons who might be affected
- Physical description or composite drawing of a suspect, if appropriate
- Date and time the alert was released
- Other appropriate safety steps/tips
- Authority for issuing a Timely Warning or Emergency Notification

The authority for the issuance of a Timely Warning or Emergency Notification rests with the following authorized administrators only:

- President/Chancellor
- The District CCO
- District Safety & Security Department

Ideally, before a message goes out, several top-level administrators will have been consulted, including the Chancellor/President and Chief of District Safety & Security, with the CCO actually crafting the message and sending it out. Other staff may also be consulted as needed. Should immediate action be needed, any authorized administrator may act independently.

NOTE: If a Timely Warning or Emergency Notification is released, the administrator responsible for the message must send a copy to the Chief Communications Officer, who will be responsible for relaying the appropriate details to the Chancellor/President, Board of Trustees and other necessary stakeholders.

F. Timely Warning

The purpose of Timely Warning is to enable members of the campus community to protect themselves. To do that, the warning should include all information that would promote safety and that would aid in the prevention of similar crimes.

If a situation arises on campus that poses an ongoing or continuing threat to the college community, the Chief of District Safety & Security in consultation with the college President/Vice-President/designee will determine if a “timely warning” will be issued to inform the campus of the threat. Timely warnings provide the college community with information about serious incidents and crime prevention recommendations.

The Timely Warning may be distributed through various methods, to include, but not limited to: RAVE Alert, email, local and social media outlets, RSCCD Website, and marquees/LCD displays.

Warning Information

Research has shown that the following variables are important:

Consistency: Though it is good to have multiple sources, it is critical that they be consistent with one another (i.e., that the messages are conveying the same warning).

Specificity: The more specific the message is about the type of danger and what to do about it, the greater the personal response on the part of the public.

Source Credibility: The warning must come from a source that is deemed credible by the public. Because different groups of stakeholders have different perceptions, it is best to have a mix of sources.

Channel: Research shows that warnings transmitted over multiple channels (systems or platforms) yield the best results in being effective.

Source: Crisis Management Affecting Institutions of Higher Education: A Collaborative Community Approach, Version 3.0, Texas A&M Engineering Extension Service (TEEX) College Station, ©2021

The Decision to Issue a Timely Warning

Whether or not you issue a timely warning must be decided on a case-by-case basis in light of all the facts surrounding a crime, including factors such as:

The nature of the crime. This means that you should consider the type of crime that was reported. Was it a Clery crime? Did two students get drunk and attempt to steal a golf cart from the campus one night or does it appear that professional car thieves are preying on your campus?

The continuing danger to the campus community. This means that after a Clery crime is reported, you should consider whether your students and employees are at risk of becoming victims of a similar crime. For example, if a rape is reported on campus and the alleged perpetrator has not been caught, the risk is there. If the alleged perpetrator was apprehended, there is no continuing risk. Does a criminal incident appear to be a one-time occurrence or does it fall into a pattern of reported crimes?

The possible risk of compromising law enforcement efforts. This factor does not mean that in the event of a serious or continuing threat to your students or employees you should decide not to issue a timely warning. It means that you should take law enforcement efforts into consideration when you issue a warning.

Determining the Content of a Timely Warning

Clery Act regulations do not specify what information should be included in a timely warning. However, because the intent of the warning is to enable members of the campus community to protect themselves, the warning should include all information that would promote safety and that would aid in the prevention of similar crimes. Issuing a warning that cautions the campus community to be careful or to avoid certain practices or places is not sufficient. You must include information about the crime that triggered the warning.

Issuing a Timely Warning

Although the format for the warning has not been mandated, the warning must be reasonably likely to reach the entire campus community. Therefore, timely warnings must be issued in a manner that gets the word out quickly community-wide. They may be emailed, posted around campus, provided as text messages, etc. A combination of dissemination methods may be used.

Timely warnings may not be issued in a manner or posted in a location that requires the campus community to make requests for them or to search for them. The responsibility for getting the warning out rests solely with the institution.

G. Emergency Notification

Unlike the Timely Warning that must be issued across the District/Campus community, an emergency notification may be targeted to only a segment or segments of the campus community that are at risk.

Under the Clery Act, the District/campus is required to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on the campus. An “immediate” threat as used here encompasses an imminent or impending threat, such as an approaching forest fire, as well as a fire currently raging in a single building.

Some other examples of significant emergencies or dangerous situations are:

- Outbreak of meningitis, virus or other serious illness (CONFIRM with Orange County Health Department FIRST. They are required to verify an actual contagious outbreak and contact the suspected agencies at risk for exposure)
- Approaching tornado, hurricane or other extreme weather conditions
- Earthquake
- Gas leak
- Terrorist incident
- Armed intruder
- Bomb threat
- Civil unrest or rioting
- Explosion
- Nearby chemical or hazardous waste spill

H. Emergency Notification and Timely Warning: The Difference Between the Two.

	Emergency Notification	Timely Warning
Scope	Significant emergency or dangerous situation	Clery crimes reported to Campus Security Authorities (CSAs)
Triggered by?	Event that is currently occurring on or imminently threatening campus	Crimes that occurred and represent an ongoing threat
Where event occurs?	Only on campus	Anywhere on Clery Act geography
How soon to issue?	Immediately upon confirmation of a situation	As soon as information is available

SOURCE: U.S. DEPARTMENT OF EDUCATION, OFFICE OF POSTSECONDARY EDUCATION 2016, THE HANDBOOK FOR SAFETY AND SECURITY AND SECURITY REPORTING (2016 EDITION); U.S. DEPARTMENT OF EDUCATION, OFFICE OF POSTSECONDARY EDUCATION 2020, CLERY ACT APPENDIX FOR FSA HANDBOOK.

I. Timely Warning/Emergency Notification Operational Procedures Diagram

Threat or emergency situation is reported to Campus Safety or other campus authority or City Police Department or Orange County Sheriff

↓

Campus Safety/campus administration/City Police Department/County Sheriff confirms the situation may threaten security of campus

↓

Campus Safety/campus administration/Police Department/County Sheriff consults with CCO

↓

Message is crafted and mode of dissemination is decided upon

↓

CCO or authorized agent/designee releases the timely warning

↓

Copy of message is sent to District employees

XVII. CHIEF COMMUNICATIONS OFFICER

A. Definition of CCO

During an incident, the District's Chief Communications Officer or designee, will provide the rapid dissemination of consistent, accurate, and timely instructions and information to the campus community, general public, media and other appropriate agencies and organizations.

The CCO works in coordination with the City Police Departments, Orange County Sheriff's Office and District Safety & Security to verify the accuracy of information. The CCO is responsible for preparing and disseminating information regarding the incident size, cause, ongoing situation, resources and other matters of interest associated with the emergency to faculty, staff, students and relevant agencies. In the case of larger scale incidents, the CCO must work at the direction of law enforcement. This may require the CCO to establish/participate in a Joint Information Center (JIC) where the CCO and other members of the Communications Team can perform critical emergency information functions, crisis communications and public affairs functions.

An emergency situation may also require the CCO to establish a media center within the JIC structure to provide information concerning the incident to representatives of the media. Under the direction of the Incident Commander, the CCO will provide and coordinate news releases, answer questions from the media and arrange for media tours or photo opportunities of the incident.

If necessary, the CCO may establish a rumor control center to respond to misinformation or inquiries from individuals outside the impacted area concerning the incident and involved parties.

One primary CCO will be assigned for each incident. The CCO may appoint as many assistants, officers or specialists as necessary and the assistants may also represent assisting agencies, jurisdictions or other response partners.

If the official District/Campus CCO is not available, another District employee may be designated as interim incident CCO by the Incident Commander.

Primary Responsibilities of a CCO during an Incident
Follow duties as outlined in the Emergency Response Plan Command Section.
Release confirmed and verified emergency instructions/information to faculty, staff and students about the emergency and what steps individuals should take.
Release emergency instructions/information to the electronic and print media.
Produce confirmed and verified news releases as required.
Participate in JIC if one is established to consolidate information gathering and dissemination efforts.
If possible, establish a primary method of dissemination for official information so there is one designated outlet for everyone to get updates.
Ensure that all information is clear, concise, confirmed and approved by appropriate authority before release to the media or public.
Do not release unconfirmed information or speculate on the extent of the emergency, despite repeated urging by reporters to do so.
Keep Emergency Operations Center (EOC) and Incident Command System (ICS) staff informed of the media situation at the incident site.
Establish and release “media only” telephone number(s), if warranted. If necessary place an outgoing message on those phone lines with media pertinent information.
Monitor published and broadcast Emergency Public Information (EPI) for accuracy. Correct serious misinformation whenever possible.
Maintain Emergency Public Information (EPI) status boards and maps. Post hard copies of news releases.
Consider additional methods for distributing emergency instructions as required.
Arrange for media access to necessary information/facilities. This could be arranging interviews with command staff or access to the JIC as necessary and appropriate.
Rumor control and updated information.

B. CCO Basics

The "CCO Basics" tip list is intended to provide a focal point for the Chief Communications Officer (CCO) or Designee. Generally, communication coordination is the responsibility of the Chief Communications Officer, but if for some reason this individual is not available to perform this duty, another District employee may be designated as CCO for emergency response purposes.

Refer to the Clery Act/Threat Level Assessment Checklist to Provide Timely Information as required by law.

Work in collaboration with District Safety & Security and/or the City Police Departments and Orange County Sheriff's Department to ensure the accuracy of information and the integrity of investigations.

Remain:

- Clear
- Concise
- Accurate
- Timely

Three things to be mindful of:

- People first
- Our reaction and the perception of it
- Rumor control

CHIEF COMMUNICATIONS OFFICER

INCIDENT COMMAND & EMERGENCY OPERATIONS CENTER GENERAL CHECKLIST

Upon Site Arrival	
	Check in upon arrival at Incident Command (IC) or Emergency Operations Center (EOC).
	Report to Incident Commander or EOC Director.
	Obtain a briefing on the situation and assess social media.
	Review position responsibilities.
	Determine operating location and set up as necessary.
	Clarify any issues regarding your authority and assignment and what others in the organization do.
	Meet with Communications Team. Obtain briefing on the external communications capabilities, limitations and restrictions.
	Establish operating procedure with Communications Team for use of telephone and radio systems. Make any priorities or special requests known.
	Determine staffing requirements and request additional support as required.
During Operations	
	Coordinate with Incident Commander for all information releases.
	Interact with the Site Administrators, EOC/Command Team and Section Chiefs to provide and obtain information relative to public information operations.
	Coordinate with the Situation Analysis Unit and define areas of special interest for public information action. Identify means for securing the information as it is developed.
	Coordinate public safety press releases to meet mandates and restrictions.
	Develop a news briefing schedule and notify media of schedule. Arrange for preparation of briefing materials/talking points as required.
	Develop an information release program.
	Contact other Chief Communications Officers by whatever communications are available and determine which radio and TV stations are operational.
	Maintain an up-to-date picture of the situation for presentation to media and internal/external audiences.

	Determine requirements for support to the emergency public information function at other site level command centers.
	Determine overall staffing requirements (including support to local jurisdictions) and request additional support as required.
	Assist in making arrangements with adjacent jurisdictions for media visits.
	Ensure that a rumor control function is established as necessary and has the means for identifying false or erroneous information.
	Monitor all media including broadcast, print and social.
	Ensure that file copies both printed and electronic are maintained of all information released.
	Provide copies of all releases to the Incident Commander/EOC Director.
	Keep the EOC Director/IC advised of all unusual requests for information and of all major critical or unfavorable media comments.
	Conduct shift change briefings in detail. Ensure that in-progress activities are identified and follow-up requirements are known.
	Prepare final news releases and advise media representatives of points-of-contact
	Arrange for tours and other interviews.
	Thoroughly brief the relief at shift change time.
End of Shift/Deactivation	
	Obtain authorization to deactivate from the Incident Commander
	Deactivate the Public Information position and close out logs when authorized by the EOC Director/IC
	Ensure that any required forms or reports are completed prior to your release and departure
	Be prepared to provide input for the after-action report (debriefing)
	Release assistant staff when no longer required
	Determine what follow up to your assignment might be required before you leave
	Leave forwarding phone number where you can be reached
	Be prepared to provide input for the After-Action Report

XVIII. PUBLIC INFO & MARKETING DEPARTMENT

A. Positions and Duties

The Chief Communications Officer (CCO) will assign staff members to manage activities to assist with communications, timelines and tracking of emergency events. Personnel selected for assignments should be able to accomplish tasks with minimal direction and function efficiently in a high-stress and quickly-changing environment.

B. Responsibilities

- Work with Logistics Section (responsible for all service support needs to run effective/efficient incident management) to acquire, set up and run audio/visual support for briefings
- Provide support for media briefings and town meetings
- Produce a casebook available in the Joint Information Center (JIC) and/or stored on the virtual JIC website
- Provide all JIC files and products to the Documentation Unit, which is responsible for maintaining incident documentation and an incident history file
- Produce briefing packets
- Coordinate security needs with the Facilities Unit in the Logistics Section. The Facilities Unit sets up, maintains and demobilizes all facilities used in support of incident operations
- Catalog, file and copy all JIC materials
- Maintain media credentialing files
- These responsibilities may be performed by one or more individuals or by a unit composed of several individuals per shift
- Provide media briefings and town meeting support
- Provide support to the JIC for media briefings and town meetings by coordinating with the Logistics Section

C. Produce a Casebook

A casebook is a compilation of all public information about the incident that can be used for post-incident information requests and evaluations. It provides a case history that can be used as a reference for future events. A printed or electronic copy of the casebook should be made available to each of the JIC's response partners. The casebook should contain:

- Timeline of events and communications
- Communications released during event
- All news releases, fact sheets, talking points and key messages generated by the JIC
- Copies of all news clips
- Copies of all JIC-produced videos, photographs, maps and other visuals

XIX. COMMUNICATIONS TEAM

A. Membership and Purpose

During emergencies, the Communications Team will be responsible for working with the Incident Command Team to implement the Incident Communication Plan. The CCO will serve on the Command Team and will lead the Communications Team.

The main objective of the Communications Team during emergencies will be to implement the Incident Communication Plan in ways that ensure rapid, coordinated and effective responses for both campus and community constituents.

The Communications Team membership will be made up of those who communicate and those who provide information and resources for communications. The Communications Team membership also will overlap with the Command Team membership.

B. Communicators

- RSCCD Safety & Security/CCO - Leader(s) of Communications Team, advisor to Command Team and Chancellor/President, message developer and deployer, decision-maker and spokesperson
- District Chancellor/College President - Decision-maker and key spokesperson
- Information Technology - Advisor on communication systems
- Communications Team members - Assist in delivering and managing multi-channel communications
- District Vice Presidents and/or District Vice Chancellors
- Facilities Director(s)
- Risk Management
- Legal Counsel (on call)

XX. COMMUNICATING WITH THE MEDIA

A. If You Are Designated the Interim Spokesperson/CCO

Ideally, the official Chief Communications Officer will be available when an incident occurs. If the Chief Communications Officer is not available, another District designee may have to act as interim incident CCO in the name of expediency. If you are designated to act as the incident CCO and must deal with members of the media, remember the initial response to a media inquiry is crucial because it sets the tone for our entire interaction with that outlet, as well as any accompanying news coverage. Once a reporter forms a negative perception of an individual or the District, it is difficult to regain credibility. The most important things to remember are to be prepared and do not panic.

COMMUNICATING WITH THE NEWS MEDIA	
	Determine the reason the reporter is calling.
	Obtain the reporter's deadline, what information they are seeking and a phone number to call after you gather accurate details.
	Notify the Incident Commander of the media inquiry and try to reach one of the District/Campus CCO's.
	Take time to gather the information you will need to respond.
	Prepare for the interview by using the information in this chapter.
	Ask yourself what the logical outcome of your comments will be and how this inquiry can be turned into a positive.
	Be strategically transparent when communicating to the news media.
	If you are not comfortable talking to a reporter, ask if you can deliver the requested information via another channel such as email, text, etc. If necessary and appropriate, find a subject matter expert. Nervousness can be misinterpreted as being evasive.
	Consistent messaging: Think about any live interviews you have seen conducted with politicians. If a reporter asks 10 questions, it is likely that the politician somehow wove a consistent theme into each answer.

XXI. COMMUNICATION SYSTEMS

The telephone system is the primary means of communication. During emergencies, District phones must be restricted to official District communication only. It is possible that during severe emergencies, telephone service may be interrupted. The local cellular phone system is expected to be jammed and not available immediately after a major area disaster, specifically an earthquake or possibly a large windstorm. Expect cellular communications to be sporadic for at least one hour after a major area event. It is possible that even though the telephone system is operational on campus, outside services may be interrupted. When phones fail, cellular phones may be functional.

Both District Safety & Security and Maintenance and Operations maintain two-way radios. These radios are assigned to these departments but can be placed as emergency two-way communication when necessary. Desk phones, when operable, will be the primary District emergency communications system.

A listing of all District Administrators, including work and home telephone numbers, will be maintained by the Vice President of Human Resources.

Administrators, Deans, Directors and Supervisors are encouraged to store their employees' emergency contact numbers in a secure location. Upon receiving notification of a District emergency, all administrators are to pass the same information along to all those departments/offices under their direction.

The Director of Technology and Information is responsible for maintaining an emergency notification system.

To make this Plan successful for the District, the following must be accomplished:

- Communication equipment must be of the appropriate type and in sufficient quantity
- Equipment must be properly maintained and updated as demands or technological advancements occur
- Personnel must be trained how to operate the equipment
- Personnel must practice using all tiers of equipment during non-emergencies (e.g., drills, simulations, table-top exercises, large, planned events, etc.)
- Equipment must be properly prepositioned and accessible to personnel for rapid deployment

Analyzing the communication needs of the District recognizes the following requirements:

- Communication among the Incident Command Team (ICT) members
- Communication among field personnel
- Communication between Incident Command Post (ICP) and/or Emergency Operation Center (and IMT members) and field personnel
- Communication between the ICP and/or EOC and mutual aid resources while the latter is enroute and while working within the District
- Communication between the District and the county emergency communications center
- Communication between Incident Commander (IC) or Incident Command Team (IMT) and managers throughout the District

- Communication between the District and their employees and students while on and/or off campus

RSCCD COMMUNICATION TOOLS MATRIX		
MODE	**ADVANTAGES**	**DISADVANTAGES**
DISTRICT Email	Quick communication to large audience and staff	May not work well if information is time sensitive or there is a power outage
Web Page Post	Easy, quick	Requires user to visit website. Need to find web designer to create website and necessary links
RAVE ALERT Text Message	Popular among students. Message can reach recipient immediately, regardless of location. Can include partner agencies on notifications	Requires users to update contact information
RAVE ALERT Email	All students and employees have an RSCCD email address in the system. Can include partner agencies on notifications	Requires users to update contact information (including personal email) and to be able to access a device
RAVE ALERT Voice Message to all See disadvantages	Reaches all those with phones. Can include partner agencies on notifications	Requires user to listen to phone messages. The delay in reaching audiences may cause confusion as messages may be hours old NOT RECOMMENDED AS SOLE COMMUNICATION
RAVE Guardian App	Reaches all those with phones who have downloaded the app. May be quicker than text and email via the RAVE ALERT	App has to be downloaded
CANVAS	Quick and specific to various populations	Requires user login, but limited to employees, faculty and students who use Canvas
Zoom	Able to meet virtually; large audience	Must send out link to zoom meeting; individuals must join
Microsoft Teams	Multiple communication systems, including instant phone calls, allows for teams and channels to distribute and gather information, allows for assignments to be made	Only those with access to Microsoft teams can benefit from any groups or channels

Social Media	Facebook, Instagram and X are popular with students, message can reach recipient regardless of location	Requires user to be a “fan” or “follower” of District/Campus sites and have access to a wireless device
Public Announcement System	Wide broadcast, reaches outdoor	Can be hard to hear in some areas
Fire Alarm System	Wide broadcast, easily heard	Only alarm - no voice feature
LCD Monitors	Visual broadcast, supports individuals with hearing impairments	Reaches a limited audience and not currently used for emergencies
Bullhorns	Mobile, allows for targeted messages to different geographic audiences and does not require electricity or connectivity	Reaches a limited audience, time consuming
Marquee	Gets message to local traffic and public before entering campus	Limited visibility, software makes it difficult to post from a variety of devices
Runners	Mobile, allows for targeted messages to different geographic audiences and does not require electricity or connectivity	Reaches a limited audience, time consuming
Two-Way Radios	No phone connectivity needed and useful for on campus communication Quick	Battery life, especially in power outages and limited to those who have them
Cell phones	Provides access to text and voice messages, widely available and can be used in conjunction with other communications such as Microsoft Teams and Zoom	Battery life, especially in power outage
Landlines (analog or digital)	Good for one-to-one communication	Limited mobility

A. Communication Systems Before the Major Incident or Disaster

The District will ensure that all their employees are aware of this Plan and are knowledgeable about the various methods that District Managers may use to contact them during a major incident or disaster. Through delegation, the District will ensure that all students are aware of relevant elements of this Plan as it pertains to how the District will contact them or how they may obtain pertinent time-sensitive information during a major incident or disaster.

RAVE Alert will be kept up-to-date with the most current contact information for individuals and devices. This will include regular uploads of contact information from partnering agencies.

B. Communication Systems During Initial Phase of a Major Incident or Disaster

Since there is no way to predict the nature of, or when the major incident or disaster will occur, the immediate actions of the CT or ICT may differ. Some events are immediately evident (e.g., earthquake) requiring no notification of occurrence, only information on institutional status, what to do or where to go. Other events are not so evident (e.g. active shooter or hazardous materials release), requiring the CT or ICT to provide immediate and specific information as well as follow-up information. A third type of event that requires notification with information and instructions to employees and/or students is an event that occurs after hours.

For major incidents that require immediate notification to employees and/or students, the following procedures can be used depending on the nature of the incident:

- A recorded or live message with the nature of major incident or disaster be issued through emergency telephones located in classrooms and office phones. An example of this would be in case of an active shooter, barricaded suspect or a hazardous materials release where you want employees and/or students to either shelter in place (including locking down) or evacuate via a very specific route
- Bullhorns with instructions. An example of this method would be for evacuation based on a bomb threat
- Activate the emergency notifications system (RAVE Alert) including text messaging
- Building Captains and Floor Wardens or other official(s) going room to room with instructions. An example of this method would be if the bullhorns were not available or if very quiet and discrete message delivery was required
- Activate evacuation klaxon (A type of loud electric horn) and strobe with instructions issued outside the buildings and/or at the emergency staging area(s). The most typical example of this would be during a fire

For major incidents or disaster when the campus is largely unoccupied (e.g. a significant seismic event occurs late Saturday night), required and timely notification with information and instructions to employees and/or students is necessary, the following methods will be used depending on the nature and severity of the incident, when it occurs, the status of local and regional infrastructure and the predicted duration of the major incident or disaster

The primary strategies are to notify and get critical personnel activated and responding to the campus and facilitate/activate communications among the critical personnel enroute to their campus. The same method for initial notification can also be used to provide updated information regarding the status of the campus and continuation of business and instructional operations to all employees and students. The following procedures can be used if available:

- Activation of emergency notification system (RAVE Alert). Activation done by designated authorized personnel in the Chancellor/President's office or District Safety & Security Department
- Managers should utilize phone trees or similar tools to notify employees

- Faculty telephoning students based on information from class rosters
- Faculty notifying students using email and other student contact methods
- Change District/Campus general website and emergency website and social media sites (e.g., X and Facebook)

C. Ongoing Communication System Use During a Major Incident or Disaster

There are several elements in providing effective communication during a major incident or disaster. Which element(s) employed and the frequency of the updates are dependent on the nature and severity of the incident, impact on District stakeholders, when it occurs, impact on basic services infrastructure and the predicted duration of the major incident or disaster. This section outlines a flexible framework enabling incident managers and responders to change (expand or contract) as needed.

Office/Cell Phones: The Incident Command or CT will utilize this method of communication in times where students and/or employees are sheltering in place and/or in lockdown or otherwise remaining inside classrooms and/or offices. It is predicted that this part of the communication framework will be used for only a few hours and not for extended periods. Telephone trees can be used to contact staff and/or certain departments regarding response/reporting procedures or providing critical updates.

Webpage and Social Media Sites: The CT will ensure that the general and emergency web pages and social media sites are updated to inform stakeholders of the status of the campus and any special instructions. This update process will be consistent across all platforms and accessible by the Webmasters and authorized CT members at any time and from off-site locations so changes can be near real-time.

Email: The Chancellor/President's office or the Department of District Communications & Government Relations will distribute email updates to all employees and (optionally) students with updates and specific instructions.

Microsoft Teams/Zoom: The CT, ICT or other response teams may use Microsoft Teams or Zoom to hold virtual meetings. Microsoft Teams may be used to send messages or make group calls.

Emergency Notification Systems (RAVE Alert): District Safety & Security and/or the Department of District Communications & Government Relations will distribute updates and specific instructions to all registered stakeholders.

Public Address Systems (including bullhorns): These will be used on an as-needed basis.

Cellular Phones (conventional): These devices are particularly useful for discrete communication between two individuals.

Two-Way Radios: Law Enforcement, search-and-rescue operations, IMT and first responders will use different dedicated and discrete frequencies if available.

Runners: Human messengers will be used anytime other means are not available or less efficacious.

XXII. TRAINING AND UPDATES

A. Education, Training and Testing of the Crisis Communications Plan

The District Communications & Government Relations Department will take the lead in educating the community about how and when members will get messages from RSCCD in a crisis. The procedures may be similar to those used to educate the community about other critical pieces of campus life.

Key staff will participate in exercises to improve skills, evaluate plans and provide recommended changes for plan improvements. The Crisis Communications Plan will be tested during some or all exercises with participation by members of the Communications Team.

As part of this process, the District Communications & Government Relations Department will schedule media training sessions for senior administrators and key members of Emergency Operations Team. After the initial session to train all key officials, sessions will be scheduled annually for people who are new to the Emergency Operations Team or the Communications Team.

B. Training and Testing of Communications Platforms

Individuals from Public Information & Marketing, Information Technology and District Education and Technology are identified and trained for proper use of Communications Platforms and compliance with regulations and board policies and administrative procedures. The individuals rotate the use of each tool as appropriate. Testing of each tool is conducted each semester. Students and employees will be notified prior to the testing and will be reminded how to update their emergency contact information. District Safety & Security and Facilities will also train on and practice with the use of alarms and PA systems.

C. Review and Update of the Crisis Communications Plan

The RSCCD Crisis Communications Plan will be modified annually and then presented to necessary stakeholders to ensure personnel are aware of response actions and plan changes.

Following emergency events, After Action Reports will be developed to determine areas of necessary training and edits to this plan.

DEVELOPING KEY MESSAGES AND MESSAGE MAPS

APPENDIX A

I. STEPS IN DEVELOPING MESSAGE MAPS

SOURCE FOR FOLLOWING SECTION: COVELLO, VINCENT T. ET AL. 2007. EFFECTIVE RISK AND CRISIS COMMUNICATION DURING WATER SECURITY EMERGENCIES: SUMMARY REPORT OF EPA SPONSORED MESSAGE MAPPING WORKSHOPS. (DIRECT QUOTES ARE INDICATED IN ITALICS)

One method in developing message maps is the following seven (7) step process. During the response stage, it may not be possible to engage in all these steps; however, it is important to provide ongoing and follow-up communications, and this process may be helpful in construction of a message.

A. Seven-Step Process

- Identify stakeholders
- Identify stakeholder questions
- Analyze questions to identify underlying concerns
- Develop key messages
- Develop supporting facts for the key messages
- Test and practice messages
- Deliver maps through appropriate channels

Step One – Identify Potential Stakeholders

Every emergency incident involves a distinctive set of stakeholders. Each stakeholder may have a different set of questions and concerns that may be voiced.

A message need not be developed for every stakeholder group; however, it is important to determine if providing information to the media will get information to all the stakeholders you have identified. If not, independent messaging should be developed for the different groups that will not be reached through the message provided to media.

Step Two – Identify Potential Stakeholder Questions

Questions and concerns generally fall into three categories:

- Overarching questions: What do people need to know?
- Informational questions: When will the situation be resolved? Who is involved?
- Challenging questions: Why should we trust you with what you are telling us?

Following are 77 questions most frequently posed by journalists during a crisis. Communications Teams should review these questions on a regular basis and again during a critical incident to be better prepared for press conferences and responding to media requests.

The 77 Most Frequently Asked Questions Following Crisis Incidents

What is your name and title?

What are your job responsibilities?

What are your qualifications?

Can you tell us what happened?

When did it happen?

Where did it happen?

Who was harmed?

How many people were harmed?

Are those that were harmed getting help?

How certain are you about this information?

How are those who were harmed getting help?

Is the situation under control?

How certain are you that the situation is under control?

Is there any immediate danger?

What is being done in response to what happened?

Who is in charge?

What can we expect next?

What are you advising people to do? What can people do to protect themselves and their families—now and in the future—from harm?

How long will it be before the situation returns to normal?

What help has been requested or offered from others?

What responses have you received?

Can you be specific about the types of harm that occurred?

What are the names of those that were harmed?

Can we talk to them?

How much damage occurred?

What other damage may have occurred?

How certain are you about damages?

How much damage do you expect?

What are you doing now?

Who else is involved in the response?

Why did this happen?

What was the cause?

Did you have any forewarning that this might happen?

Why wasn't this prevented from happening? Could this have been avoided?

How could this have been avoided?

What else can go wrong?

If you are not sure of the cause, what is your best guess?

Who caused this to happen?

Who is to blame?

Do you think those involved handled the situation well enough? What more could/should those who handled the situation have done?

When did your response to this begin?

When were you notified that something had happened?

Did you and other organizations disclose information promptly? Have you and other organizations been transparent?

Who is conducting the investigation? Will the outcome be reported to the public?

What are you going to do after the investigation?

What have you found out so far?

Why was more not done to prevent this from happening?

What is your personal opinion?

What are you telling your own family?

Are all those involved in agreement?

Are people over-reacting?

Which laws are applicable?

Has anyone broken the law?

How certain are you about whether laws have been broken?

Has anyone made mistakes?

How certain are you that mistakes have not been made?

Have you told us everything you know?

What are you not telling us?

What effects will this have on the people involved?

What precautionary measures were taken?

Do you accept responsibility for what happened?

Has this ever happened before?

Can this happen elsewhere?

What is the worst-case scenario?

What lessons were learned?

Were those lessons implemented? Are they being implemented now?

What can be done now to prevent this from happening again? What steps need to be taken to avoid a similar event?

What would you like to say to those who have been harmed and to their families?

Is there any continuing danger?

Are people out of danger? Are people safe? Will there be inconvenience to employees or to the public?

How much will all this cost?

Are you able and willing to pay the costs?

Who else will pay the costs?

When will we find out more?

Have these steps already been taken? If not, why not?

Why should we trust you?

What does this all mean?

Step Three – Analyze Questions to Identify Common Sets of Concerns

In this step, the Communications Team analyzes the list of questions to identify common sets of concerns to focus on the most relevant issues. Usually, these questions can be categorized into 15-25 overarching areas of concern, for example:

- Accountability
- Basic information—who, what, where, when, why, and how
- Control (who is in charge)
- Duration/recovery/decontamination
- Ecological/environmental
- Economic
- Equity/fairness
- Ethics/morality
- Expertise
- Honesty
- Human Health Concerns
- Legal/regulatory
- Listening/caring/empathy
- Openness/transparency/access to information
- Options/alternatives
- Quality of life
- Safety
- Voluntariness

Once the CT has determined the common concerns, they can be placed into a matrix like the example below. In the matrix, the questions/concerns can be designated as:

High Concern = H

Medium Concern = M

Low Concern = L

Boxes with the highest number of high concerns (H) should be prioritized.

EXAMPLE MATRIX

STAKEHOLDERS	CONCERNS											
	Human Health	Trust	Safety	Basic Information	Organization	Quality of Life	Accountability	Duration/Recovery	Control	Listening/Caring	Economics	Other
Leadership												
Students												
Faculty/Staff												
Board Members												
Parents												
Media												
First Responders												
Local Government												
Local Community												
Public Health												
Other												

Step Four – Develop Key Messages

Once the CT has identified priority stakeholder questions and concerns, the next step is to develop key messages based on what the target audience needs or wants to know. Key messages can most effectively be developed through brainstorming sessions.

27/9/3 Message Mapping

Based on an analysis of 10 years of print and media coverage of emergencies and crises in the United States:

- The average length of a sound bite in the print media is 27 words
- The average duration of a sound bite in the broadcast media is nine (9) seconds
- The average number of messages reported in both the print and broadcast media is three (3)
- Quotes most likely to be used as sound bites contained compassion, conviction and optimism

Using these four points, key messages should be organized into sound bites with:

- A total of three (3) main bullets
- Containing a maximum of 27 words (combined)
- That can be spoken in nine (9) seconds

This is the 27/9/3 message method. Sub-bullet points (each bullet should be supported by three additional supporting facts) can be added to support each main bullet, but Communication Teams should be cognizant when they cannot control the release of information. The main three bullet points may be the only statements released by print and media coverage.

It is appropriate to provide an introductory and/or summary statement that indicates authentic empathy and compassion. The greater the extent to which individuals and organizations are perceived to be genuinely empathic, the less likely it is that mental noise will interfere with the audience's ability to comprehend messages.

Step Five – Develop Supporting Facts

The fifth step in message map construction is to develop three supporting facts, information, or proofs for each of the three bullets in the 27/9/3 key message.

27/9/3 Example

The following is an example of a 27/9/3 message map for an incident at a campus.

Stakeholder: Campus and Local Community Question or Concern: What do people need to know about this incident		
Key Message1	Key Message 2	Key Message 3
There has been a bomb attack at Stine Hall.	Stay away from the incident, as it is considered a crime scene.	Classes are canceled for the day.
Supporting Fact 1-1	**Supporting Fact 2-1**	**Supporting Fact 3-1**
There were injuries as a result of the bombing.	Campus police are directing traffic away from the site.	Classes are canceled, but unaffected evening activities may continue.
Supporting Fact 1-2	**Supporting Fact 2-2**	**Supporting Fact 3-2**
There is damage to the building, though it appears to be minor.	Avoid the area and stay outside of the perimeters.	Classes scheduled in the building will be moved to other locations.
Supporting Fact 1-3	**Supporting Fact 2-3**	**Supporting Fact 3-3**
Officials do not believe there is a danger to other parts of the campus.	If you have information you think is relevant to this incident, please contact campus police.	The campus is working with responders to determine if classes will resume tomorrow.
What is unanswered?		
Does the information change for other stakeholders?		

SOURCE: CRISIS MANAGEMENT AFFECTING INSTITUTIONS OF HIGHER EDUCATION: A COLLABORATIVE COMMUNITY APPROACH, VERSION 3.0, TEXAS A&M ENGINEERING EXTENSION SERVICE (TEEX) COLLEGE STATION, ©2021

Step Six – Test and Practice Messages

Conduct systematic message testing by consulting subject matter experts and stakeholders who are not directly involved in the original message mapping process to validate the accuracy of information contained in the message maps. Sharing and testing messages with partners promotes message consistency and coordination across organizations.

SOURCE: CRISIS MANAGEMENT AFFECTING INSTITUTIONS OF HIGHER EDUCATION: A COLLABORATIVE COMMUNITY APPROACH, VERSION 3.0, TEXAS A&M ENGINEERING EXTENSION SERVICE (TEEX) COLLEGE STATION, ©2021

Step Seven – Deliver Maps Through Appropriate Information Channels

The seventh and final step is to plan for the delivery of the prepared message maps through:

- Trained spokespersons
- Trusted individuals or organizations
- Chosen communication channels
- Coordination among partner agencies in selecting spokespersons and delivering clear and consistent messages across organizations will enhance communication effectiveness

B. Additional Key Message Templates and Principles

In addition to or in lieu of using the 27/9/3 Key Message Map, the ICT can utilize other message templates and principles. The following table describes other considerations for crisis communications:

TEMPLATE	PRINCIPLES
Rule of 3	In high-stress situations, people can process only three messages at a time instead of the seven they could normally process. This is why message maps have three key messages.
Primacy/Recency	Spokespersons should state the most important messages first and last. In high-stress situations, listeners tend to remember that which they hear first and last. Messages in the middle of a list are often not heard or remembered.
Average Grade Level Minus 4 (AGL – 4)	During crises, messages should be at the average grade level of the intended audience, minus four. For example, message maps produced for populations in industrialized nations during crises are typically constructed to be easily understood by an adult with a 6th to 8th grade education, instead of the normal 10th to 12th grade level.
Triple T Model	When time permits, messages should use the repetitive structure of the “Tell me, Tell me more, Tell me again” model. This is also known as the “Triple T Model”: (1) tell people what you are going to tell them in summary form (e.g., three key messages), (2) tell them more (e.g., supporting information), (3) tell people again what you told them in summary form (e.g., repeat the three key messages. Repetition helps overcome the mental noise the public may be experiencing).

Negative Dominance (1N=3P)	According to risk communication theory, people tend to focus more on the negative than the positive in emotionally charge situations. For this reason, it is important to balance negative key messages with positive, constructive or solutions-oriented key messages; offering three positive messages for every one negative. Do not use absolutes, such as “never,” “nothing,” or “none.”

Blank Template for 27/9/3

Stakeholder: Question or Concern:		
Key Message1	**Key Message 2**	**Key Message 3**
Supporting Fact 1-1	**Supporting Fact 2-1**	**Supporting Fact 3-1**
Supporting Fact 1-2	**Supporting Fact 2-2**	**Supporting Fact 3-2**
Supporting Fact 1-3	**Supporting Fact 2-3**	**Supporting Fact 3-3**
What is unanswered?		
Does the information change for other stakeholders?		

CRISIS COMMUNICATIONS CONSIDERATIONS

APPENDIX B

CRISIS COMMUNICATIONS CONSIDERATIONS for Cabinet and Communications Team

It is not the intent of these guidelines to replace or void other mandated plans or operational directives. Conditions may develop during operations where standard methods will not suffice and nothing in these guidelines shall be interpreted as an obstacle to the experience, initiative and ingenuity of the team members in overcoming the complexities that exist under actual emergency conditions.

	Executive Cabinet Communications
	If time permits, gather members of Executive Cabinet in person or via conference call/TEAMS. Determine if others are needed to be included in the discussion (Risk Management, Facilities, etc.).
	With Law Enforcement or other critical entities (public health, mental health, etc.) assess threat/emergency level and necessary communication actions using this guidance and past experience/lessons learned as decision-making tools.
	Assign a Communications Team.
	Meet regularly until situation is resolved. Respond to inquiries and address gaps.
	If time permits, Executive Cabinet should review and revise any communications going to staff and parents.
	Determine whether Executive Cabinet representatives should be sent to specific site(s) for assisting campus personnel.
	If applicable, check with colleagues at surrounding Community Colleges to determine extent of threat(s)/situation.
	If applicable, conduct an initial search of media to see if threat is leaked or to see if other Institutions of Higher Education have received/have the same threat or issue.
	Chancellor/President or designee contacts Board to provide critical information.

Assess	
	Using the emergency/threat level from the Emergency Operations Plan, determine the severity of the incident and response necessary.
	Confirm facts with Law Enforcement, District Safety & Security, Risk Management and/or other outside agency (public health, mental health, etc.).
	Decide on course of action and other preventative measures (evacuation, lockdown, etc.).
	Determine which authorities must or should be consulted.
	Determine if legal counsel is needed.
	Identify potential detrimental rumors and rapidly determine effective ways to deal with them.
	Determine if a call center or information line needs to be established.
	Determine if a Mental Health Professional needs to conduct a threat assessment on an individual.

Considerations While Making Assessment

Human
- Probable or actual injuries/fatalities to students, staff and public.

Public Relations
- News/media coverage.
- District messaging.
- District/School reputation.

Agency Involvement
- Public safety and law enforcement.
- Health, environment and safety.
- Other external government agencies.

Legal Issues
- Claims and insurance.
- Litigation.

Financial Impacts
- Short and long term cost.
- Risk of business interruption.

Operational Impacts
- Site schedule (e.g., class cancellations) applicable.
- Impact to critical services.
- Other activities on campus (e.g., athletic events, performances, lectures).

Prepping Staff	
	Should a conference call/TEAMS call be held with Deans and Directors?
	Prep Deans/Directors for external communication and provide tips for speaking with stakeholders (talking points).
	Develop email/phone/text message to be distributed to various stakeholders (Staff, Students, Alumni, General Community).
	Determine if specific messages need to be created for certain employee groups (facilities staff, health center staff, psychologists/mental health professionals) to provide critical response/recovery information.
	Remind staff of procedures if contacted by media.
	Outline plan for future communications with staff and include this information in initial message. When will staff receive more information? Who is acting as the staff Point of Contact (POC)?
	Develop site-specific Q&A, if applicable.
	Determine whether fact sheets or other informational materials need to or have been distributed; if not, make available to stakeholders.
	Develop a written statement/talking points for the operator, Deans/Directors, and any representative greeting members of the media and the general public.
	Decide if it is appropriate to change particular staff members' outgoing voicemail messages to include pertinent information regarding the incident.
	Determine whether staff need to limit other communications to students in order to not inundate them with information. If so, notify staff to halt all nonessential communication and turn off any auto notifications or weekly newsletters.
	If an event may cause trauma, notify employees of counseling availability or the Employee Assistance Program.

Tracking Information	
	Write everything down. Maintain a crisis communication inventory of what was said, by whom and at what time.
	Create a status board/communications board even if the EOC is not activated. It will help organize the event.

Student Leaders	
	Determine if student leaders can help perpetuate correct information. If so, which leaders or groups will be utilized to carry out this task?
	Which students or groups of students should be involved in the dissemination of information?

Notifying Students	
	Determine who will be sending message.
	Select a template or create a message with the Chief Communications Officer (CCO)/District Communications & Government Relations Department
	Determine which modalities/communication tools to use to reach all targeted individuals (RAVE Alert, email, local and social media outlets, RSCCD Website, and marquees/LCD displays).
	Send the selected message through the RAVE Alert - ensure to use all communication modalities (text, email, voice, etc.) necessary to reach the targeted individuals.
	Send messages via social media.
	Confirm ALL emergency communications are completed.
	Continue to prep team members for external communication.
	Revise key messages and update through all modalities/communication tools.
	Communicate significant changes to targeted individuals.
	Activate EOC and other designated response groups as necessary.
	Notify all targeted individuals when emergency is resolved.

Media Interaction	
	If information has not been made public yet, determine if there is a benefit to contacting the media to give them access to the information and feed them the correct information in a timely manner. This can be done while students and staff are being notified.
	Develop press releases in conjunction with Legal Counsel, Law Enforcement and translators.
	Keep track of media calls and requests (Status Board).
	Respond to the news media quickly and fairly.
	Control the flow of information. Hold regularly scheduled news conferences or reports so that the information gets aired frequently and reliably.
	Centralize information. Use one spokesperson.
	Determine if one or more staff members need to be assigned to monitoring media and social media.
	Determine if this is a high-profile event and whether it helps if the Chancellor/President or one of the Vice Presidents is the spokesperson (high-level spokesperson). Will the District benefit from having a high-level spokesperson conduct the press conferences?
	As a basic strategy, if a law enforcement or District Safety & Security employee is delivering a message, if it is good news, they should wear their uniform. If it is bad news, they should wear civilian attire, with badge displayed.

Victims	
	Ensure that victims and their families are briefed with new developments before the press is briefed.

After Action	
	Host a Debrief/After Action Report meeting and designate an individual to draft the After Action Report.
	List additional personnel and/or resources (logistics) that were used in the crisis that were not initially planned or recognized to be relevant to the process.
	Hold a Brown Bag and/or public meeting (if applicable).

POSSIBLE MEETING AGENDA

APPENDIX C

INCIDENT MEETING AGENDA

During an initial briefing about the crisis, the following specific agenda items will be reviewed:

Situation report:

- What appears to have happened
- Confirmed facts (when, immediate known consequences, likely consequences). Scope of proposed situation

Initial response status:

- What is being done, why, by whom
- Likely implementation time and hoped-for results

Initial communications status:

- Who knows, who needs to know immediately and later on. Alert switchboard

Short-term response requirements:

- Delegate crisis communications responsibility
- What must be done in the next several hours and how and what human and material resources are available or needed

Short-term communication process:

- Staff, faculty, students, families, etc.
- Next meeting time

EMERGENCY OPERATIONS PLAN Volume 3

HAZARD-SPECIFIC ANNEXES

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT
2323 N. BROADWAY, SANTA ANA, CALIFORNIA 92706-1640

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GENERAL EMERGENCY PROCEDURES

ANNEX 1

EMERGENCY NUMBERS

CALL 9-1-1 FOR ANY LIFE-THREATENING EMERGENCIES

This will ring directly to the Police/Fire Public Safety Dispatch Center.

If you call from a campus phone, a report of the call will also be sent to your Campus Safety Office so they can quickly dispatch someone on-site to investigate.

A. NON-LIFE-THREATENING EMERGENCIES

You can call **3-3-3** from any campus phone and it will ring at the Campus Safety office.

B. CAMPUS SAFETY OFFICES

Santa Ana College	**714-564-6330 (District-wide 24 hour emergency line)**
Santiago Canyon College	**714-628-4730**
District Office	**714-480-7330**

C. EMERGENCY BLUE PHONES

There are emergency blue phones located in the parking lots or mall areas of Santa Ana College, Santiago Canyon College, Orange County Sheriff Regional Training Academy and the Centennial Education Center. By pushing the button, it will ring directly to the Campus Safety Office.

Be ready to answer the following questions from the dispatcher

- Where is the emergency situation?
- What happened?
- Are there any injuries?
- Are any weapons involved?
- What do the suspects look like and what are they wearing?
- What is their direction of travel?

Do NOT hang up until the dispatcher releases you. There may be more information they will request as they are dispatching response units. They may ask someone to meet the first responders and show them where to go.

EVACUATION

D. EVACUATION ASSEMBLY AREA MAPS

Each Rancho Santiago Community College District (RSCCD) campus has created and updates their Evacuation/Assembly Area Maps. The maps are placed on their websites for accessibility. Evacuation maps are posted to the College websites for all instructors to access and share with classes. Maps can be located on the RSCCD Intranet, in classrooms or copies can be obtained by visiting the Campus Safety & Security Office.

E. EVACUATIONS

Evacuation of a building, multiple buildings or the entire campus may be required to move people safely away from a threatening situation. Evacuations may be necessary under different situations including but not limited to, the following:

- A fire
- An explosive device is found on/or near campus or an explosive device detonates on campus
- A hostage situation takes place on/or near campus
- A situation involving a barricaded subject armed with explosives or firearms takes place on/or near campus
- A severe weather crisis occurs which requires removal of personnel to a safe remote location
- A weapon of mass destruction or hazardous materials incident occurs on/or near the campus, a public safety responders determines that mass evacuation to a remote location is required
- Whenever the facility or grounds are rendered unsafe and evacuation to a remote site is needed

F. General Evacuation Procedures

If the fire alarm or other pre-designated notification system sounds or if a Building Captain/Floor Warden notifies you to evacuate, all building occupants are to follow the procedures listed below:

- Stop what you are doing
- Remain calm
- Leave the building immediately by the nearest and safest exit
- Assist persons in immediate danger to safety, if it can be accomplished without risk of injury to you
- Do not use the elevators
- Take personal items such as keys, wallets, and purses with you (if it is safe to do so) since you will not be allowed to re-enter the building until given the “all-clear” by emergency personnel
- Proceed to your evacuation assembly area and await further instructions. Once outside, everyone is to stay at least 100 feet away from the building and away from emergency vehicle traffic
- If people with mobility impairments cannot exit, they should move to a safer area; i.e., 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

- Follow any instruction from your designated Building Captain/Floor Warden
- Once it is safe to enter the building, an announcement will notify faculty, directors and supervisors of the "all-clear" signal. No one is to re-enter the building until the "all-clear" signal has been given

G. EVACUATION PROCEDURES FOR BUILDING CAPTAINS/FLOOR WARDENS

Responsibilities

Buildings Captains and Floor Wardens will be assigned to help carry out the responsibilities outlined in this evacuation plan. Floor Wardens are responsible for supervising the evacuation of their assigned floor(s) and reporting their status to the Building Captain. The Building Captain is responsible for ensuring their assigned building has been evacuated and to report the status of their building to the Incident Commander. Under no circumstances are Floor Wardens/Building Captains expected to place themselves in danger during an emergency for the purpose of exercising these duties.

Duties

- Put on your orange emergency vest (if provided)
- Communicate the need to evacuate to occupants of your floor
- Direct people to the nearest stairwell or safe evacuation route
- Provide directions to the evacuation assembly area
- Check all classrooms, offices, storage rooms, common areas and restrooms
- Feel door knobs and doors for heat prior to opening closed doors. If you feel heat, smell smoke, burning materials or chemical odors immediately notify your Building Captain
- Close, but do not lock the doors as you clear office and classroom areas
- Report the location of any injured, trapped, or disabled persons waiting for rescue to your Building Captain. If injuries are severe, immediately dispatch a runner to notify the Incident Commander at the Incident Command Post
- Note any hazardous conditions such as; structural damage, falling hazards or hazardous spills and report them to your Building Captain
- Assist Campus Safety Officers in preventing re-entry by non-emergency responders until the building has been deemed safe

Building Captain

- Ensure your building has been evacuated and receive status reports from your Floor Wardens
- Report to your building's evacuation assembly area and initiate a roll call report from teachers and staff to see if anyone is reported missing
- Provide the Incident Command Post with your complete building status including
    - Existence of injured, missing or trapped persons and their last known location
    - Location of any disabled persons who need assistance
    - The location of any hazardous conditions such as; structural damage, falling hazards, or hazardous chemical spills
- Notify Incident Command Post via radio, cell phone, through a runner or in person

- When the incident has been given the *"all-clear,"* notify evacuees to return to buildings

H. EVACUATION PROCEDURES FOR INSTRUCTORS

Instructors are valuable assets during building evacuations and are responsible to perform certain duties where they have classes in session.

At the beginning of the semester, instructors should inform their class what to do in an emergency, i.e. " Drop, Cover and Hold" on during an earthquake and evacuate when the alarm sounds, etc. Instructors should notify the class of the emergency egress routes, the location of the stairways and the designated assembly area for their class. Instructors should also ask the class if anyone needs special assistance during an emergency (see the section titled Persons with Disabilities for additional faculty responsibilities).

Typically, notice of an evacuation order will be in the form of an audible alarm following the activation of a pull station or other alarm device or it will be passed along to the instructor from a Building Captain/Floor Warden who works in your building.

Duties and responsibilities

- Announce evacuation to class
- Provide clear instruction as to the designated evacuation route and the evacuation assembly area
- Count the number of students presently in the class so that an accurate count can be made at the evacuation assembly area. Also, take your roster sheets with you
- Note any persons with disabilities and assist them with evacuation so long as doing so does not place the person with disability at risk of greater injury
    - The person with disability is the person to determine the amount of assistance they require
    - Since elevators should not be used in emergencies, recognize that the person with a disability may elect to remain in the facility at a point of safety; i.e., 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
    - If this occurs, assist the person to the point of safe refuge and ask for a volunteer to stay with the person. Once the class has safely evacuated, notify the Building Captain and/or an emergency responder of the location of the person with disabilities

After you are at your evacuation assembly area, count the students to see if anyone is missing. Inform your Building Captain/Floor Warden of the evacuation status including;

- Persons who are injured or may be missing
- The location of persons with disabilities
- Any damage to your classroom

Be prepared to move the class further away from the building if the situation escalates or if directed to do so by campus officials. Do not block emergency traffic and do not re-enter the building until the "all-clear" announcement is made.

I. EVACUATION PROCEDURES FOR PERSONS WITH DISABILITIES

Faculty Responsibilities

Review the evacuation plan for your building.

Meet with any disabled students in your class to determine what level of assistance the student will require should an evacuation occur.

- If students determine that they will need special evacuation assistance, assist the disabled student in identifying two peer helpers
- Delegate the appropriate persons to assist the student to an area of refuge or out of the building during an emergency evacuation
- During an evacuation, advise the Floor Warden, Building Captain or Campus Safety of the location of the disabled student(s)

Students with Disabilities Responsibilities

Help us help you. You know your special needs better than we do in an emergency evacuation situation, it is critical for your health and safety that you convey these needs to your instructor, work supervisor or a trusted student.

- Identify yourself to each of your teaching faculty, indicating the nature of your disability and the level of assistance that may be required during an evacuation. Explain your limitations and possible necessary mitigation strategies, such as that you cannot drop and cover during an earthquake, so ask if you can sit away from windows where glass may break during an earthquake. Identify two peer helpers to assist you during an emergency. Ask faculty for assistance in identifying peer helpers, if needed
- DO NOT use elevators, unless authorized to do so by police, fire, or other emergency personnel
- Know campus evacuation routes and the location of fire exits, stairwells and areas of refuge
- If you normally use elevators to access your classrooms, have an alternate plan and helpers for evacuating the building
- Identify Building Captains/Floor Wardens in the areas where you attend classes
- Plan your route of evacuation. You are responsible for being capable and willing to communicate such information to teaching faculty and peer helpers. Students who need assistance in planning their evacuation should contact the coordinator of Disability Services

General Procedures

During an evacuation, staff are directed to assist persons with mobility disabilities to move away from the hazard area and towards an “area of rescue assistance”. This is a staging area for people to wait until emergency personnel arrive. An “area of rescue assistance” is an area adequately separated from the rest of the building by fire resistive construction, such as an enclosed stairwell. This area will receive attention first. A volunteer should remain with the person if it is safe to do so. Make sure access to the stairs is not blocked.

If unable to go to the stairwell due to smoke, fire or otherwise, occupants should stay in their room/office and notify a co-worker who can pass the room number to the Floor Warden or Building Captain.

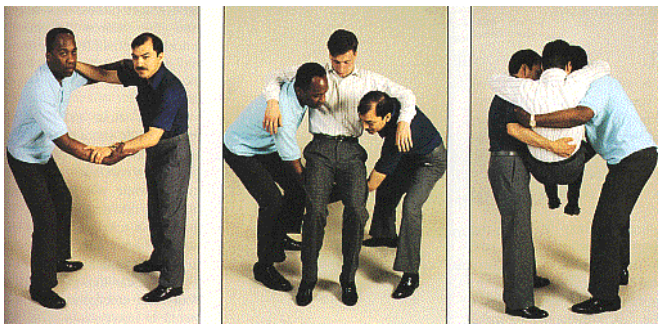
Mobility Impaired Emergency Rescue

If people are in immediate danger and cannot be moved to a safer area to wait for assistance, 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. Persons assisting individuals with disabilities that are not emergency responders, must exercise common sense and judgment in providing such assistance. It is preferable to allow persons with disabilities to manage their own movement and extrication from a situation if that is possible and/or to wait for emergency response units properly trained in the rescue of persons with disabilities.

Some District buildings with two (2) or more stories are equipped with emergency evacuation chairs (Stryker Brand are the most prevalent) to assist in the evacuation of mobility disabled persons. These should only be used by trained personnel if the person is in immediate danger or if emergency responders are not available. If the building is not equipped with an evacuation chair, personnel should retrieve an evacuation chair from another building if needed.

Two trained volunteers or more, if available, should conduct the evacuation. Evacuating a person with disabilities or an injured person by yourself is the last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt. Do not make an emergency situation worse.

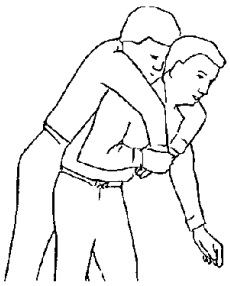


- Lifting a person may be harmful. Ask their preference about being carried forward or backward down a flight of stairs
- Wheelchairs are not designed to handle the stress of lifting. Batteries may have to be removed
- Before attempting an evacuation, volunteers and people being assisted should discuss how any lifting will be done and where they are going
- Proper lifting techniques; i.e., 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
- A straight back chair or evacuation chair requires at least two strong people who can control the chair (if the person agrees to this method)

Pack Strap Carry

Using this method, the rescuer should follow the steps outlined below:

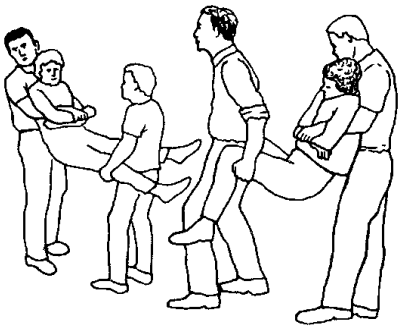
- *Step 1:* Stand with his or her back to the victim
- *Step 2:* Place the victim's arms over the rescuer's shoulders and grab the hands in front of the rescuer's chest
- *Step 3:* Hoist the victim by bending forward slightly, until his or her feet just clear the floor



Two Person Carry

Removing a victim is easier when multiple rescuers are available. With two rescuers, a victim may be removed using a two-person lift:

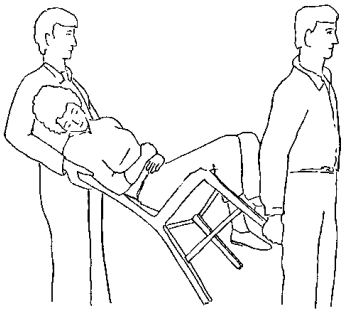
- *Rescuer 1:* Squat at the victim's head and grasp the victim from behind around the midsection. Reach under the arms and grasp the victim's forearms
- *Rescuer 2:* Squat between the victim's knees, facing either toward or away from the victim. Grasp the outside of the victim's legs at the knees
- *Both rescuers*: Rise to a standing position, keeping backs straight and lifting with the legs. Walk the victim to safety



Two-Person Chair Carry

Two rescuers can also remove a victim by seating them on a chair:

- *Rescuer 1:* Facing the back of the chair, grasp the back uprights
- *Rescuer 2:* Facing away from the victim, reach back and grasp the two front legs of the chair
- *Both rescuers:* Tilt the chair back, lift, and walk out



Swing Carry

This carry requires that the victim can assist by holding on with arms:

- *Step 1:* Two rescuers stand on both sides of a victim, and then grasp each other's upper arms behind the victims back
- *Step 2:* Rescuers grasp each other's wrists under the victims knees using the other hand
- Step 3: After the victim sits between the rescuer's arms, the victim places arms around each rescuers shoulders to help support body
- *Step 4:* Rescuers lift and walk with victim

Mobility impaired (non-wheelchair user)

People with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the person should wait until the heavy stair traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with disability may choose to stay in the building until emergency personnel arrive. If the person decides to use the stairs, someone should walk beside them to provide assistance, if needed.

Use a rolling office-type chair to quickly push injured persons to safety if needed.

Visual Disability

- Explain the nature of the emergency. Alarms or confusion may disorient a person even when normally familiar with the area
- Give verbal instructions and guide individuals to safety by having them hold onto your arm below the elbow
- Verbally say where you are, as you walk and describe any obstacles in the path
- When you have reached safety, orient individuals as to where they are and ask them if they need further assistance before leaving

Deaf and Hard of Hearing

Some buildings on campus are equipped with fire alarm horn/strobes that sound the alarm and flash strobe lights. The flashing strobe lights are intended to alert individuals with hearing loss. If the area does not have strobe lights or the person with hearing loss does not see the lights, do the following:

- Get the attention of individuals by touching their shoulders, flashing room lights or waving your arms
- Write on a board or paper the nature of the emergency and evacuation route
- Use visual cues and gestures to explain what is happening and what to do

DROP, COVER, AND HOLD

This action is taken to protect individuals from flying or falling debris.

J. GENERAL ACTIONS

- Upon the first indication of an earthquake, students and employees should immediately implement appropriate Drop, Cover and Hold procedures
- INSIDE: Employees must instruct students/visitors to drop under desks and cover their heads with their arms and hands, while holding onto the desk. Those students and employees who are physically unable to drop into a protected position under a table or desk should, if possible, move to an interior wall away from windows and heavy objects and cover their head with a notebook, book or their arms and hands
- OUTSIDE: Employees in the vicinity must instruct individuals to drop to the ground, place their heads between their knees and cover their heads with their arms and hands. For those students and staff who are physically unable to drop to the ground, they should get as close to the ground as possible and cover their head with their arms and hands
- After the initial shaking has completely stopped, Emergency Communications Plan and the PIO Crisis Communications Plan components should be implemented as necessary. The Incident Command Team (ICT) should be calm, convey reassuring comments that the situation is under control, and provide clear and consistent directions and render first aid when possible
- If individuals are instructed to evacuate an area, direct them to cover their heads with something sturdy as they evacuate. Ensure that individuals with access and functional needs are assisted. Quickly and safely get away from the building. Follow all evacuation procedures

SHELTER-IN-PLACE

This action is taken in order to place or keep individuals indoors in the event that airborne contaminants are found in the outside air or any type of hazard such as a bee swarm or violent animal is in the area. Shelter-in-Place is implemented when a need exists to isolate students and employees from the outdoor environment and may include the shut-down of classroom or building heating, ventilation and air conditioning (HVAC) systems. During Shelter-in-Place, every precaution should be taken to avoid exposure to the outside air or other imminent or existing threat.

K. GENERAL ACTIONS

- If an emergency occurs that requires students and staff to Shelter-in-Place, components of the Emergency Communications Plan and PIO Crisis Communications Plan should be implemented to notify individuals of the hazard and to provide instructions. The Incident Command Team (ICT) and employees should be calm to convey reassuring comments that the situation is under control and provide clear and consistent directions
- INSIDE: Employees should keep students or members of the public inside buildings until further instructions are given. If necessary and if possible, move to an interior room with few windows or doors to further eliminate exposure to hazard
- OUTSIDE: Individuals must proceed to the nearest building if it is safe to do so. If it is determined to be unsafe, employees and especially Building Captains and Floor Wardens should direct individuals to the nearest safe buildings. Individuals who were exposed to outside air should congregate inside buildings away from individuals who were not exposed to outside air. Anyone who is exhibiting symptoms must be treated and render first aid when possible
- Employees are responsible for securing every classroom in every building. The ICT, including Building Captains and Floor Wardens, will assist staff and faculty in completing the following procedures as needed:
    - Shut down the classroom or building HVAC system
    - Turn off local fans in the area
    - Close and lock doors and windows
    - If necessary, seal gaps under doors and windows with wet towels or clothing
    - Consider individuals with special needs while securing the facilities
    - Turn off sources of ignition, such as pilot lights.

LOCK DOWN

Lockdown means imminent danger is on or approaching campus. Lockdown is initiated to isolate students and staff from danger when movement within the campus and within rooms on the campus will put students and staff in jeopardy. It may also require occupants to initiate Options Based Response Actions (Run, Hide Fight). LOCKDOWN is used to prevent intruders from entering occupied areas of the building.

As with all emergency communications, compliance with directives is mandatory for anyone on Rancho Santiago Community College District property. Read or listen to the message to ensure you understand the reason for the lockdown.

Upon receiving directive to "Lockdown":

- Immediately cease all activity; i.e., teaching, group work, meetings, etc.
- Close and lock (or barricade) all doors and windows where you are. Do this quickly to minimize sound and movement. Do not let anyone else into your room once you close and lock it unless you can do so with a high degree of certainty that you will be safe
- If you are in a space that cannot be secured; i.e., hallways, courtyard, library, if you can, find a lockable room and stay there until law enforcement officers or College officials direct you to move. If necessary, run to the nearest secure location ensuring that you are running from cover to cover
- Turn off lights
- Turn-off/silent all cellular phones. Leave **one** cell phone accessible at all times for communication with law enforcement or administration. All others phones should not be used in order to cut down on phone traffic. The only reason individuals in the classroom should use a phone is to provide information on the following:
    - Location of the perpetrator
    - Can describe the perpetrator
    - Someone in the area needs immediate medical assistance
- Get out of the line of site. This may require you to get up against an interior wall perpendicular to a door or window. This may be the most important thing that you do. Remember the old saying that goes "out of sight-out of mind". Be sure to remain in an active and ready stance. Do not sit in a position that will restrict you from running or acting quickly
- Remain quiet, calm and still. Remember, those intending to do violence know that they have limited time and will be looking for easy victims. They will not spend a lot of time looking in any particular place if there is no indication victims are in the area
- Provide comfort to those who may panic. Try to calm them and get them to remain quiet
- Remain under lockdown until told from an official source (RAVE, law enforcement, etc.) that the crisis is over
- If you are directed by law enforcement to leave your secured area, assist others in moving as quietly and quickly as possible
- Find items that can be used in self-defense/defense of yourself and others and develop a plan to defend if the perpetrator enters the room
- If safe to do so, monitor email, texts and/or website for updated information

- Do not activate fire alarms since this will trigger people to leave safe areas and go outside where it might not be as safe or put them in a position where they encounter the threat
- Faculty or staff in control of students at the time of the lockdown are responsible for those students at that time. Faculty and staff members are responsible for accounting for students and ensuring that no one leaves the safe area. When the condition causing the lockdown has been cleared, an “all clear lockdown is over” announcement will be made through RAVE and other campus notification systems

Other things you may do if you can do so safely:

- Assist with the announcement of the lockdown by using your voice
- Assist with clearing persons from hallways and other exposed areas and direct them to safety
- Barricade doors and place paper over door windows

Remember that these actions may be risky since you may expose yourself and others to a threat. Do not do these actions unless you are certain you can do them safely.

Preventative safety:

- Always be aware of your surroundings
- Keep your office or classroom door in the locked position, even if the door is open
- Know your best escape routes
- Take the time to review the campus emergency procedures located in each classroom and office

Remember: These are general guidelines. All emergencies are different and may require response changes as events unfold. Information that you receive about the event may be erroneous and constantly changing. Also, remember that you are your best defense. Be prepared before an event occurs. There are also different types of procedures where your activity on campus may be restricted, such as a “shelter in place”. These types are used to reduce exposure to external chemical leaks, gas leaks or bomb threats.

EMERGENCY NOTIFICATION SYSTEM

Rancho Santiago Community College District (RSCCD) is committed to ensuring the campus community receives timely, accurate and useful information in the event of an emergency situation on campus or in the local area that poses a risk to the health and safety of campus community members. To support this commitment, RSCCD has invested in several multi-modal forms of communications that allow administrators to distribute notices in the event of a critical incident or dangerous situation. RSCCD uses RAVE Alert to provide alerts to the campus community.

RAVE Alert is the emergency notification system utilized by RSCCD Safety & Security Department. It gives the District Safety & Security Department the ability to send out mass notifications regarding emergency situations and/or other important information via text and/or email. RSCCD users are automatically enrolled in RAVE Alert using the contact information that is listed in their self-service portal. All staff and students currently enrolled in a class with the District will receive “RAVE Alerts". To update your contact information for RAVE Alert, login to self-service and click on the user profile tab. Users will have the option to “opt-out".

L. CONFIRMING THE EXISTENCE OF A SIGNIFICANT EMERGENCY OR DANGEROUS SITUATION AND INITIATING THE EMERGENCY NOTIFICATION SYSTEM

District Safety & Security and/or other campus first responders may become aware of a critical incident or other emergency situation that potentially affects the health and/or safety of the campus community. Generally, campus first responders become aware of these situations when they are reported to the District Safety & Security Dispatch or upon discovery during patrol or other assignments.

Once first responders confirm that there is in fact an emergency or dangerous situation that poses an immediate threat to the health and/or safety to some or all members of the campus community, first responders will notify supervisors in the District Safety & Security Department or other authorized College Officials to issue an emergency notification.

RSCCD’s authorized representatives, including supervisors in the District Safety & Security Department, officials in the Office of Communications and Publications and/or other members of the RSCCD’s administration, will immediately initiate all or some portions of the RSCCD’s emergency notification system.

RSCCD may elect to delay issuing an emergency notification, if in the professional judgment of first responders, issuing a notification potentially compromises efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency. As soon as the condition that may compromise efforts is no longer present, RSCCD will issue the emergency notification to the campus community or applicable segment of the community.

M. DETERMINING THE APPROPRIATE SEGMENT OR SEGMENTS OF THE CAMPUS COMMUNITY TO RECEIVE AN EMERGENCY NOTIFICATION

Campus and local first responders on the scene of a critical incident or dangerous situation that poses an immediate threat to the health and/or safety of the campus community will assist those preparing the emergency notification with determining what segment or segments of the campus community should receive the notification. Generally, campus community members in the immediate area of the dangerous situation; i.e., the building, adjacent buildings or surrounding area will receive the emergency notification first. RSCCD may issue subsequent notifications to a wider

group of community members. In addition to the emergency notification that may be issued via the District mass notification system, RSCCD will also post applicable messages about the dangerous condition on the College webpages to ensure the rest of the campus is aware of the situation and the steps they should take to maintain personal and campus safety. If the emergency affects a significant portion of the entire campus, RSCCD officials will distribute the notification to the entire campus community.

N. DETERMINING THE CONTENTS OF THE EMERGENCY NOTIFICATION

For those emergencies when the District's Incident Command System (ICS) organization is in command, then the employee designated as the Incident Commander (IC) will normally make the decision to notify the campus community. Employees who may be designated as the Incident Commander will vary from site to site, but will include the Chancellor, the Vice Chancellors, College Presidents, Vice Presidents, Deans, the Chief, Lieutenants and Sergeants of District Safety & Security, Risk Manager and their Designees. The office responsible for issuing the emergency notification will, with the assistance of campus and local first responders, determine the content of the notification. RSCCD has developed a wide range of template messages addressing several different emergency situations. These methods of communications include the mass notification system RAVE Alert, which may include SMS, e-mail and voice. We may also use verbal announcements within buildings, public address systems and fire alarms. Those issuing the alert will select the template message most appropriate to the on-going situation and modify it to address the specifics of the present incident. Those issuing the notification will use the following guidelines when determining the contents of the emergency message:

- ***The first message is intended to alert the community*** or appropriate segment of the campus community of the dangerous condition and the actions they should take to safeguard themselves and their neighbors. Messages distributed in this stage of a rapidly unfolding critical incident will generally be short, precise and directive. Examples include: the campus is experiencing a major power outage affecting the following buildings: A, B, C and D Buildings. All occupants of these buildings should immediately evacuate and meet at the designated building rally point; there is a chemical spill at U Building. The chemical released is extremely hazardous if inhaled. Follow the directions of fire personnel who are on scene.

- ***The second message is intended to inform the community*** or appropriate segment of the campus community about additional details of the situation. This message is generally distributed once first responders and the Emergency Operations Center (EOC) has additional information about the dangerous situation. Example: the power outage affecting A, B, C and D Buildings was caused by a cut power line. Southern California Edison is responding along with Facility's personnel to repair the damage. We expect the outage to last until 2:00 p.m., refer to the College webpage for additional information.

- ***Finally, the third message is the Reassure notice*** that is generally distributed once the situation is nearly or completely resolved. The purpose of this message is to reassure the community that RSCCD or the College is working diligently to resolve the dangerous situation. It can also be used to provide additional information about the situation and where resources will be available.

In those cases where there are no pre-determined template messages in the system, the individual issuing the alert will develop and send the most succinct verbiage to convey the appropriate message to the community. The goal is to ensure individuals are aware of the situation and that they know the steps to take to safeguard their personal and community safety.

O. PROCEDURES USED TO NOTIFY THE CAMPUS COMMUNITY

In the event of a situation that poses an immediate threat to members of the campus community, the College has various systems in place for communicating information quickly. Some or all of these methods of communication may be activated in the event for emergency notification to all or a segment of campus community. These methods of communication include the mass notification system RAVE Alert, the District's email system, campus PA system and/or emergency messages through the District telephone system. RSCCD will also post updates during critical incidents on the College's webpage.

This information is being provided to you as part of RSCCD's commitment to safety and security on our campuses and sites throughout the District.

EMERGENCY RESPONSE PROCEDURES

ANNEX 2

INTRODUCTION

P. PURPOSE

Emergency Response Procedures offer guidance to employees and students involved in an emergency situation. It is critical that both students and employees understand and know the basic actions that may be required, as well as the specific incident response actions. The Emergency Response Procedures serve to provide RSCCD employees and students with more detailed action options than can be found in the Emergency Response Procedure documents posted in offices, classrooms and on the internet.

Q. ASSUMPTIONS

Emergency Response Procedures are based on a realistic approach to the problems likely to be encountered on a campus during a significant incident or disaster. The following are general assumptions to consider:

- A major incident or disaster may occur at any time of the day or night, weekend or holiday, during clear or inclement weather with little or no warning
- Since events in an emergency are not predictable, published emergency procedures will serve only as a guide and checklist and may require modification in order to save life or property during an emergency
- Disasters may affect widespread areas, therefore, city, county and federal emergency services may be delayed or unavailable. The District can expect a delay of 72 hours or considerably longer before resources of off-campus emergency services become available
- Most individuals will not reach for an exhaustive list of procedures during an event, therefore, all RSCCD employees must periodically review these procedures to be familiar with general actions to be taken during an event. Employees and students can also refer to the abbreviated Emergency Procedures documents posted in offices, classrooms and on the internet
- These procedures do not replace emergency training

EARTHQUAKE

PURPOSE

To provide instructions for responding to an earthquake.

BACKGROUND

Earthquakes are considered a major threat to our District due to the proximity of several fault zones, notably the San Andreas, Whittier, Newport-Inglewood, and San Joaquin Hills Fault Zones (see Fault Map below). A recent Southern California Earthquake Center report indicated that the probability of an earthquake of Magnitude 7 or larger in Southern California before the year 2024 is 80% to 90%. A significant earthquake along one of the major faults could cause substantial casualties, extensive damage to buildings, roads and bridges, fires, and other threats to life and property. The effects could be aggravated by aftershocks and by secondary effects such as fire, landslides and dam failure. A major earthquake could be catastrophic in its effect on the population and could exceed the response capability of the local communities and even the State.

The exact time and place cannot be anticipated, therefore, disaster planning will help prevent or minimize the danger to life, property and equipment. Safeguarding the lives of employees and students is paramount. There may be considerable fear as a result of a significant seismic event. The campus' response needs to be calming, decisive and deliberate. The magnitude and severity of injuries as well as damage to facilities will dictate the level of response.

IMMEDIATE ACTIONS

If Indoors:

- DUCK or DROP to the floor. Take COVER under a sturdy desk, table or other furniture. HOLD on to furniture you are under and protect your face
- **INSTRUCT OTHERS TO DROP, COVER, AND HOLD ON!**
- Stay away from glass windows, wall shelves and heavy equipment
- **DO NOT RUN OUTSIDE. DO NOT EVACUATE UNTIL SEISMIC ACTIVITY CEASES**. Be aware that earthquake aftershocks may cause further damage

- Once the main tremor has ceased, calmly evacuate buildings to the evacuation assembly areas. Assist those individuals with physical disabilities
- In a large seismic event, the Emergency Operations Center (EOC) or College Emergency Operations Center (CEOC) will be activated. A mobile Incident Command Post (ICP) may be used on an as-needed basis. Stay away from the EOC, CEOC and ICP unless you have an emergency
- Building Captains and Floor Wardens should activate according to procedures and training
- Communicate with your Building Captain, Floor Warden or other designated official
- If you are a member of the campus Incident Command Team (ICT), turn responsibility of your class or area over to another employee and respond to your assigned evacuation assembly area
- The Building Captain or other designated officials, department chair, office coordinator, ICT, or CERT trained member or other trained person(s) should utilize any equipment prepositioned in their building
- Injuries or damaged facilities should be reported to the Building Captain or Floor Warden. They will advise the ICP, CEOC or EOC
- GAS LEAKS: If you smell gas, cease all operations. DO NOT SWITCH LIGHTS ON OR OFF. Vacate the building and then notify the Building Captain or Floor Warden
- HAZARDOUS MATERIALS INCIDENT: Some gases are odorless and colorless. Do not enter any areas where hazardous materials are known or suspected to be stored until uniformed personnel or other trained authorized persons have inspected and cleared the areas

If Outdoors:

- Quickly move at least 300 feet away from buildings, utility poles and other structures. CAUTION: Always avoid power or utility lines
- Check in with nearest Building Captain or Floor Warden and follow any instructions

If In Car:

- Stop in the safest place available, preferably in an open area
- Do not proceed driving until shaking has completely stopped
- Be aware that aftershocks may occur and can be as strong or stronger than the initial quake

If in an Elevator

- If power fails, elevators will stop and lights will go off. Be patient, emergency personnel will rescue you as soon as possible
- If the elevator continues to move, get off at the first floor where it stops
- If stuck in the elevator, use any hard object you find to tap on metal pieces in the elevator to ensure rescuers know there are people trapped in the elevator

EMERGENCY OPERATIONS

- Activation of the College Emergency Operations Center (CEOC) or Emergency Operations Center (EOC) and level of implementation of the Emergency Operations Plan (EOP) will depend upon the number of injuries or fatalities, damage to the campus and local infrastructure, and potential hazards. When the CEOC or EOC is activated, adjacent CEOCs or EOCs will be notified.

- In the event of major damage and injuries, classes may be canceled and protective measures will be taken. Students and employees will be notified by the CEOC or EOC (through the Building Captains, Floor Wardens or other designated officials) of the necessity to evacuate or relocate to shelters, etc. Building Captains and Floor Wardens should activate according to procedures and training.
- In the event of off-campus evacuation, the EOC or CEOC will provide instructions through the chain of command for students and employees to gather at the staging areas. Students and employees will be directed to the location of the nearest off-campus area and if available, advised of the conditions of local public roads. If available, transportation to these off-campus evacuation sites will be provided for those students who have no other means of transport.
- If evacuation is not possible, on-campus facilities will be announced and Building Captains or other designated officials will be assigned to each designated area. These officials will register the people and maintain communication with the EOC, CEOC, or ICP.
- If on-campus sheltering is required, the EOC, CEOC, or ICP will arrange transportation to the campus-designated shelters for disabled persons. Any relocation subsequent to initial campus sheltering will be coordinated by either the city or the county.

At the time of a major earthquake the Incident Commander will initiate the following actions:

- Activate the ICP, CEOC, or EOC, Incident Management Team, CERT trained members, and Building Captains and Floor Wardens or other designated officials and implement the Emergency Operations Plan
- Make necessary contacts with outside resources. Instruct the Operations section to survey campus buildings in order to identify structural damage. The Damage Assessment Teams will make building assessments in order to identify seismic-induced structural hazards and turn off gas, electricity and water as required. Damage Assessment Teams should use the Situation Status and Damage Assessment Annex A in the EOP Functional Annexes.
- As appropriate, Incident Commander (IC) will order Building and Floor Captains or other designated officials to coordinate evacuation to designated Staging Areas.

AFTER AN EARTHQUAKE

- Expect aftershocks over the next few minutes, hours and days. Remember aftershocks can be as strong or stronger than the first quake.
- Check yourself and others for injuries. Report any injuries to supervisor or emergency personnel
- Assess your surroundings, check for damage and hazardous conditions. Report them to Building Captain, Floor Warden, supervisor or emergency personnel.
- Phone systems may be severely impacted. Limit phone use to emergency calls only. Text is the best form of communication during an emergency
- Evaluate the need to evacuate
- DO NOT AUTOMATICALLY EVACUATE. Outdoor hazards may be greater than indoor hazards
- If asked to evacuate to evacuation assembly areas, move swiftly. Grab keys, purses, and personal items as well as emergency supplies only if convenient and safe to do so. DO NOT USE ELEVATORS
- Follow directions from Building Captains, Floor Wardens, ICT or emergency responders

STUDENTS WITH DISABILITIES

- Make a list of any special needs, medications or equipment that you have. Always keep an updated copy of the list with you.
- Keep any auxiliary devices you use, along with extra batteries, medications and other necessary items nearby at all times. If you drive a car, keep extra supplies in your vehicle.
- Arrange to have "buddies" help you during an emergency.
- Know how to take cover during a quake. If you are in a wheelchair, lock the wheels once you are in a protected location.

Earthquake – Management Checklist

Priority I - Life Safety

- ◻ Assess the Damage - Complete a quick analysis of the situation to determine any danger to faculty, staff and students. This should include an assessment of injuries, buildings damage and potential hazards created as a result of the building damage
- ◻ Evacuate Buildings, if appropriate - Floor Wardens will follow evacuation protocol and move faculty, staff and students to open areas away from buildings. Do not allow persons to re-enter buildings until trained individuals have checked for possible structural damage, gas line leakage and other utility disruptions
- ◻ Open the EOC and Establish Communications Network - Determine if the primary location for the Campus Emergency Operations Center (CEOC) is structurally safe for operations. If not, determine an alternate EOC. Use the 2-way radios to notify the campus ICS team. Contact the District EOC to provide information on the seriousness of the situation and any assistance that may be required
- ◻ Obtain Emergency Supplies - Obtain emergency supplies and safety equipment from storage
- ◻ Search and Rescue - Appoint search and rescue teams
- ◻ Medical Aid - Evaluate medical services available and inform rescue teams regarding the location of injured persons and availability of treatment facilities
- ◻ Fire Suppression - Evaluate fires or fire hazards and use resources to control and evacuate
- ◻ Utilities Survey and Stabilization - Evaluate the condition of utilities and shutdown or restore as appropriate and able; i.e., gas, electricity, water and sewer
- ◻ Hazardous Materials Control - Immediate responses, survey critical areas, evacuate and secure areas as needed. Identify hazards and contain materials as needed. Secondary responses—assess hazardous material spills and define procedures for cleanup
- ◻ Campus Safety - Maintain order and secure facilities

Priority II - Life Support and Facilities Assessment

- ◻ Full Facilities Survey - Evaluate facilities for occupancy, identify and seal off contaminated and unsafe areas
- ◻ Shelter - Identify usable structures, determine if a shelter will be needed. If so, activate trained shelter personnel (either American Red Cross or District personnel) to setup and manage a shelter. Set up communications with the Shelter Manager
- ◻ Food and Drinking Water - Identify supplies and establish distribution system or assign this duty to the Shelter Manager
- ◻ Sewer System - Evaluate sewer system and identify resources that can be used
- ◻ Communications - Establish a communications system with the campus community and advise everyone on a regular basis regarding availability of basic services and their locations, damaged areas to avoid and other important emergency information.
- ◻ Perishable Materials - Perishable and temperature sensitive substances. Identify items and locations, evaluate conditions. Make assessment for relocation.
- ◻ Psychological Assistance - Establish a system to deal with cases where counseling is needed.

Priority III - Restoration of Academic Program and General Operations

- ◻ Academic Survey - Contact academic departments and determine requirements to resume academic operations
- ◻ Valuable Materials Survey - Identify, survey and secure valuable materials; i.e., books, manuscripts, other unique resources on campus
- ◻ Records Survey - Identify, survey and secure all campus records; i.e., operational and administrate records
- ◻ Administrative Services Survey - Contact units and determine requirements to restore operations
- ◻ Supplies and Equipment - Develop system to renew flow of supplies and equipment from outside sources

ACTIVE SHOOTER

Situations where one or more individuals are using deadly force against many people are very fluid and changing. It is impossible to anticipate exactly how the situation will evolve. It is impossible to provide absolute guidelines. Thinking through possible actions now may give you an important advantage. Active shooter incidents can happen at any location where people gather and usually start quickly and without warning.

This procedure identifies how individuals should respond if there is an individual or individuals actively engaged in killing or attempting to kill people on campus. In most cases, active shooters use firearms(s), but can also use other weapons. Usually there is no pattern or method to their selection of victims. In the event of imminent danger on campus, the site should activate Lockdown procedures to "options-based response" as outlined below (RUN/HIDE/FIGHT).

An individual must use their own discretion during an active shooter event as to whether they chooses to run to safety or remain in place. There are risks and benefits to both decisions and your decision will need to be based on your individual situation.

Below are some options and best practices:

STAFF AND STUDENT RESPONSE

Hearing gun fire may be your first indication that something is wrong. Assess your situation as best you can and take action. Determine the most reasonable way (option) to protect lives. Remember that students and visitors are likely to follow the lead of faculty and staff during an active shooter situation.

Put three things between you and the shooter/assailant to decrease the likelihood of being injured. Do what you can to increase the *Time, Distance & Shielding* between you and the shooter/assailant. You will need to do whatever you can to keep yourself and people in your care alive.

RUN /ESCAPE/ GET OUT (TIME & DISTANCE)

If there is an accessible escape path and it is your best option, attempt to leave the premises. Be sure to:

- Have an escape route and plan in mind.
- Help others escape, if possible, but leave regardless of whether other adults agree to follow.
- Leave your belongings behind.
- Prevent individuals from entering an area where the active shooter may be.
- Run away from the danger.
- If you must round a corner, do so in a safe manner. Be observant of potential hazards and dangers.
- Keep your hands visible in case law enforcement has arrived.
- Follow the instructions of any law enforcement.
- Do not attempt to move wounded people.
- Call 9-1-1 when you are safe if:

- You can provide pertinent information for the law enforcement; the shooter's identity, what they are wearing/looks like, where they are, etc.
- You or someone with you is in critical condition and needs immediate medical attention.

Remember that leaving a classroom/office may not be the best option if you do not know where the shooter is. Due to the layout of the building, it may sound like the gunfire is coming from one direction, but it could be coming from an entirely different direction.

HIDE / BARRICADE / DENY (TIME & SHIELDING)

Find a place to barricade and/or hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction.
- Not trap you or restrict your options for movement.
- Consider that in certain situations, hiding is NOT a good option. If you hide, hide strategically! Always have a plan to defend yourself in your hiding area if need be.

Barricade to prevent an active shooter from entering your location:

- Lock the door, if possible.
- Barricade the door with heavy furniture or with other "tools" at your disposal.
- Determine whether the door opens in or out. Doors that open in are easier to barricade, as you can stack heavy furniture in front of them or even use a simple wedge (used to prop doors open) to jam the door shut. Doors that open out are not so easily barricaded, but putting furniture in front of the door will at least slow the shooter down.
- Be creative in barricading. There are options for barricading doors that open out. You can use belts, duct tape, shoestrings, rope, etc. to tie the handle of the door to something that remains stationary/solid in the room.

FIGHT / DEFEND / OVERWHELM (TIME)

When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate them.

At any point in the event, when running/escaping or hiding/barricading are no longer options:

- Hide behind large items; i.e., cabinets, desks, etc. while developing a plan to defend yourself.
- Find items that can be used to defend yourself and others (improvise weapons) and develop a plan to defend yourself if the perpetrator enters your immediate vicinity. Visualize your plan over and over, always visualizing a successful outcome for yourself and others.
- Remain quiet and calm.
- As a last resort, only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against them.
- Throwing items at the attacker, while others attack them.
- Committing to your actions.
- Remember a gunman can only shoot a limited number of rounds if a classroom full of individuals are acting aggressively towards them. And moving targets are harder to hit than stationary targets.

CLEARING THE BUILDINGS BY LAW ENFORCEMENT

Law Enforcement will clear the buildings.

Occupants will remain in the building or secure area until further instructions are given by Law Enforcement. A systematic evacuation will be directed by Law Enforcement.

WHAT TO EXPECT FROM RESPONDING POLICE OFFICERS

The objectives of responding police officers are:

- Immediately engage or contain the active shooter(s) to stop life threatening behavior
- Identify threats such as improvised explosive devices
- Identify victims to facilitate medical care, interviews and counseling
- Investigation

Law Enforcement Officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. The officers may be armed with rifles, shotguns or handguns.

Regardless of how the law enforcement appear or sound, do not be afraid of them. Do exactly as the officers instruct. Put down any bags or packages you may be carrying and keep your hands visible at all times; if instructed to lie down, do so. If you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

ACTIVE SHOOTER - MANAGEMENT RESPONSE

If an active shooter situation develops, the campus will implement its emergency response plan and will work with law enforcement to support their efforts to manage the incident. When possible the campus emergency notification system will be activated to alert and update people of the situation.

The effects of such incidents can be very traumatic. The District will arrange for counseling services as-needed after such an incident.

ACTS OF VIOLENCE / CIVIL DISTURBANCES

The entire District is vulnerable to acts of violence or the effects of civil unrest. The spontaneous disruption of normal, orderly conduct and activities in urban areas or outbreak of rioting or violence that is of a large nature is referred to as civil unrest. Civil unrest can be spurred by specific events, such as large sporting events or criminal trials or can be the result of long-term disfavor with authority. Threat to law enforcement and safety personnel can be severe and bold in nature. Securing of essential facilities and services is necessary. An act of violence or threat of violence, such as those listed below will require an immediate response from the police:

- Report of a shooting, stabbing or other assault with a deadly weapon on or around the campus
- Report of a weapon on campus
- A hostage situation or armed barricaded person on or around the campus
- Report of a large fight in progress
- Report of an extremely disruptive, potentially violent, and/or emotionally unstable individual

Campus Safety Officers will utilize an appropriate level of response to all reported acts of violence.

SINGLE INDIVIDUAL DISTURBING THE PEACE

When a person's actions either in a classroom or outside create a disturbance of the peace, contact Campus Safety or in an emergency call 9-1-1 from any campus phone.

- Provide the Dispatcher
  - Description of the nature of the disturbance
  - Description of the individual(s)
  - Location of the disturbance
  - How or where officers can contact you
- Suspect(s) description
- Type(s) of weapons
- Last known direction of travel of the suspect(s)

PREVENTION OF VIOLENCE

- All staff, faculty and students are encouraged to speak with their supervisor, Campus Safety, the Office of Student Affairs or any recognized support group should they feel a domestic situation or casual contact situation could lead to an act of violence

- If any member of the campus community feels that an act of violence is imminent they are encouraged to contact Campus Safety at 3-3-3 from any campus phone
- If any member of the campus community has a Court Restraining Order against an individual they should file that order with the city in which they live, the city in which they work, as well as Campus Safety
- If members of the campus community feel that a meeting or conference could become violent they are encouraged to contact Campus Safety beforehand

STAFF AND FACULTY RESPONSIBILITIES

Call 9-1-1 or Campus Safety at 3-3-3 as appropriate. 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 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. Emergency Responders may enter the room using a master key or by providing positive identification.

- If an instructor observes imminent danger near their classroom or office, they should immediately secure their room and notify Campus Safety of the danger via telephone, radio system or runner
- Brief students that 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 and recommend that students remain in classroom unless authorization is received from appropriate authority
- Calmly and quietly review emergency evacuation procedures with students to prepare them for possible evacuation

An announcement to inform faculty, staff and students as to the reason that 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

The airspace over several of our campuses is routinely filled with air traffic due to being in the flight path of John Wayne airport.

In the event of an aircraft crash on or near one of our campuses, the following actions should be taken.

CAMPUS COMMUNITY

If you witness an aircraft crash contact Law Enforcement at 9-1-1

Explosion and fire as well as falling debris pose a serious risk to individuals on the ground. All members of the campus community are encouraged to move away from the crash site and seek shelter in a safe location. If it is not possible to move immediately away then protect yourself against blast damage - *DROP, COVER AND HOLD ON.*

If you are inside and the building is not damaged, remain inside. Stay away from windows. Faculty should try to keep their classes together as a unit. If an evacuation is ordered follow the instructions of the Floor Wardens.

Those members of the campus community who are trained in first aid are encouraged to provide care for the injured *provided it is safe to be in the area.*

Untrained individuals should NOT enter the crash site. A well-intentioned but untrained and ill-equipped person who enters the crash site risks serious injury or far worse. If you are aware of places where people may be trapped, inform the nearest emergency responder as fast as possible so that trained and properly equipped personnel can effect a rescue effort.

RETURN TO NORMAL OPERATIONS

If the incident has resulted in the evacuation of part or all of a campus building(s), then those areas will remain closed until the Incident Commander determines it is safe to open the campus. When it is safe, the Incident Commander will give the “all clear.”

- The area is safe to occupy
- All emergency operations have been completed
- Any and all investigations have been conducted
- There is no longer a need to keep the area closed

BOMB THREATS & SUSPICIOUS PACKAGES

Bomb threats usually come on the telephone and generally are made by individuals who want to create an atmosphere of general anxiety or panic. The District treats all threats as real and actively responds to any credible bomb threat.

All staff members are encouraged to keep a copy of the Bomb Threat Procedures and Checklist next to any phones within their care. The Bomb Threat Procedures and Checklist can be found on the website of the Department of Homeland Security, Cybersecurity and Infrastructure Security Agency. A copy of this document is included on the next page for reference.

TELEPHONED BOMB THREAT

- Take the caller seriously
- Remain calm
- Keep caller on phone as long as possible--DELAY--ask a lot of questions
- Get as much information about the caller as possible. Use the Department of Homeland Security Bomb Threat Checklist to assist if available
- Tell a nearby co-worker to contact Campus Safety by dialing 3-3-3
- Ask the following questions
    - Where is the bomb located?
    - If time bomb, when is it set to explode?
    - What kind of bomb is it?
    - Why is caller doing this?
- Do not discuss the threat in public

Campus Safety Officers will determine if evacuation is necessary. If you do evacuate, move to an evacuation assembly area and do not re-enter the area until instructed to do so.

Note details sex, accent, speech impediment, age, background noises, unusual phrases, etc.

SUSPICIOUS PACKAGE

If you observe a suspicious object or potential bomb on campus, *Do Not Touch the Object*. Clear the area and immediately call Campus Safety at 3-3-3.

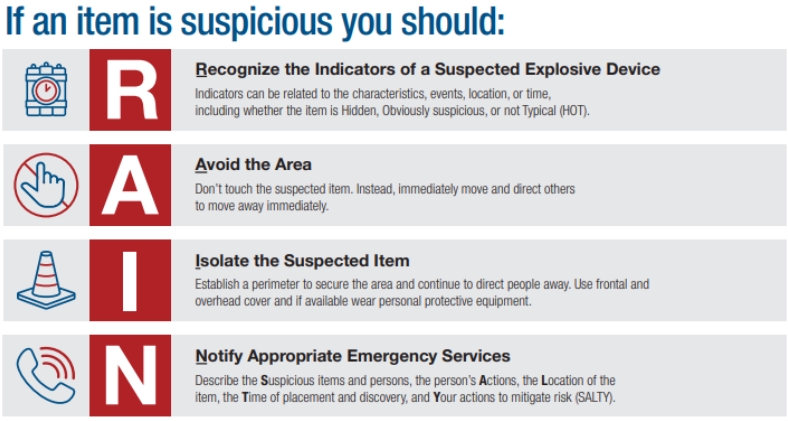
Criminals or terrorists sometimes conceal improvised explosive devices (IEDs) in backpacks, suitcases, or common items. Use this process to safely determine if an item is a serious threat or just unattended.

Is it HOT?:

- **H = Hidden**
  - Placed out of sight
  - Appears purposely concealed
- **O = Obviously Suspicious**
  - Unexplainable wires or electronics
  - Bomb-like components
  - Leaking with something unusual
  - Ticking
  - Exposed wiring or other suspicious hardware
  - No return address
  - Incorrect address
- **T = Not Typical**
  - Out of place for the location
  - Potentially related to a threat

If an item is suspicious, you should (RAIN):

- **R = Recognize the Indicators of a Suspected Explosive Device**
  - Indicators can be related to the characteristics, events, location or time, including whether the item is Hidden, Obviously suspicious or not Typical (HOT)
- **A = Avoid the Area**
  - Do not touch the suspected item. Instead, immediately move and direct others to move away immediately



- **I = Isolate the Suspected Item**
  - Establish a perimeter to secure the area and continue to direct people away. Use frontal and overhead cover and if available wear personal protective equipment
- **R = Recognize the Indicators of a Suspected Explosive Device**
  - Describe the suspicious items and persons, the person's actions, the location of the Item, the time of placement and discovery, and your actions to mitigate risk

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

**** Refer to your local bomb threat emergency response plan for evacuation criteria***

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov

Homeland Security

2014

BOMB THREAT CHECKLIST

DATE: **TIME:**

TIME CALLER HUNG UP: **PHONE NUMBER WHERE CALL RECEIVED:**

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

_____
_____
_____

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points:

Caller's Voice	Background Sounds	Threat Language
☐ **Female**	☐ Animal noises	☐ Incoherent
☐ **Male**	☐ House noises	☐ Message read
☐ Accent	☐ Kitchen noises	☐ Taped message
☐ Angry	☐ Street noises	☐ Irrational
☐ Calm	☐ Booth	☐ Profane
☐ Clearing throat	☐ PA system	☐ Well-spoken
☐ Coughing	☐ Conversation	
☐ Cracking voice	☐ Music	
☐ Crying	☐ Motor	
☐ Deep	☐ Clear	
☐ Deep breathing	☐ Static	
☐ Disguised	☐ Office machinery	
☐ Distinct	☐ Factory machinery	
☐ Excited	☐ Local	
☐ Laughter	☐ Long Distance	
☐ Lisp		
☐ Loud	**Other Information:**	
☐ Nasal		
☐ Normal		
☐ Ragged		
☐ Rapid		
☐ Raspy		
☐ Slow		
☐ Slurred		
☐ Soft		
☐ Stutter		

CHEMICAL & BIOLOGICAL SPILLS

A release of hazardous materials could involve chemical, biological or radioactive materials. The ability to respond to a hazardous materials release will depend on many factors including, the amount of material spilled or involved in an incident, the physical, biological and chemical characteristics of the material, the material's health and hazard characteristics, the location of the spill, the level of response training obtained, and the types of personal protective and spill response equipment available.

If there is a hazardous materials spill or incident *involving a material you are familiar with* you should:

- Alert people in the immediate area of the spill and evacuate the area
- Call the Campus Safety Office 3-3-3. Call 9-1-1 if it is a large spill or possibly life threatening
- If spill is flammable, turn off ignition and heat sources and evacuate the area
- Close doors to affected area
- If spill or its vapor migrates outside of laboratory to other occupied spaces, activate building fire alarm
- Attend to injured personnel, as necessary. Use eyewash or safety showers as needed to rinse contamination off people
- Contain the spill, unless doing so poses a risk, and alert others in the immediate area
- Only trained individuals should clean up a hazardous chemical spill
- Before attempting to clean up the spill, know what the chemical is and locate the appropriate MSDS (Material Safety Data Sheet). Wear appropriate personal protective equipment (gloves, aprons, face shield, etc.). Follow instructions on that sheet

INCIDENT INVOLVING UNKNOWN MATERIAL

If there is a hazardous materials spill or incident *involving a material you are UNFAMILIAR with* you should:

- Evacuate the area IMMEDIATELY
- Move up-wind to avoid the fumes
- Follow the directions of the Building Marshals or Captains
- Faculty should maintain class integrity whenever possible. This allows for an accounting of missing persons. Anyone not accounted for should be reported as missing to emergency responders
- Close the area off and deny entry to anyone but emergency responders
- Notify Campus Safety at 3-3-3

Meet with arriving responders from Campus Safety. Provide responders with a description of what occurred and any injured persons.

- Immediately flood exposed area with water (faucet, safety shower) for at least 15 minutes

- Call the Campus Safety Office at 3-3-3 and report
- For a splash to the eyes, immediately rinse eyes and inner surface of eyelid with water continuously for 15 minutes. Forcibly hold eye open to ensure effective wash
- Locate the MSDS, follow instructions, and seek medical attention
- Report incident to supervisor

Chemical and Biological Spill – Management Checklist

- ◻ Initiate the Emergency Response Plan and open the Incident Command Center if necessary
- ◻ Check with Maintenance or the Lab Staff
- ◻ Are they familiar with the chemical? What are the hazards?
- ◻ Do we need to turn off the electricity/gas to avoid an explosion?
- ◻ Do we have trained personnel to clean the spill? Should we call the Fire Department?
- ◻ Set a perimeter and restrict access to the area
- ◻ Any injuries? Do you need to set up a triage area away from the affected area?
- ◻ Inform management staff. Provide feedback as more details are known
- ◻ Do we need to make PA announcements?
- ◻ Do we need to cancel classes?
- ◻ Do we need to close access to the campus?
- ◻ Are the employees in the affected area being re-assigned?
- ◻ Initiate the emergency phone contact list. Notify Campus Safety
- ◻ Do we need to prepare for media contacts? Is a statement prepared?
- ◻ Who will meet the press when they start showing up on property?
- ◻ Where will they park?
- ◻ Where is the media center?

Responding to a Chemical Spill

- ◻ Evacuate the area
- ◻ Establish a perimeter and restrict access
- ◻ Notify Campus Safety immediately if the chemical spill poses a threat to life, property or the environment or if the spill is greater than 5 gallons
- ◻ Check the substance's material safety data sheet for hazards, reactivity and proper protective equipment. MSDS's are located in the areas where the chemical is being used
- ◻ Ensure persons responsible for clean-up wear protective clothing
- ◻ Stop the source of the spill, if possible
- ◻ Cover drains or other possible escape routes
- ◻ Patch holes

Contain the spill by:

- ◻ Building a dike
- ◻ Repairing the leaking container
- ◻ Putting the leaking container in one that will not leak
- ◻ Channeling the spill to a place where it will not spread
- ◻ Placing an empty container under the leak
- ◻ Rotating or shifting the container's position to stop the leak
- ◻ Soak up or solidify the spill with absorbent materials
- ◻ Push absorbent-liquid mixture into EPA-approved container for proper disposal
- ◻ Decontaminate exposed tools or equipment or dispose of them properly
- ◻ Decontaminate protective clothing or dispose of it properly

AGENCY NOTIFICATION – LARGE SPILLS

Campus Safety will notify the local police or fire departments if assistance is needed. The Environmental Safety Manager shall notify any other appropriate State or Local agencies as required by law. If the assessment indicates that evacuation of local community may be advisable, the State Office of Emergency Services must be immediately notified. The report shall include

- Name and address of facility
- Time and type of incident; i.e., release, fire, etc.
- Name and quantity of material(s) involved, to the extent known
- Extent of injuries if any
- Possible hazards to human health, the environment or outside the facility

SAC EPA ID# CA0000447730 SCC EPA ID# CAL000115686	
STATE NOTIFICATIONS	
Office of Emergency Services	(800) 852-7550
California Highway Patrol	(310) 390-4001
Environmental Office - DHS Region	(310) 590-5177
FEDERAL NOTIFICATIONS	
National Response Center	(800) 424-8802

ADMINISTERING AGENCY NOTIFICATION

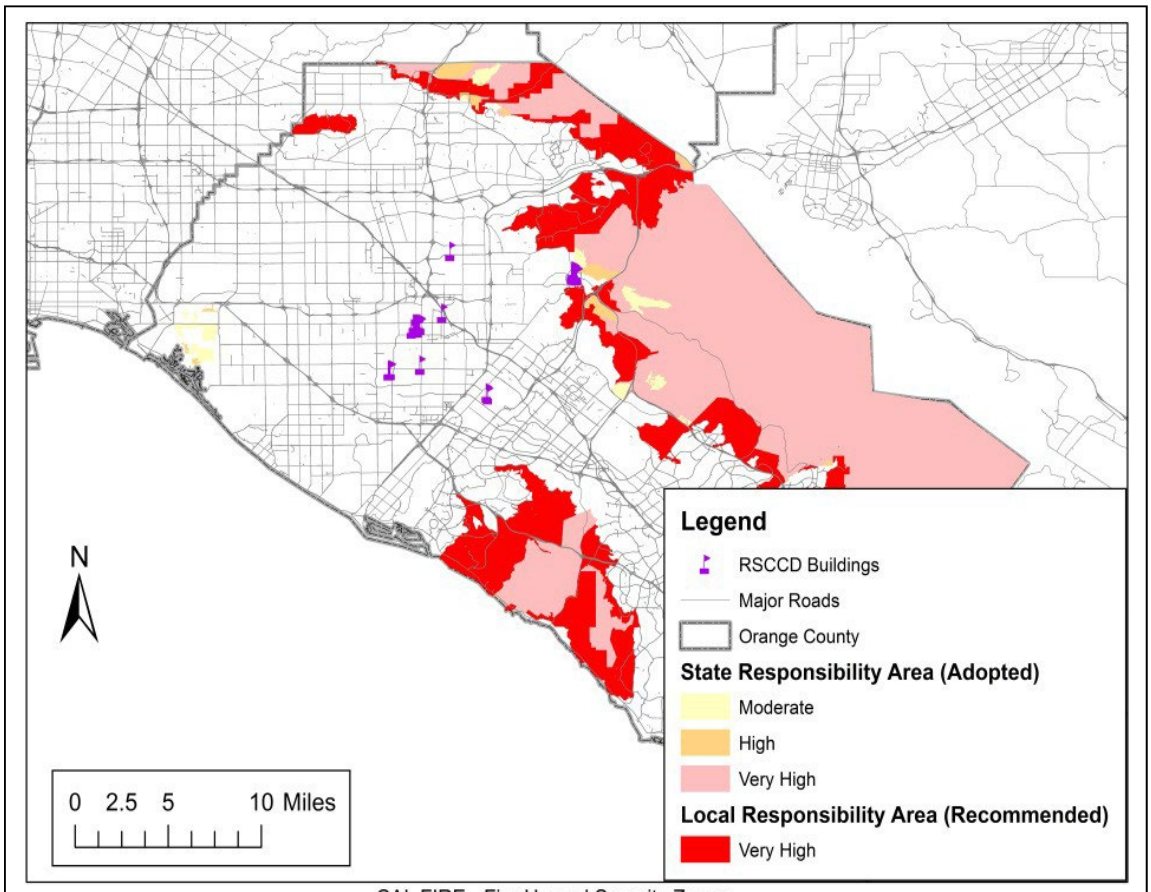
Federal EPA Office - Region IX, San Francisco (415) 774-1500

CHEMTREC - Chemical Information Hotline (800) 424-9300

FIRE

A Fire can break out at any of the campuses in the District for any number of reasons and can cause significant damage and injuries. Fires near our campuses also pose a threat because of smoke, road closures and the possibility that the fire may spread to the campus.

At Santiago Canyon College moderate vegetation in the nearby canyons poses a fire hazard and concern for that campus (see map below). An uncontrolled vegetation fire could quickly spread to the perimeter of the college and even main campus buildings. Smoke from a nearby wildland fire can force the campus to close for several days due poor air quality.



CAL FIRE - Fire Hazard Severity Zones
Fire Hazard Zeverity Zones in SRA as Adopted by CAL FIRE, November 2007
Very High Fire Hazard Severity Zones in LRA, as Recommended by CAL FIRE, October 2011

The purple dots on the map indicate RSCCD sites. There are no RSCCD sites located in the Orange County Fire Severity Zones. However, Santiago Canyon College is bordering the Fire Severity Zone and must remain aware of the wildfire and smoke threat to the campus.

FIRE - PLANNED RESPONSE

District buildings are equipped with fire alarms which are set to provide both visual and audio alarms in the event a fire is detected or a fire alarm pull station is activated. When a fire is detected on campus the following procedures should be followed

IF INDOORS

- In the event of a fire, alert others, activate the nearest fire alarm and GET OUT. Move everyone away from the area of the fire, close (but do not lock) all doors as you move in order to slow down the spread of fire
- If it is a small fire and a fire extinguisher is available, use it remembering the PASS method (Pull, Aim, Squeeze, Sweep)
- Contact the Campus Safety Office by dialing 3-3-3 from any campus phone or call 714-564-6330 from a cell phone, or call the fire department at 9-1-1
- Do not use elevators
- When in the stairways, use handrails and keep to the right. Check all doors for heat (top and bottom) with back of hand. If hot, do not open

- If you are caught in smoke, drop to hands and knees and crawl, breathe shallowly through nose, and use your blouse, shirt or jacket as filter
- Proceed to evacuation assembly area
- If you have relocated away from the building, do not return until you are notified that it is safe to do so
- If your clothing catches fire, DO NOT RUN! STOP, DROP and ROLL
- Faculty should try to keep their classes together during an evacuation. This will allow for an accounting of any missing persons. Any missing person should be reported to emergency responders

IF OUTDOORS

Any member of the campus community who sees a building, storage facility, trash can, vehicle or other structure/object on fire on campus should do the following:

- Immediately contact the Campus Safety Office by dialing 3-3-3 from any campus phone or call the fire department directly at 9-1-1. Move a safe distance away from the fire and wait for emergency responders
- Assist in rendering first aid to the injured when able
- Assist disabled in evacuating the area

CAMPUS SAFETY/ADMINISTRATION

- Campus Safety Officers will respond to all fire alarms or reports of fire on campus and will be responsible to ensure the fire department has been called
- Campus Safety Officers will meet with the Building Captain to determine the level of evacuation and location of any injured or trapped persons
- For structure fires or large outdoor fires beyond the ability of our trained staff to extinguish safely, a perimeter will be established around the incident and the area will be closed to all unauthorized personnel
- Incident Command will transition to the local Fire Department upon their arrival at the scene. If the fire's origin is determined to be suspicious the Fire Department's Arson Investigation Unit will be the lead investigatory agency. Campus Safety will fully cooperate and support any investigation

Fire – Management Checklist

- ◻ Has the fire department been called? Has someone been sent to meet them when they arrive and show them where to go?
- ◻ Has the building been evacuated?
- ◻ Has a perimeter been set?

Check with Maintenance:

- ◻ Are Gas lines shut off?
- ◻ Do we need to turn off the electricity to that location?
- ◻ What other areas could be affected?
- ◻ Are there injuries? Do you need to set up a triage area?
- ◻ Do we need to prepare a statement for employees?
- ◻ Do we need to send out a RAVE Alert?
- ◻ Do we need to prepare a statement for the press?
- ◻ Do we need to staff the Phone Center for anticipated calls?
- ◻ Inform management team of the status. Provide updates as more details are known.
- ◻ Are the employees in the affected area being re-assigned?
- ◻ Is this a possible arson? Once the fire is out, secure the area and restrict access.
- ◻ Do we need to call employees and tell them to stay home?
- ◻ Who will meet the press when they start showing up on property?
- ◻ Where will they park?
- ◻ Where is the media center?
- ◻ Maintain detailed records of damage. Photograph or video tape the scene.
- ◻ Ensure all departments keep track of damage related costs for insurance purposes.

FLOODING

Flooding in the nearby campus areas will typically be the result of torrential rains. Water damage will probably be confined to ground floor areas and for short periods of time.

However, flooding of parking areas and public streets may isolate areas of the campus for longer periods of time. Usually there will be advance warning as water rises. Close coordination with local authorities and constant vigilance of areas will be necessary to minimize danger to persons, damage to property or loss of equipment. If flooding occurs the following procedures should be followed:

FLOODING RESPONSE ACTIONS

The following summarizes the major operations in response to flooding:

- Since advance warning of flooding conditions can usually be anticipated, the Campus EOC will be activated, if needed
- Local weather conditions and forecasts will be monitored by radio/TV broadcast and internet sources
- Maintenance & Operations personnel will work to insure water drains remain open and flowing and they will provide sandbags if supplies are available
- Shutdown procedures of the areas that may be affected by flooding are of primary consideration to prevent fire, explosion, and electrical hazards
- The Campus President or their Designees will consider ordering the campus closed based on current conditions and predicted rainfall amounts
- If conditions do not permit an evacuation then sheltering locations will be established on high ground or other suitable location. Food services and lighting may be required
- During severe flooding or whenever necessary, Maintenance & Operations will consider shutting off water mains to avoid contamination of campus water supply
- Any area flooded or evacuated will be sealed off by barricades or personnel to prevent injury to persons, theft, destruction of property and interference with emergency operations.

MEDICAL - SERIOUS INJURY/DEATH - SUICIDE

MEDICAL-EMPLOYEE:

In the event that an employee needs first aid or medical assistance:

- Call 911 if needed
- Notify Campus Safety at 714-564-6330 or dial 3-3-3
- Inform Campus Safety if blood or bodily fluids are involved
- Keep the ill or injured person as comfortable as possible
- Do not perform any first aid beyond your certified training
- Do not move a person that has fallen or appears in pain
- Report any details leading to the injury to responding officers and emergency services
- Supervisor prepares necessary industrial report forms
- If needed and last resort, Supervisor provides transportation to nearest hospital or urgent care (depending on the situation).

MEDICAL-STUDENT:

In the event that a student or visitor is ill or injured:

- Call 911 if needed
- Notify Campus Safety at 714-564-6330 or dial 3-3-3
- Inform Campus Safety if blood or bodily fluids are involved
- Keep the ill or injured person as comfortable as possible
- Do not perform any first aid beyond your certified training
- Do not move a person that has fallen or appears in pain
- Report any details leading to the injury to responding officers and emergency services
- Do not discuss possible cause of an accident or condition that may have contributed to the accident
- Insurance information is to be discussed only by official administrative personnel

SERIOUS INJURY/DEATH:

If incident occurred on campus:

- Call 911
- Notify Campus Safety at 714-564-6330 or dial 3-3-3
- If possible, isolate affected student/staff member
- Campus Safety will make necessary notifications
- Refer media to Chief Communications Officer

If incident occurred off campus:

- Call 911
- Notify Campus Safety at 714-564-6330 or dial 3-3-3
- Follow directions of Campus Safety
- Announce availability of counseling services for those who need assistance
- Refer media to Chief Communications Officer

SUICIDE:

Suicide Attempt on campus:

- Active Suicidal Behavior - Any member of the college community who has actual knowledge that a student is actively engaged in suicidal behavior including ideation shall immediately contact Campus Safety at 333 from any Campus Phone or 911 from any other phone
- Do not leave the individual alone
- Verify information
- Notify Campus Safety if not previously notified

UTILITY FAILURE

Power outages can occur due to rolling blackouts, extreme weather conditions, or can accompany other disasters such as earthquakes. In the event of a major failure occurring during regular business hours, immediately notify Facilities Management. If there is potential danger to the building occupants or if the utility failure occurs after hours, weekends or holidays, notify Campus Safety at 3-3-3.

Do NOT call 9-1-1 solely to report the outage. Excessive calls to the 9-1-1 system tie up the lines and prevent those with life threatening emergencies from reaching assistance.

In the past, California has experienced severe power shortages resulting in rolling blackouts. The Maintenance & Operations Department and/or Campus Safety may receive advance notification of this impending power outage and whenever possible, attempts will be made to notify the campus community.

When reacting to power outages remember that if the campus loses power, the surrounding area may be blacked out as well. 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 and then proceed with caution.

Disabled persons needing assistance in leaving a building should contact Campus Safety or the Disable Students Services Office.

Campus telephones should continue to operate as normal and voice mail should continue to operate as well.

POWER OUTAGES DURING DAYLIGHT HOURS

- The Campus will remain open and all business and instructional operations will continue to the maximum extent possible
- Should safety considerations prevent work from continuing, Deans/Directors/Chairs may reassign employees outside the work area
- Faculty retains the discretion to cancel the remainder of a class if instructional quality or student safety is compromised

POWER OUTAGES DURING NIGHTTIME HOURS

Remain on campus for fifteen minutes in the event power is restored quickly. If power has not been restored within fifteen minutes, instruction will stop and Business Offices will close for the remainder of the evening.

ELEVATOR FAILURE

If you are trapped in an elevator, use the emergency phone in the elevator to notify Campus Safety by dialing 3-3-3. Remain calm.

PLUMBING FAILURE/FLOODING

Cease using all electrical equipment. Notify Facilities Management (during regular working hours; otherwise notify Campus Safety). If necessary, vacate the area.

SERIOUS GAS LEAK

Cease all operations. DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT. REMEMBER, electrical arcing can trigger an explosion! Notify Facilities Management (during regular working hours, otherwise notify the Campus Safety Office). Vacate the area.

VENTILATION PROBLEM

If smoke or odors come from the ventilation system, immediately notify Facilities Management. If necessary, cease all operations and vacate the area.

PANDEMIC INFLUENZA

PLANNING OVERVIEW

The Rancho Santiago Community College District (RSCCD) having recognized the potential threat of a world-wide influenza pandemic and the potential impact it could have on all RSCCD colleges and sites, has developed this guidance document to respond to the effects such an outbreak would create.

Along with the rest of the EOP, Pandemic Influenza Procedures will be reviewed at least annually to insure the response planning and program information is current and applicable.

RSCCD considers the provision of sufficient and accessible infection prevention supplies (soap, alcohol based hand hygiene products, tissues and appropriate receptacles) a means of reducing the spread of the virus.

During a Pandemic, RSCCD will maintain contact with the Orange County Health Care Agency (OC HCA) to maintain a surveillance mechanism to monitor and communicate substantial increases in absenteeism among students and faculty/staff. In the event of notable increases in absenteeism, cases or outbreaks (depending on the reporting requirements) at either of the colleges, the college will report the information to:

- Chancellor's Office
- Orange County Health Services
- Any other entities listed in the current guidance documents released by CDPH or OC HCA

It is the intent of these procedures to identify key important actions RSCCD may need to undertake for the preparation of and response to an influenza outbreak resulting in business operation interruption. Continued plan surveillance and updating will be required to ensure that the Pandemic Influenza Plan effectively addresses the unique needs of RSCCD.

BACKGROUND

According to the World Health Organization (WHO), "An influenza pandemic occurs when a new influenza virus appears against which the human population has no immunity, resulting in several simultaneous epidemics worldwide with enormous numbers of deaths and illness. With the increase in global transport and communications, as well as urbanization and overcrowded conditions, epidemics due to the new influenza virus are likely to quickly take hold around the world."

Influenza is a highly contagious respiratory virus that is responsible for annual epidemics in the United States and other countries. Each year an average of 200,000 people are hospitalized and 36,000 die in the U.S. from influenza infection or a secondary complication. During an influenza pandemic the level of illness and death from influenza will likely increase dramatically worldwide. The impact of an influenza pandemic on the local economy and business processes could be devastating. It is estimated that 15-35% of the population will be affected. There is a potential for high levels of illness and death, as well as significant disruption to society and our economy, making planning for the next influenza pandemic imperative.

ASSUMPTIONS

Predicted spread and severity:

- Over a several month period, illness rates for population: 15-35%
- Global spread in: 3 months
- Vaccine availability: 6-10 months after initial outbreak
- Anti-viral treatment: Likely to be in short supply and may not be effective

Potential Effects:

- Large percentages of the population may be unable to work for days to weeks during the pandemic
- Diminished numbers of people and expertise available
- Diminished emergency and essential services – fire, police, and medical
- Potential for mandatory campus closures
- Delays in supplies shipments and mail delivery
- Delays in outside service work
- Disruption of utilities repairs and limited potential service losses

Campus Operational Effects:

- Large numbers of staff absent, difficult to maintain campus operations
- Loss of services from suppliers - postal service, other essential products
- Large numbers of student absenteeism.
- Operational breakdowns of facility and services.

PROCEDURE

The purpose of these procedures is to assist in managing the impact of an Influenza Pandemic at RSCCD. The key goal is based on three main strategies:

- Reducing the spread of the virus within the RSCCD facilities
- Sustaining educational and activity functions
- Sustaining facility operational functions

The procedures address the following management elements for Pandemic Influenza Plan response which include the following:

- Communication to RSCCD from external sources regarding the pandemic virus and internal communications within RSCCD
- Activities to reduce the spread of the virus
- Reducing risk of infected persons (students, staff, visitors) entering the facility
- Individual spacing (reduce person to person interactions); i.e., postponing school events or activities, also called “social distancing”
- Cleaning and disinfecting of facilities
- Educating students, faculty and staff to address concerns

PREVENTION/TREATMENT - RELATED INFORMATION REGARDING PROVISION AND USE OF:

Influenza vaccine

- Anti-viral medication
- Continuance of essential educational functions
- Identification of essential staff and functions
- Planning for absenteeism of students and staff
- Communication with students/faculty/staff
- Pandemic Influenza education for students/faculty/staff

MAINTENANCE OF ESSENTIAL FACILITY OPERATIONAL FUNCTIONS:

- Identification of essential staff and functions
- Planning for absenteeism of custodial staff
- Planning for absenteeism of maintenance staff
- Planning for absenteeism of supervisory and administration staff
- Planning for absenteeism of payroll, human resources and support business functions
- Ordering and stocking of essential supplies and support services
- Planning for absenteeism of support service providers and contractors
- Planning for interruption and failure of critical equipment operation
- Communication with and education of employees

COMMUNICATION:

Pandemic Influenza Communication to RSCCD Administration

The Chancellor's Office will disseminate Pandemic Influenza information received from the OC HCA to the RSCCD Pandemic Response Coordinator or EOC (if activated). Information on Pandemic Influenza will be reviewed by the RSCCD Pandemic Influenza Planning Committee or EOC for potential effects on RSCCD operational planning and action

The Pandemic Influenza Planning Committee will advise the Chancellor of information due to potential or existing Pandemic Influenza which can or does directly influence the operation of RSCCD

The Pandemic Influenza Planning Committee will monitor information from national, state, and local public safety and health agencies, and will forward pertinent information to the Office of the RSCCD President as determined to be appropriate by the Committee

The primary communication channels to be monitored by the Pandemic Influenza Planning Committee will be the public health websites

COMMUNICATIONS TO PUBLIC

The Chief Communications Officer has been identified as the spokesperson for communication of information to the public.

RSCCD will follow academic and business interruption and closure procedures utilizing outside communication resources to include:

- Local Television News Services
- Local Radio Stations
- Local Newspaper
- Communications will be via a dedicated website, telephone system, or other communications systems that provide for the dissemination of information and advising employees, students, families, and the general public as appropriate
    - Ensure that communications is language appropriate to reflect the needs of the diverse student body represented at the College
- Create a Pandemic Influenza website linking to other local, state, and federal agencies to create awareness and educate people on pandemic flu prevention and plans for the College
- Develop procedures for communicating with the media
- Conduct media briefings as necessary
- Coordinate with the local jurisdictions, OC HCA, and other agencies

COMMUNICATIONS TO EMPLOYEES

Communications to employees shall be managed per the RSCCD operating procedures and these procedures. RSCCD will advise employees in advance where to find up-to-date and reliable information.

Communications will be via the Internet website, a dedicated website, telephone system, or other communications systems that provide for the dissemination of information and advising employees, students, families and the general public as appropriate. Ensure that communications is language appropriate to reflect the needs of the diverse student body represented at the College.

Create a Pandemic Influenza website linking to other local, state and federal agencies to create awareness and educate people on pandemic flu prevention and plans for the College.

Educational communications will be provided to encourage employees to acquire and maintain personal, regular healthcare services.

Educational communications will be provided regarding RSCCD policies for employee's compensation and sick leave absences that may be unique to a pandemic.

COMMUNICATIONS TO STUDENTS

Communications will be via the RAVE, College website, telephone system, or other communications systems that provide for the dissemination of information and advising employees, students, families and the general public as appropriate. Ensure that communications is language appropriate to reflect the needs of the diverse student body represented at the College.

RSCCD will utilize medical and health faculty to communicate and educate faculty/staff/students about effective hygiene habits before any outbreaks occur to protect everyone now (promotion of frequent hand washing, cough/sneeze etiquette).

The Student Services staff will:

- Disseminate information about the pandemic preparedness and response plan.
- Anticipate the potential fear and anxiety of students, (and employees) as a result of rumors and misinformation and plan rapid and accurate communications accordingly.
- Disseminate information for student, faculty, and staff who have families and dependents about the potential impact a pandemic influenza outbreak can have and how to prepare their families to respond to school and community service interruptions.

REDUCING THE SPREAD OF THE VIRUS

Upon notification that a potential outbreak of a pandemic influenza is occurring within the United States, the Planning Committee will do the following:

- Set up prominent notices at all entry points to instruct employees, students and visitors not to enter the building if they have symptoms of influenza and list any other specific instructions.
- Informational postings will be placed around the facilities (including entrances, notice boards, meeting rooms and restrooms) to educate employees, students, and visitors on how to stop the spread of the virus.
- Notices will contain information regarding hand hygiene, covering coughs, sneezes and student spacing.
- Ensure adequate supplies of tissues, hand sanitizing gels, disinfectant hand soaps and disinfectant cleaning supplies are available for employees and students.
- Require the Student Services Office to make available to employees and students a pandemic influenza fact sheet containing information regarding stopping the spread of the virus and performing effective student spacing.
- Will instruct that all shared work areas (such as desktops, tables, door knobs, stair rails, etc.) be cleaned with a disinfectant at least daily and preferably more often if possible.
- Consult with and prepare RSCCD Administration and Facilities and Planning to function with 30% of the workforce potentially absent.
- Consult with and prepare RSCCD Administration to implement policies and procedures for containment measures (canceling social events and other mass gatherings).
- Consult with and prepare RSCCD Administration to consider the implementation of alternative procedures to assure continuity of instruction; i.e., distance learning methods, web-based, telephone trees, mailed lessons and assignments, instruction via local public radio or TV stations, in the event of large numbers of absenteeism or college closure.
- Consult with and prepare RSCCD Administration as a result of information received by local and state public health officials and dependent upon the significance of the outbreak, considering if and/or when RSCCD will close.
- Consult with and prepare RSCCD Administration to implement social distancing.
- Education on social distancing should be distributed to all employees and students.
- Student spacing strategies may include:

- Space students' three-six (3-6) feet apart in small pods or clusters.
- Discourage prolonged congregation in hallways, cafeteria, etc.
- Closure of computer labs or monitoring for spacing.
- Limit or eliminate group activities and interaction.
- Cancel school activities that place individuals in close proximity.

MAINTENANCE AND CLEANING

Disinfection of shared work areas, counters, railings, door knobs and openers, stair rails, elevator buttons, and public telephones should be performed more frequently during the influenza pandemic.

Filters of the HVAC systems should be cleaned and changed more frequently.

Telephones should not be shared whenever possible. Shared phones should be cleaned frequently by the users.

Computer keyboards and mice should not be shared whenever possible. Shared computer keyboards and mouse should be cleaned/disinfected between each user using recommended treated wipes. (NOTE: Free liquids should not be used on electrical equipment. Use cleaning materials recommended by the equipment manufacturers.)

Where operationally possible, during the day increase ventilation to the facilities to decrease spread of disease. It is recommended that during the night hours when the buildings are secured, rooms should be thoroughly ventilated by opening interior doors and turning up air conditioning/heating system air exchange units.

EDUCATING STUDENTS/STAFF TO ELIMINATE CONCERN

Recognizing that there will be anxiety regarding the pandemic influenza activities that may contribute to increased absenteeism and/or increased distress to staff, the Planning Committee will address this by:

- Education of, and appropriate communication to, employees and students.
- As more information becomes available, provide timely updates to employees and students.
- As needed, communicate with local resources and local public health services the need to provide access to available support mechanisms; i.e., mental health, social services and faith based resources.

MANAGING ILLNESS IN STAFF, STUDENTS OR VISITORS

The Planning Committee will post information on what to do if people get sick while at RSCCD.

Education of staff regarding symptoms of illness will be done annually.

If a person becomes ill or if someone observes that another person is exhibiting symptoms of influenza at a site, the ill person will be instructed to leave RSCCD facilities as soon as possible.

Sick or ill persons should be encouraged to seek medical care.

Student Services report to the Planning Committee if influenza is likely present on the campus based on appropriate information or observation.

Educate staff and parents/students regarding standard baselines for staying home and when they may return to school.

The District will establish a procedure for Contact Tracing, in order to ensure an effective system of both isolating those with the influenza and quarantining those close contacts.

TREATMENT

Influenza Vaccine

Public health officials will make the best use of available vaccine and will inform higher education and the public on how any available vaccine will be used. It may take six months or more to manufacture the vaccine after the pandemic begins. RSCCD encourage employees and students to obtain the annual seasonal influenza vaccines.

California Department of Public Health and OC HCA will provide advice on priority groups for pandemic influenza immunization.

Anti-Viral Medication

Anti-viral medications may play an integral role in the treatment and prevention of pandemic influenza; however, their efficacy against a specific pandemic strain of influenza is currently unknown. Unlike the influenza vaccine, limited amounts of certain antiviral medications are already available, though there may be barriers in attempting to use them as a treatment and prevention tool in the event of pandemic influenza.

California Department of Public Health and OC HCA Services will provide recommendations of the use of anti-viral medication.

CONTINUITY OF OPERATIONS

RSCCD's Administration will ensure that core functions, people, and skills have been identified and that strategies are in place to manage these prior to the pandemic.

RSCCD's Administration will maintain a process for maintaining the operations of the business office (including budget, payroll, and ongoing communications with employees and students)

FEDERAL, STATE, AND LOCAL PLANNING FOR PANDEMIC INFLUENZA

Pandemic influenza will take federal, state, and local resources to respond. Roles vary at each level, with general guidance provided at the federal level with detailed operational plans at the state and local levels.

Federal Role

The federal government provides general guidance and laboratory support to states, supports vaccine research, and conducts national and international disease surveillance activities.

State Role

The state reviews federal guidance and develops plans for statewide implementation.

Local Role

OC HCA serves Orange County and works very closely with local agencies on issues dealing with natural disaster, bioterrorism incidents, and other public health emergencies. They are responsible for updating agency response plans and for developing, conducting, and facilitating trainings for both health department staff and the community. They also serve on community-based committees that deal with issues related to disaster preparedness.