

EMERGENCY OPERATIONS PLAN

Updated April, 2009

University Police Department

Special Services Division

408-924-2222



**SAN JOSÉ STATE
UNIVERSITY**

UNIVERSITY POLICE

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2009 Emergency Operations Plan

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I. INTRODUCTION

A. PROFILE

San Jose State University (SJSU) is part of the California State University system. Founded in 1857, San Jose State University is the oldest public institution of higher education on the West Coast. The main campus is located in downtown San Jose on eighty-five and one-half (88.5) acres with over fifty (50) buildings ranging from low occupancy single story to high occupancy multiple story structures consisting, office, residential and ancillary use, including a co-generation plant. The total gross spare footage of all buildings on the Main Campus is 4,998,160. In 2008, the total enrollment for San Jose State University was 31,906 students. One (1) mile south of the Main Campus is the sixty-two (62) acre South Campus facility consisting of Spartan Stadium, other athletic fields and support structures.

B. PURPOSE

The purpose of San Jose State University's Emergency Operations Plan (EOP) is to establish policies, procedures and an organizational structure for response to major emergencies occurring on campus. The Plan incorporates operating procedures from the Incident Command System (ICS), the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS) for handling major emergencies which could disrupt normal campus operations such as, but not limited to: fires, earthquakes, hazardous materials incidents, terrorist threats and other potential disasters.

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

C. SCOPE

This Emergency Operations Plan is a campus-level plan that guides the emergency response of appropriate SJSU personnel and resources during an emergency. It is the official Emergency Operations Plan for SJSU and supersedes previous plans and precludes employee actions not in concert with the intent of this plan or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices and annexes hereto.

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

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

D. MISSION AND CONCEPT OF OPERATIONS

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

- Priority I: Preservation of Human Life
- Priority II: Preservation of Order
- Priority III: Mitigation of Immediate Threats to Life
- Priority IV: Preservation of Property
- Priority V: Restoration of Essential University Services and Operations

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

When an Emergency occurs, this plan is invoked for the Emergency and a multiple-tier graded approach is utilized for response. Initially, the SJSU Police Department (SJSUPD) assumes Incident Command (IC), makes the appropriate notifications and initiates mitigation and protective actions. When the event requires support for Police, Fire or Emergency Medical Services (EMS) operations, appropriate agencies/organizations are notified and respond. Depending upon the nature of the event and in accordance with NIMS, the SJSUPD IC may utilize a “Unified Command” structure with other agency response personnel.

When required, the Emergency Operations Center (EOC) may be activated to support the ongoing response. The SJSU EOP has been developed and personnel have been trained and assigned to the EOC to promote integration for a multi-organizational response, if required.

E. CLASSIFICATION OF EVENTS

Incident- An incident is an occurrence or event which is caused by human action or natural phenomena and requires the response of emergency personnel to prevent or minimize the loss of life, property damage and destruction of natural resources. Incidents may result in extreme peril to the safety of persons and property and may lead to, or create conditions of a disaster. Incidents may also be rapidly mitigated without loss or damage. Large incidents, which do not at the time meet the disaster

level definition, may call for local governments to declare a “Local Emergency.” Incidents require the on scene field response of an Incident Commander, along with tactical and support resources organized in accordance with an Incident Command System structure.

Examples of Incidents:

- Protest Demonstration
- Sink hole in Street
- Building Fire
- Multi-Casualty Accident
- Downed Utility Lines

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

The California Emergency Services Act describes three (3) states of emergency:

- State of War Emergency
- State of Emergency
- Local Emergency

Examples of Emergencies include:

- Earthquake
- River Flooding
- Major Wildfire

Disaster – A disaster is a sudden or calamitous emergency event bringing great damage, loss or destruction. They may occur with little or no warning, such as an earthquake or flash flood and can develop from one (1) or more incidents, such as a major brush fire.

F. RESPONSIBILITY

The administration and implementation of the Emergency Operations Plan is the responsibility of the Chief of University Police Department (UPD), who will also serve as the Operations Section Chief. The Chief shall designate an Emergency

Preparedness Coordinator, who will act as the Emergency Operations Coordinator and will coordinate campus-wide Emergency Preparedness activities on a daily basis.

G. PLAN, DEVELOPMENT AND MAINTENANCE

The Emergency Services Coordinator, under the direction of the Special Services Commander, is responsible for ensuring that this Emergency Operations Plan is updated annually and that necessary changes are prepared, coordinated, approved, published and delivered.

II. GOVERNANCE, COMMAND AND CONTROL

The manner in which San Jose State University conducts emergency operations on campus is governed by State and Federal legislation. The ability to declare a campus State of Emergency is governed by SJSU policy. The President has the authority to declare a State of University Emergency. Usually, such a declaration will be made upon the recommendation of the Emergency Operations Director with the advice of the Chief of Police and other administrators.

A. AUTHORITY

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

1. Standardized Emergency Management System (SEMS), is described by California Government Code 8607 (a), for managing response to multi-agency and multi-jurisdictional emergencies in California. SEMS, adopted by the State of California in 1995, incorporates the use of the Incident Command System.
2. Incident Command System (ICS), the Master Mutual Aid agreement (MMA) existing mutual aid systems and the County operational area concept and inter-agency coordination. This system, by promoting the use of common terminology and command structure, facilitates the flow of information and coordination between responding agencies. It provides an organizational structure capable of responding to various levels of emergencies ranging in complexity. It also provides the flexibility needed to respond to an incident as it escalates in severity. After each major emergency, the plan calls for an analysis of actions taken during the emergency incident and suggestions for corrective actions, if any.
3. National Incident Management System (NIMS), is prescribed by Homeland Security Presidential Directive 5 – Management of Domestic Incidents. NIMS establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations. It also utilizes the Incident Command System as described above, to coordinate response activities on a national level.

B. DECLARATION OF EMERGENCY

The University President (or his/her designee) has the authority to declare a State of Emergency on campus. Most times, such a declaration will be made upon the recommendation of the Emergency Operations Director, with the advice from the Chief of the University Police Department and other administrators. A state of emergency may be declared when:

1. Emergent conditions exist on or within the vicinity of the campus as a result of a natural or human-caused disaster, a civil disorder which poses the threat of serious injury to persons or damage to property, or other seriously disruptive events: and
2. Extraordinary measures are required immediately to avert, alleviate, or repair damage to University property or to maintain the orderly operation of the campus.

When a State of Emergency has been declared, the campus may be closed or access restricted to certain buildings at the discretion of the Chief of the University Police Department. Persons who do not have an emergency response role, or who cannot show proper identification or authorization that establishes that they have legitimate business on campus may be denied entry.

C. ORDER OF SUCCESSION

Based upon Presidential Directive 2009-03, issued July 14, 2009, the official delegation of both authority and responsibility is conferred to the following administrators to make decisions on behalf of the President in emergency situations in which the President is not available or disabled. The "Chain of Command" is as follows:

1. President
2. Provost (Vice President for Academic Affairs)
3. Vice President for Administration and Finance/CFO
4. Vice President for Student Affairs
5. Vice President for University Advancement
6. President's Chief of Staff

The following are added to the "Chain of Command" for major disaster or emergency situations:

7. Vice Provost for Academic Planning and Budgets

8. Chief of Police
9. Vice President for Information Technology and Chief Information Officer

D. ACTIVATION OF THE PLAN/EOC

The decision to activate the SJSU Emergency Operations Plan and/or the Emergency Operations Center will be made by:

- University President and his/her successor
- Emergency Operations Director (Vice President for Administration & Finance) or a successor
- Chief of Police or designee

In the event that any of the above are unavailable or unable to respond, the ranking University Police Department Officer present may activate the EOC.

III. MANAGEMENT OF EMERGENCY OPERATIONS

A. COMMAND AUTHORITY AND REPORTING STRUCTURE

Upon determination that a State of Emergency or Extraordinary situation exists, the highest ranking Police Department Commander may activate the Emergency Operating Center (EOC) if the EOC Director and/or Chief of the University Police is unavailable for consultation. This commander will assume the position of EOC Director and continue to exercise EOC management authority, including activation of other EOP elements, as necessary, until formally relieved.

B. CAMPUS EMERGENCY ORGANIZATION

The responsibilities summarized below are delineated later in this Plan. Communication flows both up and down within the Command Structure. The EOP framework consists of three (3) major elements:

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

The President has the ultimate responsibility for activation, oversight and termination of the Emergency Operations Center (EOC). The President may declare a State of Emergency throughout the campus or a portion of the campus and he/she can officially downgrade the State of Emergency to a business-as-usual state. In the absence of the President, please refer to Section II-C Order of Succession.

C. THE EMERGENCY OPERATIONS CENTER (EOC)

The EOC serves as the centralized facility in which the predetermined Emergency Operation Staff will gather, check in and assume their Emergency Response roles. Tactical and short-term response activities and work assignments in support of the on-scene Field Command will be planned, coordinated and delegated from the EOC. When requested, designated EOC personnel should report directly to the EOC. If an EOC member is unsure whether to report, he/she should first contact the UPD Communications Center at 408-924-2222 to determine when and where to report.

The primary EOC is located at the SJSU Police Building, Room 214 and 215 and is maintained in a state of readiness for conversion and activation. During normal “business-as-usual” operations, this facility is used for training and conferences. In the event that the primary EOC in the SJSU Police Building cannot be used, personnel should report to the alternate EOC located in the Executive Boardroom, on the fourth floor of the Martin Luther King Library. In the event that neither the primary or alternate sites are unavailable, EOC staff will receive information through UPD Communication Center or the Campus Emergency Notification System where to report.

The EOC team is composed of a broad cross section of campus personnel, selected for their expertise and the needs of the EOC. The EOC Director determines the appropriate level of activation and calls out the designated EOC staff. Each designated EOC position optimally has at least two (2) trained personnel ready for response. Many of these positions are cross-trained to understand the functions of the other EOC positions. Positions checklists (located in binders in the EOC and distributed to EOC staff) allow staff trained in other positions to step in and accomplish the primary duties of each position, when necessary.

There are three (3) levels of EOC activation that have been identified relative to the magnitude of the emergency. The decision to activate the EOC takes into account what level emergency the campus is experiencing.

EOC ACTIVATION GUIDE

Activation Level	Event/Situation	Minimum Staffing
1 (ONE)	Sever Weather Advisory Small incidents involving two or more Departments Earthquake Advisory Flood Watch	EOC Director Planning Intelligence Section Coordinator
2 (TWO)	Moderate Earthquake. Imminent Earthquake Alert. Wildfire affecting developed area. Major wind or rain storm Two or more large incidents involving two or more Departments. Major scheduled event (such as World Cup, Olympic Activities). Imminent Earthquake Alert. Local State of Emergency proclaimed by the County and one or more cities. A state of emergency proclaimed by the Governor for the County or two or more cities. Resources are requested outside the operational area.	EOC Director All Section Coordinators Branches and Units as appropriate to situation Liaison Representative as appropriate.
3 (THREE)	Major local or regional emergency, multiple Departments with heavy resource involvement. Major Earthquake.	All EOC Positions

The EOC’s scope and function are determined by the incident, its impact on the campus or region and the current situation. As the primary goals of an initial response (saving lives and property) are accomplished, the priorities shift into re-entry and recovery of operations. As response moves into the recovery phase of an incident, the EOC demobilizes as the campus transitions back to its normal form of governance and delegation of authority.

D. EOC ORGANIZATION

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

1. **Management:** The Emergency Director is responsible for overall implementation of the resources needed to respond to, mitigate and terminate an emergency situation. This management position has full decision-making authority to implement the necessary emergency response activities. During an emergency the Director determines priorities and the appropriate level of response by the Emergency Operation Staff within the EOC. The EOC Director determines which of the EOC Sections should be activated depending on the character and

scale of the emergency. The Public Information Officer, Liaison, Safety Officer, and the Emergency Management Coordinator report to and directly assist the Emergency Director.

2. Operations Section: Represents the campus emergency services units—the actual on-scene emergency responders. They are responsible for the implementation of field operations and management of personnel assigned to response roles.
3. Planning and Intelligence Section: Responsible for receiving, evaluating and analyzing an emergency related information and providing updated status reports to the EOC Management and Field Operations. Responsible for Action Planning function within the EOC, providing, in conjunction with EOC Management, concise overview and direction for each operational period. Also, responsible for damage assessment and developing specialized technical assessments of the event. After the event or exercise, this Section is also responsible for the After-Action/Corrective Action Report.
4. Logistics Sections: Responsible for procuring supplies, personnel and materials support necessary to conduct the emergency response (e.g. personnel call-out, equipment acquisition, lodging, transportation, food etc.).
5. Finance and Administration Section: Responsible for cost accountability and risk assessment. They document expenditures, purchase authorizations, damage to property, equipment usage and vendor contracting. They also develop, submit and track FEMA documentation both during and after the emergency.

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

- The EOC Director is in charge of the overall campus emergency response, reports to the President and oversees the EOC Section Chiefs and Command Staff.

The EOC Section Chiefs report to and take direction from the EOC Director and work with their Branches/Units and other EOC Section Chiefs.

- Branch Coordinators report to and take direction from their EOC Section Chief.

Members work with their staff and other Branches/Units within their Section.

- Units report to and take direction from their Branch Coordinators and work with their Department Operations Center when applicable and other Units within their Branch.

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

E. INCIDENT COMMAND/FIELD TEAMS (IC)

The Incident Commander has overall responsibility for on-scene operations/activities and reports directly to the EOC Director. An Incident Command Post (ICP) will be established as close to the event scene as practical. The ICP(s) are staffed by Police Department personnel and other agency personnel, as appropriate and will provide a standardized process for site incident command of emergency operations in the field. If appropriate, a Unified Command will be established with outside agencies and organization.

Command posts provide a contact point for response teams and arriving resources, radio communications with the EOC, a process for requesting resources and on-site assistance for the community regarding emergency services (i.e. medical care and shelter).

F. MANAGEMENT BY OBJECTIVES

The EOC management team should establish objectives by priority to guide the University's response to major emergencies. Management by objectives, which is required by SEMS, MIMS and ICS, ensures that clear policy and direction are communicated to all departments and elements of the University Community. This prevents unilateral, independent action which can cause confusion and compromise the effectiveness of the University's response and result in needless loss of life and property damage. The EOC management team will:

1. Set overall objectives and priorities related to meeting those objectives.
2. Define authority and policy issues that apply to the emergency
3. Ensure that objectives, priorities and policy are communicated to response units and EOC support staff.
4. Develop, maintain, keep current and make available an overall information base related to the emergency.
5. Ensure an adequate field response and provide support to field units.
6. Obtain and allocates resources to field units.
7. Consider future requirements and plan ahead for anticipated or unexpected needs.

G. MANAGEMENT UNITY AND DELEGATION OF AUTHORITY

EOC organization is flexible and can be expanded or diminished as required depending on the incident. The EOC Director is responsible for accomplishing the EOC mission and may delegate responsibility into four (4) main functions. The persons assigned to these sections will be known as the General Staff and will be called Chiefs.

1. Operations
2. Planning/Intelligence
3. Logistics
4. Finance/Administration

Other authority may be delegated into positions called the Command Staff and will be identified as follows:

1. Public Information
2. Liaison
3. Safety
4. Security

H. SPAN OF CONTROL

Span of control refers to how many persons one (1) supervisor manages. An effective span of control is important for accountability and coordination. During an emergency the span of control for a supervisor should be between three (3) and seven (7) with five (5) being optimal.

I. EOC ACTION PLANS

An action plan must be prepared, in writing, for each operational period with time allotted to perform specific objectives. The plan will identify the agency, emergency and operational period. Also, it will summarize the current situation and state the EOC objectives related to the emergency or event. Objectives should be realistic, measurable and identify responsible parties. The plan will include an EOC organizational chart, a list of agency representatives and their functional assignment in the EOC.

J. INTER-AGENCY COORDINATION IN EOC

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

working together in a coordinated effort to facilitate decisions for overall emergency response activities including the sharing of resources and the prioritization of incidents.

K. OPERATIONAL AREA COORDINATOR

The Operational Area (OP Area) consists of the special districts and cities within the County of Santa Clara. In accordance with SEMS regulations, the County of Santa Clara Office of Emergency Services (County OES) is designated as the OP Area Coordinator for Santa Clara County. In an emergency, County OES can be contacted by any of the special districts within Santa Clara County and requested to activate their EOC. Their role is to coordinate among local political subdivisions and act as the single point of contact for State and Federal agencies. If two (2) or more jurisdictions are affected by an emergency, the OP Area activates automatically. The level of activation can range from an on-call County OES Coordinator to a full-scale activation of the County OES Emergency Operations Center (EOC). When activated, the OP area EOC will act as the point of contact for assistance requests from local EOC's to the Coastal Region and the Governor's Office of Emergency Services.

IV. OFF-CAMPUS ASSISTANCE AND MUTUAL AID

As the need for assistance escalates beyond the resource capacity of the campus, outside assistance may be requested from a variety of sources. Mutual aid in California includes Police, Fire and Emergency Management services. The aid is governed and promulgated by the State's Master Mutual Aid agreement. In addition, San Jose State University operates within/under the Santa Clara County Protocols. The campus may also request resources from other campuses which are governed by inter-campus and system-wide agreements. As resources are depleted within the local Operational Area (County), requests for additional assistance are routed to the State Office of Emergency Services Regional Office, to the State OES and subsequently to Federal levels as the situation warrants.

A. INTER-CAMPUS

Within the CSU system, a variety of support resources exists that generally mirror the resources available at each campus. These resources include Facilities Services, Police, Fire and other specialized personnel. Each campus has designated an EOC Coordinator who may be requested to serve as a contact person for requested resources.

B. NON-UNIVERSITY

The EOC Director may request local, County and State Mutual Aid Resources. These specifically include Fire and Police resources although other specialized resources may be requested through specific procedures. State-level resources may be requested through protocol established by the State Office of Emergency

Services. The University may call upon local mutual aid, requesting San Jose City resources first and then assistance from the Santa Clara County Operational Area to access State resources.

V. CRISIS COMMUNICATION

The San Jose State University Crisis Communication Plan provides the framework for the delivery of public information to the campus community during an emergency or natural disaster. This plan is a compilation of duties, assignments, instructions and delegation of authority for the use of various communication tool available on the campus.

The Crisis Communication Plan provides policies and procedures for the coordination of communications within the University and between the University, the media and the public in the event of an emergency or controversial issue. Emergencies may include fires, bomb threats, natural disasters or major crimes. All emergencies on campus should be reported immediately to the University Police Department by dialing 911 using the Blue Light or other campus phones or, if using a cell phone or off-campus line, dial 408-924-2222 (University Police Department Communications Center).

The crisis communication plan addresses media relations and communication issues, procedures for the rapid identification of potentially harmful situations and the methods for responding to these situations quickly and effectively. The plan may be used in conjunction with the normal decision-making hierarchy of the University or during a state of Campus Emergency, when the campus Emergency Operations Plan is activated.

A. CAMPUS ALERT AND WARNING NOTIFICATIONS

1. Alert SJSU is the University Emergency Notification System consisting of:
 - a. Indoor Alert – Speakerphone broadcasts announcements
 - b. Personal Alert – Opt-In subscription based text, phone and email messaging system for students, staff and faculty

2. Campus Emergency Information Sources

The SJSU emergency information telephone Hotline is 408-924-SJSU (408-924-7578). Emergency Information will also be posted on the SJSU website homepage (www.sjsu.edu). The campus radio station KSJS (90.5 FM) will also provide updated emergency information. Further, RACES, San Jose State Amateur Radio Operators will broadcast emergency information.

3. Alternate Sources of Emergency Information

Local radio and television broadcast stations will provide information in the event of a major emergency. In some instances, the Emergency Alert System may be activated. Specific emergency information will be broadcast by:

- KSJO – FM 92.3
- KQED -FM 88.5
- KCBS – AM 740

NOOA Weather Radio (NWR) – a nation-wide network of radio stations broadcasting continuous (24 hour) weather information, National Weather Service warnings, watches forecasts and other hazard information. NWR works with the Federal Communication Commission's (FCC) Emergency Alert System and is an all hazards radio network, providing a signal source of comprehensive weather and emergency information. NWR broadcasts warnings and post event and environmental (such as chemical releases and oil spills).

Nationwide NWR frequencies:

- 162.400 MHZ
- 162.425 MHZ
- 162.450 MHZ
- 162.475 MHZ
- 162.500 MHZ
- 162.525 MHZ
- 162.550 MHZ

Emergency Digital Information Service (EDIS) – is a service of the Governor's Office of Emergency Services (OES) in partnership with Private, Local, State and Federal organizations and agencies. It is a combination of a newswire, website and a 24-hours broadcast service. EDIS is designed to be disaster resistant and carries a wide range of emergency and public safety bulletins. Weather alerts, earthquake data, tsunami warnings, urgent alerts and prevention information from State and Local agencies are available. EDIS serves in selected newsrooms and network facilities throughout the State and constantly updated by a satellite distribution network. When public networks are clogged after a disaster, EDIS information will be available state-wide. It can be accessed over the World Wide Web (<http://edis.oes.ca.gov>), satellite data cast, pocket radio broadcast, pager and email.

VI. TRAINING, DRILLS AND EXERCISES

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

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

STUDENTS/STAFF/FACULTY

All SJSU students/staff and faculty are provided with fundamental information regarding their actions during a potential emergency situation. This training includes information on: emergency reporting processes, methods of notification (Alert SJSU, Speaker Phones, Campus Radio Station – 90.5, etc.), and possible protective actions (shelter-in-place, evacuation, etc.). The majority of this information can be found on www.sjsupd.com under Emergency Preparedness and on the SJSU website under Emergency Information.

EMERGENCY RESPONSE ORGANIZATION

The actual functions performed and responsibility levels of the various EOC positions are used as the basis for an individual's required training courses. All personnel assigned to the SJSU EOC must receive position specific training prior to their assignment in the organization. Retraining is provided annually thereafter. EOC personnel are required to participate in this training and participation in at least one drill or exercise.

DRILLS

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

EXERCISES

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

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

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

VII. CAMPUS PROTECTIVE ACTION GUIDELINES

Should it become necessary to implement protective actions (shelter in-place, evacuate, etc.), the entire campus, one area, or just one building, the campus has procedures in place. The following information is a summary of these procedures; also refer to campus policy/procedures on the evacuation of disabled persons.

A. SHELTER-IN-PLACE

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

Shelter-in-Place is an effective protective response measure in the event of a threat from several different types of emergencies (e.g. radiological/toxic material releases). Shelter -in-Place may be ordered for serious incidents where an evacuation is not feasible due to active shooter, disasters or as determined by first responders.

B. BUILDING EVACUATIONS

Small emergencies may include a building fire, localized hazardous materials spill or bomb threat. In a building-specific incident, the following evacuation guidelines should be followed.

- When a fire alarm sounds, everyone who is able must evacuate – in accordance with California State regulations. Ask persons with special needs if they require assistance. Evacu-trak chairs are available in most buildings, usually in the stairwells, to assist in evacuating mobility-challenged persons. If unable to safely evacuate a mobility-challenged person, help them to a stairwell and notify the Building Coordinator and rescue personnel (Police/Fire) of the person's location. Notify rescue personnel and the Building Coordinator of the location of injured person(s). In the event of a bomb threat, the SJSU Police Department has sole authority to assess the credibility of the threat and to determine whether to evacuate the site. For incidents involving hazardous materials, stabled Department protocols for notification and response should be followed. When directed to evacuate, person(s) should immediately report to the building's designated Emergency Assembly Point or other area as directed by Police/Fire personnel.

Building Emergency Teams (BET) will alert all members of their Department/floor (and any related students or visitors) to evacuate the building and proceed to the designated Emergency Assembly Point (A list of Emergency Assembly Points is available on the UPD website under Emergency Preparedness)

C. CAMPUS-WIDE EVACUATIONS

In a campus-wide emergency, the decision to implement evacuation procedures rests with the campus President or his/her designee or in personal safety emergencies the University Police Department or the EOC Director, if the EOC is activated. In situations requiring immediate action, public safety responders (Police/Fire) can also order a local area evacuation. When evaluating possible evacuation, consideration will be given to the specific threat (bomb, fire, storm, earthquake, explosion, hazardous materials incident, etc.), its context (time of day, likelihood, etc.) and recommendation of the public safety officials. In a major earthquake, individuals should “duck, cover and hold” until the shaking stops and then evacuate the building if necessary.

The procedures for a campus-wide evacuation will vary, depending on the nature of the event. In all cases, when the decision has been made to evacuate, the campus will likely be evacuated in stages, beginning with the area(s) that are in the immediate vicinity of the threat. Other areas may then be evacuated, depending on the nature of the threat. This graduated evacuation is preferable to a total, immediate evacuation as it triages the populations most in danger, minimizes likelihood of gridlock and congestion and provides for ingress of emergency vehicles and personnel. In all cases, evacuees would be directed away from the vicinity of the threat.

VIII. ROLES IN A DECLARED EMERGENCY

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

A. STUDENTS

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. The SJSUPD Special Services Division provides information and training to help students know what to do in emergencies and how to prepare ahead of time.

B. ADMINISTRATORS, DEANS, DEPARTMENT CHAIRS, ASSOCIATE VICE PRESIDENTS, DIRECTORS AND SUPERVISORS

1. General Responsibilities

- Prepare their facilities and personnel for potential emergencies by disseminating and implementing Emergency Procedures and by adhering to contemporary standards of safety and preparedness.
- Work cooperatively with the Emergency Coordinator, Building Owner, Building Coordinator, Building Emergency Team and Emergency workers in preparing for an responding to any campus emergency.

C. FACULTY AND STAFF

Every member of the faculty and staff should familiarize themselves with Campus Emergency procedures, Emergency Exits 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 immediately report fires or other emergencies to the University Police Department. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly points in the event of an emergency. They may be asked to perform duties differing from those in their normal job description until the State of Emergency no longer exists.

D. CAMPUS EMERGENCY RESPONSE TEAMS

San Jose State University will organize a Campus Emergency Response Team (CERT) trained in accordance with the standards established by the Federal Emergency Management Agency (FEMA) for Community Emergency Response Teams and deployed under the discretion of the University Police Department. CERT volunteers are not intended to replace professional emergency responders, nor constitute the University's primary emergency response capability. Rather they serve as an important supplement to it and complement and enhance first-response capability when at the scene of an emergency by ensuring the safety of themselves and others until professional first responders arrive.

E. BUILDING OWNERS (MPP'S DESIGNATED BY THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE)

- Implement procedures to identify and correct potentially hazardous or unsafe working conditions. Mitigates risk where appropriate through knowledge or policies and procedures.
- Maintain emergency contact lists for your BET members and any other contacts critical to emergency response or recovery.

- Maintain, at all times, a Building Coordinator and enough Building Evacuation Team members to perform an evacuation sweep of their building(s) within five minutes of a fire alarm/emergency.
- Provide assessment and feedback to your BET and encourage lessons learned and constant refinement of your building evacuation plan.
- Coordinate with building tenants to provide BET with any evacuation equipment and supplies you deem necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.
- Coordinate training with UPD.

F. BUILDING COORDINATORS (SJSU STAFF DESIGNATED BY BUILDING OWNERS)

- Identify and enlist BET members, those individuals within your building who would be diligent in performing BET responsibilities.
- Work with your BET members to create a comprehensive BET evacuation and communication plan.
- Work with you Building Owner to secure needed personal protective and communication equipment and supplies for your BET.
- Assign BET members to floor positions and area of responsibility.
- Be familiar with and ensure the BET members are familiar with the location and operation of evcu-trak chairs for use in evacuating persons with special needs who require assistance.
- Schedule regular meetings with your BET to review best practices and lessons learned and continue to refine the evacuation plan.
- Provide monthly “Building Life Safety Inspection” reports to your Building Owner (this responsibility can be rotated throughout your team).
- Participate in monthly emergency radio tests. (First Wednesday of each Month at 0900 Hours)

G. BUILDING EMERGENCY TEAMS (VOLUNTEER SJSU STAFF)

Each building or facility shall maintain a Building Emergency Team (BET), under the supervision of a Senior Building Coordinator (SBC), which will respond to and assist in the evacuation of their assigned building upon activation of the fire alarm or at the first notice of a life-threatening condition requiring the immediate evacuation of a building’s occupants whether or not the alarm is sounded.

BET team members (SJSU Staff Volunteers):

- Support and work with your BET Coordinator to create and practice a comprehensive building evacuation plan.
- Practice with their fellow team members to develop the most thorough and timely evacuation procedures.
- Perform a sweep of your assigned area, consistent with personal safety, to ensure that all persons are alerted to evacuate the building when such an evacuation is required.
- Ask persons with special needs if they need assistance to evacuate the building.
- Escort persons with special needs, who cannot self-evacuate to stairwells and alert the Building Coordinator and Emergency responders of their locations.
- If able to do so safely, utilize the evacu-traks to evacuate limited mobility persons who require assistance.
- Prevent persons, other than Emergency responders, from entering an evacuated building until notified by the Building Coordinator that the building is safe and cleared for re-entry.
- Notify Building Coordinator of any obvious hazardous conditions within their building.

H. CAMPUS EMERGENCY SUPPLIES

San Jose State University shall maintain cached emergency supplies in disaster resistant containers sufficient to support campus emergency response and disaster rescue operations. The tracking and procurement of Emergency supplies will be coordinated by the UPD Special Services Commander.

IX. TERMINATION AND RECOVERY

The EOC Director will determine when to terminate the Emergency, Deactivate the EOC and Transition to normal campus governance and operations.

Recovery is the time period beginning just prior to termination of the Emergency until the building/facility or campus is returned to normal campus governance and operational status. Termination of the Emergency initiates transitioning from the Emergency Phase into the Recovery Phase. Once the decision is made to enter the Recovery Phase, personnel involved in the response will be informed of this transition. The recovery efforts will initially utilize the EOC as the primary planning and coordinating center.