

Emergency Operations Plan

202.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to department staff regarding response to critical incidents. The University has prepared an Emergency Operations Plan for use in the event of a major disaster or other emergency event.

The plan identifies the campus emergency planning program, functional organization and key roles, and response policies and procedures. The plan also provides for a strategic response and assigns specific responsibilities in the event that the plan is activated (Government Code § 8610).

The plan is based on the functions and principles of the National Incident Management System (NIMS) and California's Standardized Emergency Management System (SEMS) which are based on the Incident Command System (ICS), and addresses how the campus will respond to emergency occurrences, from preparedness through recovery.

202.2 DEFINITIONS

- A. **Critical Incidents** : Emergency situations resulting from both natural and man made disasters that may include earthquakes, floods, explosions, fires, power outages, riots, terrorist activities, and active shooters.
- B. **Drill**: An activity that tests a single procedural operation.
- C. **Emergency Alert System (EAS)**: The Emergency Alert System is a national public warning system that requires broadcasters, cable and satellite radio and television systems to provide communications capability to the President to address the American public during a National emergency. This system may also be used by state and local authorities to deliver important emergency information such as AMBER alerts and weather information to specific effected areas.
- D. **Emergency Operations Manager**: The member of the Department who is given the responsibility to coordinate all emergency management planning and operations for the University.
- E. **Emergency** : An actual or potential situation that poses an immediate threat to life and/or property.
- F. **Emergency Operations Center(EOC)** : The EOC is the location where the campus emergency management team is deployed to coordinate the response to an emergency event impacting the campus.
- G. **EOC Team**: Campus personnel trained in support functions related to emergency management as per SEMS, NIMS, and ICS.
- H. **Emergency Operations Plan**: A preparedness document which establishes policies, procedures, and organizational structure for response to emergency or disaster situations. The plan incorporates the concepts and principles of SEMS, NIMS, and ICS.

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- I. **Evacuation:** The organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.
- J. **Exercise:** A test involving coordination of efforts of individuals to develop plans, practice simulated implementation, and discuss each agency's role in handling critical incidents. This could include tabletop, functional, or field exercises.
- K. **Incident Action Plan (IAP):** A written plan containing general objectives reflecting the overall strategy for managing an incident.
- L. **Incident Commander:** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. Has overall authority and responsibility for management of all incident operations on scene.
- M. **Incident Command Post (ICP) :** The field location at which the primary tactical level on-scene incident command functions are performed.
- N. **Incident Command System (ICS) :** A system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work toward the common goal of stabilizing an incident while protecting life, property, and the environment. There are five major components: Command, Operation, Planning, Logistics, and Finance.
- O. **National Incident Management System (NIMS) :** A comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across all functional disciplines.
- P. **Standardized Emergency Management System (SEMS) :** An organized framework and guidance system for emergency operations at each level of the state's emergency management system. Provides the umbrella under which all response agencies must function in an integrated fashion. SEMS is required by the state of California for managing response to multi-agency and multi-jurisdictional emergencies.
- Q. **Test:** Regularly scheduled drills, exercises, and appropriate follow-through activities, designed for assessment and evaluation of emergency plans and capabilities.
- R. **Unified Command :** A procedure used at incidents which allows all agencies with geographical, legal, or functional responsibility to establish a common set of incident objectives and strategies, and a single Incident Action Plan. Unified Command procedures assure that agencies do not lose their individual responsibility, authority, or accountability. Incident Commanders representing agencies or jurisdictions having shared responsibility for an incident manage the response from a single Incident Command Post.

202.3 INCIDENT COMMAND SYSTEM

An incident is an occurrence, either manmade or a natural phenomena, that requires response actions to prevent or minimize loss of life or damage to property and/or the environment. Examples of incidents include:

- Fire, both structural and wildfire.

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- Natural disasters, such as tornadoes, floods, extreme heat, or earthquakes.
- Human and animal disease outbreaks.
- Search and rescue missions.
- Hazardous materials spills or leaks.
- Criminal acts and crime scene investigations.
- Terrorist incidents, including the use of weapons of mass destruction.
- National special security events, such as Presidential visits.
- Other planned events, such as parades or demonstrations.

There are five major management functions that are the foundation upon which the ICS is developed. These functions apply whether handling a routine emergency, organizing for a major non-emergency event, or managing a response to a major disaster. These five management functions are:

1. **Incident Command** - Sets the incident objectives, strategies, and priorities, and has overall responsibility at the incident or event.
2. **Operations** - Conducts tactical operations to carry out the plan. Develops the tactical objectives and organization, and directs all tactical resources.
3. **Planning** - Prepares and documents the Incident Action Plan to accomplish the objectives, collects and evaluates information, maintains resource status, and maintains documentation for incident records.
4. **Logistics** - Provides support, resources, and all other services needed to meet the operational objectives.
5. **Finance/Administration** - Monitors costs related to the incident. Provides accounting, procurement, time recording, and cost analyses.

As incidents grow, the Incident Commander may delegate authority for performance of certain activities to the Command Staff and the General Staff. The Incident Commander will add positions only as needed. Depending on the size and type of incident or event, it may be necessary for the Incident Commander to designate personnel to provide information, safety, and liaison services for the entire organization. In ICS, these personnel make up the Command Staff, who report directly to the Incident Commander, and consist of the:

1. **Public Information Officer** - serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.
2. **Safety Officer** - monitors safety conditions and develops measures for assuring the safety of all assigned personnel.
3. **Liaison Officer** - serves as the primary contact for supporting agencies assisting at an incident.

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202.4 ORGANIZATION

The Fresno State campus will be responsible for directing and coordinating emergency operations within its boundaries similar to local jurisdictions, with other levels of the state-side system being responsible for coordinating or providing support as required. The structure of the Standardized Emergency Management System command allows for special branches within each section to be established to effectively deal with the incident. The organization and general responsibilities of each section and its branches are outlined below. Complete checklists for each position are included in the Emergency Operations Plan.

- A. **Management Section** - The Management Section is responsible for providing policy and support to the Emergency Operations Center Director with official executive actions, liaison to other agencies, and representation to the community and elected officials as practical and as requested by the EOC Director.
1. **Plan Executive (University President)** - Establishes the basic policies which govern the campus Emergency Management Organization; functions as the highest level of authority during an emergency; declares a campus State of Emergency when required; authorizes the official request for assistance or notification to appropriate state and federal agencies; and sets priorities and authorizes the recovery plan.
 2. **Operations Executive (Vice President, Finance and Administrative Services)** - Establishes the EOC mission; communicates with the President, Public Information Officer, the Executive Management Team, and the Recovery Executive; establishes priorities for the use of personnel and resources; authorizes deviations from procedures for implementing the Emergency Operations Plan; and adjudicates conflicting demands for support.
 3. **Recovery Executive (Provost)** - Establishes the mission and direction for the Recovery Plan; sets priorities and authorizes recovery operational plans; assists with policy and decision-making regarding overall campus recovery activities; and provides the President with a recommended course of action for the recovery process.
 4. **Policy Group (Executive Council)** - Advises on action plans and policies, keeping in mind priorities to save lives, protect university property, restore operations, and meet community needs.
 5. **EOC Director (Chief of Police)** - Directs the campus emergency response for a major disaster to minimize casualties and injuries; sets priorities and delegates tasks; provides the Operations Executive with current information on the status of the emergency response; activates and directs the EOC; communicates with local, county, and state government as needed to coordinate overall operations; maintains the overall "big picture" focus and produces a status report for the Executive Management Team and State of California every four hours while EOC is in operation; establishes objectives and approves action plans

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developed by Planning Section; and approves requests to order or release resources through mutual aid.

6. Safety Officer - Coordinates the containment and cleanup of hazardous materials; identifies unsafe conditions within campus facilities; and develops measures to assure personnel safety.
 7. Public Information Officer - Prepares and disseminates information regarding the incident size, cause, ongoing situation, resources, and other matter of interest associated with the campus emergency; coordinates with the Planning Section Chief and the Academic and the Student Representatives to provide faculty, staff, and student with information; functions as the point of contact for the public and the news media, coordinating releases for the university and with other agencies and holding news conferences as necessary; and organizes a General Information Center for family and friends of staff and students.
 8. Liaison Officer - Serves as the point of contact for the supporting agencies and mutual aid representatives (particularly the Operational Area EOC), and assists intergovernmental communications and liaison, which may include representatives from other law enforcement agencies, fire services, emergency medical providers, Red Cross, County Public Works, Coroner's Officer, and/or Public Health Services.
 9. EOC Manager - Sets up, coordinates, and manages the EOC; assists the EOC Director and Operations Executive as needed; ensures that all required forms and reports are complete prior to deactivation of the EOC; deactivates the EOC when appropriate.
- B. **Planning Section** - The Planning Section is responsible for receiving, evaluating, and analyzing all event information and providing updated status reports to the EOC Management and field operations.
1. Planning Section Chief - Coordinates and manages the Planning Section response to an emergency or disaster affecting the campus; coordinates the collection of information to determine the severity of damage; and coordinates the inspection and securing of damaged buildings.
 2. Planning Section Support Branches - The structure of the SEMS allows for special branches within each section to be established to effectively deal with the incident. During an emergency, the following branches may be activated and supervised by the Planning Section Chief.
 - (a) Safety Coordinator Program Coordinator - Provides the communication link between all Safety Coordinators, the EOC Director and Emergency Operation Center staff by using hand-held radios.
 - (b) Technology Branch - Implements and manages the field response for checking and restoring the campus information system (computer network) and the telephone infrastructure.
 - (c) Academic Representative - Establishes and maintains a communication plan in conjunction with the Public Information Officer to disseminate emergency information to Academic and Student Affairs faculty and staff.

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- (d) Damage and Status Assessment - Implements damage assessment procedures to ensure the collection, organization, and analysis of damage and disaster information to determine the severity of the emergency.
 - (e) Student Representative - Establishes and maintains a communication plan in conjunction with the Public Information Officer to disseminate emergency information to student and Academic and Student Affairs staff.
 - (f) Architects and Engineers - Coordinates the inspection of all campus buildings and provides for re-occupancy of those buildings.
- C. **Operations Section** - This section represents the campus emergency services units (on-scene emergency responders). The Operations Section is responsible for the assessment and implementation of field operations through recovery operations; coordinating field tactics with other staff members; handling the request for or release of resources; and making situation changes to the plan as necessary and reporting such changes to the EOC Director.
- 1. Operations Section Chief - Coordinates and manages the Operations Section response to an emergency or disaster affecting the campus; implements and manages the field response action plans established by the EOC Director; directs and supervises the response teams to reduce hazards, establish control, and contain the emergency.
 - 2. Operations Section Support Branches - The structure of the SEMS allows for special branches within each section to be established to effectively deal with the incident. During an emergency, the following branches may be activated and supervised by the Operations Section Chief.
 - (a) Law Enforcement - Provides assistance with first priority (life threatening) tasks and warnings; assists with immediate evacuation from hazardous areas; provides for traffic control, access containment, and property protection; and assists with the search and closing of damaged campus buildings and the relocation of the campus community.
 - (b) Fire and Rescue - Checks the campus to determine rescue needs, and provides information and assistance to fire and rescue teams.
 - (c) Facilities Management - Secures or restores all utilities; makes rapid safety inspections of damaged infrastructure; provides emergency construction or repairs; clears debris from roadways; and organizes teams to support and coordinate traffic/access control and search/ rescue.
- D. **Logistics Section** - The Logistics Section is responsible for procuring supplies, personnel, and the material support necessary to conduct the emergency and recovery operations (i.e. personnel call-out, equipment acquisition, lodging, transportation, food, etc.).
- 1. Logistics Section Chief - Coordinates and manages the Logistics Section response to an emergency or disaster affecting the campus, and coordinates with the Operations Section Chief to establish priorities for resource allocation.

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2. Logistics Section Support Branches - The structure of the SEMS allows for special branches within each section to be established to effectively deal with the incident. During an emergency, the following branches may be activated and supervised by the Logistics Section Chief.
 - (a) Care and Shelter - Provides emergency shelter, food, and basic necessities for campus residents following a disaster, and provides food and lodging for mutual aid personnel and emergency workers as needed.
 - (b) Transportation - Provides transportation for the evacuation of the campus population, and provides vehicles and drivers to transport critical supplies and emergency workers.
 - (c) Facilities - Ensures that adequate essential facilities are provided and maintained for the response effort, and provides access, staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
 - (d) Personnel and Volunteers - Provides personnel resources as requested in support of the EOC and Field Operations; organizes a volunteer service worker program; and coordinates with Student Health and Counseling Services to determine the need for crisis counseling for emergency workers and the campus community.
 - (e) Procurement and Supply - Implements the procurement of resources in support of the emergency operation; establishes agreements with public and private organizations and a directory of vendors who will be used during an emergency; and sets up procedures for collecting, inventorying, and distributing supplies and resources.
- E. **Finance Section** - The Finance Section has responsibility for cost accountability and risk assessment; documentation of expenditures, purchase authorizations, claims of damage to property, and equipment usage; vendor contracts; and record-keeping for response personnel time and workers' compensation.
 1. Finance Section Chief - Coordinates and manages the Finance Section response to an emergency or disaster affecting the campus; prepares budgets for the emergency response and recovery phases; tracks costs of emergency personnel and equipment; and ensures that all recovery documentation is accurately maintained for submission to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services (OES).
 2. Finance Section Support Branches - The structure of the SEMS allows for special branches within each section to be established to effectively deal with the incident. During an emergency, the following branches may be activated and supervised by the Finance Section Chief.
 - (a) Documentation - Coordinates all fiscal recovery with disaster assistance agencies, including documentation of all disaster information for reimbursement from FEMA or OES, and prepares and maintains a cumulative cost report for the event or disaster.

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- (b) Accounting and Audit - Implements emergency accounting and auditing procedures; coordinates accounting documentation of all emergency expenses, including labor, benefits, purchases, and contracts; and provides auditing of all expenditures to verify budget accounts, invoices, and documentation.
- (c) Planning and Budget - Identifies existing sources of funding for emergency expenditures, and provides projections for expenses associated with the emergency operations.
- (d) Compensation and Claims - Oversees the investigation of injuries and property/equipment damage claims involving the campus arising from the event or disaster; processes claims resulting from property damage, injuries, or fatalities; and works with the Safety Officer to mitigate hazards.
- (e) Time Keeping - Tracks, records, and reports all on-duty time for personnel working during the event or disaster; ensures that personnel time records, travel expense claims, and other related forms are prepared and submitted; and assist with the documentation for FEMA and OES.

202.5 INCIDENT ACTION PLANS

Incident Action Plans are written or verbal action plans which reflect the overall strategy and specific tactical actions and support information for an operational period. The Incident Action Plan is prepared by the Planning Section with input from the appropriate sections and units of the Incident Management Team.

Incidents vary in their kind, complexity, size, and requirements for detailed and written plans. In an initial response for an incident that is readily controlled, a written plan may not be necessary. Larger, more complex incidents will require an Incident Action Plan to coordinate activities. The level of detail required in an Incident Action Plan will vary according to the size and complexity of the response.

Incident Action Plans should include:

- Incident Objectives
- Organization List or Chart
- Assignment List
- Communications Plan
- Responder Medical Plan
- Incident Map
- Health and Safety Plan

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202.6 MUTUAL AID

The Mutual Aid System allows for the progressive mobilization of resources to or from emergency response agencies, local governments, Operational Areas, regions, and the State, with the intent of providing adequate resources to requesting agencies.

Several discipline-specific mutual aid coordinators will operate from the Fresno County Operational Area EOC, such as fire and rescue, law enforcement, medical, and public works. Mutual aid requests for these disciplines will be coordinated through the Emergency Operations Center.

Once the campus EOC is activated, communications will be established between the EOC and these discipline-specific Operational Area mutual aid coordinators. All other requests for assistance will flow through the appropriate Operational Area NIMS/SEMS function. The emergency service provider(s) requesting mutual aid will remain in charge and retain overall direction of personnel and equipment provided through mutual aid.

202.7 EMERGENCY COMMUNICATION SYSTEM

The Fresno State emergency communication system consists of three independent systems which are used to communicate with the campus community during an emergency. These three systems working together are intended to provide critical communication capabilities during an emergency to the greatest number of individuals on campus.

1. The campus utilizes a mass messaging system which is capable of communicating with the campus community using text messages, cell phone (IP phone calls), and emails.
2. The campus is capable of communicating into campus classrooms through IP paging during an emergency.
3. Finally the campus utilizes an outdoor public address system (Visiplex) which is capable of communicating with the campus community in exterior locations during an emergency.

202.8 ACTIVATION OF THE EMERGENCY OPERATIONS CENTER

Activation of the EOC will depend on the nature and magnitude of the crisis.

- A. **Emergency Level Classification** - Three levels of operation have been identified, relative to the magnitude of the emergency.
 1. Level 1: The emergency can be managed using normal response operations.
 2. Level 2: The emergency requires a multi-unit response in which the EOC may be partially activated. Selected EOC staff will be notified and asked to mobilize.
 3. Level 3: The emergency cannot be managed using normal campus resources. The Plan Executive ensures that the EOC is fully activated with response of necessary EOC staff. A campus state of disaster may be declared during a Level 3 emergency.

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- B. **Activation of the EOC** - The recommendations to activate the EOC can be made by the Plan Executive, the Operations Executive, or the EOC director. Upon declaration of a Level 2 or Level 3 emergency, the EOC Director shall determine which EOC positions to activate and direct their activities. Each Section Chief will oversee the mobilization of their respective units and be responsible for the activation of their teams.
- C. **Communication between the EOC and Campus Community** - EOC communications with the campus community and the public following a disaster will be coordinated by the Public Information Officer. The EOC has several methods of communication with the campus community and the public. Depending on the scope of the disaster and the type of information to be disseminated, the EOC can use one or a combination of the following methods to provide information.
1. The campus Emergency Communications System
 2. Electronic and voicemail, telephone trees, and dedicated telephone lines.
 3. The campus emergency information line at 866.640.7574. Information will be provided as soon as possible following an emergency.
 4. A campus Safety Coordinator Program.
 5. Public announcement through electronic (television and radio) and print media.
- D. **Demobilization and Termination of the EOC** - The Plan Executive, advised by the EOC Director, will determine when to deactivate the EOC and return to normal operations.
- E. **Pre-Planning Emergency Operations Center Tasks** - Each EOC member is responsible for the following tasks as a preparedness measure. These tasks are essential to the effective operation during a major emergency or disaster.
1. Establish a staffing list with at least one alternate (two alternates are preferable).
 2. Establish and maintain a current and accurate call notification list of your personnel.
 3. Train and inform personnel concerning reporting procedures and his/her assignments. Ensure that more than one section member is trained and familiarized with each function and operation.
 4. Develop and maintain a current resource listing of essential and specialized equipment and supplies.
 5. Develop formats and procedures for the collection of critical information from each operational unit.
 6. EOC Checklists - The following is a guide and should be used in conjunction with each Section Chief's and Branch Leader's position checklist.
 - (a) Set Up Process
 1. Follow the established check-in and check-out procedures.
 2. Advise the field units of the current mission established by the EOC.
 3. Provide staff with instructions as to where they should report.

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- (b) Record Keeping and Status Reports
 1. Establish and maintain a log of activities.
 2. Use the EOC-established message forms.
 3. Maintain and keep all status boards/maps current as they relate to each operation.
 4. Be prepared to provide mini-status report of all branch operations or activities on short notice.

- (c) General
 1. Each member is responsible for ensuring his/her function is staffed in the EOC.
 2. A plan should be developed to provide for relief of staff. A member will not leave his/her desk unattended without informing his/her assigned EOC Section Chief first.
 3. Each member should exchange and share relevant information with other members of the Emergency Management team.
 4. Determine and monitor the status and location of the units in the field.
 5. Determine what resources and supplies the field units need to complete their mission and advised the Logistics Section Chief.

202.8.1 RECALL OF PERSONNEL

In the event that the Emergency Operations Plan is activated, all employees of the Fresno State Police Department are subject to immediate recall. Employees may also be subject to recall during extraordinary circumstances as deemed necessary by the Chief of Police or the authorized designee.

Failure to promptly respond to an order to report for duty may result in discipline.

202.9 LOCATION OF THE PLAN

The Emergency Operations Plan is available via the Fresno State Police Department and the Emergency Operations Manager. All members should familiarize themselves with the Emergency Operations Plan and what roles police personnel will play when the plan is implemented. The Emergency Management Plan is also available in the Department's shared drive (G) under Emergency Operations Plan.

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202.10 UPDATING OF MANUALS

The Chief of Police or designee is responsible for planning the department's response to critical incidents. He/she shall review the Emergency Management Plan once a year to ensure that the manual conforms to any revisions made by the National Incident Management System (NIMS) and the Standardized Emergency Management System (SEMS) and should appropriately address any needed revisions.

202.11 TESTING EMERGENCY RESPONSE AND EVACUATION PROCEDURES

The Fresno State Police Department participates in a testing of campus emergency response and evacuation procedures at least once a year.

The Emergency Manager will maintain documentation describing each test (exercise and drill) to include the description, date, time, and whether the test was announced or unannounced, and will distribute a notice publicizing the emergency response and evacuation procedures to the campus community in conjunction with the test.