

# **Victor Valley College**



## **Emergency Operations Plan**

**July 2010**

*Updated 1-10-17*

# TABLE OF CONTENTS

EOP Acronyms and Abbreviations .....	4
Executive Summary .....	5
Chapter 1 – Overview of Emergency Operations Plan	
I. Introduction.....	6
A. Emergency Management Program at VVC .....	6
B. Integrated Safety and Environmental Management (ISEM) .....	7
C. Standardized Emergency Management System (SEMS).....	7
D. Incident Command System (ICS) .....	7
E. SEMS and ICS at VVC.....	8
F. National Incident Management System (NIMS) .....	8
II. Overview of VVC Emergency Plans .....	8
A. Emergency Operations Plan (EOP) .....	8
B. Department Emergency Operations Plan (DEOP).....	9
C. Building Emergency Plan (BEP) .....	9
D. Hazardous Materials Emergency Response Plans (ERP) .....	10
E. Emergency Plan Relationships .....	10
III. Emergency Management at VVC .....	11
A. Emergency Management Model .....	11
B. Emergency Management Organization.....	11
C. Emergency Management Responsibilities.....	16
IV. Emergency Response .....	16
A. Levels of Emergency .....	16
B. Incident Response and the Incident Command System (ICS).....	17
C. VVC Emergency Responders .....	20

D. Emergency Operations Center (EOC) .....	21
E. Satellite Emergency Operations Centers (SEOC).....	29
F. Emergency Communication.....	31
V. Recovery .....	33
A. Recovery Actions.....	33
VI. Plan Approval and Maintenance.....	34
A. Approval and Distribution .....	35
B. Maintenance and Revision.....	35
Chapter 2 - Emergency Operations Plan.....	36
Chapter 3 - Building Emergency Plan .....	57
Appendices .....	60
Appendix A Checklists .....	61
Appendix B Pandemic Flu Emergency Preparedness Plan.....	71
Acknowledgements.....	84

## **EOP Acronyms and Abbreviations**

BES Building Emergency Staff

BEP Building Emergency Plan

BEC Building Emergency Coordinator

CISM Critical Incident Stress Management

DEOP Departmental Emergency Operations Plan

DSC Department Safety Coordinator

EAA Emergency Assembly Area

EAS Emergency Alert System

EH&S Environmental Health & Safety

EMPG Emergency Management Policy Group

EOC Emergency Operations Center

EOP Emergency Operations Plan

ERP Hazardous Materials Emergency Response Plan

ERT Emergency Response Team

HRT Hazardous Materials Emergency Response Team

IC Incident Commander

ICS Incident Command System

ISEM Integrated Safety and Environmental Management

M&O Maintenance & Operations

PIO public information officer

RIMS Response Information Management System

SEMS Standardized Emergency Management System

SEOC Satellite Emergency Operations Center

## **Executive Summary**

### **Mission**

In any emergency, the mission of the Victor Valley College (VVC) Emergency Management Program (Emergency Management Organization, Emergency Operations Plan, and Emergency Operations Center) is to:

- Protect life and property
- Protect and secure critical infrastructure and facilities
- Protect the environment
- Resume academic instruction and other essential programs

### **Emergency Management Organization**

The VVC Emergency Management Organization is responsible for preparing and maintaining emergency operation plans and procedures that will ensure the campus has the ability to respond to and recover from any emergency. Departments and individuals with specific responsibilities in the Emergency Operations Plan (EOP) are part of the VVC Emergency Management Organization. Departments and employees with emergency management responsibilities are expected to develop policies and procedures to accomplish their duties using guidelines within the EOP and their Department Emergency Operations Plans (DEOP).

Consistent with the Integrated Safety and Environmental Management (ISEM) system, all VVC employees have responsibilities regarding emergency management. The VVC Emergency Management Organization functions under the supervision of the vice president, Administrative Services. The Campus Police Department manages the campus Emergency Management Program on a day-to-day basis. All departments are required to develop a plan and participate in emergency preparedness activities.

### **Emergency Operations Plan (EOP)**

The EOP contains policies, guidelines, and procedures to follow before, during, and after an emergency. The purpose of the EOP is to:

- Identify personnel, equipment, facilities, supplies, and other resources available on campus that may be needed in an emergency or disaster
- Develop coordinated actions for natural or man-made disasters

### **Emergency Operations Center (EOC)**

The EOC serves as focal point and command center for information management, decision-making, and emergency support and resource distribution throughout an emergency.

# Chapter 1 – Overview of Emergency Operations Plan

## I. Introduction

### A. Emergency Management Program at VVC

#### Scope

The VVC Emergency Operations Plan identifies the campus emergency planning, organization, and response policies and procedures. In any emergency, VVC's mission is to

- Protect life and property
- Secure critical infrastructure and facilities
- Protect the environment
- Resume teaching and research programs

The mission of the Emergency Management Program leads to general response priorities. The specific emergency may require adjustments within the following areas of prioritization:

1. Buildings used by dependent populations: residences, occupied classrooms and offices, childcare centers, occupied auditoriums, arenas, and special event venues
2. Buildings critical to health and safety: medical facilities, emergency shelters, food supplies, sites containing potential hazards
3. Facilities that sustain the emergency response: energy systems and utilities, communications services, computer installations, transportation systems
4. Classroom and research buildings
5. Administrative buildings

The VVC Emergency Management Organization is responsible for preparing and maintaining emergency operating procedures, resource lists, and checklists for emergencies and disasters. The Environmental Health and Safety (EH&S) Emergency Management Program goals are to

- Provide effective measures to protect life, property, resources, research, and the environment
- Facilitate emergency preparedness
- Expedite the resumption of operations and activities following an emergency
- Provide accurate documentation and records needed for cost recovery following an emergency or disaster

The VVC Emergency Operations Plan (EOP) will assist the campus in being prepared to respond to and recover from any level of emergency it may face.

### **Key Definitions**

- Incident: An event or occurrence that is limited in scope and potential effects
- Emergency: Any unusual event causing significant disruption of normal business at VVC
- Disaster: Any catastrophic area-wide event that severely impacts VVC and possibly the surrounding communities

### **B. Integrated Safety and Environmental Management (ISEM)**

It is VVC's intent to integrate considerations for health, safety, and the environment into all activities. This is accomplished through the implementation of an Integrated Safety and Environmental Management (ISEM) System that consists of nine guiding principles and five core functions. Managers must be committed to the implementation and sustained execution of the ISEM system; however, all faculty, staff, students, and visitors must be involved in the system by understanding and using ISEM elements in their activities.

### **C. Standardized Emergency Management System (SEMS)**

The Standardized Emergency Management System (SEMS) is a process designed for standardized strategic management and support throughout an emergency. The California Emergency Services Act requires implementation of SEMS by all state and local government agencies to be eligible to receive state funding for response-related personnel and equipment costs. SEMS requires emergency response agencies to use basic principles and components of emergency management, including the Incident Command System (ICS).

### **D. Incident Command System (ICS)**

The Incident Command System (ICS) is a field emergency management system designed for all hazards and levels of emergency response. The ICS allows VVC to communicate and coordinate response actions with other jurisdictions or external emergency response agencies through a standardized organizational structure of facilities, equipment, personnel, procedures, and communication.

ICS is characterized by:

- Common terminology for organizational elements, position titles, facility designations, and resources
- Generic positions allowing people to be trained for multiple emergency response roles

- Organizational models that allow activation of needed elements
- Integrated communication for information systems to operate smoothly among all response agencies involved
- Uniform command structure so organizational elements are linked to form single structure with appropriate control limits
- Manageable span of control for those supervising or managing others
- Comprehensive resource management for coordinating and recording resources for field responses
- Uniform action plans that contain strategies to meet objectives at both the field response and Emergency Operations Center (EOC) levels

#### **E. SEMS and ICS at VVC**

SEMS establishes the overall framework for emergency management in California. ICS, a component of SEMS, provides a standard model for command and management of an emergency response, both in the field and elsewhere. The use of SEMS/ICS facilitates

- Rapid mobilization, deployment, tracking and demobilization of resources
- Setting of priorities and the flow of information
- Interagency and inter-personnel coordination

VVC's Emergency Management Program and all emergency operations planning efforts reflect the use of SEMS and ICS.

#### **F. National Incident Management System (NIMS)**

NIMS provides a nationwide framework for standardized strategic management and support throughout an emergency. It has been derived from SEMS and is very similar in concept. At the time of the writing of this EOP, the state of California is defining how SEMS and NIMS will interact. It is VVC's intent to adhere to NIMS as required, following state guidelines and practices.

## **II. Overview of VVC Emergency Plans**

Being prepared to respond to any emergency requires comprehensive planning, involving all levels of campus personnel. Listed below is an overview of the information contained in the various campus emergency plans.

### **A. Emergency Operations Plan (EOP)**

The VVC Emergency Operations Plan (EOP) contains policies, guidelines, and procedures to follow before, during and after an emergency. The EOP consists of three chapters.



Chapter 1 of the EOP has the following purposes:

- To identify personnel, equipment, facilities, supplies, and other resources available on campus that may be needed in an emergency or disaster
- To develop coordinated actions for a natural or man-made disaster

This plan explains the roles of key campus positions that have major responsibilities during an emergency and provides a management structure for coordinating and setting up essential resources. It explains the function and activation process of the Emergency Operations Center, as well as the use of SEMS and ICS within the EOC and in the field. Since the other two chapters of the EOP have distinct names, Chapter 1 in this plan will be referred to as the EOP.

## **B. Department Emergency Operations Plan (DEOP)**

Chapter 2 of the EOP is the Department Emergency Operations Plan (DEOP). It is used by two sets of campus departments: those that have an emergency/disaster response role, and those that operate a Satellite Emergency Operations Center (SEOC) (an overlapping set). The DEOP outlines and plans each department's function and organization during an emergency. It is a detailed plan used by the department's management and operations staff to organize, prioritize, and support a response activity falling outside the department's normal day-to-day function. The DEOP will contain the following:

- Organization, notification, and line of succession
- A Satellite Emergency Operations Center (SEOC) guide, outlining how the department's SEOC will function and be supported (SEOCs will be discussed at greater length in Section V).
- Special administrative and financial procedures
- Emergency communications and supplies
- Department-specific emergency response procedures

## **C. Building Emergency Plan (BEP)**

Chapter 3 of the EOP is the Building Emergency Plan (BEP). To prepare for emergencies and disasters, every occupied VVC building is expected to have a BEP tailored to the specific needs and circumstances of the occupants of that building. A comprehensive BEP outlines how to protect the safety of the students, faculty, staff and visitors in that building, and will contain the following:

- Emergency evacuation procedures
- A map that shows the location of the building's Emergency Assembly Areas (EAA)

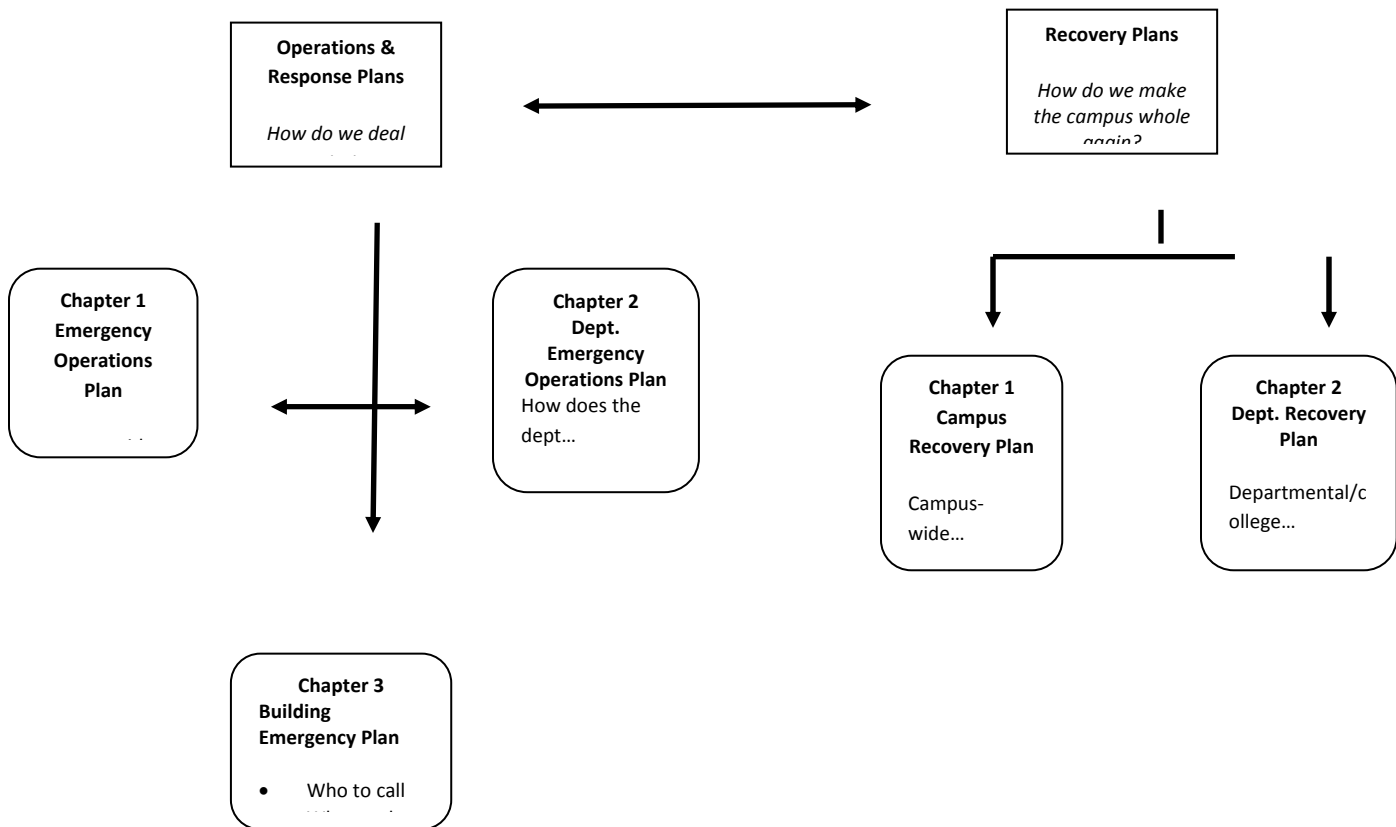
- A building floor plan that shows emergency evacuation routes and the location of emergency equipment (fire extinguishers, fire alarm stations, and emergency response kits)
- A list of pertinent safety personnel, including contact information
- Department- or building-specific emergency response procedures

#### D. Hazardous Materials Emergency Response Plans (ERP)

As a part of the overall Emergency Operations Plan and additional regulatory requirements, VVC is required to have a Hazardous Materials Emergency Response Plan that provides specific procedures for responding to hazardous materials incidents.

#### E. Emergency Plan Relationships

All emergency plans at VVC are interrelated and mutually supporting. They also reflect the use of SEMS and ICS. The relationships between plans are shown in Figure 1. Recovery plans are discussed in more detail in Section V, Recovery, Page 33.



**Figure 1: Emergency Plan Relationships**

### III. Emergency Management at VVC

#### A. Emergency Management Model

VVC follows the Federal Emergency Management Agency's (FEMA) "Comprehensive Emergency Management Program Model," which addresses four phases of emergency management:

- Mitigation
- Preparedness
- Response
- Recovery

**Mitigation:** Strengthening facilities and the campus against potential hazards through ongoing activities and actions to eliminate or reduce the chance of occurrence or the effects of a disaster. Examples of mitigation activities include planning fire department access to buildings, seismic upgrades of campus buildings, hazard identification and elimination, and an annual campus hazard analysis.

**Preparedness:** Anticipating what can go wrong, determining effective responses, and developing preparation of resources.

Examples of preparedness activities include developing and implementing the campus Emergency Operations Plan (EOP) and Department Emergency Operations Plans (DEOP), participating in training programs and emergency drills, and obtaining equipment or supplies that may be needed in an emergency.

**Response:** Determining the strategy to manage an emergency or disaster: Examples of response strategies include evacuating people to safe areas if necessary, warning the campus of a pending or potential emergency, or the use of the Incident Command System (ICS), the Emergency Operations Center (EOC), and Satellite Emergency Operations Centers (SEOC) during an emergency.

**Recovery:** Restoring the area or campus to pre-event conditions may involve short-term actions needed to operate with limited capacity and long-term actions that may take years to complete.

Examples of recovery actions include the resumption of normal operations and schedules, rebuilding damaged facilities, documenting damage and response costs, and submitting requests for reimbursement through state or federal programs.

#### B. Emergency Management Organization

The Emergency Management Organization includes all departments, organizations and people who have direct responsibilities for public safety, security, or protecting VVC

assets and resources. Listed below are some of the specific groups or departments that have significant responsibilities under the EOP.

## **Management**

### **Executive Management Policy Group (EMPG--President's Executive Leadership Team)**

The EMPG is the senior management and strategic planning element of the Emergency Management Organization, providing policy guidance and support to the Emergency Operations Center (EOC) concerning overall campus response and recovery operations.

The Emergency Management Policy Group is comprised of the president, executive vice president, and vice presidents. Responsibilities of the EMPG include

- Serving as a strategic planning committee that focuses on policy issues separate and distinct from direct operational response to an emergency or disaster.
- Providing guidance and support to the EOC
- Approving actions of the EOC as needed
- Designating public information officers (PIOs)--representatives of VVC who will communicate information through the news media and other means to the campus community and public

The Emergency Policy Group will be called upon to gather during an emergency incident. The primary gathering location is Student Activity Center, Room ABCD. The primary gathering location for the remaining EMPG members will be Student Activity Center Quiet Room. The remaining EMPG members will continue to perform the same duties as outlined in the EMPG guide in support of the Executive Committee.

The president is the senior executive official for the campus. In the absence of the president, in keeping with Board Policy #2432, the following succession list shall be used:

- Vice President of Instruction & Student Services
- Vice President for Administrative Services
- Director of Human Resources

## **Campus Police**

The Police Department is responsible for administering the campus Emergency Management Program, including the EOP. Additional responsibilities include

- Emergency planning, procedures, and training
- Emergency exercises, evaluations, and restorative actions

- Administration and finance of Emergency Management Program
- Hazard identification and risk assessment
- Hazard and resource management

The Integrated Safety and Environmental Management (ISEM) system and all VVC employees have responsibilities regarding emergency management. The VVC Emergency Management Organization functions under the supervision of the vice president for Administrative Services. The Campus Police Department manages the campus Emergency Management Program on a day-to-day basis. Departments and people with specific responsibilities in the EOP are part of the VVC Emergency Management Organization and are expected to develop policies and procedures to accomplish their duties.

### **Emergency Management Preparedness Committee (EH&S)**

The EH&S Committee has representatives from multiple departments on campus who function as recommending body for their respective departments. Some of the EH&S responsibilities include:

- Reviewing and recommending plans for meeting any local or state emergency
- Reviewing and recommending the campus with plans that facilitate effective mobilization of resources
- Recommending plans are approved by the president and appropriately implemented through the VVC community
- Recommending activities that will ensure the campus supports the Emergency Management Organization and the EOP

### **Departments with Primary Responsibilities**

**Maintenance and Operations (M&O):** Maintenance and Operations provides overall maintenance of campus buildings and infrastructure. In emergencies, M&O will continue to maintain their support to the campus for the following:

- Power
- Water
- Sanitation
- Heating and air conditioning
- Alarm systems (security and fire)
- Building services

The Maintenance and Operations Department organizes and facilitates the agreements, contracts, and purchase of supplies and equipment needed to support the Planning and Logistics functions in the response and recovery efforts.

**VVC Police Department:** The VVCPD provides site security, crowd control, emergency vehicle access, perimeter control of the campus, and assistance in managing

staging areas. This will include mobilization of resources to assist in personnel evacuation, casualty transportation, and as available, assist local agencies in serving the transportation needs of the surrounding community.

**Communications:** Information and Technology operates and maintains the campus-wide communication system necessary to support any incident, emergency, or disaster. It will assist in establishing voice and data communications between critical functions including the Emergency Operations Center (EOC) and unaffected areas of the campus.

**Facilities Department:** Provides engineering evaluations to help determine if buildings are safe for occupancy and coordinates expense activities, including providing archived building plans for response and recovery.

### **Support Facilities**

**Emergency Operations Center (EOC):** A designated central location on campus used to manage, direct, and coordinate activities in an emergency. The EOC contains equipment and supplies that may be needed in an emergency or disaster. The level of staffing in the EOC is determined by the nature and extent of the emergency.

EOC responsibilities include

- Coordinating information between the Policy Group, the SEOC, and the campus
- Coordinating all resources associated with the emergency response
- Providing information to campus and SEOC

**Satellite Emergency Operations Centers (SEOC):** Designated off-campus locations where departments can direct and coordinate their activities in support of the EOC and the overall campus response and recovery effort during emergencies and disasters. SEOC responsibilities include:

- Participating in emergency planning within the respective departments
- Encouraging departments to participate in emergency preparedness training and exercises
- Gathering emergency impact data from their areas and providing updates to the EOC
- Coordinating the planning and implementation of business recovery and resumption activities for their area

### **Support Teams**

**Hazardous Materials Emergency Response Team (HRT):** The HRT consists of San Bernardino Fire Department specialists and technicians trained in basic hazardous materials response procedures. HRT is equipped to clean up small chemical spills

and/or perform initial assessments of potential health and safety hazards in a spill. HRT responsibilities include

- Responding to chemical spills
- Responding to various types of chemical, radioactive, or biohazardous waste spills that could potentially harm personnel or the environment

Maintenance and Operations (M&O) will have the responsibility for the minor chemical clean ups and concerns on campus

### **VVC Safety Partners ([www.vvc.edu](http://www.vvc.edu))**

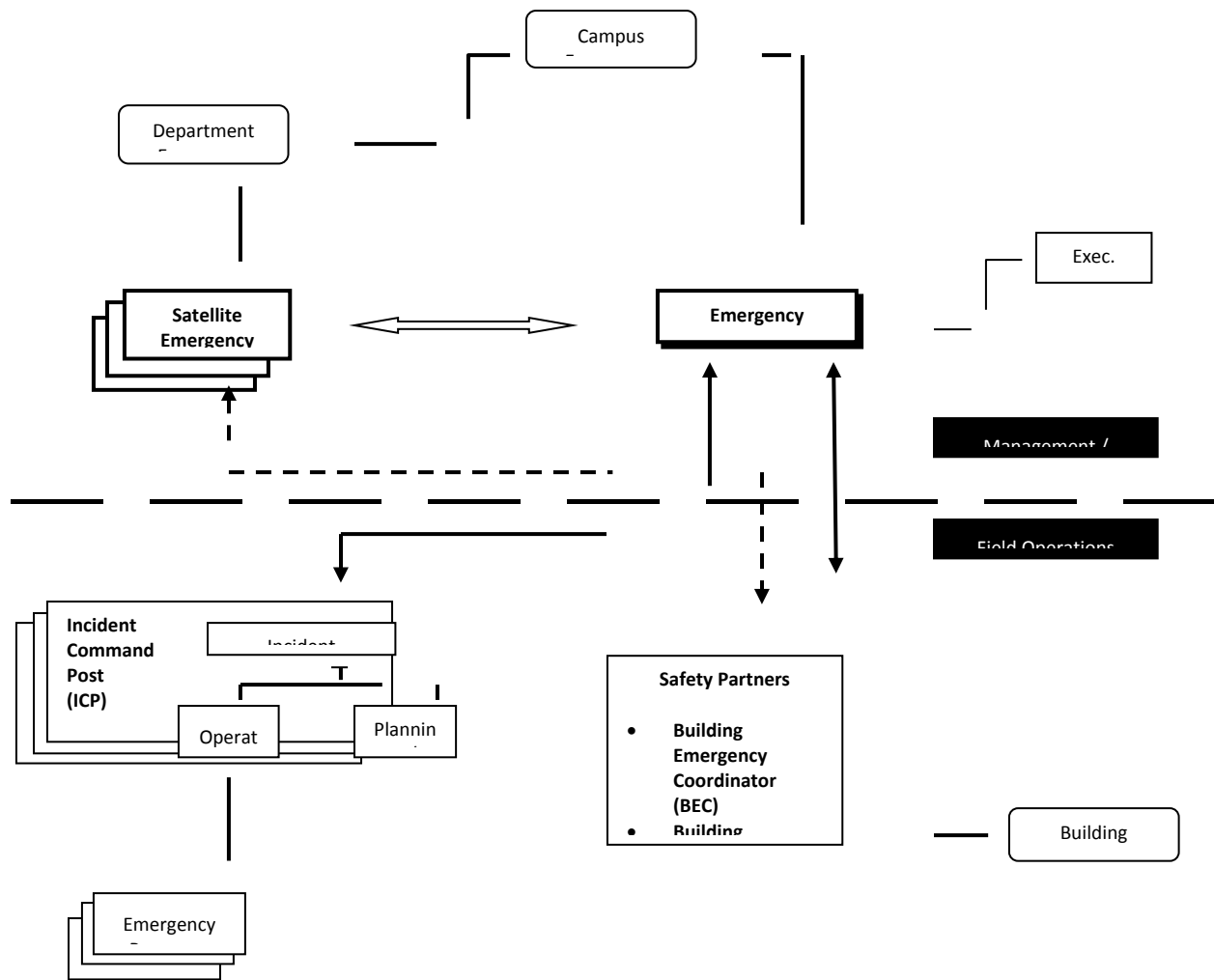
**Building Emergency Coordinator (BEC):** The BECs are specific staff members from major campus buildings who serve as the lead for all emergency program activities within their buildings. All major campus buildings will have one primary BEC and at least one alternate. BEC responsibilities include

- Coordinating and managing their building's emergency preparedness activities
- Participating in emergency preparedness training
- Encouraging departments to complete Department Emergency Operations Plans that will aid in emergency response
- Initiating roll call of building occupants in the Emergency Assembly Area (EAA) during emergency evacuations
- Providing information to SEOC/EOC in an emergency

**Building Emergency Staff (BES):** The role of the BES is to support the BEC in his or her emergency preparedness activities before, during, and after an incident. Each building on campus should have an adequate number of BES personnel to assist in these activities; a minimum of one BES per department, per floor is required. Some of the responsibilities of the BES include

- Participating in emergency preparedness training
- Assisting in emergency preparedness exercises
- Assisting in providing emergency preparedness information to faculty and staff within their building
- Communicating damage and victim information to the BEC in an emergency
- Assisting BEC at the Emergency Assembly Area (EAA)

The overall relationship between the components of the Emergency Management Organization is shown in Figure 2.



**Figure 2: Emergency Management Organization Components**

**C. Emergency Management Responsibilities**

All VVC personnel must review and become familiar with the elements of the Emergency Operations Plan that they are involved with or responsible for.

**IV. Emergency Response**

**A. Levels of Emergency**

To assist in planning and determining appropriate response strategies, VVC has identified the following levels of emergencies. Examples of the different types of emergencies within each level are listed below.



**Management Watch – Precautionary:** Campus officials or members of the Emergency Management Organization monitor a developing situation.

Severe weather forecasts, wildland fires on property near the campus, advance warning of power outages, or large demonstrations held on or near the campus

**Level 1 – Minor:** An incident involving a limited area that causes minimal impact or interruption to the campus. A limited number of VVC emergency response personnel are needed to control the situation.

- Chemical spills or fires within a specific room or localized area

**Level 2 – Moderate:** A significant emergency that disrupts an entire floor or building and that may require assistance from external organizations. These events may escalate quickly and have serious consequences for mission-critical functions and/or safety resulting in automatic activation of the Emergency Operations Center (EOC).

- Building fires or explosions, bioterrorism threat incidents, major chemical spills, extensive power or utility outages, or severe building flooding

**Level 3 – Major:** A major emergency that involves multiple buildings or that impacts the entire campus and the surrounding community. A timely resolution of disaster conditions requires college-wide cooperation, extensive coordination with external jurisdictions and automatic activation of the EOC.

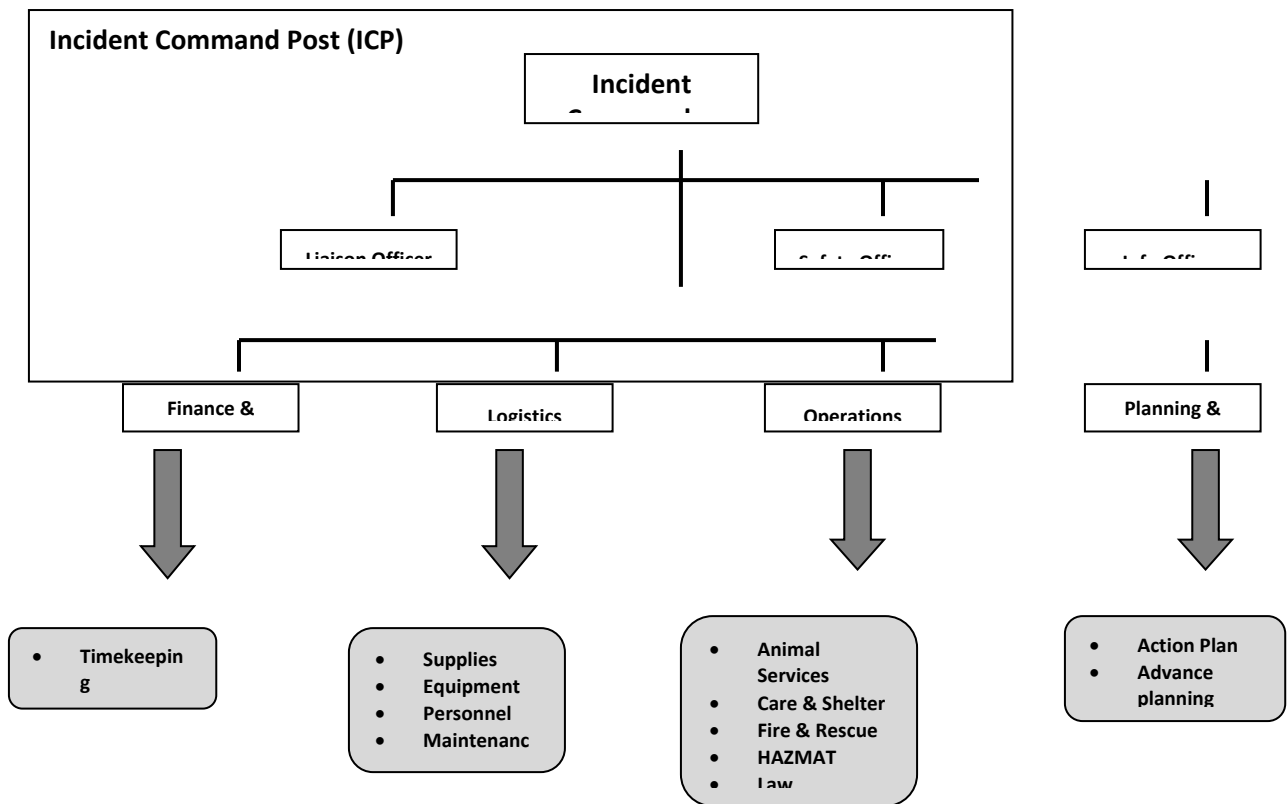
- Large gas leaks, significant earthquakes, or major acts of terrorism

## **B. Incident Response and the Incident Command System (ICS)**

When responding to an incident or emergency, VVC uses the Incident Command System (ICS), a part of the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). ICS uses common terminology and a standard organizational structure that allows quick mobilization and deployment of resources that can be adapted to any emergency. ICS also allows for efficient communication between incident locations, emergency responders, and the Emergency Operations Center (EOC) if the EOC needs to be activated.

### **1. ICS Model**

Figure 3 shows the basic structure used by the Incident Command System. Following are descriptions of the organizational roles.



**Figure 3: Basic ICS Organizational Model**

## 2. Responsibilities of roles within the ICS

### a. Incident Commander

- Is responsible for the incident
- Has authority and responsibility over operation and incident
- Establishes a command post
- Determines level of response needed and develops initial organization
- Develops and implements strategic decisions

### b. ICS Command Staff

#### 1. Information Officer

- Central point for dissemination of information to the media, campus population, and general public

- Organizes and distributes information required to be provided to local, county, state, or federal governmental representatives, assists Policy Group in coordination of any political representative site visits

## **2. Safety Officer**

- Assesses hazardous and unsafe conditions
- Develops measures for assuring the personal safety of responders
- Has authority to stop unsafe acts if people are in life-threatening danger

## **3. Critical Incident Stress Management Officer**

- Provides for the emotional support and well-being of the EOC staff during times of emergency campus response
- Monitors for conditions that may effect the entire campus population emotional well-being and support
- Organizes and implements required interventions in support of the campus population and emergency responders.

## **4. Liaison Officer**

- Central point of contact at incident for personnel from assisting or cooperating agencies, such as the local fire department, police or sheriff, California Highway Patrol, American Red Cross, or public utility agencies.

### **c. ICS General Staff**

#### **1. Emergency Operation Center Manager (EOC)**

- Provides oversight for strategic and operational response.
- Advises the Policy Group and senior management of changing conditions.
- Authorizes de-activation or reduced operations for the EOC.
- Coordinates internal and external emergency bulletins with the public information officer.

#### **2. Operations Section**

- Responsible for directing tactical actions to meet incident objectives
- Brings in additional units as needed

#### **3. Planning/Intelligence Section**

- Collects, evaluates, and distributes incident information
- Maintains status of resources

- Prepares incident action plans
- Brings in additional units as needed

#### **4. Logistics Section**

- Provides service and support to meet incident needs
- Brings in additional units as needed

#### **5. Finance/Administration Section**

- Tracks all incident-related costs including personnel hours and equipment used
- Provides payment to vendors for supplies/equipment
- Brings in additional units as needed
- Provides documentation for required post-event reporting

### **C. VVC Emergency Responders**

#### **Primary Emergency Responders**

Through a variety of on-campus resources, VVC has emergency response capabilities that include scene management, law enforcement, building and utility repair, and hazardous materials response. These departments are most likely to be one of the initial contacts in an emergency or incident requiring emergency response. Our primary emergency responders are

- VVC Police Department (VVC PD)
- Environmental Health and Safety (EH&S)
- Emergency Response Team (ERT)
- Maintenance and Operations
- Facilities Department
- Risk Manager (RM)

#### **Additional Emergency Resources**

A number of campus departments play an active role in emergency response because of the operations, equipment and capabilities they can provide. A partial list includes

- Fiscal Services
- Information and Technology Department
- Counseling Center
- Human Resources
- Public Information Office
- Student Services

## **D. Emergency Operations Center (EOC)**

If an incident or emergency requires more than just an incident response, the VVC Emergency Operations Center (EOC) may need to be activated to help manage the response.

### **Function**

The purpose of the EOC is to serve as the single focal point and command center for the management of information, decision-making, and resource support and allocation in an emergency and recovery process. The primary functions of the EOC are to

- Determine policy directions as needed
- Provide resources needed by the campus
- Provide direction and support to field activities
- Deal with issues that are beyond resolution in the field

### **Location**

VVC's primary EOC is Room ABCD in the Student Activity center with available parking in Lot 9.

The secondary EOC location is the Advanced Technology Center mall.

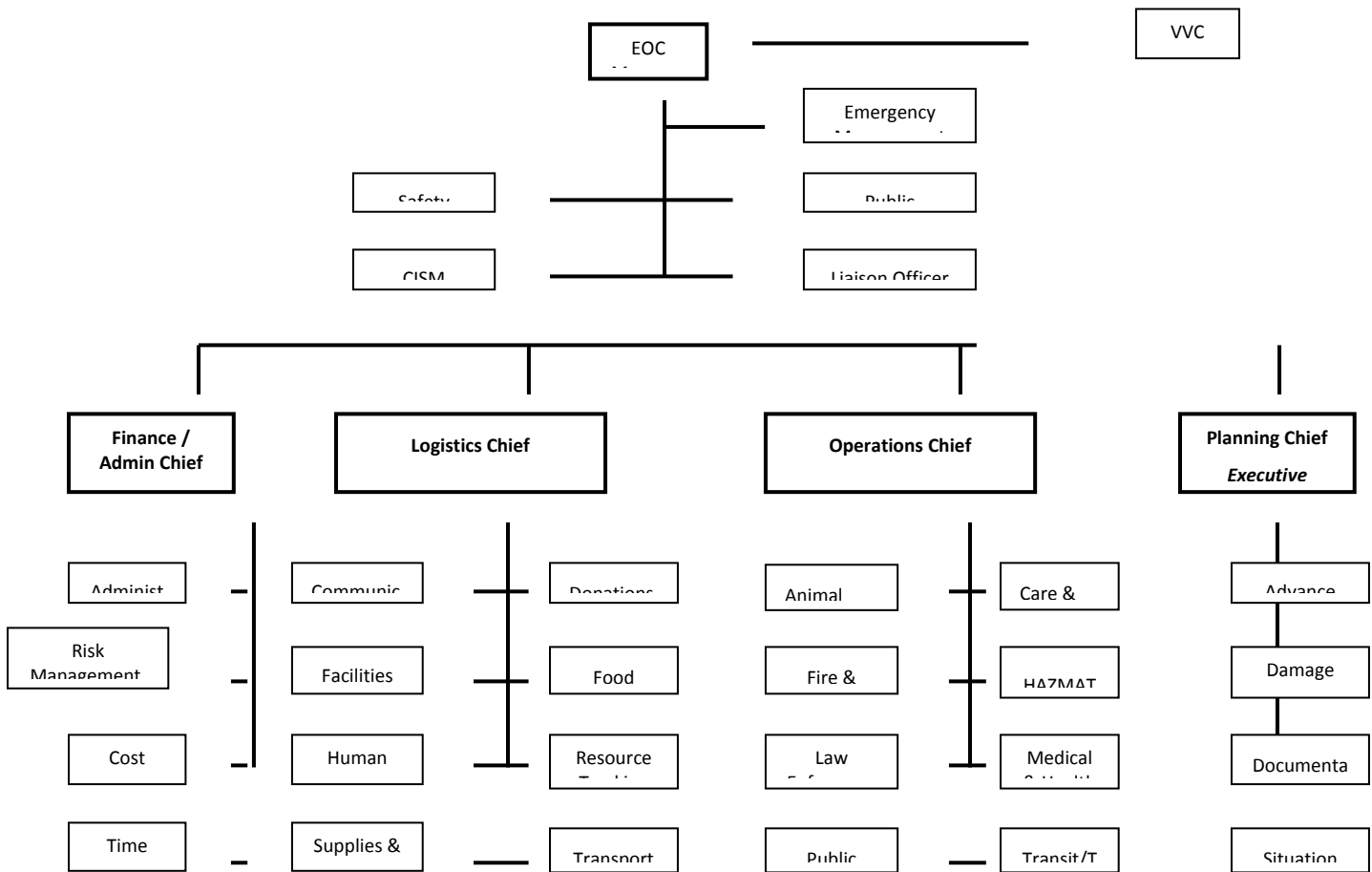
Additional locations, depending on the nature of the incident, may include Adapted Physical Education Building, Room 105.

### **Communications**

EOC phone number when activated: (760) 245-4271 Ext. 2395.

### **EOC Organization and Staffing**

The organizational structure of the EOC is very similar to the one used for incident response (management, operations, planning, logistics, finance), but the emphasis within the EOC is the overall strategic management of the incident or emergency. Figure 4 shows this structure.



**Figure 4: EOC Organization**

The following is a brief description of the roles and responsibilities of the EOC staff, the VVC departments, and personnel

**1. Emergency Operations Center (EOC) Manager**

The EOC manager provides leadership to the overall response effort and serves as the point of contact for the president and the Policy Group. Identification of the EOC manager occurs when the EOC is activated and is determined by the nature of the emergency and the expertise needed to respond. Additional responsibilities of the EOC manager include

- Serving as point of contact for the president and the Policy Group
- Directing activities and organization of the EOC
- Determining level of staffing needed in EOC
- Providing regular updates to the public information officer

- Providing information and updates from Policy Group to EOC staff

This role is filled by either the EH&S director, emergency management specialist, fire marshal, VVCPD watch commander, or director of Maintenance and Operations.

## **2. The Executive Management Policy Group (EMPG)**

The EMPG provides guidance and support to the EOC, including setting priorities and direction for campus response and recovery activities.

The president's Executive Leadership Team serves as the Policy Group.

## **3. Command Staff**

If necessary, the Emergency Operations Center manager may assign a command staff consisting of the following positions and responsibilities:

### **a. Safety Officer**

- Provides overall operational safety authority

### **b. Public Information Officer**

- Acts as sole media contact and distributes information as available

### **c. Liaison Officer**

- Interfaces with cooperating agencies as needed

### **d. CISM Officer**

- Monitors for conditions that may effect campus emotional well-being and support

These roles are likely to be filled by personnel from the Counseling Center.

## **4. General Staff**

The following sections make up the general staff that may be needed to respond to an emergency or to provide support in the Emergency Operations Center. Each section of the General Staff has a section chief who will lead the group, serve as the point of contact for the section, and help determine the level of staffing and expertise needed within the section to respond to the emergency.

**a. Operations Section**

- Responsible for the overall coordination of resources needed for the emergency
- Sets priorities and monitors the field response needed
- Implements strategies determined by the EOC manager and the Policy Group

The Operations Section may include administration, Warehouse, VVCPD, and Maintenance and Operations.

**b. Planning and Intelligence Section**

- Responsible for determining what needs to be done to fix the problem
- Gathers and analyzes data, develops action plans, and monitors resources and facilities
- Receives updates from the BEC that will influence action plans needed

The Planning and Intelligence Section may include representatives from the Academic Community, Student Services, Library, academics, and administration.

**c. Logistics Section**

- Responsible for determining available resources to respond to the incident or emergency
- Identifies and tracks all existing resources
- Finds and distributes needed resources

The Logistics Section may include representatives from Fiscal Services, Warehouse, Information and Technology and Communications, and Human Resources.

**d. Finance and Administration Section**

- Responsible for helping determine the short- and long-term fiscal impact of the emergency
- Responsible for cost accounting and compensation claims, timekeeping and EOC administration, and tracking expenditures throughout an incident or emergency
- Risk Management Office - oversees the District's risk management programs including liability, property and casualty insurance, campus safety issues, transportation, and student accident insurance to minimize the overall risk exposure of the District's assets and operations. Through available resources, the Risk Management Office can contact environmental professionals to clean up spills, water intrusion, etc. It also provides and processes the insurance coverage



documents for all students in the event of an accidental injury to ensure they get the quickest medical attention possible.

- 

The Finance Section may include representatives from Fiscal Services, Payroll, Risk Management, academic, and administration.

## **5. EOC Activation Authority, Notification and Staffing**

### **a. Criteria for Activating EOC**

The EOC is normally activated only for substantial events when the establishment of resource management priorities is required. The EOC will be activated at the discretion of the on-scene incident commander, president, executive vice president, and police chief.

### **b. Notification and Communication**

Emergency response varies according to the type of emergency and the time of day the emergency first occurs. Most emergencies will be reported directly to the Campus Police Dispatch Center through the 9-1-1 phone reporting system. Communication in a major phone outage will be maintained through the VVCPD, Maintenance and Operations, office of the vice president of Administrative Services, other radio networks, and handwritten communications via runners.

Police Dispatch will initiate appropriate notification procedures.

The EOC will communicate with non-campus emergency response personnel via the liaison officer or directly with the incident commander if required.

### **c. Activation Procedure**

EOC activation may be initiated through a series of events displayed on the EOC Activation Flowchart (shown in Figure 5). A single incident may escalate determining its impact on the campus.

- Police Dispatch is notified of an emergency.
- First emergency responder on-scene becomes the incident commander or agency representative

The fire department and VVCPD are often the first public safety authorities to arrive on the scene of an emergency.

- Police representatives should establish a field-level interface with fire personnel as soon as possible during an emergency response effort and establish a command structure based on the Incident Command System. The

incident commander/agency rep determines whether activation of the EOC is appropriate upon assessing emergency conditions.

- Upon determination of need, the incident commander instructs Dispatch to contact the EOC manager to initiate activation of the EOC. Staffing of the EOC begins with the M&O/Information and Technology Department (IT) providing general start-up assistance according to checklists.
- The EOC is activated.
- The EOC manager is established and communication with the Incident Commander is initiated. Section chiefs are recruited by the EOC manager as emergencies require, and additional staffing is left to the discretion of the section chiefs. All communication and information systems within the EOC are operational (not an event that could result in activation).
- The EOC manager notifies Police Dispatch that the EOC has been activated and ongoing communication is established. Emergency resources are prioritized and directed to the field effort (not an event that could result in activation).

# EOC ACTIVATION FLOWCHART

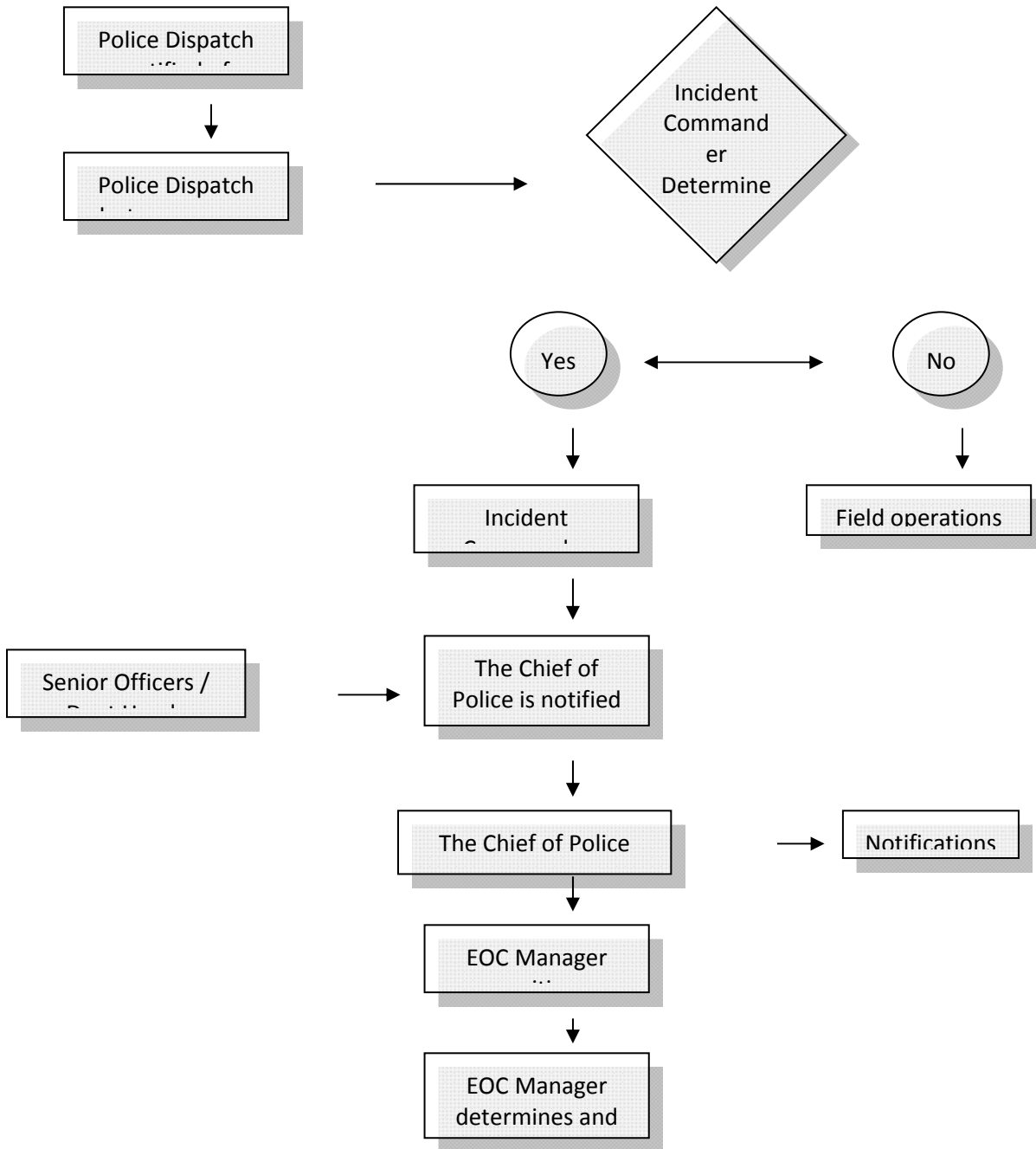


Figure 5: EOC Activation Process

#### **d. EOC Staffing**

Once the EOC has been activated, the EOC manager will determine the level of staffing needed in the EOC based on the level of emergency and the expertise needed to respond. Personnel will be assigned roles within the EOC organizational structure and provided with the appropriate checklists for the position they are filling. Staffing in the EOC may include

- Chief of Police
- Executive Director of Facilities and Operations
- College Risk Manager
- EH&S members
- Policy Group members
- Expanded EOC staff as needed

#### **e. Declaration of Emergency**

A Declaration of Emergency is used for the most serious emergencies. Only the president or his or her designee can issue a Declaration of Emergency for the campus. The declaration segregates major emergencies from more common disruptions that require an emergency response.

A Declaration of Emergency can trigger certain pre-designed actions as determined by the president's Executive Leadership Team. Examples of such actions may include:

- Mandatory reporting of Policy Group to the EOC
- Suspension of classes
- Closure of the college
- Mutual aid agreements
- Recall of personnel during holidays or off hours.

It is a function of the Policy Group to establish criteria for declaring a state of emergency on campus. The declaration is consistent with VVC Board policies and administrative procedures, Policy 8020, "Campus Emergencies."

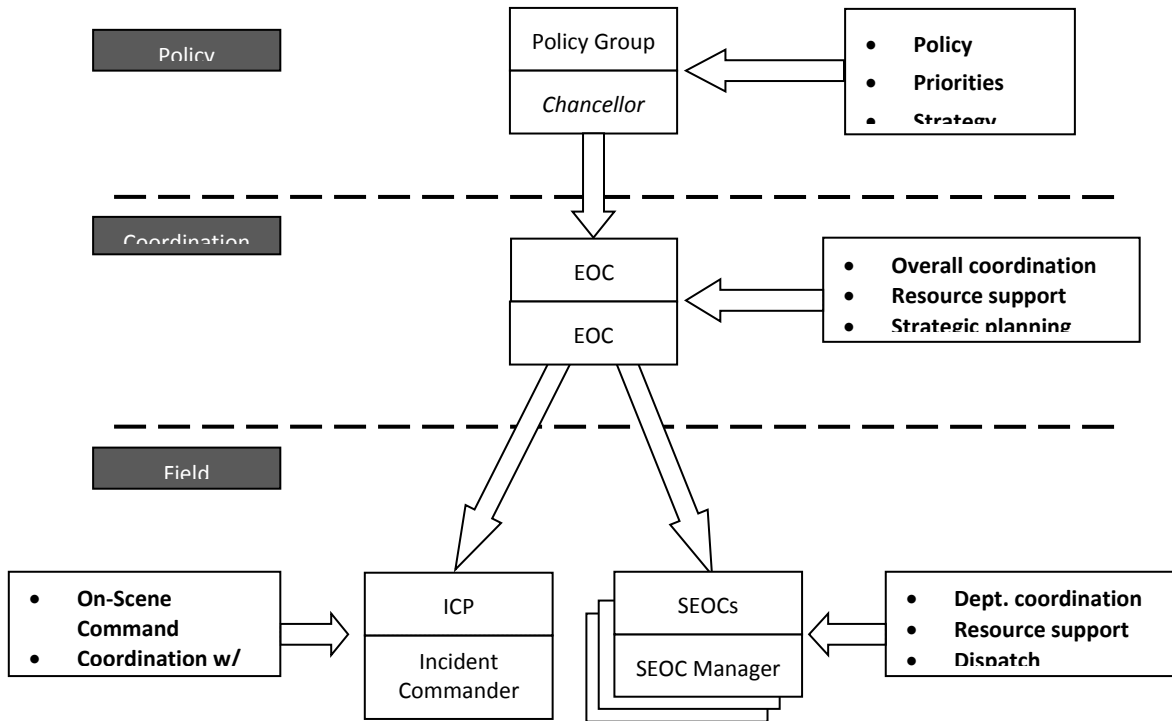
#### **f. Succession**

The president is the senior executive official for the campus. In the absence of the president, the following succession list shall be used.

- Executive Vice President of Instruction & Student Services
- Vice president - Administrative Services
- Director - Human Resources

- Executive dean – Institutional Effectiveness
- Executive dean – Information Technology

Figure 6 illustrates the relationship between the different levels of management during an emergency and the responsibilities of each level.



**Figure 6: Management Levels and Responsibilities**

**g. Management Responsibilities**

**E. Satellite Emergency Operations Centers (SEOC)**

Satellite Emergency Operations Centers (SEOC) are facilities run by divisions or departments that serve as a critical interface between the EOC and the campus community.

### **SEOC Function**

In a major emergency or disaster, the SEOC will support the EOC by gathering and providing updated emergency impact data for their specific area, accounting for area personnel, and providing emergency instructions to their areas. If assistance and/or resources are needed, the SEOC will need to make requests through the EOC. Another critical function of the SEOC is to coordinate the planning of business recovery and resumption activities before an emergency occurs.

### **SEOC Locations**

The following table identifies VVC’s Satellite Emergency Operations Centers, their locations, and the name and phone number of the SEOC’s primary contact.

Department	SEOC Location	Name of Primary Contact	Primary Contact Phone Number
Apple Valley High School	11837 Navajo Road Apple Valley CA		760-247-7206
Hesperia High School	9898 Maple Ave. Hesperia CA		760-244-9898
Hook Community Center	14973 Joshua Street Victorville CA		760-245-5551
Regional Public Safety Training Center	19190 Navajo Road Apple Valley		760-245-4271 ext. 3100
Silverado High School	14048 Cobalt Road Apple Valley CA		760-955-3353
SO CAL Logistics Airport	18368 Phantom West Victorville CA		
Spring Valley Lake Country Club	13229 Spring Valley Parkway Victorville CA		760-245-5356
Sterling Inn	17738 Francesca Street Victorville CA		760-245-2999
Victor Valley High School District	16500 Mojave Dr. Victorville, CA		760-955-3201
World Taekwondo Training School	17216 Lilac St Hesperia, CA		760-881-0005

### **SEOC Planning**

Each college, division, school, or department identified as a SEOC shall complete a Department Emergency Response Plan (DERP) to provide for the organization and functions of their SEOC as it relates to its respective area of responsibility.

## **SEOC Staffing**

Each SEOC will be staffed with personnel from the area that the SEOC supports and may include representation from the building supervisors for emergency conditions (BEC), building emergency staff (BES), department safety coordinators (DSC), and laboratory safety officers (LSO).

## **SEOC Notification**

Each SEOC will need to complete the notification list and calling tree in the DERP. In an emergency where the EOC has been activated, the SEOC primary contact will be notified by the EOC of the activation and may also recommend activation and staffing for the SEOC.

## **F. Emergency Communication**

An important part of VVC's ability to respond to an incident or emergency is effective communication. VVC has a number of resources available to assist with emergency communications.

### **VVC Emergency Notification System (Website)**

Providing accurate information and notification to the expansive, mobile VVC campus community in a timely fashion is a necessary tool for effective emergency management. To facilitate this goal, VVC has developed its Emergency Notification System (ENS) to provide students, faculty, and staff with rapid, automated notification in the event of a campus or community emergency.

### **VVC Website ([www.vvc.edu](http://www.vvc.edu))**

While the VVC Website is used primarily for non-emergency information, in an emergency, the page can be converted to communicate only information relevant to the incident or situation, including emergency phone numbers, contacts, or resources that may be needed.

The VVC Website carries emergency preparedness and management information, including a copy of the Emergency Operations Plan, the Department Emergency Operations plan, and the Satellite Emergency Operations Center Planning Guide. In an emergency, the home page would either point to the emergency information posted on the VVC home page or directs the user to the Website that would provide critical information needed based on the incident.

### **Two-way Radios**

Key personnel will be assigned two-way radios that are compatible with the VVC VHF system. Typically, radios are assigned to

- Personnel with emergency management responsibilities
- BEC
- Designated EMPC members
- Personnel designated by the EOC in an emergency

VVCPD and the emergency management specialist are responsible for supplying the radios, maintaining the system, and training radio users. Those people assigned radios are responsible for keeping the batteries charged and using the radios appropriately.

### **Emergency Response Information Tracking System (ERITS)**

ERITS is a software program that can assist in managing several aspects of campus emergency activities. ERITS can document daily requests for activities during the emergency and post-disaster response and recovery activities. ERITS can be accessed through the VVC server.

The EH&S subcommittee is responsible for maintaining ERITS and training emergency management personnel on its use.

### **Local Radio Stations and Emergency Alert System (EAS)**

The Emergency Alert System is a U.S. government program that allows local area television, AM/FM radio stations, and cable television systems to broadcast emergency information to the areas they serve. VVC can request using the Emergency Alert System through the Riverside County Operational Area, the organization responsible for feeding information simultaneously to all EAS stations within the operational area.

### **Victorville Area Radio Stations**

The primary EAS station that serves the Victorville area:

The following area radio stations will be available to provide local news and information:

- 106.5 FM
- 102.3 FM
- 960 AM
- 107 FM
- 107.5 FM (Spanish)
- 94.3
- 93.5 FM (Spanish)

### **Cable Television**

The city of Victorville and the VVC campus receive cable service through Charter Communications. The local government access channel is 3, and the local public access channel is 64. In an emergency, cable systems must transmit a visual EAS message on



at least one channel and provide video interruption and audio EAS messages on all channels that states which channel will be providing the visual message. If required, use of the local Government Cable Channel by VVC shall be coordinated through the public information officer function of the EOC.

### **Emergency Telephone Information and Call Centers**

VVC students, faculty, and staff shall check on their status on the Alert U System. Establishment of the center will be coordinated through departments including Media Relations and Information and Technology Departments.

### **Communications**

Computing and Communications: The Information and Technology Department will assist in providing the EOC and Emergency Management Organization critical services throughout an emergency, including telephone access, computer, and Internet support.

## **V. Recovery**

### **A. Recovery Actions**

#### Short- and Long-Term Recovery Actions

Recovery includes both short-term and long-term actions to help the campus return to normal operations.

Short-term activities include:

- Restoring power
- Providing food or shelter to those affected by the emergency

Long-term recovery activities may include:

- Resuming class schedules
- Resuming research
- Rebuilding campus facilities

### **Recovery Processes**

Once conditions merit it, the emergency management director, the president or the president's designee, will coordinate the demobilization of the incident. This will be

communicated through the EOC. If evacuated, re-entry to building personnel is only allowed upon notification to the BEC from the EOC or incident commander.

The EOC manager is responsible for ensuring that all of the activities from the incident or emergency are documented. The EOC manager will identify and work with specific EOC staff members and functions needed for long-term recovery efforts.

The emergency management specialist will assist in following up on all documentation and reporting from the incident or emergency and ensure that all regulatory reporting is completed and submitted to the appropriate reporting agencies.

Departments and Satellite Emergency Operations Centers will need to complete all documentation and forms provided in the Department Emergency Response Plan. Completing the planning forms before an emergency occurs will help develop strategies for recovery once an emergency is over. Required forms to be completed after an emergency will help the EOC determine the extent of damage and resources needed for recovery.

### **Recovery Planning**

The recovery counterpart to the Emergency Operations Plan is the Recovery Plan. Like the EOP, the Recovery Plan is organized into two chapters. Chapter 1 is the Campus Recovery Plan; it outlines overall goals, policies, priorities, and planning factors to be used during the recovery phase. Chapter 2 contains the Department Recovery Plans; these plans lay out the resources, priorities, and functions the college and selected departments will undertake to return to their pre-disaster condition.

The recovery planning process is based on the following core activities:

Identification of local mission-critical processes, based on the primary missions and business functions of each unit:

- Development of procedures for recovering all or part of the highest priority functions, given specific failure scenarios and time horizons
- Determination of whether each process could be suspended or degraded, fully functional
- Identification of alternate work sites or other temporary facilities for the most critical functions
- Ongoing back-up of critical data and protection of critical equipment
- Assignment of local business recovery roles, responsibilities, and authority
- Procedures for recovering impacted operations quickly, providing programs and services under various emergency conditions
- Criteria for returning to normal business

## **VI. Plan Approval and Maintenance**

## **A. Approval and Distribution**

This Emergency Operations Plan establishes policies and procedures for the entire VVC main campus.

The EH&S Committee is responsible for distributing the adopted version of the EOP and will send copies to at least the following recipients:

- President, vice presidents, deans, PIO

This plan will be distributed electronically to the greatest possible extent and will also be available on the Website ([www.vvc.edu](http://www.vvc.edu)) for familiarity by the general campus community.

## **B. Maintenance and Revision**

The EOP is a living document and will be reviewed and modified on a regular basis. EH&S will review the EOP in least the following circumstances:

- After any departmental or campus-wide emergency exercise
- After any actual emergency that prompts the opening of the EOC
- After any major change in state or federal law affecting emergency management or hazard mitigation
- After one year has passed since the last review
- After new titles for positions have been approved
- After name changes for departments referenced in the plan
- After changes to phone numbers or addresses

Revisions to the content of the appendices “major” and “minor” changes are clearly subjective measures, and the ultimate decision to seek Administration reapproval rests with the EH&S Committee. Examples of major changes include:

- Substantive revisions to reporting or organizational structures
- Changes to the duties of the Policy Group
- Adoption of new command-and-control models
- Changes to more than 15% of the plan at one time

In addition, EH&S Committee will seek administration reapproval of the EOP if more than two years have passed since the last administrative review of the plan.

EH&S Subcommittee will be responsible for distributing updated versions of the EOP as outlined previously.

All revisions adopted by the committee must be submitted to and approved by the College Council prior to implementation.

# Chapter 2 - Emergency Operation Plan

## I. OPERATIONS

### A. EMERGENCY OPERATIONS CENTER

When a major emergency occurs or is imminent, it shall be the responsibility of Campus Police to set up and staff an appropriate Emergency Operations Center (EOC). The EOC may be established in the Student Activities Center, classrooms A-D, or the Campus Police Department.

A staging area for outside and local agency assistance shall be established by the Campus Police.

1. EOC Resources include but are not limited to
  - Barricades & barrier tape
  - Two portable hand-held radios (dual programmed)
  - Portable public address system
  - First aid kit
  - Campus telephone directory and local telephone directory

2. Emergency Operations Center Managers Responsibilities:

The EOC shall be under the direction /coordination of the EOC manager. The EOC manager shall be the chief of Campus Police or his or her designee. The responsibilities of the EOC manager include the following:

- Responsible for the overall direction and coordination of the college emergency response
- Determines the type and magnitude of the emergency and establishes the appropriate EOC
- Initiates immediate contact with the Director of Human Resources and begins assessment of the campus condition
- Notifies and utilizes Campus Police and, if necessary, student aides to maintain safety and order
- Notifies and conducts communication activities with external agencies
- At the conclusion of the emergency, prepares and submits an after action report to the Director of Human Resources

## **B. EMERGENCY RESPONSE TEAMS**

Emergency Response Teams (ERT) are composed of campus employees from various departments. Each team shall have a designated team coordinator who is responsible for team preparedness and participation in the below activities during an actual emergency.

### **1. Campus Police (ERT Responsibilities)**

#### Emergency Preparedness

- The chief of Campus Police will be the team coordinator.
- The chief of Campus Police shall appoint an alternate team coordinator.
- An emergency crew will be maintained, to include reserve police officers.
- A practical plan of emergency action will be prepared.
- Written instructions of the emergency plan will be provided for team members.
- Periodic emergency preparedness training will be conducted.
- The Campus Police Department will maintain a state of constant readiness.

#### Emergency Procedures

- Notify college administrators of major emergencies.
- Monitor campus emergency warning and evacuation systems.
- Take immediate and appropriate action to protect life and property and to safeguard records as necessary.
- Conduct evacuation procedures in cooperation and coordination with building coordinators.
- Obtain assistance from city, county, and federal agencies for radiological monitoring and first aid as required.
- Provide traffic control, access control, perimeter, and internal security patrols and fire prevention services needed.
- Provide and equip an alternate site for the EOC.
- Maintain communication with the manager of Telecommunications.
- Carry out other responsibilities as may be assigned to this team.

### **2. Data Control/Information Technology (ERT Responsibilities)**

The purpose of this team is to ensure the security and safety of institutional data. In addition to the functional purpose of the Technical Services office is to meet the campus-wide communication requirements necessary under any emergency condition. It will assist in establishing telephone communications between the field control point and the EOC.

### Emergency Preparedness

- The manager of Technical Services is the executive dean of IT will be the team coordinator.
- The manager of Technical Services will appoint an alternate team coordinator.
- An emergency crew will be staffed and maintained.
- A practical plan of emergency action will be prepared to ensure the safety and protection of computer and data systems.
- Written instructions for the emergency plan will be provided for use by team members. Copies of the plan shall be sent to the chief of Campus Police.
- Periodic emergency preparedness training will be conducted for department staff.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.
- Arrangements will be made with the telephone company for stand-by of their service groups.
- Live wire telephone service will be removed from any phones or buildings as required.
- Other responsibilities as may be assigned to the team will be carried out.

### 3. Maintenance and Operations (ERT Responsibilities)

Maintenance and Operations is comprised of two teams: Maintenance & Operations and Engineering & Damage Survey. The director of Maintenance and Operations will act as the lead coordinator for the Maintenance and Operations area.

#### a. Maintenance & Operations

The purpose of this team is to provide for the maintenance and operation of campus property, buildings, structures, and equipment. Maintenance and Operations will also provide the restoration of utility services to the campus following a disaster.

### Emergency Preparedness

- The director of Maintenance and Operations will be the team coordinator.
- The director of Maintenance and Operations will appoint an alternate team coordinator.
- An emergency crew will be staffed and maintained.
- A current resource of special assistance personnel such as earth-moving contractors, electrical and plumbing contractors, etc., will be maintained (via advance contract, communication, or other appropriate means) to provide material and labor assistance.
- A current inventory of personnel, apparatus, and auxiliary equipment needed for their services will be provided and maintained.
- A practical plan of emergency action will be prepared.

- Written instructions of the emergency plan will be provided for use by the chief of Campus Police.
- Periodic emergency preparedness training will be conducted for department staff.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.

#### Emergency Procedures

- Organize, mobilize, and operate equipment necessary to perform needed functions.
- Provide labor, equipment and necessary supervision to aid other services.
- Conduct evacuation procedures in cooperation and coordination with building coordinator.
- Carry out other responsibilities as may be assigned to this team.

#### 4. Engineering & Damage Survey

The purpose of this team is to provide architectural and engineering services, damage surveys, emergency repair and construction advice, and/or demolition directions as necessary to minimize the adverse results of a disaster.

#### Emergency Preparedness

- The director of Maintenance and Operations will be the team coordinator.
- The director of Maintenance and Operations will appoint an alternate team coordinator.
- An emergency crew will be staffed and maintained.
- A practical plan of emergency action will be prepared.
- Written instructions of the emergency action will be provided.
- Written instructions of the emergency plan will be provided to team members. Copies of the plan shall be sent to the chief of Campus Police.
- Periodic emergency preparedness training for department staff will be provided.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.

#### Emergency Procedures

- Advise fire, police, construction and maintenance crews, materials suppliers or others as necessary regarding damage to physical facilities on campus, and suggest appropriate corrective actions.
- Assist the police and fire departments in taking all necessary actions to affect the rescue or protection of persons and/or college property.
- Conduct evacuation procedures in cooperation with building coordinators.
- Survey campus buildings and infrastructures immediately after and routinely during the emergency and report findings to the Emergency Operations Center.

- In conjunction with the work place safety coordinator, survey facilities and environment to determine if they are safe and non-contaminated.
- Make surveys to determine the status of buildings as to repair or condemnation for the safety of all concerned. When action must be taken, the team will prepare the necessary construction documents to conduct the appropriate functions.
- Carry out other responsibilities as may be assigned to this team.

#### 5. Health Sciences/Public Safety (ERT Responsibilities)

The purpose of this team is to provide medical care to injured persons on campus.

##### Emergency Preparedness

- The dean of Health Sciences/Public Safety will be the team coordinator.
- The dean of Health Sciences/Public Safety will appoint an alternate team coordinator.
- A practical plan of emergency action will be developed and should include, but not be limited to, handling mass casualties, triage procedures according to the degree of injury, and patient flow.
- Procedures for cooperation with off-campus emergency rescue services such as the sheriff's and fire departments will be outlined.
- Written instructions of the emergency plan will be provided for team members. Copies of the plan shall be sent to the chief of Campus Police.
- Periodic emergency preparedness training for department staff will be conducted.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.

##### Emergency Procedures

- In time of emergency disaster, follow a plan for handling the mass casualties.
- Follow procedures for coordinating patient flow and off-campus cooperation between the police, emergency rescue services, and student health services.
- Carry out other responsibilities as may be assigned to this team.

#### 6. Food Services (ERT Responsibilities)

The purpose of this team is to operate the campus food service facilities to accommodate and/or feed the normal college population and non-college personnel insofar as the facilities permit during a major disaster.

##### Emergency Preparedness

- The director of Auxiliary Services will be the team coordinator.
- The director of Auxiliary Services will appoint an alternate team coordinator.



- An emergency crew will be staffed and maintained.
- A practical plan of emergency action will be prepared.
- Written instructions of the emergency plan will be provided to team members. Copies of the plan shall be sent to the chief of Campus Police.
- Periodic emergency preparedness training for department staff will be conducted.
- Training documentation forms will be completed and submitted to Campus Police as requested.

#### Emergency Procedures

- Establish auxiliary kitchens or dining areas as required.
- Prepare required buildings for sleeping purposes and assign spaces. This may involve the use of buildings not normally used for sleeping, or may involve the use of tents.
- Make arrangements for food and housing of external agencies that are required to work on campus and do not have their own facilities.
- Cooperate with other Emergency Response Teams and with outside agencies in the control of sanitation, safety and security in the housing and feeding areas.
- Maintain records of the activities and operations conducted and the associated costs.
- Carry out other responsibilities as may be assigned to this team.

#### 7. Human Resources (ERT Responsibilities)

The purpose of this team is to review available human resources before and during an emergency situation in order to recruit, reorganize, and train personnel to perform in appropriate areas where needed.

#### Emergency Preparedness

- The Director of Human Resources will be the team coordinator.
- The Director of Human Resources will appoint an alternate team coordinator.
- A review of the existing employee roster and new employees will be conducted to determine skills in various fields other than the ones used in present jobs in order to recruit such skills in times of emergencies and disasters.
- Volunteer assistance will be developed from among the members of the staff and faculty in times of emergency disaster.
- Periodic emergency preparedness training for department staff will be conducted.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.

### Emergency Procedures

- Assist other Emergency Response Team coordinators in utilizing additional staffing, whether paid or volunteer.
- Maintain roster, pay records, etc., of all workers during the emergency incident.
- Perform other duties as may be assigned to this team.

#### 8. Public information officer (ERT Responsibilities)

### Emergency Preparedness

- The Public Information officer will be the team coordinator.
- The Public Information officer will appoint an alternate team coordinator.
- A practical plan of emergency communications will be prepared.
- Provide written instructions of the emergency plan for use by team members. Copies of the plan shall be sent to the chief of Campus Police.
- Conduct periodic emergency preparedness training for departmental staff.
- Complete and return training documentation forms to the chief of Campus Police as requested.

### Emergency Procedures

- Prepare statements for release to news media concerning the college disaster operation.
- Maintain a complete diary of events during the disaster operation, including photographs, slides, and/or videotapes, etc.
- Carry out other responsibilities as may be assigned to the team.

#### 9. Student Volunteers (ERT Responsibilities)

The purpose of this team is to determine the number of student assistants that could be effectively utilized in emergency services and to establish the functions that these student volunteers will perform.

It must be noted that any student volunteer roster might be substantially reduced during the summer months or during recess periods and holiday seasons.

### Emergency Preparedness

- The director of Auxiliary Services will appoint an alternate team coordinator.
- Student volunteers will be recruited for various job assignments. Student volunteers will not be utilized in activities that are likely to be hazardous to their health and safety. It is intended that student volunteers would be utilized to assist with crowd control, evacuation of buildings, carry messages, and assist with telephone answering services to receive and disseminate information.
- A practical plan of emergency action will be prepared.

- Written instructions of the emergency plan will be provided to the team members. Copies of the plan shall be sent to the chief of Campus Police.
- Periodic emergency preparedness training for department staff will be conducted.
- Training documentation forms will be completed and submitted to the chief of Campus Police as requested.

### Emergency Procedures

- Supervise the work of any student volunteers being used during an emergency.
- Maintain communication with the Associated Student Body (ASB), and other registered student organizations.
- Maintain communication with the EOC as well as any other Emergency Response Teams in order to provide them with any needed voluntary student assistance.
- Carry out other responsibilities as may be assigned to this team.

## **II. PROCEDURES**

This section contains recommended procedures for specific types of emergencies. These procedures should always be followed in sequence, unless conditions dictate otherwise.

### **A. AIRCRAFT CRASH ON CAMPUS**

In the event of an aircraft mishap, such as an explosion or crash on campus, take the following action:

- Immediately take cover under tables, desks, and other objects that will give protection against falling glass or debris.
- After the effects of the explosion and/or fire have subsided, notify the Campus Police Department and or law enforcement. Give your name and describe the location and nature of the emergency.
- If necessary or when directed to do so, activate the building's alarm. **CAUTION:** The building alarm may not ring inside all buildings, so the emergency must be reported by telephone.
- When the building evacuation alarm is sounded or when told to leave by college officials, walk quickly to the nearest marked exit and ask others to do the same. If no buildings are endangered, instruct individuals to stay inside.
- Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your assembly areas.
- If requested, assist emergency crews as necessary.
- A campus Emergency Command Center may be set up near the disaster site. Keep clear of the Command Center except for official business.
- Do not return to an evacuated building.

- **IMPORTANT:** After an evacuation, report to your designated assembly area. Stay there until an accurate head count is taken. The building coordinator will take attendance and assist in the accounting for all building occupants.

## **B. ARMED SUSPECTS/ACTIVE SHOOTER**

If you suspect an individual of carrying a weapon on campus, report it immediately to Campus Police (extension2555).

Once authorities have been notified:

- Do not attempt to make contact with or restrain the suspect. Do not try to retrieve the weapon. Wait for law enforcement.
- Allow law enforcement personnel to handle the situation. Generally, the suspect will be isolated from others and apprehended.
- Be prepared to implement “Shelter-in-Place” procedures.

Note: “Shelter-in-Place” procedures include, but are not limited to, remaining in an office or classroom and securing doors and windows to prevent an armed individual from gaining access.

*At the first indications of shooting, sound of gunfire, loud cracking, popping, banging noises, windows shattering, glass exploding in classrooms, or bullets ricocheting, immediately take shelter, contact law enforcement (911) or Campus Police (extension2555), and remain alert for further instructions.*

If a shooting occurs:

- Instruct others to drop to the ground immediately and face down as flat as possible. If you are within a safe position, duck and run.
- Move or crawl away from gunfire, trying to utilize any obstructions between you and the gunfire. **Remember that obstructions may visually conceal you from gunfire, but may not be bulletproof and may not protect you from gunfire.**
- Try to get behind or inside a building and stay down.
- When you reach a place of relative safety, stay down and do not move. Do not peek or raise your head in an effort to see what may be happening.
- Anticipate that law enforcement will set up a command post on campus.
- Law enforcement will take full control of grounds and classrooms, but it is expected that the chief of Campus Police or his or her designee will remain with them throughout the event.
- Expect that witnesses will be gathered in one room/area for police questioning. To protect the police investigation, do not allow witnesses to talk about the incident.

If the suspect is outside your classroom:

- Duck and cover. Keep students inside the classroom and down on the floor. Move behind available cover inside the classroom.
- Close and lock the outside door to the classroom if possible. Close the blinds, turn off lights and stay on the floor. Do not peek out the door or windows to see what may be happening.
- Report the location of the assailant.

### **C. BOMB THREAT**

Bomb threats pose a hazard for all campus personnel. Threats shall be handled by the Campus Police in concert with local law enforcement. The decision to evacuate an on-campus facility will be made at the time of the incident, based upon the operational considerations contained in this manual.

#### Telephone Procedures

If an individual receives a bomb threat, the time and date received should be immediately recorded. The person receiving the telephone call should attempt to obtain as much information as possible:

- When is the bomb going to explode?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?
- Where are you calling from?
- What is your name/what do you want to be called?

It is also important to record the length of the call and when it is terminated.

Alert a supervisor immediately of the call and report all recorded information. The supervisor will immediately call Campus Police at extension 2555 and give the following information:

- Identify the location and department where the threat was received.
- Identify the person calling by name.
- Explain the bomb threat call.
- If possible, identify the telephone number the incoming call is on.

Search teams will be organized as soon as personnel are available from Campus Police and will be briefed on the procedures of

- Areas to search
- Details of incident
- How to contact area supervisor

- Procedure to follow if suspect is located
- Communications with Campus Police office should be via telephone; turn off all radios in the area.

Search priorities may vary, but should include:

- Lobbies
- Electrical panels
- Basements and machinery areas
- Janitorial closets
- Trash rooms
- Restrooms
- Conference rooms
- Copy rooms
- Coffee rooms
- Telephone rooms
- Unoccupied storerooms
- Outside areas
- Roof areas
- Occupied rooms and office areas

Areas searched should be marked to avoid duplications of effort (mark on door with chalk, grease, pencil, etc.). The first priority in a search should be areas accessible to the public. If a building is evacuated, all areas will be thoroughly checked for personnel remaining behind. The lack of emergency activity and the absence of fire equipment may not indicate an urgency to evacuate the area. Entrance into the area will be limited to those necessary to assist in the emergency.

If time permits, a security inspection will be completed. The building will be cleared of all personnel, and barricades will be moved to a safe distance.

If a suspicious package or bomb is found, Campus Police will request a bomb disposal team from the San Bernardino County Sheriff's Department.

**DO NOT TOUCH OR MOVE AN OBJECT!** If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the college is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

#### **D. CIVIL DISTURBANCE OR DEMONSTRATION**

Most campus demonstrations such as marches, meetings, picketing, and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- INTERFERENCE with the normal operation of the college
- PREVENTION of access to office, buildings or other college facilities
- THREAT of the physical harm to persons or damage to college facilities

If any of these conditions exist, Campus Police should be notified and will be responsible for contacting and informing the president, deans and college legal counsel. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed.

#### 1. Non-Violent, Non-Disruptive Demonstrations

Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct college business as normally as possible.

- If demonstrators are asked to leave but refuse to leave by regular facility closing time, arrangements will be made by the chief of Campus Police to monitor the situation during non-business hours.
- A determination will be made to treat the violation of regular closing hours as a disruptive demonstration (See Section 2).

#### 2. Non-Violent, Disruptive Demonstrations

In the event that a demonstration blocks access to college facilities or interferes with the operation of the college:

- Demonstrators will be asked to terminate the disruptive activity by the appropriate college official.
- Key college personnel and student leaders will be asked by the appropriate college official to go to the area and persuade the demonstrators to desist.
- The chief of Campus Police or designee will go to the area and ask the demonstrators to leave or discontinue disruptive activities.
- If the demonstrators persist in the disruptive activity, they will be advised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities. **The college president will be consulted before such disciplinary actions are taken, except in extreme emergencies.**
- Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- After consultation with the college president, college legal counsel, and the chief of Campus Police, the need for an injunction and intervention of civil authorities will be determined.
- If a determination is made to seek the intervention of civil authorities, the demonstrators will be warned of the intention to arrest.

### 3. Violent, Disruptive Demonstrations

In the event that a violent demonstration in which injury to persons or property occurs or appears probable, the college president, the chief of Campus Police, college legal counsel, and the dean of Student Affairs will be notified.

During business hours:

- The chief of Campus Police will contact the San Bernardino County Sheriff's Department.
- The college president, in consultation with college legal counsel, the dean of Student Affairs, and the chief of Campus Police, will determine the possible need for an injunction.
- Campus Police will act as a liaison between the Sheriff's Department and the college.

After business hours:

- The chief of Campus Police will be immediately notified of the disturbance.
- Campus Police will investigate the disruption and report it to the chief of Campus Police.

The Director of Human Resources will:

- Report the circumstances to the president.
- Notify the college legal counsel.
- Notify key administrators and if appropriate the administrator responsible for the building area.
- Notify the public information officer.
- Arrange for a photographer.

**NOTE:** The chief of Campus Police reserves the right to call for Sheriff's Department assistance without counsel of others if it is deemed to be of paramount importance to the safety of persons involved.

## **E. EARTHQUAKE**

### Earthquake Preparedness

- Familiarize yourself with emergency plans and procedures.
- Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered by Human Resources. Identify a contact person outside this immediate area to act as a communication link with your family.
- Put together a personal emergency kit to include the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare



batteries, change of clothes, sturdy shoes, gloves, plastic garbage bags, a blanket, and personal items as necessary, such as spare eyeglasses, prescription medicine and personal hygiene items.

- Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.
- Be aware of nonstructural earthquake hazards in your workplace.
- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be stored properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.
- Prepare your family.
- If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

### Earthquake Response

- Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- During seismic movement, duck, cover, and hold. If indoors, get under a desk or a table and hold on. Stay away from windows, tall objects, and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- If outside, stay away from buildings, trees, power lines, poles, and all overhead obstructions. Do not attempt to go indoors!
- If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

### Post Earthquake Response

- Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.

- Check for injuries, and administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- Check for fires and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your building coordinator or department coordinator.
- Check for facility damage. Report all problems to your building coordinator or to college emergency response personnel.
- Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- Make note of individuals who are missing. Provide all requested information to your department and/or building coordinator and other emergency response personnel. Turn on radio for emergency information.
- Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained college personnel to guide rescue efforts.

## **General Information**

### Principles of Psychological First Aid

- Following an earthquake, there may be persons who are overwhelmed by the event and have difficulty coping with the situation and their emotions. You may be able to help those persons to make it through the first few difficult hours.
- Attempt to calm the victim to relieve the anxiety and stress.
- Communicate confidence in yourself as well as concern for the victim. Show your care by your attitude.
- Accept a person's limitations as real.
- Encourage the person to speak freely about whatever is on his or her mind. Be very patient.
- When the person begins talking, interrupt as little as possible.
- Do not argue with the person if he or she disagrees with you, and do not impose your ideas on him or her. His or her own solution will be the most successful for him or her.
- Accept your own limitations in a relief role. Do not attempt to be all things to all people. Do what you can and obtain additional help from a qualified counselor.

## Emotional and Psychological Considerations in a Disaster

- Disaster is a crisis in itself. However, disaster increases the crisis situation when it is accompanied by job and/or financial difficulties, illness, loss of personal belongings, death, injury, or family problems.
- Factors to consider when dealing with a crisis of your own or that of your family members include
  - Being able to talk about the experience and express the feelings accompanying the experience.
  - Being fully aware of the reality of what has happened, and being assured that you are with caring people.
  - Resuming concrete activity and being able to reconstruct the pre-disaster life routine as soon as possible.

## **Earthquake Procedures for Labs**

### Before the Earthquake

- Examine your lab area to determine how you can mitigate potential earthquake hazards.
- Chemicals stored on open shelves may fall and intermingle during a quake. Acids, bases, and solvents should be stored separately and all chemicals should be anchored with seismic restraint.
- Be sure that all cabinets equipped with hinged doors have positive latching devices. Sliding doors should be kept closed when not in use. Install refrigerator clasp locks.
- Secure all expensive analytical instrumentation and equipment, including gas chromatographs, microscopes, lasers, etc, with clamps, stands or Quake Grip Velcro. Water stills should be secured firmly with straps and blocked to resist movement.
- Gas cylinders must be secured individually to lab bench or wall with welded-link chains. Gas cylinders may not be secured to mobile furniture such as carts or tables.
- Never store hazardous materials, chemicals and/or radioactive products, on wheeled carts.
- Glass aquariums can fall and break open during a quake. They must be firmly mounted and glass should be replaced with plastic if possible.
- Be sure that tall bookcases are not freestanding in the middle of rooms, and are not used as partitions. All furniture over 72" tall must be fastened to the walls.
- There should be no overhead storage of large containers, boxes or glassware.
- Examine your lab area. Contact your Emergency Operations Department and/or building coordinator to determine how to carry out the evacuation procedures. Also, examine the hallway outside your lab to ensure clear and unobstructed access to emergency exits.

### During the Earthquake

NOTE: In classrooms and other non-laboratory space, students, faculty, and staff are instructed to take cover where they are during a quake (e.g., under a desk or table). The instructions in a laboratory are different. If you work with hazardous materials, read the recommendations listed below very carefully.

- Announce that the lab is being evacuated, turn off the gas burner, if possible, and **leave the room**. Close the door, but do not lock it.
- Sit down in the hall to take cover from the earthquake motion.

### After the Earthquake

- Cooperate with the Emergency Operations Building Coordinator and try to restore calm among your co-workers.
- Do not enter the lab until it has been deemed safe.
- Follow the instructions of emergency personnel.

## **F. FLOOD**

A *flood watch* means that conditions are favorable for flooding. Staff members need to be aware, but no action will be taken.

A *flood warning* means that rising water threatens to close roads, wash out bridges and inundate property. Action should be taken to move to higher ground.

### Before the Flood

- Store sandbags, plywood, plastic sheeting, and lumber to protect windows and make repairs.
- Always keep emergency supplies available.
- Anticipate 2 or 3 alternative evacuation routes or pick-up locations.
- Learn your building's flood evacuation route and the location of high ground. It is also important to know different routes into the school and which ones may flood.

### During the Flood

- Turn off utilities. Disconnect electrical appliances, being careful not to touch any electrical equipment if the floor is wet or underwater.
- Report broken utility lines and/or other facility damage to the proper authorities.
- A qualified professional should check all water-damaged equipment prior to usage.
- Flooded areas should be gradually pumped out to minimize structural damage.

## **G. FIRE**

1. If you discover smoke or fire, R. A. C. E. to safety:

**RESCUE** – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

**ALERT** – Pull the nearest fire alarm to alert occupants, or use the nearest phone and dial 2555 (Campus Police emergency line).

**CONFINE** – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

**EXTINGUISH** – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

### Fire Extinguisher Information

When used correctly, fire extinguishers can keep small fires from becoming major fires, provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

The following are the four major classes of fire:

- a. Ordinary combustibles (paper, cloth, wood, many plastics).
  - Use an extinguisher with the **green triangle A** symbol on the label.
  - NOTE: A water extinguisher with the symbol A on the label should not be used on electrical fires or flammable liquids. That will only create a more dangerous situation.
- b. Flammable liquids (oils, gasoline, grease, paints, solvents)
  - Use an extinguisher with a **red square B** symbol on the label.
- c. Electrical equipment (wiring, motors, power tools, appliances).
  - Use an extinguisher with the **blue circle C** symbol on the label.
- d. Combustible Metals (Magnesium)
  - Use an extinguisher with **yellow star ☆** on the label.

To be safe and effective, you must use the right kind of extinguisher for each type of fire. A multi-purpose **A-B-C** extinguisher will put out most types of fires. However, dry chemical or **CO2** extinguishers should not be used on computers or other electronic equipment. In those cases, only use **Class D, Yellow Star** fire extinguishers. Class D is designed for combustible metals.

Fire extinguishers are located throughout campus in many strategic locations. Learn to identify the extinguishers and find out where they are located in your area. If you have any questions about the operation of extinguishers, contact Campus Police at ext. 4877.

#### How to Operate a Fire Extinguisher:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations.

Learn how to **P. A. S. S.**

**PULL** – the pin or ring, or release the lock latch.

**AIM** – the extinguisher nozzle at the base of the fire.

**SQUEEZE** – or press the handle.

**SWEEP** – from side to side slowly at the base of the fire until it goes out.

#### General Fire Safety Precautions

- The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.
- Move away from the building to your pre-determined evacuation assembly area.
- A campus Emergency Command Center may be set up near the emergency site. Keep clear of the Command Center unless you have official business.
- Do not return to an evacuated building unless told to do so by a college official.
- If requested, assist emergency crews as necessary.

## **H. HAZARDOUS MATERIAL LEAK OR SPILL**

Any chemical spill should be reported to Facilities Services and to Campus Police. Do not clean up a spill until trained personnel have assessed it. Try to contain the spill in one area and avoid allowing the spill to get into drains, gutters or washes. Offensive odors from ventilation systems should be reported to the Facilities Services.

If necessary, be prepared to evacuate the building. Stay upwind, updrift, and upstream of the spill. In the event of a large off campus spill, evacuation of the campus may be necessary. Be prepared to cooperate with traffic control officials.

All laboratory personnel should be prepared to assist in assessment of spills within their area following a major earthquake. Steps should be taken now to protect all chemical containers and gas cylinders against the effects of earthquake shaking.

## **I. HOSTAGE SITUATION**

If present during a hostage situation:

- *It is most important to stay calm and alert Campus Police at extension 2555.*
- Do not attempt to confront or challenge the suspect, or engage in heroics.
- Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
- Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
- Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
- If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
- Keep all radios, televisions, and computers turned off. Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
- Be patient and help minimize tension and frustration. Keep in mind that the average hostage situation lasts between 6-8 hours, and the average barricade lasts three hours.

Outside the Hostage Situation:

- Communicate any details or information you may have about the situation to Campus Police at extension 2555. They will then make contact with the police department and determine necessary further course of action.
- Do not make contact with the suspect. Law enforcement personnel have trained crisis negotiators who will initiate first contact with the suspect. They will conduct all dialogue with the suspect.

- Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
- Be aware that the police department's Special Weapons and Tactics (SWAT) Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a "no walk" area.
- Be prepared for lockdown and/or evacuation to designated assembly areas.

After the situation has been resolved:

- Law enforcement personnel will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (to protect the police investigation).
- The chief of Campus Police and the public information officer will work with the police to develop any and all press releases.
- The chief of Campus Police will debrief with the appropriate parties as necessary.

## **J. PANDEMIC**

See appendix B



# Chapter 3 - Building Emergency Plan

## I. Evacuation Procedures and Assembly Points

### A. Evacuation Procedures

- Building evacuations will occur when an alarm sounds and/or notification by Campus Police, the department coordinator or the building coordinator.
- When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- Assist the disabled in exiting the building. Do not use the elevators in cases of fire and/or earthquake.
- Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know your area assembly points.
- Do not return to an evacuated building unless told to do so by a college official.
- After an evacuation, report to your designated area assembly point. Stay there until an accurate head count is taken. The building coordinator will take attendance and assist in the accounting for all building occupants.

### Campus Evacuation

- Evacuation of all or part of the campus grounds will be announced by Campus Police as described.
- All persons (students, faculty, and staff) are to immediately vacate the site in question and relocate to another part of campus grounds as directed.

### B. Campus-wide Assembly Points

All instructors have the responsibility to provide direction to students to the area closest to their class, until receiving an all clear that it is safe to return or other instructions are given.

## ALL UPPER CAMPUS BUILDINGS: ZONE 1

Excelsior (11), Child Dev. Center (12) – **Parking Lot 12**

Admin. Svcs. (10), Admin. Annex (10A), Music (20), Advance Tech (21), Art (22) – **Parking Lot 10**

Liberal Arts (30), Science (31), Allied Health (32), Health & Science (33), LRC (41), Academic Commons (42) – **Parking Lot 1**

SAC (44), Student Svcs 2(50), Humanities Ports (51), Student Svcs 1 (52), Building 53, PAC (54), Admin Counseling (55) – **Parking Lot 9**



## ALL LOWER CAMPUS BUILDINGS: ZONE 2

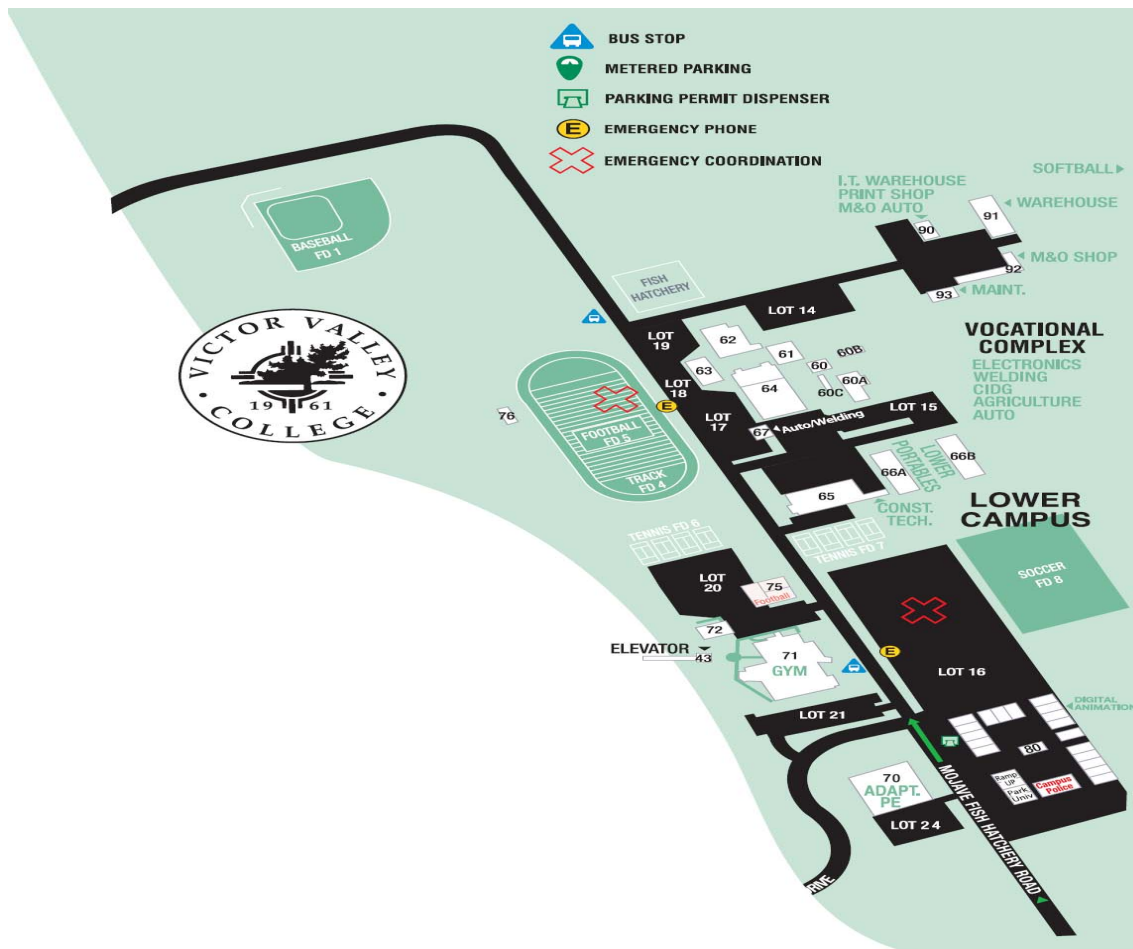
AGNR (60), Welding (61), Electronics (62), CIDG (63), Voc. Ed & Auto (64), – **Football Field**

Lower Ports. (66A&B), Con. Tech. (65), APE (70), Gymnasium (71), Digital Animation, Building 72, Coaches (75), Humanities Cntr (80) – **Parking Lot 16**

M&O (90, 91, 92, 93), Fire Tech (94), Grounds (76) – **M&O Yard**

Each building group shall establish a “coordinator” and alternates to make sure all classes and staff has gone to assembly areas. **COORDINATORS WILL NOT ENTER BUILDINGS.** If there are injuries or people trapped in buildings, a runner will be sent (see Message Handling Procedures) to get assistance. Coordinators will keep students and staff in collection area until instructed to do otherwise.

Please refer to the specific building evacuation points on the campus map.



# Appendices

# EMERGENCY ACTION CHECKLISTS FOR THE VVC EOC SECTIONS

## Action Checklist Emergency Management Policy Group

### Role

- Provide top-level policy making during an emergency or disaster
- Provide EOC oversight and direction
- Determine college (or program) closures and resumptions

### Reports to

- President

### Initial Actions

- Report to the appointed location at the scheduled time as requested.
- If you arrive before the liaison officer, begin an attendance roster. Sign in on the attendance roster.
- If you are reporting to the EOC, check in at front desk and ask for an EOC badge.
- Maintain a log of all activities throughout response and recovery.

### Tasks

- Choose a Policy Group leader and a facilitator to moderate the proceedings and appoint a liaison to the Operations Group.
- Maintain a log of all activities.
- Get situation update from the EOC manager.
- Evaluate the institutional effects of the emergency.
- Amend emergency goals and response priorities (below) if appropriate.
- Provide continuing oversight for the EOC “Action Plan,” developed every 2-4 hrs.
- If necessary, authorize a temporary suspension of classes, campus evacuation, or closure.
- Coordinate the implementation of the decision with other EOC Sections and deans.
- Review the content of internal and external public information bulletins and announcements.
- Work with public information officer to select appropriate college spokespersons for media reports.
- Provide oversight for family notifications of casualties.
- Frame emergency-specific policies as needed (emergency personnel policies, special financial assistance for employees or students, temporary support services such as childcare, etc.)
- Determine college priorities for the recovery of mission critical teaching and research programs.

- Guide the resumption or relocation of college activities.
- Interface with external agencies and the community.
- Address legal issues associated with the emergency.
- Maintain a log of all activities.

### Emergency Goals & Response Priorities

- Protect life and safety
- Secure critical infrastructure and facilities
- Resume the teaching and research program

### Life Safety, Infrastructure & Program Priorities

1. Dependent populations (life safety)
  - Student residences
  - Occupied classrooms, offices, childcare center, event venues
2. Buildings critical to health & safety
  - Medical facilities
  - Sites with potential hazards from chemical, biological or radioactive materials
  - Police, emergency shelters, food supply locations
3. Systems that sustain the emergency response
  - Energy systems and utilities
  - Communications/computer networks
  - Transportation systems
4. Classroom and research buildings (unoccupied)
  - Primary lecture halls and classrooms
  - Specialized research sites
  - Libraries, museums, and special collections
5. Administrative buildings (unoccupied)
  - Watch for signs of fatigue. Divide group into shifts and provide rest periods during extended emergencies. Notify group leader when you leave the EOC.

## **EOC Action Checklist EOC Manager**

### Role

- Provide oversight for all EOC emergency operations

### Reports to

- President
- Policy Group

### Tasks

- Until the EOC manager arrives, designated Incident Commander (IC) alternates from the Operations Group or the most senior college official who serves as temporary EOC manager.
- After signing in, the EOC manager identifies himself or herself to personnel who have arrived at the EOC.
- Authorize the activation of the EOC (if not already accomplished), and the mobilization of all or part of the Emergency Management Team.
- Get situation update; assess college status.
- Ensure that each EOC Section function is covered and has appropriate leadership.
- Delegate a liaison to the Victorville City EOC, if necessary.
- Maintain a log of all activities.
- Assemble Emergency Management Task Force and key operational managers to produce an After-Action Report evaluating the emergency response.

## **EOC Action Checklist Operations Section**

### Role

- Prioritize situation reports, plan response strategies
- Coordinate tactical field operations

### Reports to

- EOC manager

### Tasks

- Sign in upon arrival at the EOC.
- The first Operations Section member arriving at the EOC is section chief until the Incident Commander appoints a replacement.
- The Operations section chief provides ongoing updates to the Incident Commander.
- Get situation update; review responsibilities and EOC Directory for inventory of available information and resources.
- Assess and prioritize emergency reports, and establish an “Action Plan” for operations.

### Overall priorities

1. Protect life safety
2. Secure critical infrastructure and facilities
3. Resume the college program

### Response priorities

1. Buildings used by dependent populations
  2. Buildings critical to health and safety
  3. Facilities that sustain the emergency response
  4. Classroom and research buildings
  5. Administrative buildings
- 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 SEOC 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...



- Provide appropriate security at critical sites: 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.

**Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify section chief when you leave the EOC.**

## **EOC Action Checklist**

### **Public Information Section**

*This is a function within the EOC Command Staff*

#### Role

- Prepare and distribute internal status reports
- Coordinate external bulletins and media relations

#### Reports to

- EOC manager

#### Tasks

- Sign in upon arrival and report to the EOC Manager.
- Establish a public information officer.
- Get situation update; review ERITS for inventory of available information and resources.
- Set-up appropriate location and test the Public Information Section's equipment.
- Draft initial internal and external bulletins and announcements with the EOC manager, Operations Section and Planning & Intelligence Section (Policy Group makes final authorization for bulletins).
- Write and record bulletins and updates on the college's emergency information hotlines.
- Communicate confidential status bulletins from the EOC to the Satellite Emergency Operations Centers (SEOCs).
- Prepare public information reports for the VVC Website.
- Draft, issue, and update campus emergency status reports (coordinate with campus newspaper).
- Establish a Media Relations Center to coordinate press releases, manage new conferences, site tours, and interviews.
- Coordinate logistics for the media center with the EOC Logistics Section.
- Coordinate with any operating Joint Information Centers.
- Monitor media reports about the college.
- Maintain a log of all section activities.

**Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify section chief when you leave the EOC.**

## **EOC Action Checklist Planning & Intelligence Section**

### Role

- Collect and verify field reports of emergency conditions and damage assessments
- Provide facilities background data and maps
- Provide situation information to EOC and other emergency staff
- Prepare and distribute the EOC Action Plan

### Reports to

- EOC manager

### Tasks

- Sign in upon arrival at the EOC and report to the Planning & Intelligence (P&I) Section chief (first P&I Section member arriving at the EOC is section chief until the EOC manager appoints a replacement).
- Get situation update; review EOC Directory for inventory of available information and resources.
- Liaisons must be appointed to interface with the Operations and Logistics sections.
- Conduct action planning meetings; compile, publish, and distribute the EOC Action Plan and revisions as required.
- Interface with active SEOCs and departments to communicate EOC messages
- Work with OD&C and consulting engineers to coordinate building inspection personnel and reporting.
- Identify critical incidents to other EOC Sections as appropriate with technical analysis of potential impacts.
- Track which SEOCs have/have not reported. Verify the safety of non-reporting areas (“roll call” of SEOCs and field command posts, if they have been set up).
- Track which BECs have/have not reported. Verify the safety of non-reporting areas (“roll call” of BECs and Emergency Assembly Areas, if they have been set up).
- Obtain formal damage reports for the City of Victorville/County EOCs and State Office of Emergency Services Southern Region EOC.
- Obtain supplemental data/maps for operations to help evaluate and prioritize actions.
- Monitor community emergency impact reports (via City of Victorville/County EOCs, RIMS, media reports).
- Maintain the master Incident Log.
- Log reports by incident number, date, time, location, type (casualty incident, damage incident), action taken, and resolution date/time.
- Confirm reports and/or obtain new incident information.
- Assist Operations with additional notifications, if needed.
- Collect copies of notes, tapes, photographs, videos, and other records of damage from departments and field responders.

- Collect, organize, and store all incident-related documents entering or generated within the EOC.
- All P&I Section members help EOC manager set up the EOC supplies, equipment and dismantle the EOC at the close of the activation.

**Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify section chief when you leave the EOC.**

# EOC Action Checklist

## Logistics Section

### Role

- Obtain resources to implement the operational response

### Reports to

- EOC manager

### Tasks

- Sign in upon arrival at the EOC and report to the section chief (first Logistics Section member arriving at the EOC is section chief until the EOC manager appoints a replacement).
- Get situation update; review your responsibilities and ERITS for inventory of available information and resources.
- Liaisons must be appointed to interface with the Operations Section and with the Planning & Intelligence Section.
- Working with Operations Section and the SEOCs, arrange and stage the delivery of incoming resources.
- Assist Operations Section with the activation of additional campus emergency response expertise or resources.
- Obtain specialized supplies, equipment, or services to support the emergency response.
- Provide and maintain communications links between the EOC, SEOCs, BECs/BSEs/LSOs, field responders, non-campus responders, and jurisdictions.
- Order additional EOC or field command post comfort/support supplies, as needed.
- Refer to compiled summary of major emergency resources in ERITS, but be aware that these inventories may be incomplete.
- Identify and contract with external experts, contractors/vendors, or mutual aid (engineers, recovery specialists, equipment rental companies) as requested by the Operations Section.
- Provide temporary ID and credentials for emergency workers.
- Help establish appropriate shelters for resident population. Ensure student whereabouts are tracked.
- Identify necessary and appropriate volunteer tasks to the volunteer coordinator in Housing Services SEOC.
- Summarize space, facility, and personnel needs to achieve program resumption and report recovery resource needs to the Operations Section.
- Maintain a log of all section activities.

**Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify section chief when you leave the EOC.**

## **EOC Action Checklist Finance & Administration Section**

### Role

- Document emergency expenditures, claims, and losses; handle EOC administration

### Reports to

- EOC manager

### Tasks

- Sign in upon arrival at the EOC and report to the section chief (first Finance/Administration Section)
- Members arriving at the EOC is section chief until the EOC manager appoints a replacement).
- Get situation update; review your responsibilities and ERITS for inventory of available information and resources.
- Liaisons must be appointed to interface with the Operations Section and with the Logistics Section.
- Track disaster costs/expenditures.
- Gather data on labor, equipment/supply, and overtime costs.
- Produce periodic estimates of disaster costs for Policy Group, and insurers.
- Work with Logistics, the Operations Section and the SEOCs to ensure that damage impacts are recorded before repairs are made and that photographic evidence is maintained, etc.
- Compile and act on claims arising from campus emergency response activities.
- Estimate the disaster's business impacts and anticipated recovery times.
- Provide summary reports to the Policy Group.
- Begin the documentation of insurance and disaster assistance claims.
- Oversee badging, credentialing, and access control for EOC.
- Continue to meet after the disaster to coordinate ongoing management of damage claim processes.
- Maintain a log of all section activities.

**Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify section chief when you leave the EOC.**

# Pandemic Flu Emergency Preparedness Plan

## PRE-LEVEL 1

Prior to efficient human-to-human transmission

### **Communications**

#### Institution Wide

The Incident Response Team will meet regularly to discuss preparations for each level and to confirm the designation of responsibility for specific types of communications.

Campus faculty, staff, and students will be encouraged to become familiar with details of the H1N1 Flu Plan. A detailed plan for introducing the H1N1 Flu Plan to members of the college community is found at [www.vvc.edu](http://www.vvc.edu).

The Victor Valley College's Website ([www.vvc.edu/](http://www.vvc.edu/)) will be marketed to members of the college community and updated information will be posted on it as needed. This resource will be used during the Pre-Level 1 period to communicate with students, faculty, staff, parents / families, trustees, regents, surrounding communities, local officials, state officials, and vendors.

Educational campaigns on hand hygiene and cough and sneeze etiquette will be increased.

#### Department Specific

- All departments will identify essential staff to maintain necessary operations during Levels 1-4 and inform individual staff of their status in writing. This should be done as soon as practical.
- All departments will confirm communication protocols for all staff levels (e-mails, meetings, conference calls, etc.).
- All departments will be ready to communicate how they will function / provide services with fewer staff, noting restrictions of hours and service levels and alternative means of getting services as appropriate.
- The director of Marketing and Public Information Office (PIO) will provide health promotion activities that stress infection control measures, e.g., hand hygiene and cough and sneeze etiquette.
- The college Website will be an additional source of current H1N1 Flu information for the campus.
- The PIO identifies experts/spokespersons for campus from county and state health departments.
- The Human Resources Department will disseminate information about applicable leave policies and information on communicable diseases pursuant to applicable labor agreements and other regulations.

- The Maintenance and Operations Department will manage the distribution of information and consult on regulatory issues regarding the use of personal protective equipment, the instructions for employees who request voluntary use of a respirator, and the protocol for cleaning and disinfection of environmental surfaces.
- The executive dean of Technology and Information Services (IT) will be responsible for maintaining the essential services and systems to support campus communication and instruction.

## **Academic Program**

The president or designee will work with colleges and departments to develop unit emergency plans, including plans for dealing with research and research facilities. By January 2010, a complete list of research facilities that must remain open will be developed by the president or designee.

The college will be asked to designate an emergency point person(s).

Emergency contact information for critical/essential staff will be distributed through colleges and departments, then to the president or designee.

Instruction and Student Services deans will ask each faculty member to discuss class activities / actions (5-10 minutes in class) to be implemented in case the campus is closed due to an H1N1 Influenza outbreak. Faculty will also be requested to include a paragraph in their syllabi outlining how their courses would be continued/completed in case of an emergency. Faculty members will be asked to set up an e-mail listservs for their classes and to consider how online teaching platforms and other technologies could be used in their courses.

Instruction and Student Services departments and faculty will be given some flexibility in how they approach working with their classes/research—solutions will vary by discipline and size. What works for a class of 10 might not work for a class of 200. Different approaches will be necessary for day and evening students/programs. However, there needs to be coordination so that students are not required to do things for one class that will jeopardize their ability to complete another class.

The president or designee will provide training/incentives for faculty to move appropriate segments of classes online and to learn how to use appropriate technology in cases of emergency so that their courses can continue.

The vice president of Instruction and Student Services will develop simple, basic templates and general directions at this level that will be sent to deans/departments/faculty. These directions will include emergency contact information, lab protocols to be used in case of emergency, plans for animal care, and protocols that would be implemented if the college were closed for more than two weeks.



## **Health and Safety Training**

The Human Resources Department will prepare training programs and materials for staff and establish cross-training for staff who volunteer to be temporarily re-assigned to meet temporary service needs that may arise from staffing shortages.

The PIO will also distribute campus-wide hand washing hygiene and cough and sneeze etiquette and healthcare.

With assistance from the Maintenance and Operations Department, bulk quantities of surgical masks, plastic gloves, and alcohol-based hand hygiene products will be purchased and stored for use during the pandemic.

## **Administrative Services (Staffing, Facilities, and Financial Services)**

The Human Resources Department will re-visit existing workplace flexibility options (as appropriate) to provide advice and guidance to departments (e.g., teleworking, staggered hours of operation).

All departments should thoroughly evaluate their operations to determine the essential services that will continue to be delivered in the event of a temporary campus closing (TCC), and which employees will be responsible for delivering these services as essential employees, both primary and back-up. See the department pre-closing checklist.

All departments will define essential staff within each department and within each level defined in this plan. Some employees may be defined as essential at one level, but not at another. Employees will be notified in writing of this designation. This should be done as soon as practical and should be followed up with a reminder when the campus goes to a Level 1 or greater alert. All employees identified as essential will be provided vaccination by the college as it becomes available.

The Emergency Preparedness Committee will identify a methodology for identifying essential employees, as well as developing emergency preparedness database which lists all the essential personnel and their responsibilities. With this database, a table can be created which will give the college immediate access ability.

It is suggested that those individuals already listed in the Emergency Contact List maintained by the Campus Police Services Department be authorized to enter names into the database of essential employees requiring access to campus.

Departments will be encouraged to familiarize themselves with the Departmental Closing Plan.

All units will consider reassignment of staff within the department to meet temporary service needs.

As part of this analysis, departments should determine the best methodology for notifying essential employees of their daily work obligations under a TCC:

Option # 1 (recommended): Identify one telephone number which will be updated each morning for essential employees in the department. Essential employees would be required to call the number at an appointed time each day to ascertain whether or not they are required to report to the campus that day, and to receive any special instructions. Each employee calling in would be required to leave voicemail on the number so that the supervisor is able to confirm that the message was received (the call will be date/time stamped by the voicemail system). With this option, the burden is on the employee to call regarding work status.

Option #2: Departments could identify a point person responsible for calling essential employees each day regarding their daily status and work assignments. This is a less efficient method as employees may not always be available to receive the phone call.

Departments should consider the potential for a breakdown in communication with this methodology, and consider the consequences at such a critical time. Nevertheless, this may be a more viable option for very small departments.

Departments should begin to identify critical supply and operating expense requirements to maintain service levels throughout the various stages of the TCC. Funding source and procurement arrangements will be coordinated through the Payroll Department.

The director of Payroll and Benefits Department will notify faculty and staff about paycheck distribution during such an emergency. The on-campus distribution of paychecks will be suspended. Paycheck distribution via direct deposit will continue and will be the only mechanism available for the distribution of employee pay. A draft memo has been developed that advises employees that paychecks will not be available for pick-up if the campus closes (i.e., Level 3 TCC). The memo strongly encourages employees to enroll in direct deposit immediately as it takes four to six weeks to process the initial enrollment.

### **Transportation and Controlled Access**

The Maintenance and Operations Department should keep gasoline cards available to ensure vehicles are fueled in the event of a campus closure to minimize problems should supply disruptions occur.

Personal equipment, hygiene/cleaning, and other supplies will be inventoried for adequacy.

### **Level 1**

(U.S. Government Response Stage 2/3) First cases of efficient human-to-human transmission internationally—Campus open, business as usual, enhanced planning.

## **Communications**

### Institution-Wide

- Information on the Emergency Preparedness Website will be updated as needed to communicate current status of the pandemic and institutional responses. Additional efforts to market the Website will also be implemented.
- E-mail alerts will be sent to students, faculty, staff, and parents/families of students informing them of the current status and encouraging them to refer to the Emergency Preparedness Website.

### Department Specific

- All departments will update departmental Websites with service specific information as conditions evolve over time.
- All departments will provide information to staff about departmental issues and the care and safety of their families.
- The PIO will provide health promotion activities that stress infection control measures, e.g., hand hygiene and cough and sneeze etiquette.
- The Maintenance and Operations Department will manage the distribution of information and consult on regulatory issues regarding the use of personal protective equipment, the instructions for employees who request voluntary use of a respirator, and the protocol for cleaning and disinfection of environmental surfaces.

### Academic Program

- Preparations will continue for possible interruption of class schedule.
- Classes will continue on campus uninterrupted.
- Faculty will develop plans to address issues of student absenteeism.
- Faculty will consider experimental protocols and identify essential research and make plans for possible interruptions in research schedules.

### Counseling

- The Counseling and Advisement staff will provide preparedness training in consultation with the Department of Health and Mental Hygiene for all staff to identify and alleviate panic reactions, irrational behavior, debilitating anxiety, clinical depression, rumor mongering, denial, and post traumatic stress.

## **Administrative Services**

### Maintenance and Operations staff will

- Inventory cleaning supplies. No special cleaning procedures or products are needed.
- Procure, store, and provide sufficient and accessible soap, alcohol-based hand hygiene products (e.g., Purell), tissues, and receptacles for disposal.

### Fiscal Services staff will

- Prepare and send request to the State General Accounting Office to increase the college Working Fund cash.
- Increase purchasing card transaction limits to facilitate procurements.
- Coordinate process with State Treasurer's office to hold in "reserve" excess Bursar working funds for emergency cash flow needs.
- Increase and expand signatory authority on procurement documents and checks as needed.
- Begin cross-training of staff as needed.

### Staffing

- The Human Resources Department will distribute letters to all staff outlining potential hazardous conditions pursuant to applicable labor agreements and other regulations.

### **Transportation and Controlled Access**

#### Maintenance and Operations Department will

- Create and maintain a list of essential employees for on-call driving responsibilities in case of evacuation or mass absenteeism.
- Inventory to ensure adequacy of all necessary supplies for staff and equipment.
- Procure barriers for blocking roadways.
- Store barricades and preparation /contracts to secure commercial tents/awnings for check-in and check-out areas.

#### Human Resources will

- Develop systems and procedures for activating the information resources to provide information on the status of the campus for employees.

### **Level 2**

Level 2: (U.S. Government Response Stage 4) First verified case in North America AND one or more other triggering events (listed below)—Implement social distancing measures, cancel classes and other scheduled activities, prepare for closing, begin liberal leave for non-essential employees, and the healthy essential employees report.

#### Decision criteria /triggering events

- World Health Organization declaration of Phase 6—Pandemic period: increased and sustained transmission in the general U.S. population
- Confirmation of a high rate of infectivity, morbidity (rate of infection) and/or mortality (death rate) as identified by the Centers for Disease Control and Prevention's Pandemic Severity Index
- Rate/speed of disease spreading
- Local public health recommendations to curtail/cancel public activities in county or state

- Falling class attendance, students leaving campus
- Rising employee absenteeism
- Other regional schools/school systems closing
- Transportation systems closing /curtailing interstate travel
- Cases in the local Mid-Atlantic area occurring early versus late in the overall U.S. experience with the unfolding pandemic

## **Communications**

### Institution Wide

- Information on the VVC Website will be updated as needed to educate the campus community regarding flu signs/symptoms and when/where to seek help. Opportunities for responsive on-line communication will be provided by Information and Technology.
- Information and Technology will send E-mail alerts to students, faculty, staff, parents / families, trustees, state officials, and vendors apprising them of the status of activities on campus and steps being taken by the institution.
- PIO will notify media of the status of activities on campus and steps being taken by the institution.

### Department Specific

All departments will

- Keep staff in their areas informed of the current status of the pandemic and institutional responses.
- Update Websites for closing status.
- Maintain staff phone trees.
- Publicize Health Center protocols for hand hygiene and cough and sneezing etiquettes.
- Implement a procedure for dealing with a possible increased media presence, including access issues, and referrals to campus public information staff.

The Department of Maintenance and Operations will manage the distribution of information and consult on regulatory issues regarding the use of personal protective equipment, the instructions for employees who request voluntary use of a respirator, and the protocol for cleaning and disinfection of environmental surfaces.

## **Academic Program**

- On-campus classes will be canceled.
- Alternative instruction methods will be employed where possible.
- Most research activities that depend upon campus facilities will be temporarily suspended.

### Department of Maintenance and Operations will

- Monitor supplies.
- Post notices at all entry doors notifying faculty, staff, and students to put on masks.

### Counseling and Advisement staff will

- Suspend day-to-day operations.
- Implement on-call crisis management (psychological first-aid) procedures in response to trauma (24/7).
- Assess need and provide short-term stress counseling for the campus community.
- Attend to first responders (healthcare workers and Campus Police).
- Designate all counseling staff as essential (including at least one interpreter for the deaf).
- Provide evacuating students with surgical masks.
- Provide all essential staff with respirators for use during-shut down period.

### Maintenance and Operations Department will

- Require all healthy essential personnel to report and maintain all essential facility services.
- Eliminate routine maintenance.
- Distribute sufficient and accessible soap, alcohol-based hand hygiene products (e.g., Purell), tissues, and receptacles for their disposal.
- Follow facility procedures, including regular cleaning of patient-occupied rooms in the Health Center.
- Use any EPA-registered hospital detergent/disinfectant for cleaning campus facilities and emergency medical transport vehicles during a local outbreak.
- Give special attention to frequently touched surfaces in addition to floors and other horizontal surfaces.
- Handle blood and other bodily fluid spills in accordance with blood-borne pathogen procedures.

### Fiscal Services will

- Coordinate with departments to identify and prepare "Suspension of Work" and "Termination for Convenience" notifications to service contract vendors.
- Facilitate and expedite emergency supply and service orders.
- Prepare to implement manual processes for cash deposits, cash disbursements, procurements, vendor disbursements and billing of student and contract/grant receivables in the event that mainframe systems become unavailable.
- Coordinate requests for resource assistance from other delegated Accounts Payable offices on campus to assist with vendor payment processing if needed.

### Staffing

- Healthy, essential regular employees shall report to work.
- Non-essential regular employees will be granted paid administrative leave.
- All staff will be instructed on remote desktop access procedures.
- Protocols for reporting illness-related absences will be finalized and communicated.

All departments will

- Monitor staffing levels, health, morale, and absenteeism.
- Reassign staff if necessary.
- Monitor impacts/revised service expectations related to liberal leave.

### **Transportation and Controlled Access**

Maintenance and Operations Department staff will

- Begin to implement campus evacuation procedures with other campus departments.
- Implement reduced workforce transit operations plan as employee absenteeism increases.
- Identify sources of antiviral medication and relay to staff.
- Implement exposure control plan if buses are used to transport sick individuals. This will include
  - Surgical masks for symptomatic riders
  - Surgical masks for drivers if they request them
  - Normal cleaning procedures. During a local outbreak, clean surfaces that are frequently touched with the hands with an EPA-registered disinfectant.

### **Level 3**

Level 3: (U.S. Government Response Stage 5 or Confirmed local community outbreak) within 1-5 days of declaring Level 2 and depending on national and local condition— All administrative offices and academic buildings will close.

### **Communications**

Institution-Wide

- Information on the Victor Valley College Website ([www.vvc.edu](http://www.vvc.edu)) will be updated on a continual basis, as needed. Online response to electronic inquiries will be provided from a remote location by the staff in PIO.
- Information and Technology will send out E-mail alerts to students, faculty, staff, parents/families, trustees, state officials, and vendors apprising them of the status of activities on campus and steps being taken by the institution.
- Information and Technology will send out a campus-wide voice mail to students, faculty, and staff. Other appropriate telephone contact will be made with other stakeholders.
- Media will be appraised by the PIO of evolving status of activities on campus and steps being taken by the institution.

Department Specific

- All units/department follow campus protocols for updating the Web and other communications, including approvals and sequencing of updates, relay of information between departments and the Incident Response Team, and taking into account the nature and volume of student, parent, and media inquiries.

- The PIO will maintain contact with county and state health departments.
- The Maintenance and Operations Department will manage the distribution of information and consult on regulatory issues regarding the use of personal protective equipment, the instructions for employees who request voluntary use of a respirator, and the protocol for cleaning and disinfection of environmental surfaces.

### **Academic Program**

- If the college is required to close during the spring or fall semester(s) for one to two weeks, students will make-up work missed and fulfill the required 15 contact hours per class credit without significantly altering the semester calendar/structure.
- For any closure extending beyond two weeks, the college will consider extending the semester through the end of May and/or through Summer Session I and II. If necessary, the fall semester can be extended into the end of December and/or winter term.
- Faculty can immediately conduct coursework from off-site using listservs to communicate with students or telephone conference call support.
- Alternative methods of instruction will continue where possible.

### Maintenance and Operations Department staff will

- Maintain essential services to all facilities, including data, research, and animal care facilities.
- Close and secure non-essential buildings.
- Curtail outside maintenance.
- Provide sufficient and accessible soap, alcohol-based hand hygiene products, tissues, and receptacles for their disposal.
- Give special attention to frequently touched surfaces in addition to floors and other horizontal surfaces.

### Payroll and Benefits

- All healthy essential personnel will report and services will continue.
- The Payroll and Benefits Department will implement emergency payroll processing with the State Central Payroll Bureau.
- If the campus is closed, but essential service departments are open, the campus mail office and central receiving will continue to accept mail and deliveries assuming the USPS, FedEx, and UPS are operating as normal and staff resources are available to process the work. Mail will be received, sorted, and stored ready for delivery. Departments requiring the mail to be delivered during the closure period will need to notify Maintenance and Operations Department to ensure that their mail is delivered during the closure period. If the campus is closed and USPS, FedEx, and UPS are closed, mail and purchase order deliveries will be suspended.

### Fiscal Services

- All service contracts of \$100,000 and greater include clauses regarding termination for convenience and suspension of work. The language in these clauses covers any requirement



for the college to suspend services or work due to a closure of this nature. For services under \$100,000, purchase orders include similar language. Delivery instruction and location changes can be implemented with a basic contract modification. Fiscal Services will implement these modifications as needed and send notifications to vendors.

- Fiscal Services will continue to coordinate funding and procurements for emergency supplies and services.

### Staffing

- Healthy essential regular employees will report to work.
- Non-essential regular employees will receive paid administrative leave.

### **Transportation and Controlled Access**

#### Campus Police Services staff will

- Implement the campus evacuation plan.
- Contract bus operators and other healthy essential staff as conditions warrant.
- Maintain communications with other organizations and departments to share best practices in managing the pandemic.

### **Level 4**

Level 4: (U.S. Government Response Stage 5 or Confirmed local community outbreak) As soon as practicable following Level 3—Campus closed; declared emergency condition; evacuation of campus; all facilities closed except skeletal services for infirmary, temporary emergency shelter housing for students with extreme hardships, and essential research; access to campus is sealed off; closure is sustained.

### **Communications**

#### Institution-Wide

- Information on the VVC Website will be updated on a continual basis as needed. Online response to electronic inquiries will be provided from a remote location by the staff in the PIO.
- Information and Technology will send E-mail alerts to students, faculty, staff, parents / families, trustees, state officials, and vendors apprising them of the status of activities on campus and steps being taken by the institution.
- Information and Technology will send campus-wide voice mail to students, faculty, and staff. Other appropriate telephone contact will be made with other stakeholders.
- Media will be appraised by PIO of the evolving status of activities on campus and steps being taken by the institution.

#### Department Specific

- PIO will maintain contact with county and state health departments.

- The Department of Maintenance and Operation will manage the distribution of information and consult on regulatory issues regarding the use of personal protective equipment.

### **Academic Program**

- If the college were required to close during the spring or fall semester(s) for one to two weeks, students would have the ability to make-up work missed and fulfill the required 15 contact hours per class credit without significantly altering the semester calendar/structure.
- For any closure extending beyond two weeks, the college will consider extending the semester the next term.

### **Administrative Services**

#### Maintenance and Operations Department staff will

- Maintain essential services to all buildings.
- Curtail all contractual work and maintenance activities.
- Manage essential staff working in shifts to maintain essential services.
- Procure, store, and provide sufficient and accessible soap, alcohol-based hand hygiene products, tissues, and receptacles for their disposal.
- Use any EPA-registered hospital detergent/disinfectant for cleaning. Give special attention to frequently touched surfaces in addition to floors and other horizontal surfaces.
- Handle blood and other bodily fluid spills in accordance with blood-borne pathogen procedures.

#### Fiscal Services

- Assuming full campus closure, financial transactions will be limited to critical procurements and payments.
- Limited essential personnel will report to campus or handle transactions from remote locations depending on system availability.

#### Staffing

- Healthy essential employees will report to work.
- Non-essential employees will receive paid administrative leave.
- Non-exempt essential employees will receive overtime if warranted.
- Transportation and controlled access limited access—essential employee access procedures
- All campus ingress points (provide locations) secure barriers.

The following facilities will need to remain accessible during the closure of the campus

- Building 10A - Fiscal Services/Payroll
- Building 10 - Human Resources
- Building 44 - Student Activity Center
- Building 44 – Campus Police Station (security)

- Building 21 - Telephone system
- Building 93 - Maintenance and Operations

Once the campus is secured, the only ingress and egress to campus will be through Jacaranda Avenue exit and Fish Hatchery Road exit.

Once the college has declared that it is closed to all but essential employees, notifications must be made through various information sources. These should include, but not be limited to electronic media, VVC Website, and Radio Station 106.5 FM.

To expedite the flow of traffic, all vehicles would be routed through drive-up check-in gate.

During the period of closure, all vehicles and pedestrians on campus will be challenged by the Campus Police Service officers. Without exception, all persons on campus who are not in the emergency preparedness database will be asked to leave campus. Those refusing to leave will be subject to arrest.

After employees have completed work for the day, they will drive back through the area where they checked-in and repeat the process for check-out.

The state of California will decide on travel restrictions, if any, during the period of the pandemic. Victor Valley College will abide by the policies set by the state government on travel restrictions and policies.

Victor Valley Campus Police will provide 24/7 security.

- Limited ingress and egress
- Access to Bear Valley Road
- Adjacent large parking lot

## **Recovery**

Recovery Level: Recovery stage once H1N1 is under control. Campus poised to re-open.

### **Communications**

#### Institution-Wide

- Re-opening procedures and timetable will be communicated via e-mail, Web, and media.
- Student return policy and procedures will be announced via e-mail and Web (e.g., health and safety precautions, what to expect, what to bring, and pro-rata credits for unused portions of services).

## **Administrative Services**

### Staffing

- All staff will return to work.
- Pay distribution plan will be implemented, including last pay for hourly employees (assume paid administrative leave by regular salaried employees).

### Vice president of Administrative Services—Funding Additional Costs

- To assess impacts to the college financial position, immediately determine any modifications to the current refund policies for tuition, fees, and other services.
- The Risk Management Office will work with our JPA to aid in recovering costs and/or reimburse the District per the Memorandum of Coverage for property and liability expenses.
- The college does have sufficient reserves to handle some level of additional emergency costs. Should these costs begin to grow, the college would look at other funding alternatives. This would require that executive officers and members of the Finance Committee convene to determine the possibility of redirecting funds from certain projects, deferring facility renewal projects, or borrowing externally or internally.
- A major flu pandemic would be a national, or at least a regional, issue of significant impact. Therefore, it would be likely that federal and/or state emergency funding could be made available to the college.

### **Transportation and Controlled Access**

- All campus gates will re-open and transportation services will return to regularly scheduled operations.

## **Acknowledgements**

Victor Valley College EH&S committee would like to give special thanks to the University of Maryland and California State University, Riverside Emergency Preparedness Sections for their assistance in developing the VVC Emergency Preparedness Plan.