UC San Diego

Emergency Operations & Incident Management Plan

October 2014

UNIVERSITY OF CALIFORNIA, SAN DIEGO
Emergency Services
A Message from the Chancellor

The University of California, San Diego is dedicated to educating and enhancing the lives of our students, faculty, and staff, and committed to keeping our campus community healthy and safe. The Executive Policy Group was formed to provide executive-level leadership in the event of an incident, crisis or emergency which affects the campus. The campus Emergency Operations and Incident Management Plan outlines the University’s emergency mitigation, preparedness, response, and recovery procedures. In the event of a crisis, the campus Emergency Operations Center (EOC) is the central location from which response and recovery operations will be coordinated.

We take great pride in our campus and it is up to us to keep UCSD safe. Please familiarize yourself with these emergency procedures to help ensure your safety and the safety of our campus community.

Pradeep K. Khosla
Chancellor
I. Introduction

A. PURPOSE

The purpose of the University of California, San Diego (UCSD) Emergency Operations (EOP) and Incident Management Plan is to establish policies, procedures and an organizational structure for the mitigation, preparedness, response and recovery of emergency events impacting the campus of UCSD.


SEMS and NIMS require the use of standard protocols and the use of common terminology and a command structure known as the Incident Command System (ICS). The required components of SEMS and NIMS are reflected within this Emergency Operations Plan.

The plan also incorporated the directives concerning the following required components of campus emergency preparedness programs as described in the University of California Facilities Manual (Volume 6: Chapter 4 Plant Administration). The elements of the Facilities Manual that pertain to campus emergency preparedness programs are listed below.

Emergency Preparedness Program

A comprehensive and effective facility preparedness program shall consist of the following thirteen (13) components encompassing emergency preparedness, response, and recovery:

1. Designate a responsible official with full authority to implement a facility emergency preparedness program.

2. Develop a written facility-wide emergency operations plan including call-up notification, mobilization, response, and initial recovery operations. The facility emergency operations plan shall include the following components:

   - A Warning and Notification system
   - Emergency Animal Care Program
   - Communications Systems
   - EOC Operations/Incident Command System (ICS)
   - Emergency Medical Care
   - Evacuation
• Facilities Management
  a. Damage assessment and survey
  b. Utility shutdowns/backup power
  c. Cleanup/non-structural damage
  d. Restoration and repairs

• Fire & Rescue

• Hazardous Materials and Radiological Hazard Control

• Law Enforcement
  a. Coroner
  b. Traffic control
  c. Access control/security

• Mass Care & Shelter

• Public Information

• Transportation

3. The Standardized Emergency Management System (SEMS), including ICS, should be incorporated into all facility emergency plans and operations.

4. Each facility must coordinate with local emergency response agencies. Mutual aid agreements or memorandums of understanding for emergency services including law enforcement, fire, medical, hazmat, public works, and mass care & shelter must be in place as needed. In addition to traditional agreements with public safety agencies, each facility may also consider agreements with private vendors for various supplies, equipment, and services.

5. Each facility shall establish and equip an Emergency Operations Center (EOC).

6. Facility EOC staff, senior officers/administrators, and all emergency response personnel shall be trained in ICS and their roles and responsibilities under the facility emergency operations plan.

7. Facility-wide educational/awareness programs for students, faculty, and staff shall be in place.

8. Emergency operations plans for each administrative and academic Department shall be developed.

9. Each facility shall implement a non-structural seismic hazard reduction program to identify and abate hazards.

10. A facility-wide emergency notification system shall be developed to alert the general campus community of the existence of emergency conditions and to provide immediate information and instructions.
11. Each facility shall conduct annual emergency exercises for all emergency response personnel and EOC staff.

12. Each facility shall acquire and maintain emergency supplies and equipment in order to establish self-sufficiency for 72 hours, to the extent practically feasible.

13. Each facility shall have a comprehensive recovery plan that covers both physical and programmatic resumption of academic functions, patient care, and business/administrative activities. The plan must also include cost recovery accounting and record keeping procedures and documentation for the FEMA claims process. The recovery plan should include the following components:

- Identify and prioritize essential facility functions for recovery
- Procedures for demolition/repair/rebuilding
- Contingencies for alternate data processing/protection of vital records
- Identify possible alternate sites for academic/administrative activities
- Identify possible alternate student housing sites
- Contracting procedures and agreements with vendors
- Departmental recovery plan contingencies
- Documentation procedures for claims process and after-action reports

**Standardized Emergency Management System (SEMS)**

In 1994, state law required all state and local agencies to adopt the Standardized Emergency Management System (SEMS) by December 1996. SEMS is an emergency management organizational structure used by emergency response agencies statewide to coordinate response to multi-jurisdictional or multi-agency incidents. The intent of SEMS is to improve the coordination of state and local emergency response throughout the state, and to facilitate the flow of information and the rapid mobilization, deployment, and tracking of state and local resources.

All facilities should incorporate the major elements of SEMS into their emergency plans and operations. By incorporating SEMS, each facility will use the same basic emergency response organizational structure and terminology as all other city, county, and state agencies. This will facilitate smooth communication and coordination with outside agencies for response, resource allocation, and recovery at each facility during and after a major emergency incident. State disaster assistance programs also require the use of SEMS in order for each facility to be eligible for full reimbursement of costs related to response.
In order to incorporate SEMS at each facility, the following are required:

- Incorporate the Incident Command System (ICS) into the existing facility organizational structure. ICS is a standardized yet flexible emergency response organizational structure that forms the basis for the entire SEMS concept.

- Establish local interagency agreements as necessary.

- Provide appropriate training to senior executives and those employees involved in emergency response and recovery as identified in the facility emergency plan. Staff that should be trained for response and recovery including lead staff responsible for the physical plant, construction, environmental health & safety, police and fire, telecommunications and information systems, health services, housing and dining, and material management.

**Facility Mutual Assistance**

The University's facilities and operations are highly specialized, and therefore require highly skilled and trained personnel to deal with emergency response and recovery operations. For this reason, it may be preferable to call upon internal University resources for assistance, rather than outside agencies or contractors.

Each facility shall be authorized to enter into formal or informal agreements with other University facilities to share personnel, services, equipment, and supplies during a declared state of emergency, or under other extraordinary conditions or circumstances as required immediately to avert, alleviate, or repair damage to University facilities, or to maintain the orderly operation of the facility. A facility requesting assistance shall exhaust its own resources, or face imminent depletion of its own resources, before calling upon another facility for assistance. Each facility shall provide assistance to other University facilities to the extent operationally possible, based upon the availability and status of its own resources. A facility requesting assistance shall be responsible for all direct costs incurred by other University facilities that are related to providing that assistance.

This plan also incorporates the components of National Fire Protection Association standards (NFPA 1600) on Disaster/Emergency Management and Business Continuity Programs that have been adopted by the University of California system as of September 2004.

**B. FORMAT**

The Plan takes a multi-functional, multi-hazard approach to emergency preparedness. Thus, it incorporates methods of hazard identification and mitigation, plans to address continuity of operations, and the structure of emergency response and recovery.

It is also intended to be "response ready" and was developed with checklists intended to be used by personnel during emergency drills, exercises or when responding to actual emergency events.
C. AUTHORITY

This Plan is promulgated under the authority of the Chancellor and Vice Chancellor of Resource, Management & Planning. The direct management of campus emergency services program rests with the Director of Environment, Health & Safety. Coordination of campus emergency services efforts is conducted by the Executive Policy Group.

D. DECLARATION OF CAMPUS STATE OF EMERGENCY

The Chancellor or their designee may declare a state of emergency throughout the whole campus or a portion of the campus, and he or she can officially downgrade the state of emergency to a business-as-usual state. The need to declare a campus state of emergency would be predicated on the nature, extent and impact of an event like an earthquake, fire, act of violence or a public health emergency. Other considerations include the need for resources beyond those on campus.

E. EMERGENCY SERVICES VISION, GOALS, OBJECTIVES AND MISSION STATEMENT

The vision for campus-wide emergency services is articulated in the Chancellors letter of support of campus emergency management, which states: ‘The University of California, San Diego is dedicated to educating and enhancing the lives of our students, faculty, and staff, and committed to keeping our campus community healthy and safe.’ The most fundamental goal, and therefore the mission of emergency services efforts, is to ensure that our people and critical functions are protected, to the fullest degree, from the impact of negative events. Since all potential events cannot be foreseen or controlled, the objective of emergency services efforts entails the development of plans and corresponding preparedness efforts to address the consequences of potential crisis and emergency events. In the process of planning for emergency events one must first consider who “owns” the risk in question. As a result of this approach, the campus has implemented a plan to develop departmental continuity plans as part of the UC Ready initiative.

The next step in the process of risk reduction is preparedness. Preparedness includes providing systematic training and testing of emergency support personnel and systems. UCSD conducts training on an annual basis to include table-top, functional or full-scale exercises.

If an emergency event does occur, the University uses the Incident Command System (ICS) and the system of emergency response called for in the Standardized Emergency Management System (SEMS), as described by California Government Code 8607(a) and the federal National Incident Management System (NIMS).
F. HAZARD IDENTIFICATION, MITIGATION, PREPAREDNESS, BUSINESS CONTINUITY, RESPONSE AND RECOVERY PERFORMANCE OBJECTIVES

The priority of any organization considering how to react to unexpected events is to first identify known hazards, the potential likelihood and cost verses benefit to address the impact of these hazards and then develop hazard mitigation programs and business continuity and emergency response and recovery plans. To support this goal, short term performance objectives to be accomplished in a 12 month period will be developed during an annual strategic planning session. Long term objectives will be defined and developed for multi-year projects, such as the development and testing of continuity plans and the conduct of non-structural seismic mitigation efforts. UCSD engages all these objectives thru the conduct of the emergency services program.

In terms of response, university personnel and equipment will be utilized to accomplish the following performance objectives:

- Priority I: Protect Lives
- Priority II: Protect Facilities and the Environment
- Priority III: Restore Normal Operations

It is anticipated that, as operations progress from Priority I through Priority II and III responses, the administrative control of the University will move from the Incident Command System organization back to the regular UCSD organizational structure.

Essential to accomplishing these objectives is a system of communications that informs leadership of the potential and real threats to our people, mission and operations. Since all potential events cannot be foreseen or controlled, communication systems must be developed to address the consequences of real and potential events. These communication systems are of two general categories (a) formal and (b) informal.

(i) The formal communication include all those that necessarily support the (Section II) Management of Emergency Operations and the Incident Command System (ICS), which are addressed here and delineated in the following sections.

Furthermore, in order to remain in a "response ready" status, and to ensure critical university functions are protected, to the fullest degree, from the impact of negative events, the formal communication systems must assure immediate dissemination of information on any incident (Level I through Level III) to agents/entities responsible for direct management of campus emergency services (Director of Environment, Health & Safety, Section C - AUTHORITY).
Fulfillment of Sections B, C, D, E is predicated on the understanding that any campus incident requiring multilevel (two or more departments) response by Police, Fire, Fire Marshal, Environmental Health and Safety, First Responders, Local and/or Federal Law Enforcement is formally communicated to the campus police dispatcher for dissemination, and that the Division of Emergency Services be included in that dissemination.

The Office of the Director of Environment, Health & Safety (Under Section C) assumes the primary responsibility of informing (as necessary) the campus leadership and members of the Executive Policy Group of the incident; advise them concerning any escalation of the response; and briefs them on the investigation, resolution and recovery. Furthermore, the Emergency Services Manager will monitor the incident throughout its lifecycle, and as necessary, prepare the EOC for start-up should the incident escalate.

(ii) The informal communications include tools that provide a general awareness of events that could or would impact our campus, or which provide patterns and/or precedent for heightened awareness. The Division of Emergency Services will take the responsibility to provide periodic briefings to leadership that summarize informal communications from open source publications, federal and state government reports and campus police alerts. This briefing will be provided electronically to:

- Chancellor’s Office
- Executive Policy Group
- Chief of Police
- Vice Chancellor of Resource, Management & Planning
- Director of Environment, Health & Safety
II. MANAGEMENT OF EMERGENCY OPERATIONS

A. INCIDENT COMMAND SYSTEM

This Emergency Operations Plan uses a management system known as the Incident Command System (ICS). The ICS provides an organizational structure capable of responding to various levels of emergencies ranging in complexity. It also provides the flexibility needed to respond to an incident as it escalates in severity.

The purpose of the ICS is to:

- Provide an organizational structure that can grow rapidly in response to the requirements of an emergency;
- Provide management with the control necessary to direct and coordinate all operations and all agencies responding to emergency incidents;
- Assign employees with reasonable expertise and training to critical functions without loss of precious time;
- Allow the activation of only those positions needed to manage a particular incident or level of emergency; and
- Promote proper span of control and unity of command.

The organizational structure of the ICS does not resemble the day-to-day organization of the University. Employees may report to other employees to whom they do not usually have a reporting relationship. Furthermore, as the severity of the emergency increases, assignments may change in the ICS organizational structure—meaning an employee’s position in the ICS may change during the course of a single emergency.

B. COMMAND AUTHORITY & REPORTING STRUCTURE

The decision to activate the campus Emergency Operations Center (EOC) will be made by the Chancellor, the Chancellors designee or any member of the Executive Policy Group. The first, most senior staff member of the emergency operations staff to arrive on campus will manage the EOC utilizing the EOC Management checklist. The most senior member of the emergency operations staff will continue to exercise EOC Management authority until relieved by a more senior member of the EOC management team.

C. INCIDENT COMMAND SYSTEM (ICS) ORGANIZATION

The Responsibilities summarized below are elaborated in the Emergency Operations Center Checklists. Communication flows both up and down within the command structure. The campus ICS consists of three major elements:

1. The Executive Policy Group
2. The Emergency Operations Center
3. Field Incident Commanders
The Chancellor, or the Chancellor’s designee, has ultimate responsibility for activation, oversight, and termination of the Emergency Operations Center (EOC). The Chancellor is advised by the Executive Policy Group concerning the scope of the emergency event in question and suggested need for EOC activation. The EOC Director has overall responsibility for the management of all emergency activities, including development, implementation, and review of an Incident Action Plan and conduct of post event assessment. He or she also designates a Chair (Section Chief) for each of the ICS functions of the EOC depending on the character and scale of the emergency. The following ICS functions serve as members of the management section of the EOC.

a. Public Information Officer: Is the liaison to the news media and provides news releases and other information as approved by the EOC Director, assuring that only those administrators authorized to issue such statements issue official statements. Provides information for the response to inquiries from the public relative to the disaster. Accredits bona fide members of the news media operating on campus.

b. Liaison Officer: Initiates and maintains contact with assisting public or private agencies (e.g. San Diego City and County Offices of Emergency Services, American Red Cross, State Office of Emergency Services) utilizes Memorandums of Understanding when possible, and helps coordinate mutual aid support and assistance.

The four EOC sections and functional responsibilities are:

1. Operations: Responsible for the assessment and implementation of field operations including Law Enforcement, Telecommunications and Transportation. It is also responsible for building inspections, damage assessment, repair and emergency construction.

2. Planning and Intelligence: Responsible for receiving, evaluating, and analyzing all disaster information and providing updated status reports to the EOC Management and field operations.

3. Logistics: Responsible for procuring supplies, personnel, and material support necessary to conduct the emergency response (e.g. personnel call-out, equipment acquisition, lodging, transportation, food, donations, etc.). Also, medical, psychological services, management of staff, students and emergency volunteers.

4. Finance and Administration: Responsible for cost accountability and risk assessment. The team documents expenditures, purchase authorizations, damage to property, equipment usage, and vendor contracting including worker’s compensation/insurance.

Training is a key to the success of this plan and an essential part of the ICS. All ICS participants and alternates will receive training in the ICS, in the functioning of the EOC, and in their primary role in the EOC. They will also receive an overview of the other EOC roles. This training includes an annual orientation to the EOC checklists and participation in exercises and drills.

Revised October 1, 2014
III. ACTIVATION OF THE EMERGENCY OPERATIONS CENTER (EOC)

A. EMERGENCY LEVEL CLASSIFICATIONS

Three levels of operation have been identified, relative to the magnitude of the emergency:

Level 1: The emergency can be managed using existing resources and response procedures. An example of an event of this nature includes a small-scale, localized problem contained to a single space such as a laboratory, loading dock, etc., which is easily contained. An event of this nature does not involve evacuation of large numbers of personnel (if any). Major response procedures incorporated in this Plan typically would not be activated for a Level 1 event.

Level 2: The emergency requires a multi-unit response in which the EOC may be partially activated due to a more serious event larger in scope and size involving an entire floor or building affecting many people. An event of this nature could include a fire or combination fire and chemical release into the atmosphere. Impacts of an event of this nature could include large-scale evacuation and include the need to access off-campus emergency response resources. If the EOC is activated at this level, select EOC staff notifications are made at the discretion of the Executive Policy Group. Major components of this Plan could be fully or partially activated, as required.

Level 3: The emergency cannot be managed using normal campus resources. An event of this nature could include a large earthquake which would require the assistance of resources from off campus agencies. The members of the Executive Policy Group will ensure the EOC is fully activated with response of all EOC staff. A campus state of emergency may be declared during a Level 3 emergency.

B. ROLE AND ACTIVATION PROCESS OF THE EOC

The EOC, located within the University’s Police Department, building B, Campus Service Complex, will be activated at the direction of the Chancellor, the Chancellors designee or a member of the Executive Policy Group. The room which is designated for use as the EOC is used on a daily basis for training and is not a dedicated EOC facility. The EOC serves as the centralized, well-supported location in which EOC staff will gather, check in, and assume their role in the EOC. Response activities and work assignments will be planned, coordinated, and delegated from the EOC. During the course of an emergency, designated personnel should report directly to the EOC. In the event that the primary EOC in at the Police Department cannot be used, personnel should report to the alternate EOC located in Eucalyptus Point. Upon declaration of the Level 2 or Level 3 emergency, the EOC Director shall determine which EOC positions to activate and direct their activities.
If an emergency occurs during normal business hours, all designated management personnel will be notified to report to the Emergency Operations Center as soon as possible. Concurrently, key members of the various Departmental Operations Centers (DOC’s) will also report to their designated areas.

If an emergency event occurs after normal business hours, the UCSD police Watch Commander will direct the Campus Police Dispatcher to send a City Watch notification to the EOC staff in order to notify them of the emergency, and request they respond to the EOC in the Police Department. If the event is so large as to unquestionably have a profound impact on the campus, EOC staff has been instructed to report to the EOC as soon as possible without waiting for a notification.

Each EOC Section Chief will oversee the mobilization of their respective units, and be responsible for the activation of their teams. The EOC Section Chiefs may also work with the Public Information Officer to send announcements to the media to notify selected groups of employees whether they should report to work.

C. COMMUNICATION BETWEEN THE EOC AND DEPARTMENT OPERATIONS CENTERS (DOCS)

Certain Units have developed Department Operations Centers (DOC’s) to coordinate the actions of their department and to facilitate communication to and from the EOC. The DOCs are listed as follows:

- Environment, Health & Safety
- Housing & Dining Services
- Facility, Design & Construction
- Facilities Management
- Telecommunications
- Student Health Services
- Animal Care Program

The EOC, through the Operations Section, will provide interdepartmental coordination of activities and will establish operational priorities to these Department Operations Centers. The DOC’s will automatically work to restore their critical business functions and will take action on pre-determined high priority response activities.

D. EMERGENCY NOTIFICATION AND TIMELY WARNINGS

Timely warnings and emergency notifications are required by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (U.S. CFR Title 34, § 668.46) and the US Department of Education regulation, Higher Education Opportunity Act as amended. The following procedures regarding the issuance of immediate emergency notifications will be implemented in order to take reasonable steps to inform the campus community regarding acts of violence or other emergent, emergency events.
GENERAL REQUIREMENT

If a serious crime, a natural disaster or a man-made emergency occurs that poses an immediate threat to the UCSD community or a segment of the UCSD community, federal law requires that the institution immediately notify the campus community or the appropriate segment(s) of the community that may be affected by the situation. If the institution implements the procedures regarding notification of the UCSD community for an immediate threat, the institution is not obligated to implement the timely warning notice procedures. The types of incidents that may cause an immediate threat to the UCSD community could include but are not limited to emergencies such as: an active shooter on campus, hostage/barricade situation, riot, suspicious package with confirmation of a device, tornado, earthquake, tsunami, wildfire, fire/explosion, suspicious death, structural damage to a UCSD owned or controlled facility, biological threat (anthrax, etc.), significant flooding, gas leak, hazardous materials spill, etc.

All members of the UCSD Community are notified on an annual basis that they are required to notify the UCSD Police Department of any situation or incident on campus that involves a significant emergency or dangerous situation that may involve an immediate or on-going threat to the health and safety of students, employees and/or visitors on campus. The UCSD Police Department has a responsibility to respond to such incidents to determine if the situation does in fact, pose an immediate threat to the community.

As per the requirements of the law, the university will, without delay and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the judgment of the first responders (including, UCSD Police Department, local police department, federal law enforcement and the San Diego fire and emergency medical services), compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

PROCEDURAL GUIDELINES

When notifications are requested from a Responsible University Authority (§359.5), they will be made as quickly as practicable given other operational priorities and staffing. Some or all of the following systems may be activated in the event of an immediate threat or emergency situation in order to communicate information quickly to the UCSD community:

- **MIR3/Triton Alert** - This is a web-based interface that broadcasts SMS, email, and voicemail messages to voluntarily registered recipients. MIR3 is maintained by MIR3, Inc. tel. 800-489-8611, and managed by the Division of Emergency Services.

- **All at UCSD** - This is a campus e-mail distribution list for all staff, faculty and students at UCSD. It can be used to broadcast information and instructions relevant to the threat or emergency situation.
Talkaphone Callbox - The Callboxes are positioned at various locations on campus. The Callboxes have loudspeakers installed for public address announcements, a “panic button” offering two-way communications capabilities with a user and the Police Department Dispatcher and a CCTV camera, which can be operated by the Police Department Dispatcher. Talkaphone is currently maintained by joint efforts between the Police Department, UCSD Loss Prevention and ACT.

Patrol Car - UCSD Police Department patrol cars are equipped with public address (PA) systems and can be strategically placed throughout the campus to facilitate communication through the PA system.

Campus Emergency Status Message - This is a toll free telephone number (888-308-8273), which is hosted out of state and contains recorded emergency information. UCSD Emergency Telephone is managed by the Office of Emergency Services.

UCSD Police Website - This is an informational website about the UCSD Police Department and campus safety. The UCSD Emergency Status website is managed by the Office Of Emergency Services.

UCSD Emergency Status Website - The website provides information on campus emergencies. The campus Executive Policy Group will post updates during a critical incident on the UCSD Emergency Status website.

Twitter - A social networking website that can be used to send short messages to self-registered followers of the UCSD Police Department account. Messages can be forwarded by members to other Twitter members via web or SMS text messages. Twitter is an Internet based social networking site that is not affiliated with the campus or Police Department, and neither the campus nor the Police Department has control of the Twitter system maintenance.

Low Power Radio – An on campus radio station (1610 AM), operated by the Police Department and capable of broadcasting notices and alerts.

EMERGENCY NOTIFICATION GUIDELINES

Notification of Criminal Activity

- In matters of a criminal nature, the Police Department will generally determine whether notifications are appropriate and necessary. With input from Dispatch and responding Patrol Officers, the Police Department Watch Commander will determine an incident’s extent and scope, and whether it meets the criteria for a timely warning or emergency notification.
Notification of Non-Criminal Activity

- In matters not of a criminal nature, the campus department having jurisdiction will generally determine whether notifications are appropriate and necessary. When a campus department having jurisdiction over an incident is not available to make a determination about notifications, the Police Department Watch Commander or other Responsible University Authority (§359.5) may determine an incident’s extent and scope, and whether it meets the criteria for an Emergency Notification.

Public Notifications

- Authority to activate a public notification and determine which segment(s) of the campus or community should be notified will rest with the Chancellor, the Executive Policy Group, the Environment, Health & Safety Director, or the Chief of Police. The Police Department Watch Commander may initiate dialog to determine if a notification should be made.

- The Chancellor, the Executive Policy Group, Chief of Police, or the Environment, Health & Safety Director may designate agents with the authority to activate a notification.

- In situations when there is not time for extensive consultation, the Watch Commander may initiate a notification.

EMERGENCY NOTIFICATION GUIDELINES

An Emergency Notification is a message sent to the campus community about an immediate threat to their health, safety or general welfare.

- Once requested by a Responsible University Authority (§359.5), notifications will be made as soon as practicable.

- Notifications will generally be made by a Police Department Dispatcher, a designee of the Division of Emergency Services, or other individuals who have been trained and are authorized to send notifications.

- If the incident response prevents a Police Department Dispatcher from sending a notification, one of the other trained individuals may be expected to send notifications.

- Notifications that do not meet the definitions of Emergency Notification or Timely Warnings should be made judiciously to avoid compromising the effectiveness of the system.

Revised October 1, 2014
**Emergency Notification Content**

- The Watch Commander or other Responsible University Authority (§359.5) will decide the content of any message. If circumstances prevent the Watch Commander or other Responsible University Authority (§359.5) from determining the content of the message, he or she may assign the person sending the message the responsibility of determining the content of the message.

- Whenever possible, a preformatted message template will be used. The message templates are maintained at the Police Department Communications Center.

- All messages should include:
  - Type of situation
  - Location of situation
  - Time and date
  - Instructions for the recipient
  - Additional method for the public to obtain information
  - For a MIR 3/Triton Alert message the type of alert must be in the narrative. (The title will not display in a text message.)

**Qualifying Event**

Events that qualify for Emergency Notifications include but are not limited to the following:

- Outbreak of meningitis, norovirus, or other serious illness
- Approaching tornado, hurricane, or other extreme weather conditions
- Earthquake
- Tsunami
- Gas leak
- Terrorist incident
- Armed intruder
- Bomb threat
- Civil unrest or rioting
- Explosion
- Nearby chemical or hazardous waste spill
- Aircraft crash
- Fire/Wildfire

**Timely Notification**

A *Timely Warning* is a message sent to the campus community about an ongoing or continuing threat of a criminal nature.

Events that qualify for *Timely Warnings* include, but are not limited to, the following:

- Homicide
- Manslaughter both negligent and non-negligent
- Sex Offenses both forcible and non-forcible
- Robbery
- Structural Burglary
- Aggravated Assaults

**Public Notifications**
- Motor Vehicle Theft
- Arson
- Hate Crimes
- Any crime considered by the institution to represent a threat to the public

**E. UCSD Community Notification**

All members of the UCSD Community are required to notify the UCSD Police Department (UCSD PD) at 858-534-4357 of any situation or incident on campus that involves a significant emergency or danger that may pose an immediate or on-going threat to the health and safety of students, employees and/or visitors on campus. UCSD PD is responsible for responding to such situations to assess the potential threat and for summoning the necessary resources to mitigate, investigate, and/or document any situation that may pose a significant emergency or danger.

If UCSD PD determines that the situation does in fact, pose a threat to the community, UCSDPD will immediately notify the UCSD Executive Policy Group. The Executive Policy Group will work with UCSD PD to notify the campus community, or the appropriate segments of the community that may be affected by the situation, using various systems that have been implemented to provide emergency information quickly, such as network emails, emergency text and voicemail messages (a service that individuals can sign up for on the UCSD Triton Alert Website).

**Fire Safety**

If a member of the UCSD Community finds evidence that a fire occurred and has been extinguished, and the person is not sure whether UCSD PD has already responded, the community member should immediately notify UCSD PD to investigate and document the incident. For example, if a housekeeper finds evidence of a fire in a trashcan in the hallway of a residence hall, he/she should not touch the trashcan and should report the incident to UCSD PD immediately and wait for an officer’s response. The officer will document the incident (notify the Campus Fire Marshal) and remove the trash can from the area if there is no property damage. All fires that result in the activation of any built-in fire protection system (fire sprinklers) or property damage will be reported to the Campus Fire Marshal so that an investigation under the terms of the UC Regents Memorandum of Understanding with the California State Fire Marshal’s Office can occur.
**Missing Students**

If a member of the University community has reason to believe that a student who resides in on-campus housing is missing, he or she should **immediately** notify UCSD PD at (858) 534-4357. UCSD PD will generate a missing person report and initiate an investigation.

**IV. CAMPUS EMERGENCY OPERATIONS: CONCEPT, STRUCTURE AND ACTION**

**A. FUNCTIONAL ORGANIZATION**

Every UCSD employee can potentially play a role in the Incident Command System (ICS). Perhaps the most critical aspect of the ICS is communications; accurate reports from the scene of an incident are essential to providing adequate emergency services. Similarly, the campus community must receive up-to-date instructions concerning disaster response procedures and news of the evolving incidents. Command posts, staffed by Incident Commanders at the scene of each major situation, will provide a standardized process for site incident command of emergency operations in the field. Command posts will also provide a location to meet and coordinate with arriving resources, and the Incident Commander will establish and maintain communications with the EOC.

**B. ROLE OF STUDENTS**

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

**C. ROLE OF FACULTY AND STAFF**

Every member of the faculty and staff should read and understand their Department Emergency Action Plans and familiarize themselves with their emergency procedures and evacuation routes. Employees must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should follow Emergency Plan procedures to report fire or other emergencies that require immediate attention, establish contact with their Departmental Safety Coordinator, and evacuate the building to pre-designated areas in an orderly manner. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency.
D. ROLE OF DEPARTMENTAL SAFETY OFFICERS AND COORDINATORS

Departmental Safety Officers and Coordinators, designated by the Department/Unit Head, are responsible for implementation of a Departmental Emergency Action Plan. In the event of an emergency, the Departmental Safety Coordinator is responsible for assisting with the safe evacuation of their department/unit, assessing injuries and damage to department/unit personnel and property, and providing status reports to their emergency management regional center.

E. ROLE OF THE CAMPUS EMERGENCY RESPONSE TEAM (CERT)

Members of the Campus Emergency Response Team (CERT) will, upon the event of a major emergency, self-dispatch, report to the designated resource Staging Area and when necessary, provide good-Samaritan type assistance to those in need. CERT members can also be notified to respond by the Triton Alert System. Team members are specially trained in first aid and rescue techniques and have keys to all the campus emergency supply containers.

F. ROLE OF FD&C BUILDING ASSESSMENT TEAMS

Members of Facilities Design and Construction have been trained to evaluate the structural integrity of campus buildings and will post the structures with placards based on their assessments. They will report the results of their assessment to the EOC via contact with the Operations Section, Facilities representative.

G. DEPARTMENT EMERGENCY ACTION PLANS

Developed under the guidance of the Emergency Services Manager the Emergency Action Plan is a specific operational guide outlining emergency operations and responsibilities. These Plans go into effect in the event of an emergency, allowing the Departmental Safety Coordinators to evacuate personnel to their designated evacuation areas. Emergency Action Plans also recommend the contents of a Personal and/or Department/Unit Emergency Kit (i.e. First Aid supplies, flashlight, transistor radio, etc.).

H. DEPARTMENT/UNIT CONTINUITY PLANS

Utilizing the UC Ready software, departments and units will complete continuity plans which identify the impact of an event from a business perspective, specifically in terms of identifying critical functions and establishing processes for maintaining these functions in the event of an emergency or disruption.
I. RELAYING STATUS INFORMATION BACK TO DEPARTMENT/UNITS FROM THE EOC

Departmental Safety Coordinators will disseminate information over their radio or via runners from the EOC to those assembled at their area. The Public Information Officer will prepare public announcements regarding the status of the campus. These announcements will be made available via all available means, including university websites, text messages and to the news media. The campus may also make announcements over the remote Public Address system if necessary. The UCSD Emergency Status Phone Number: (888) 308-8273 information line will be updated if the phone system is operable. The campus community is educated to call this line in the event of a major disaster affecting the campus, for a recorded message reporting the status of UCSD, advising on campus closure, interruption of classes and work schedules, etc.

J. CAMPUS EMERGENCY EVACUATION GUIDELINES

An evacuation is defined as the emptying of an occupied area and the transference of its occupants to a safe location. A critical element of any evacuation is transportation. In many campuses and communities, auto-dependent commuters congest roadways to the point of “gridlock.” The dense urban population, high numbers of resident students, and use of transportation alternatives at UCSD must be taken into account when planning the steps necessary to evacuate all campus occupants, whether they arrived by public transit, single-occupant auto, carpool, vanpool, or bicycle.

The character and immediacy of the emergency directly affects the means by which people will leave their building or area of campus. There are two stages of evacuation:

Stage 1: Departmental Safety Officers/Coordinators will ensure that all members of their department/unit (and any related students or visitors) will proceed to Emergency Assembly Areas for their particular building. The Departmental Safety Officer/Coordinator serves as liaison and will then assure that the building is appropriately secured and that all personnel are accounted for.

Stage 2: In a campus-wide emergency, DSO/DSC’s will report their respective status to an on-scene incident commander or, if incident command is not present, directly to the campus EOC.

In a major emergency, the decision to implement evacuation procedures generally rests with the members of the Executive Policy Group. In situations requiring immediate action, public safety responders (Police, Fire, EH&S) can also order an evacuation. When evaluating the possibility of evacuation, consideration will be given to the specific threat (bomb, fire, storm, earthquake, explosion, hazardous materials incident, power outages etc.), its context (time of
day, likelihood, etc.), and the recommendation of the public safety officials. In a major earthquake, individuals should “drop, cover, and hold”: Take cover until the shaking stops, and then evacuate and wait for information from campus emergency services personnel before re-entering a building.

In building-specific emergencies, follow these evacuation guidelines:

- **When a fire alarm sounds, everyone** must evacuate, in accordance with California state regulations.
- **In the event of a bomb threat**, the UCSD Police Department has authority to assess the credibility of the threat and to determine whether to evacuate the site.
- **For incidents that involve hazardous materials**, established department protocols for notification and response should be followed as outlined by EH&S.

V. OFF-CAMPUS ASSISTANCE AND MUTUAL AID

Neither UCSD nor any municipality or jurisdiction has the resources to effectively handle all potential emergencies. In certain circumstances, the campus may request outside assistance from a variety of sources. These mutual aid providers may be generally divided into two categories: Inter-campus and Non-University.

A. INTER-CAMPUS

Within the ten-campus University of California system, there exists a variety of support resources that generally mirror the resources available at each campus. These resources include Police, Fire, EH&S, Physical Plant, and other specialized personnel. Each campus has designated an Emergency Services Manager who may be requested to serve as a contact person for requested resources & response teams.

B. NON-UNIVERSITY

The EOC Director may request local, county, and state mutual aid resources. These include Fire, Police and Emergency Response resources, although other specialized resources may be requested through specific procedures. State-level resources may be requested through protocol established by the State Office of Emergency Services (OES). The University will draw on local mutual aid first and then request assistance from the San Diego County Operational Area to access state resources. In addition, the University Medical Group may be called upon, for medical services support and supplies. A decision to use non-University mutual aid will be made by the EOC Director, in consultation with members of the Executive Policy Group, if they are available.
VI. EOC ACTIVATION GUIDELINES

The majority of emergency conditions and situations that occur at the University will be addressed via normal emergency response protocols. However, if the emergency situation requires a more extensive response, the Emergency Operations Center (EOC) may be partially or fully activated under the following plan:

ACTIVATION AUTHORITY

The decision to activate the EOC rests with the Chancellor or their designee or with any member of the Executive Policy Group. In addition, for a serious widespread disaster that presents immediate and obvious threats to UCSD (such as a large earthquake), all EOC staff and Executive Policy Group members are to assume Level 3 activation and assume their roles according to the UCSD Emergency Operations Plan. The Executive Policy Group may meet on an emergency basis via teleconference, message relay, or by reporting individually to the EOC.

PERMANENT MEMBERS OF THE EXECUTIVE POLICY GROUP

- Chancellor
- Associate Chancellor – Chancellor’s Chief of Staff
- Executive Vice Chancellor – Academic Affairs
- Vice Chancellor – External and Business Affairs & CFO
- Vice Chancellor – Student Affairs
- Vice Chancellor – Resource Management & Planning (Chair)
- Vice Chancellor – Research
- Vice Chancellor – Marine Sciences
- Vice Chancellor – Health Sciences
- Campus Counsel
- Representative – Faculty Senate
- Emergency Services Manager (Coordinator)

ACTIVATION LEVELS

Level 1: Notification

In a campus-wide emergency, DSO/DSC’s will report their respective status to an on-scene incident commander or, if incident command is not present, directly to the campus EOC.

The Executive Policy Group determines that the EOC will not be activated; however, key staff is notified of the possibility of activation and the current status of response operations at UCSD.

Level 2: Alert

The Executive Policy Group determines that the EOC may need
to be activated and contacts the Chancellor or their designee. Key staff are placed on alert of the possibility of activation and advised of the current status of response operations at UCSD.

Alert means that all UCSD staff notified are to maintain contact with the EOC Management or with a designated contact that will serve as communications for the Alert status. This may be the Police Dispatcher or another staff person who has been assigned as temporary communications coordinator (This can even be coordinated from a home or cellular telephone if more convenient for staff). If alert communication exceeds the capabilities of the Police Dispatch or other assigned position, then the EOC is partially activated in order to conduct efficient communications.

**Level 3: Activated**

The Executive Policy Group determines that the EOC should be activated, determines which staff positions are needed for EOC operations and contacts the Chancellor or their designee. Police Dispatch will then contact members of the EOC who have been designated to report in. EOC activation means that all UCSD staff notified are to report to the EOC as soon as possible. If the primary person is not available, the alternate will be contacted to report for duty.