

2025-2026

EMERGENCY OPERATIONS PLAN



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Chapter 1: Basic Plan

Assumptions

The Santa Clarita Community College District Emergency Operations Plan (EOP) is based on a realistic approach to the problems likely to be encountered on a campus during a significant incident or disaster. The following are general guidelines:

- A major incident or disaster may occur at any time of the day or night, weekend or holiday, during clear or inclement weather, with little or no warning.
- Since events in an emergency are not predictable, published emergency operations plans *will serve only as a guide and checklist, and may require modification in order to meet the requirements of the emergency;* and
- Disasters may affect widespread areas, therefore city, county and federal emergency services may be delayed or unavailable.
- The City of Santa Clarita has its own Office of Emergency Management and an Emergency Operations Plan. As a major institution within the City, College of the Canyons' emergency operations are designed to coordinate with the City of Santa Clarita's overall emergency response and the broader Los Angeles County Operational Area.

Authority Extension Of State Emergency Plan

The California Emergency Plan, promulgated in accordance with the provisions of the California Emergency Services Act, provides statewide authorities and responsibilities and describes the functions and operations of government at all levels during extraordinary emergencies. Section 8568 of the Act states in part that “the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof.” This District Emergency Operations Plan is, therefore, considered to be an extension of the State Emergency Plan.

The authority of the District to respond to emergencies and disasters is governed by:

- The Standardized Emergency Management System (SEMS) as described by California Government Code 8607(a), for managing response to multi-agency and multi-jurisdiction emergencies in California;
- The National Incident Management System (NIMS), as prescribed by Homeland Security Presidential Directive-5 – Management of Domestic Incidents;
- Presidential Policy Directive / PPD-8:National Preparedness; and

- Authority granted from State Chancellor of the California Community College System.

Introduction And Purpose

This document, with its associated and included documents, information and contingency plans for different types of emergencies, constitutes the Emergency Operations Plan for the District.

For brevity and clarity the District Emergency Operations Plan is henceforth referred to in this document as “this Plan” or “the Plan” and will be interpreted to include all entities administered by the District and apply to all employees. Entities include but are not limited to offices, accredited Colleges and non-accredited sites where the District has primary responsibility for use and management. The term “employees” is meant to include all employees, and board of trustee members directly associated with the District.

College of the Canyons is the only college in the Santa Clarita Community College District and its Superintendent/President serve as CEO. The CEO has the responsibility for day-to-day operations and the District emergency management program including mitigation, preparedness, response, and recovery activities.

This Plan addresses how the District will respond to extraordinary events, major incidents, or disasters, from mitigation and preparation through response and recovery, and is intended to be in compliance with state and federal guidelines and policies including but not limited to SEMS and NIMS.

The response to significant incidents or disaster situations shall be conducted within the guidelines provided in this Plan. All employees of the District will have access to this Plan and are expected to understand the policies, procedures, and methods contained in this Plan before a significant incident or disaster occurs. Training is to be provided to personnel as required, and periodic exercises are to be used to validate and test the Plan, procedures, and readiness of District Employees.

This Plan describes the Incident Management Team, complete with titles, job descriptions, and duty checklists. The organization is based on the SEMS and the Incident Command System (ICS), which provide a clear line of authority, direction, and communication during emergencies. This organizational structure is capable of adapting to any significant incident or disaster to which the District employees, and/or emergency response agencies would be expected to respond. It provides for common terminology, simplifies multi-jurisdictional response and also provides flexibility to expand or contract in a rapid and logical manner as organizational needs of the situation increase or decrease.

When involved in an incident or disaster, the District will use the ICS system. In the event of a localized emergency, such as one limited to a single building or area, the ICS can be implemented by appropriate personnel present at or responding to the scene.

The Emergency Operations Plan is for significant incidents or disasters and is designed to protect lives, property, and the environment through effective use of pre-planning and training,

exercises, and drills, and available personnel and resources during emergency operations. The Plan is placed into operation whenever a natural or human-caused significant incident or disaster affects the District that exceeds normal or routine operations.

The Plan's purpose is to:

- Protect the health and safety of students, employees, and visitors;
- Protect personal and District property;
- Protect the environment;
- Preserve the orderly continuity of District functions;
- Establish lines of authority, responsibility, functions and operations of the District during emergencies;
- Provide contingency plans for disasters and major emergencies, which may affect the District;
- Provide a basis for the coordination of emergency operations with the management of critical resources during emergencies.

Chapter 2: Incident Organization

Disaster Preparedness through Planning

Planning is fundamental to national preparedness. As a practice, preparedness planning provides a methodical way to engage the whole community in considering the lifecycle of a potential crisis, determining required capabilities, and establishing a framework for roles and responsibilities. Plan development also shapes how a community envisions and shares a desired outcome, selects effective ways to achieve it and communicates the results. The foundational element of the National Preparedness System, having an applicable disaster management program using an Emergency Plan ensures institutions and organizations are resilient. The Plan anchors nearly every activity that emergency management partners undertake to prevent, protect against, mitigate, respond to, and recover from all threats and hazards.

Plan design is meant to be community-based, representing the whole population and its needs. Determining the composition of the population is a key part of the planning process. The demographics of the population, including its resources, needs and indicators of resilience, have a profound effect on processes such as evacuation, sheltering and family reunification. This knowledge helps advance community-based planning that represents and involves members of the whole community. The EOP also informs community approaches to emergency management in advancing equity for all, including people of color and others who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality.

Understanding a population's needs and implementing a whole community approach to planning can aid in developing plans that provide equitable services and resources to all members of the community. Developing and using a community profile that accurately depicts the jurisdiction's population composition can assist planners in anticipating potential barriers to accessing services (e.g., inability to travel to designated emergency shelters if public transportation is disrupted; inability to understand emergency messaging and protective instructions due to hearing impairments or lack of English proficiency; renters or homeowners being uninsured or underinsured; reluctance to evacuate due to security concerns for homes and property or lack of ready cash to support the household for the duration of an evacuation).

Identifying these barriers can help jurisdictions conduct outreach, identify resources and plan to overcome the identified barriers thereby allowing a community to provide greater equity in services to its population.

Concept of Operations

The Plan identifies procedures to coordinate and support emergency response and recovery activities with the goal to maintain a campus-based emergency management organization.

- The Incident Commander has the authority to activate the EOP.
- Response and preparedness plans that directly support the implementation of this plan are:
 - City of Santa Clarita Emergency Operations Plan.
 - County of Los Angeles County Operational Area Emergency Response Plan.
 - California Standardized Emergency Management System (SEMS).
 - National Incident Management System (NIMS).
 - California Government Code, Sections 3100-3109 Disaster Service Workers (DSW).

The primary purpose of actions taken by the District, such as the development of the Risk Assessment or updating the EOP, is that before, during, and after an emergency or disaster event these types of actions will help to prevent or and/or mitigate the impacts to life and property.

Organization and Administrative Authority

All employees are vital to the success of the Emergency Operations Plan and are designated “Disaster Service Workers,” subject to such disaster service activities as may be assigned to them by supervisors, incident management, or by law (Government Code, Section 3100-3101). District personnel and equipment will be utilized to accomplish the following priorities:

- Priority I: Protection of Life Safety.
- Priority II: Maintenance of Life Support and Assessment of Damages.
- Priority III: Restoration of General Campus Operations.

It is anticipated that, as operations progress from Priority I through Priority II and III responses, the administrative control of the campus will transition from the NIMS/SEMS/ICS structure back to the normal organizational structure. To the greatest extent possible, regulations regarding the protection of the environment will be complied with during disaster response activities. When an emergency occurs, this Plan is invoked for the emergency and a multiple-tier graded approach is utilized for response. In the absence of the District-Identified Primary Incident Commander(IC), the Executive Director of Campus Safety or Senior Campus Safety Officer on-site will initiate appropriate actions and notifications.

If the event requires support from law enforcement, fire or Emergency Medical Services (EMS), appropriate agencies/organizations are notified and respond. Depending upon the nature of the event and in accordance with SEMS, the IC may utilize a “Unified Command” structure with other agency response personnel.

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

Emergency Organizational Structure

The structure of the emergency organization is based on the following:

- Clear lines of authority and effective channels of communication;
- Simplified functional structure;
- Incorporation of all available personnel and resources into the emergency organization; and
- Continuous effective leadership at the administrative level.

In most situations, the first qualified person on the scene will assume control as the Incident Commander (IC) until relieved by designated and trained IC. If needed, the IC may establish an Incident Command Post (ICP). The definition of an ICP is a field location where the primary tactical-level, on-scene incident command functions are performed. It serves as the central coordination point for the Incident Commander or Operations Section Chief and their staff, overseeing all incident operations. Responding emergency service personnel, such as fire or law enforcement, will assume responsibility of containment and/or control in certain situations. The Incident Command System (ICS) shall be used for any incident requiring an organized and systematic emergency response. As Incident Management Team (IMT) members report, the ICS structure will grow to meet the needs of the incident.

Changes in the organizational structure may be required to satisfy specific situations. The Incident Commander will confirm such changes. As qualified employees become available they will fill necessary vacant positions of authority. Also, as necessary, the IC can delegate tasks to trained alternates. This delegation will reduce response time during a significant incident or disaster. While smaller incidents may necessitate the establishment of the IMT, the College will designate a location for an Emergency Operations Center, equip the EOC, and maintain it as part of planning and preparation prior to a major incident or disaster. This does not preclude the IC from changing the location at the time of the incident due to safety and/or logistical needs or requirements.

The District’s primary responsibility is to obtain, deliver, and coordinate needed resources to the affected campus site in time of a major incident. There is no prohibition for a joint EOC so long as the District maintains the support role assisting the campus on an as-needed basis during and after a major incident or disaster.

Delegated Authorities

During a proclaimed campus emergency, the CEO/Executive Cabinet delegates to the IC the authority to better control and direct the emergency response efforts on the campus. This delegated authority would allow the IC or designees to obtain vital supplies, equipment, and services for the protection of life and property and represent the District in coordinating and communicating with the city of Santa Clarita and Los Angeles County for mutual aid resource requests without going through the CEO or following day-to-day purchasing procedures. This delegated authority would only be applicable under the following conditions:

- The CEO or designee has proclaimed a campus emergency or
- The campus emergency organization has been activated.

The IC will need to regularly provide briefings to the CEO on the status of the campus emergency and provide additional information as requested.

Emergency Response Concept of Operations

Levels of Emergencies - Also See *Crisis Communication Plan in Appendix #A*

The District emergency response and recovery operations will be managed in one of four levels depending on the magnitude of the emergency or disaster. The highest-ranking member determines the status.

“Stand By” Level:

The situation does not require immediate response however, it could escalate to a higher emergency level and/or it may require immediate "rumor control" response. Examples would be a nearby brush fire with a possible future impact on the campus or an upcoming planned protest.

Level 1 – Minor:

- An incident causing minimal impact or interruption to the campus.
- A limited number of District emergency response personnel are needed to control the situation.
- These incidents include minor medical incidents, break-ins, homeless encounters, minor thefts, etc.
- Campus Safety has authority over these incidents and will make proper non-emergency notifications through normal communication channels.

Level 2 – Moderate:

Santa Clarita Community College District Emergency Operation Plan

- A significant emergency or event that disrupts an entire floor or building and that may require assistance from outside organizations (Police, Fire, Utilities, Red Cross etc.)
- or -
- A public relations crisis with potential negative impacts to District operations and public image with possible news coverage and public scrutiny.
- These incidents include fires, hazmat incidents, power outages, earthquakes, active assailants, large public demonstrations, civil unrest, etc.

A Level 2 emergency or higher results in an automatic activation of the Crisis Communication Team. Emergency Operations Center (EOC) activation is discretionary per the Incident Commander.

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 District wide cooperation, extensive coordination with external agencies.
- Results in automatic activation of the Emergency Operations Center (EOC) and the Crisis Communication Team.

Santa Clarita Operational Area

If the Santa Clarita Operational Area is activated, the Sheriff of Los Angeles County, designated by County Ordinance, will function as the Operational Area Coordinator and will have the overall responsibility for coordinating and supporting disaster/emergency operations within the County. The Operational Area will also be the focal point for information transfer and support requests by cities and Districts within the County.

Reporting to the Santa Clarita Operational Area

The District reports and notifications are to be made to the Santa Clarita Operational Area. These reports should be done initially by phone or email.

- Activation of District EOCs.
- Status reports.
- Initial damage estimates.
- Incident reports.
- Resource requests.

Preparedness Factors

Mutual Aid and Agreements

Mutual aid, including personnel, supplies and equipment, will be provided and/or utilized in accordance with the California Master Mutual Aid Agreement and other written agreements.

Designated District Incident Command (IC) Section Chiefs and Emergency Operations Center (EOC) Section Chiefs are responsible for executing written agreements, protocols and/or memorandums of understanding, purchase agreements, and other relevant documents with the appropriate public agencies, NGO's, non-profit organizations and commercial establishments (public and private), which may provide support to and/or recovery from a major incident or disaster. Copies of all such agreements will be filed at the District Business Office.

Training

The District will make training available to all employees in compliance with legal disaster preparedness and response requirements. Employees will also be given information on procedures for emergency evacuations, and reporting/handling emergencies (e.g., fire, earthquake, campus violence, hazardous materials spills, etc.), and their roles as Disaster Service Workers. Individuals who, in a time of a major incident or disaster, will be responsible for reporting to an IMT, EOC or have a specific response function, will be given additional training to aid them in their duties and responsibilities.

Types of Emergencies

Potential significant incidents or disaster situations addressed in this Plan, together with supporting information and contingency plans, include:

- Aircraft crash.
- Active shooter.
- Barricaded suspect(s).
- Bomb threat or detonation.
- Civil disturbance or demonstration.
- Earthquake.
- Evacuation.
- Fire and explosion.
- Flooding.
- Hazardous materials incident.
- Severe winds/storms.
- Utility failure, and
- Wildfires.

Additional significant incidents or disaster situations will be added to this Incident Management Plan as necessary.

Priorities

In the event of a major incident or disaster, the District has established the following priorities for response actions. The following are in priority order:

- **Protection of life:** Evacuation and/or rescue operations from hazardous areas, shelter-in-place, lockdown and containment of life-threatening hazards.
- **Care and treatment of casualties:** Providing first aid care to the sick and injured. This may include short-distance transport to Triage or Medical Aid Stations.
- **Preservation of property and resources:** Containing and eliminating risks to facilities and systems that could cause serious property loss or environmental damage beyond that already sustained.
- **Providing information:** Dissemination of warnings and emergency information to stakeholders and the public.
- **Restoration of essential services:** Restoring essential functions, services, and facilities to allow continuity of basic operations.
- **Assisting community recovery:** Assisting employees, students, and the surrounding community in recovering from the significant incident or disaster.

Activation of ICS & IMT Notification

Upon receiving notification from a credible source that an emergency does or may exist, as well as a response to a local, regional, state, or federal declaration of emergency that affects or involves the District, the CEO or designee will quickly assess the necessity of a College response and, if necessary, initiate relevant elements of this Plan and the appropriate Incident Management Team (IMT). Members will be directed to establish an Emergency Operations Center (EOC). The EOC can activate other District-based emergency response personnel.

The authority to activate the Plan rests with the District CEO, but to avoid any unnecessary delay, in their absence the authority has been designated using the succession list below.

1. Vice President, Technology, Institutional Development & Tech.
2. Vice President, Public Information.
3. Vice President, Student Services.
4. On-Duty evening or weekend campus administrator.

The CEO or their designee is authorized to order evacuation of all or part of the campus and direct students, faculty, staff, and affiliates to evacuation zones or to leave campus.

Notification of Employees and Students

The Incident Commander, with consultation from Incident Management Team (IMT) Section Chiefs, will determine appropriate District safety responses and notify all stakeholders or field contact personnel through the most direct, efficient and available communications method. The

preferred method of mass communication is the Campus Emergency Notification System, COC Alert. Information can include response instructions and/or situation reports.

Incident Command Structure

The ICS used within the command post is broken down into five major sections: Command, Operations, Planning, Logistics and Finance. The ICS structure is vertical, with all responsibility and duties initially placed with the Incident Commander. As the needs of the major incident or disaster are identified, the Incident Commander will activate any of the four sections. Next, each section chief will activate units within their section as needed. If one individual can simultaneously manage all positions within their responsibility, no other positions will be activated.

The personnel within the sections report to a Section Coordinator/Chief who facilitates efficient response and establishes a single point of contact for each task.

The table below provides a brief summary of the titles and definitions of activities associated with these functions.

Command/Management	Field: Directing, ordering, and/or controlling of resources IMT: Responsible for overall emergency policy and coordination
Operations	Field: Coordinated tactical response of all operations in accordance with Incident Action Plan IMT: Coordinating District/College operations in support of response
Planning/Intelligence	Field: Collection, evaluation, documentation, and use of information related to incident IMT: Collecting, evaluating, disseminating information, and maintaining documentation
Logistics	Providing facilities, services, personnel, equipment, and materials
Finance/Administration	Financial activities, cost analysis, and administrative aspects not assigned to other functions

Policy Group (Executive Cabinet)

The Policy Group has a decision-making role in the ICS. This group will make decisions concerning the status of the Campus, day to day operations and resource needs.

Incident Command- “College of the Canyons Incident Commander”

The Incident Commander has overall responsibility for the management of the response operation. The person in charge of Command in the field is the Incident Commander (IC). They work with Section Coordinator/Chief for Operations, Logistics, Planning/Intelligence, and Finance/Administration and respective branch personnel. They will manage the field incident and all other incident supporting activities.

Regardless of which management position is needed, the Incident Commander will follow ICS and request personnel to fill any required function. If a section position is not filled, the responsibilities of those duties lie with the Section Coordinator/Chief. If a Section Coordinator/Chief is not present, the responsibilities may be filled by a branch or unit coordinator within their section, but the ultimate responsibility falls to the Incident Commander.

The Incident Commander authorizes all requests, media releases, and approval of the IC Action Plan. The Action Plan reflects the incident objectives, overall priorities, and supporting activities for the incident. The Incident Commander is responsible for all activities and must provide final approval of the Action Plan. It is the Action Plan that reflects the objectives, planning and resource priorities, and all activities to support the Action Plan.

Incident Command Related FEMA ICS Forms:

- [ICS 201](#) - Incident Commander - Incident Briefing Form
- [ICS 208](#) - Safety Officer - Safety Message Plan
- [ICS 213](#) - Any member - General Message
- [ICS 214](#) - All members - Activity Log
- [ICS 215A](#) - Safety Officer - Incident Action Plan Safety Analysis

Operations Section

The Operations Section supports and coordinates all activities of Safety/Security, Medical, Building and Safety and Maintenance and Utilities branches. Specific activities can include traffic control, campus utilities, debris clearance, and triage/first aid. The Operations Section is responsible for coordination and response to an incident and works closely with the Planning Section to develop the Action Plan that outlines all response activities. This section also coordinates the response in accordance with the approved Action Plan. Mutual aid resources, e.g., fire and law enforcement, are coordinated through the Operations Section.

In the field, the Operations Section is responsible for the tactical decisions and, depending upon the circumstances, can often involve a joint unified command structure.

Operations Section Related FEMA ICS Forms:

- [ICS 204](#) - Operations Section Chief and Resources Unit Leader - Assignment List
- [ICS 206](#) - Medical Unit Leader (reviewed by Safety Officer) - Medical Plan
- [ICS 213](#) - Any member - General Message
- [ICS 214](#) - All members - Activity Log
- [ICS 215](#) - Operations Section Chief - Operational Planning Worksheet
- [ICS 220](#) - Operations Section Chief or Air Branch Director - Air Operations Summary Worksheet

Planning/Intelligence Section

The Planning Section includes Resource Status, Situation Status, Documentation and Demobilization. This section is responsible for collecting, evaluating, processing, and disseminating information related to the field incident or EOC support needs. The Planning Section coordinates with Operations in the development of Action Plans in the EOC and the Incident Action Plan for the field.

Planning Section Related FEMA ICS Forms:

- [ICS 202](#) - Planning Section Chief - Incident Objectives
- [ICS 203](#) - Resources Unit Leader - Organization Assignment List
- [ICS 204](#) - Resources Unit Leader and Planning Section Chief - Assignment List
- [ICS 209](#) - Situation Unit Leader - Incident Status Summary
- [ICS 211](#) - Resources Unit - Check In Recorder
- [ICS 213](#) - Any member - General Message
- [ICS 214](#) - All members - Activity Log
- [ICS 221](#) - Demobilization Unit Leader - Demobilization Unit Leader

Logistics Section

The Logistics Section is supported by Supplies/Procurement, Communications, Facilities, Personnel and Transportation Units and controls the acquisition of all equipment, supplies, and personnel that support response efforts. The set-up of the EOC with technical support and equipment is the Logistics Section responsibility. All requests for assets, whether within the District or mutual aid from supporting agencies, are coordinated through the Section branches.

The Logistics Section Chief will assume the position of EOC Director and authorize all requests, media releases, and approval of the EOC Action Plan. The Action Plan reflects the incident objectives, overall priorities, and supporting activities for the incident. The EOC Director is responsible for all activities within the EOC and must provide final approval of the EOC Action Plan. It is the EOC Action Plan that reflects the EOC objectives, planning and resource priorities, and all activities to support the EOC Action Plan.

Logistics Section Related FEMA ICS Forms:

- [ICS 205](#) - Communications Unit Leader - Incident Radio Communications Plan
- [ICS 205A](#) - Communications Unit Leader - Communications List
- [ICS 210](#) - Communications Unit Leader - Resource Status Change
- [ICS 213](#) - Any members - General Message
- [ICS 214](#) - Any member - Activity Log
- [ICS 218](#) - Ground Support Unit Leader or Transportation Unit Leader - Support Vehicle Equipment Inventory

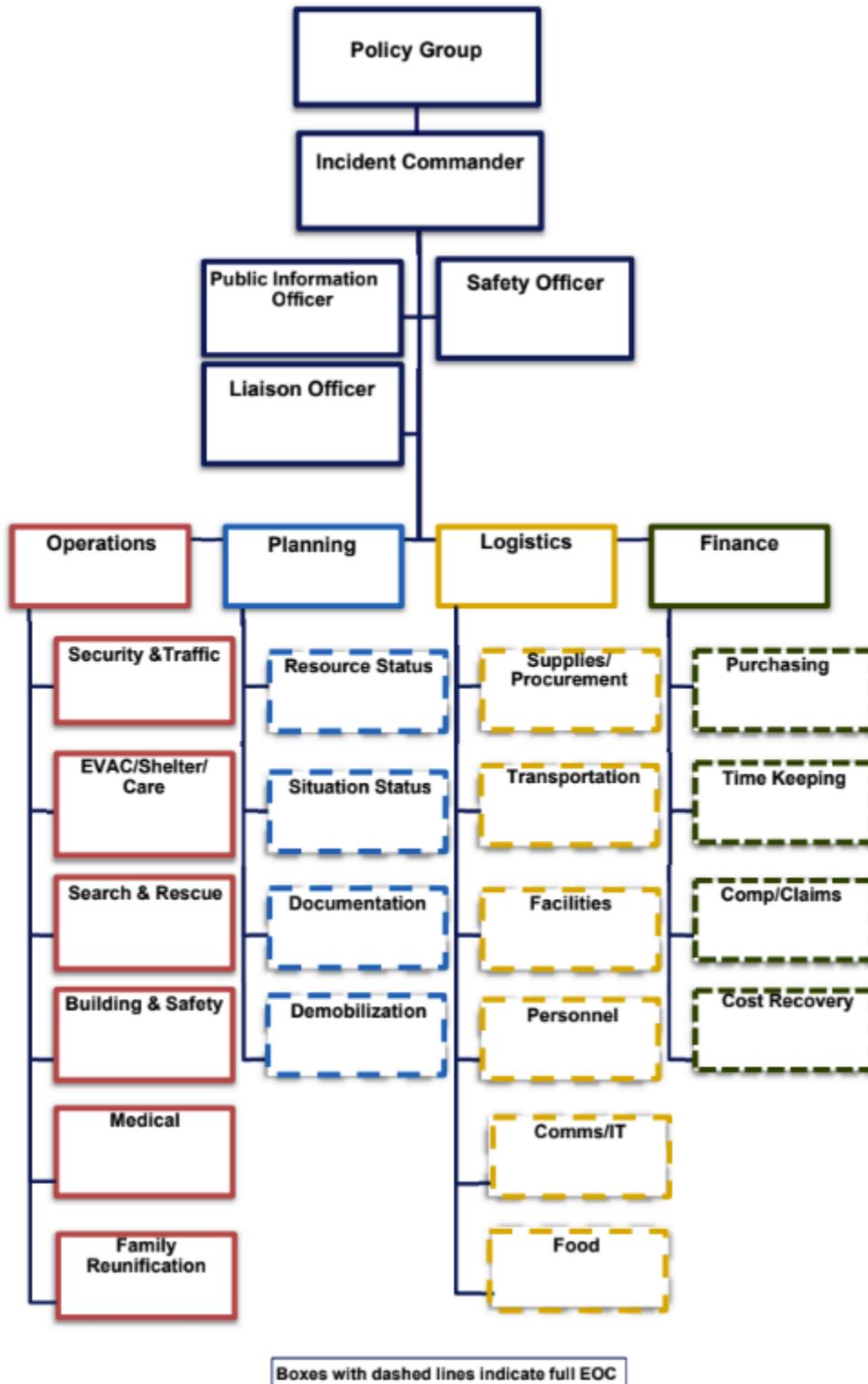
Finance/Administration Section

The Finance/Administration Section is responsible for all financial aspects of the response and recovery phase of an emergency or disaster. Activities include recording personnel time and equipment cost and cost recovery through State and FEMA Public Assistance Programs.

Finance Section Related FEMA ICS Forms:

- [ICS 213](#) - Any member - General Message
- [ICS 214](#) - All members - Activity Log

Chart 1 – ICS Organization Chart



Basic ICS Equipment and Materials at Primary and Alternate Sites

Each ICS Section will have a box designated for that function. The box will contain the necessary position vests identifying the function, hard hats and other relevant safety equipment, a copy of the Emergency Operations Plan, a checklist of responsibilities for the position, required clerical and incident documentation materials, and any other necessary supplies and equipment needed or unique to that function.

Equipment and materials that may be made available to the IMT or EOC during the time of a major incident or disaster:

- Any unassigned District/campus radios.
- Equipment and materials stores in the Emergency Containers.
- Facilities, Maintenance and Operations equipment and supplies not already in use for emergency response.
- Equipment and supplies located in the campus Student Health Center, or in any work area, division office, and storage.
- All equipment or supplies taken must be documented for later replacement or reimbursement.

Faculty and Staff Responsibilities

The CEO or their designee is responsible for the safety of District property and its stakeholders and for policy direction during and after a significant incident or disaster. They are to ensure that the IMT is appropriately trained, exercised, and prepared to assume control of the incident.

Administrators

Every administrator has the following general responsibilities prior to and during any emergency.

Before the Emergency:

- Develop and maintain a list of employees who would be on duty at any particular time.
- Have instructors maintain current class attendance rosters.
- Ensure that all employees know of the presence and location of any emergency equipment (e.g., bullhorns, first aid kits, emergency lighting, evacuation chairs, etc.) staged in the building.

Emergency Situations

- Inform all employees under their direction of the emergency condition.
- In the absence of direction from the IC, evaluate the impact of the emergency and take appropriate action. This may include ceasing operations and initiating building evacuation, shelter- in- place or lockdown.

- Evaluation should include but not be limited to:
 - Injuries: first aid needs, employees or students trapped or missing.
 - Facility damage: unsafe conditions, blocked access, gas, water or sewage leaks, electrical problems or hazards.
 - Hazardous materials spills: what, where, how much, etc.
- Designate a person to maintain emergency communications (telephone, radio, runner, etc.) with IMT or EOC.
- Have all employees under their supervision keep a log ([FEMA-ICS 214](#)) of activities and hours worked.

Faculty

Each faculty member has the responsibility to:

Before the Emergency:

- Participate in basic major incident/disaster training and drills. Become familiar with the emergency response procedures that apply to their work areas.
- Educate their students or coworkers concerning emergency response procedures as well as evacuation procedures for their building and/or area.
- Inspect and evaluate their assigned building facility or area in advance to determine the impact a fire, earthquake, active shooter, or other major event could have. Report all safety hazards to Facilities, Maintenance and Operations. Submit service requests to correct hazards to Facilities, Maintenance and Operations.

Emergency Situations:

- Inform students and/or staff of the emergency and initiate emergency procedures as outlined in the EOP. Following directions given by campus managers or administrators, Campus Safety or other authorized emergency personnel.

Individual Responsibilities & Instructions For Every District Employee

Disaster Service Workers

[California Government Code \(Sections 3100 & 3101\)](#) declares that public employees are disaster service workers, subject to such disaster service activities as may be assigned to them by the superiors or the law. The term “public employees” includes all persons employed by the state or any county, city, state agency, or public District. This law applies to college employees in the following cases:

1. when a local emergency has been proclaimed.
2. when a State emergency has been proclaimed, or
3. when a federal disaster declaration has been made.

These laws have two ramifications:

1. College employees may be pressed into service as disaster service workers by their superiors, and may be asked to do jobs other than their usual duties for a period of time exceeding their normal working hours; and
2. In those cases, their Worker's Compensation Coverage becomes the responsibility of the state government (Cal OES).

The District, however, pays their overtime pay. These circumstances apply only when a local or State emergency has been proclaimed or declared.

Before the Emergency:

- Employees should arrange to have an out-of-area telephone contact number for family members to call in case the local phone system shuts down lines within the immediate area.
- Considering the potential of infrastructure failure subsequent to a major region-wide incident or disaster. Employees should make necessary contingency plans and preparations for themselves and family members should they be unable to return home for three days (or considerably longer) after a disaster. This should include but not be limited to child and elder care, pet care, personal needs, etc.
- IMT members should attend all emergency preparedness and response training. Each employee is strongly urged to participate in additional training that includes but is not limited to first aid and CPR, search and rescue, and ICS.
- Have a personal cache of emergency supplies and equipment stores in their vehicle or other disaster resistant location that includes but is not limited to 5-7 days of food, water and medications, extra eye glasses, a sleeping bag, a change of clothes, including work clothes and gloves, comfortable walking shoes, small personal first aid kit and sundries, battery operated light, and radio.

Emergency Situations:

- If they are a member of the College IMT, assist in immediate emergency response in their area or where they are located at time of the major emergency or disaster (e.g., help with evacuation, rescue, medical assistance if properly trained) but respond to their pre-arranged staging areas as soon as practicable. If unable to do so, continue to assist in immediate emergency response in their area (e.g., help with evacuation, rescue, medical

assistance if properly trained, procurement of supplies, etc.).

- Stay on campus or return to campus, if possible, to assist in emergency/disaster response.
- Much work will need to be done to ensure the security and safety of the buildings, provide assistance to injured or stranded students, assist American Red Cross shelters if requested, and ultimately reopen the campus. The special skills possessed by campus and District Employees will be required to accomplish these goals.
- Realize that in a significant incident or major disaster, it may be safer to remain on campus than to attempt a dangerous trip home on impassable or damaged roads.

Post Disaster Shelters

Santa Clarita Community College District has an agreement with the American Red Cross to operate emergency shelters. The American Red Cross has access to campuses in damaged areas to set up its mass care facilities, and local governments have a right to use schools for the same purposes.

During A Major Incident or Disaster

Warning Phase

Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon, the College will initiate actions to increase its readiness. During this phase, action is taken to warn and/or evacuate endangered occupants and, if reasonable, to protect property. The CEO or designee is notified immediately. Events that may trigger increased readiness activities include but are not limited to:

- Issuance of a credible long-term earthquake prediction;
- Receipt of a flood or potential dam failure advisory;
- Receipt of special severe weather statement;
- Issuance of utility failure or shutdown advisory;
- Epidemic/Pandemic warning from public health organization;
- Conditions conducive to local severe wildfires, such as the combination of high heat, strong winds, and low humidity;
- Incident in adjacent area or municipality (with activated mutual aid) that has potential to affect the campus;
- A significant hazardous materials incident;
- Information or circumstances indicating the potential for acts of violence, civil disobedience or terrorism.

The Emergency Operations Plan will be activated as needed, at the direction of the Incident Commander (IC). Increased readiness activities may include but are not limited to the following

activities:

- Briefing of the CEO and the Incident Management Team on the situation;
- Reviewing and updating elements of the EOP;
- Increasing public information efforts to employees, students, other stakeholders and community; methods may include updating and/or activating (loading) web pages to District website, use of mass notification system, classroom emergency phone, etc.;
- Confirming points of coordination and communication with city and county emergency response stakeholders, i.e., law enforcement, fire department and city and county EOCs;
- Accelerating training efforts;
- Inspecting critical facilities and equipment, including testing warning and communication systems;
- Hardening critical facilities and equipment to reduce loss or damage;
- Warning threatened members of the population;
- Conducting precautionary evacuation in the potentially impacted area(s);
- Mobilizing special teams and/or recruiting additional staff and disaster service workers and pre-positioning resources and equipment;
- Establishing or activating EOC and/or staging areas.

Impact Phase

If there is no prior warning, the first response is usually by those persons at the scene or by first responders with the emphasis placed on minimizing the effects of the major incident or disaster. Generally, emergency responders will be best equipped to establish a field based IMT with an IC in charge. The IC may decide to increase the level of response. The Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) will be used.

When demands of the significant incident or disaster exceed the capacity of local resources and additional personnel and/or materials are required to respond, the IC may request resources through the statewide mutual aid system. The Master Mutual Aid Agreement allows for the progressive mobilization of resources to and from emergency response agencies, local governments, operational areas, regions and the state with the intent to provide requesting agencies with adequate resources.

The District does not have the resources to effectively handle all potential emergencies. College sites will request resources through the IC. If the IC is unable to fill those requests, the request will be elevated to the Santa Clarita Operational Area EOC. Fire and/or law enforcement will request and render aid through established mutual aid channels.

Examples (not necessarily in specific order) of initial response activities include but are not limited to:

- Making all necessary notifications.
- Disseminating warnings, emergency public information, and instructions to the District stakeholders.
- Conducting evacuations and/or search and rescue operations.
- Treating the injured and caring for displaced persons.
- Conducting initial damage assessments and surveys.
- Assessing need for mutual aid assistance.
- Restricting movement of vehicles or people and unnecessary access to affected areas.
- Establishing a unified command.
- Coordinating with local, state, and federal agencies working in the field.
- Developing and implementing incident action plan(s).
- Transmitting status updates to Operational Area as needed.

Policy Group/Executive Cabinet

The Policy Group/Executive Cabinet has a decision-making role in the ICS. This group includes the College of the Canyons CEO and the Vice Chancellor of Business Services. The IC will communicate to the Policy Group the need to establish goals and objectives to operate the campus during an extended incident and through the recovery period. Examples include monetary policy, when to reopen campus for classes, and how to proceed with rebuilding, dealing with the death of students or employees, etc.

After an Emergency

Recovery Phase

As the immediate threat to life, property and the environment subsides, the rebuilding of the District will begin through various recovery activities. This plan does not specifically identify the District's recovery operation. The main goal of the recovery plan is to return to normal operations as quickly as possible.

Recovery activities involve the restoration of services and rebuilding the affected area(s). Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat facing the District.

The County Office of Emergency Services will facilitate local, state, and federal officials to

coordinate local, state, and federal assistance programs and establish support priorities.

If major damage has occurred to District infrastructure or property, a recovery committee will be formed at the direction of the Policy Group/Executive Cabinet to coordinate planning and recommendations for recovery and reconstruction.

The Recovery Phase includes but is not limited to the following objectives:

- Reinstatement of College, programs and services.
- Restoration of essential services and facilities.
- Restoring all utilities.
- Permanent restoration of damaged or destroyed property.
- Restoration of normal services.
- Financial restitution from insurance carriers, state and federal sources that includes determining and recovering costs associated with response and recovery and applying for state and federal assistance programs.
- Research to uncover residual hazards, develop advance knowledge or notification of future disasters, and improve future emergency operations.

Americans With Disabilities Act Compliance And Populations With Access And Functional Needs

Populations with disability, access and functional needs include those members of the community that may have additional needs before, during, and after a major incident or disaster in functional areas, including but not limited to maintaining independence, communication, transportation, supervision, and medical care. In this District individuals in need of additional response assistance may include but not limited to those who:

- Have disabilities.
- Are elderly.
- Are children.
- Are from diverse cultures.
- Have limited English proficiency or are non-English speaking.
- Are transportation disadvantaged.

To ensure compliance with the Americans with Disabilities Act (ADA) and to provide the best service to the community, the District adheres to the policy summarized below. In addition, considerations for special needs populations are addressed District-wide in all emergency

planning efforts. A disability will not prevent access to services or facilities provided by the District.

- The District will work to accommodate special populations and those with disabilities in the most integrated setting appropriate to their needs.
- The District will not exclude or deny benefits of any sort to those with disabilities, access or functional needs.
- During emergency situations, the District will make reasonable modifications to policies, practices, and procedures necessary to avoid discrimination.
- Attempt to shelter populations with disabilities, access or functional needs or divert them to shelters with special needs facilities.
- Eligibility for care and sheltering will not be dependent on a personal care attendant.
- Populations with disabilities, access or functional needs will never be forced by the District to occupy a specific shelter or take a particular action designed for their benefit.
- Effort will be made to address access and functional needs for people with disabilities and older adults to allow for sheltering in general population shelters.
- During preparedness and mitigation activities, the District will provide preparedness instruction to our campus community with disability, access or functional needs to better prepare them in times of crisis.
- Emergency notification systems will be accessible to ensure effective communication for people who are deaf/hard of hearing, blind/low vision, or deaf/blind.
- Attempt to make evacuation plans to accommodate individuals with mobility impairment, the elderly and those with transportation disadvantages.

Preservation of Vital Records

A major disaster could result in damage to administrative offices and destruction of records fundamental to day-to-day District-wide operations. To assist in the recovery and reconstruction period following a disaster, proactive measures must be taken to protect essential records.

Vital Records are defined as those records that are essential to:

- Protect the rights and interests of individuals. Examples include student transcripts, business records, personnel records, student patient records, Hazardous Material Business Plan, and criminal record information.

- Conduct emergency response and recovery operations. Records of this type include personnel rosters, Emergency Operations Plan, utility system maps, and locations of emergency supplies and equipment.
- Reestablish normal administrative functions. Included in this group are financial records, payroll records, and purchase orders.
- Educational records. Faculty and staff material, grant material, exams, and grades.

Vital record storage methods that might be used include but are not limited to duplication (either hard copy, removable disk, cloud/online storage), document imaging, dispersal, fireproof containers, and vault storage.

Although the District maintains regular backups of vital records stored on both physical and virtual servers, it is each employee's responsibility to ensure all vital records are stored on District Servers and not on their assigned computers.

Chapter 3: Types of Incidents

Reporting Emergencies

To report **ANY** life threatening emergency within the Santa Clarita Community College District:

CALL 911 FIRST, then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

Be prepared to give the following information:

- State: "This is an emergency."
- Reason for calling 911 e.g. medical emergency, fire, bomb threat, suspicious package, active attacker, chemical spill, civil disturbance, etc.
- Give your name, location (College building and room number), nature of emergency, and the phone number from which you are calling.
- Do not hang up until you are sure no further information is required, unless there is an immediate threat to your safety.
- If you call 911, you must also call Campus Safety:
 - Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
 - CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

Guidelines to follow in all emergencies:

- Remain calm (control your breathing).
- Cooperate with emergency personnel (including campus emergency operations staff).
- Follow the instructions received from campus Emergency Notification Systems.
- Keep streets, fire lanes, hydrants and walkways clear for emergency personnel.
- Do not attempt to leave campus in your vehicle unless instructed to do so.
- An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have information to report.
- Keep emergency supplies in your car and office that can last up to 3 days.
- The College may not have immediate assistance for up to 72 hours.

Types of Incidents

Active Attacker

Defined as an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters/assailants use firearms and there is no pattern or method to their selection of victims.

In the event of an active attacker, INSIDE OR OUTSIDE the facility, if safe to do so, notify 911 first, then Campus Safety and LOCKDOWN the facility Immediately.

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
 - Canyon Country Safety: Dial 6 from Campus Phone or (661) 666-8738
1. **RUN** if possible; running is a personal decision based on situational awareness of the incident and location of the Active Attacker.
 2. **HIDE** behind a locked, solid door, turn off lights, silence phones, draw blinds, barricade doors, do not open doors.
 3. **FIGHT** with force as a group. Gather items to fight, e.g. water flasks, fire extinguisher, chairs, heavy objects, with intent to overwhelm and disarm the Active Attacker.

Aggressive / Threatening Behavior

If any individual is displaying aggressive behavior or threatening to harm someone or self.

CALL 911 FIRST and then then Campus Safety

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- Canyon Country Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do while waiting for help:

- Listen. Avoid any physical contact and allow the individual to talk.
- Assist. Provide a quiet atmosphere, minimize environmental stimulation. Give the individual some space. Ask the individual what or who may be helpful.
- Recognize. Know your limitations.

Bomb Threat

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- Canyon Country Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do in the event of receiving a bomb threat via telephone:

Ask the caller to provide the following information:

- Time of the planned explosion.
- Type of bomb.
- Location of the bomb.
- Description of the bomb.

Record the following information:

- Time of call.
- Exact words the caller used.
- Gender and approximate age of caller.
- Behavior of caller, including speech characteristics.
- Background noises.

DO NOT evacuate the building unless directed to do so by campus officials.

See the attached form below for additional information on receiving a call from a person making the bomb threat.

College of the Canyons – TELEPHONE THREAT REPORT FORM

Instructions: Be calm. Be courteous. Listen. Do not interrupt the caller.

DATE: Click here to enter a date. **TIME:** Click here to enter text. **LENGTH OF CALL:** Click here to enter text.

Exact words of caller:

Click here to enter text.

QUESTIONS TO ASK:

1. **When will this event happen? (When will the bomb explode?)** Click here to enter text.
2. **Where is the person (or bomb) right now?** Click here to enter text.
3. **What kind of weapons will be used? What kind of bomb is it?** Click here to enter text.
4. **What does the package (bomb) look like?** Click here to enter text.
5. **(If a bomb) What will cause it to explode?** Click here to enter text.
6. **Why are you doing this?** Click here to enter text.
7. **Are you a student?** Click here to enter text.
8. **What is your name and address?** Click here to enter text.

Try to determine the following: (Check as appropriate)

Caller's identity: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Adult <input type="checkbox"/> Juvenile <input type="checkbox"/> Ethnicity Click here to enter text. Age Click here to enter text. years
Voice: <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> High-pitched <input type="checkbox"/> Deep <input type="checkbox"/> Intoxicated Other Click here to enter text.
Accent: <input type="checkbox"/> Local <input type="checkbox"/> Foreign <input type="checkbox"/> Region (description) Click here to enter text.
Speech: <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/> Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Slurred <input type="checkbox"/> Nasal
Language: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Foul Other Click here to enter text.
Manner: <input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Emotional <input type="checkbox"/> Righteous <input type="checkbox"/> Laughing Other Click here to enter text.
Background noise: <input type="checkbox"/> Office <input type="checkbox"/> Machinery <input type="checkbox"/> Crowd <input type="checkbox"/> Trains <input type="checkbox"/> Animals <input type="checkbox"/> Music <input type="checkbox"/> Voices <input type="checkbox"/> Airplanes <input type="checkbox"/> Street-Traffic <input type="checkbox"/> Mixed Other Click here to enter text.

ADDITIONAL INFORMATION:

Receiving Telephone Number Click here to enter text. **Person Receiving Call** Click here to enter text.

*****Immediately after the call, notify your supervisor/security office. Talk to no-one other than instructed to by your supervisor/security office.

Suspicious Package

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738
- DO NOT touch any suspicious envelope, package, or object.
- Evacuate all persons to a designated assembly area. This area should be out of the building and one building away or a minimum of 300 feet from the threatened area.
- Assist all persons with disabilities with the evacuation.
- Stop any person from entering the endangered area.

Chemical or Hazardous Material Spill

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do in the event of a hazardous material or chemical spill:

- Immediately report the incident to your supervisor.
- Vacate the area immediately.
- If possible, seal the area to contain the spill and limit exposure to individuals.
- If the chemical is reacting in any way, generating gasses or fumes, presents a fire hazard or is toxic, activate the building fire alarm and evacuate the building, assisting all persons with disabilities as necessary.
- DO NOT attempt to control a chemical or hazardous material spill unless you have been formally trained to do so and have the proper equipment.
- DO NOT re-enter the area of the spill until you have been directed to do so by campus officials.

Civil Disturbance, Hostage Situation or Armed Assault

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

A Civil Disturbance is defined as any gathering of two or more persons who:

1. Interfere with normal college operations.
2. Attempt to prevent access to the college, buildings, facilities, or offices.
3. Threaten physical harm to others or damage to college property.

What to do in the event of a civil disturbance:

- If outside, move away from the disturbance.
- If inside, prepare to lockdown.

What to do in the event of a hostage situation or armed assault:

- Initiate “**LOCKDOWN PROCEDURES**” until evacuation orders are received from authorities.

How to lockdown during a civil disturbance, hostage situation or armed assault:

- Turn off lights.
- Close all and lock doors to the outside.
- Close and lock all windows.
- Seek shelter away from windows and doors.
- Stay as low to the floor as possible, trying to stay out of the line of sight of the perpetrators.
- Remain silent and still.
- DO NOT draw attention to yourself or others.

Earthquake

During the Earthquake

- If Inside - “**DROP, COVER AND HOLD ON**” until the shaking stops, then exit. Be aware of aftershocks.
- If outside - Move to an open assembly area away from structures, power lines and trees.
- No alarm will sound.
- Do not pull the fire alarm.

A. Evacuation should **NEVER** be automatic.

- There may be more danger outside your building or facility than there is inside.
- There may be no safe assembly area outside. There may be no clear routes to get outside, and alternate routes may need to be cleared.

- Electrical power could be compromised.
- Before any decision is made to evacuate all or part of a campus, someone must confirm the following:
 - a safe egress, and
 - a safe assembly area.

B. BEFORE an earthquake, survey your campus for a plan to evacuate.

1. Look for potential post-earthquake hazards **INSIDE** the building:

- Suspended ceilings.
- Overhead light fixtures.
- Large windows.
- Unsecured bookcases or cabinets.
- Unsecured classroom equipment such as computers and audio/visual equipment.
- Stairwells.
- Science labs.
- Storage areas for cleaning, painting, or other hazardous materials.
- Shop areas.
- Utility locations e.g. electrical, natural gas, water etc.
 - Designate primary and secondary evacuation routes that avoid as many of those areas as possible.
 - Consider students with disabilities/special needs.

2. Look for potential post-earthquake hazards **OUTSIDE** the building:

- Power lines.
- Trees.
- Areas near buildings that may have debris fall on them--parapets, roof tiles, chimneys, glass.
- Potential wall collapse (cracks).
- Covered walkways.
- Places under which large gas mains run.
- Areas near chain link fences (electric shock hazard when live wires touch).
- Hazardous materials storage areas.

3. Once the decision is made to evacuate, everyone should be informed about the plan:

- Tell all personnel and students about the plans made and the evacuation routes.
- Make it clear that a post-earthquake evacuation route differs from a fire evacuation route, and that alternate routes may need to be used.
- Hold drills and exercises regularly; practice alternate routes.

- Include all students and staff with disabilities in the drills and exercises.

C. AFTER the earthquake, perform earthquake damage assessment and report findings

ADMINISTRATORS:

- Assess the situation--inside and outside.
- Decide how much evacuation is necessary--all or parts of buildings.
- Plan the evacuation route(s) and the assembly location.
- Communicate evacuation route(s) and assembly area to all evacuees.

1. FACULTY:

- Wait to hear from the emergency notification system, administrator or the IC.
- Faculty can make the decision to evacuate based on current situation status e.g. compromised classroom, gas leak, building damage, etc.
- Account for all your students prior to leaving the classroom and after arriving at the assembly area.
- If students have minor injuries, move them a short way to a safer location.
- If you must leave an injured student, post a large, visible sign indicating the student is there.
- ALWAYS have a flashlight that works.
- Be aware of overhead hazards.
- Take accountability upon arrival at the assembly area and communicate status to IC or Administrator In-Charge.

If an aftershock occurs, initiate “DROP, COVER AND HOLD-ON” procedures.

Epidemic/Pandemic

Emergency declared by federal, state, and/or local health authorities.

Phase 1 – No evidence of community transmission in the local area.

- College activates the Incident Management Team.
- Frequent communications to the campus community.
- Increase frequency of sanitizing surfaces and areas including restrooms.
- Deploy personal protective equipment and sanitizers to areas in use.
- Preventative measures for all students and employees:
 - Stay home when sick.
 - Seek immediate medical care if symptoms become severe.

- Cough or sneeze into your arm.
- Wash hands frequently.
- Use alcohol-based hand sanitizers to supplement handwashing.
- Maintain a social distance from others of at least six feet.
- Avoid close contact with anyone who is symptomatic.
- Avoid touching your face.
- Avoid shaking hands.
- Wipe down frequently touched objects and surfaces.

Phase 2 – Evidence of local community transmission and/or by directives issued by health authorities.

- Health self-assessment required before visiting campus.
- May include health screening on site.
- Consider the following actions:
 - Limit visitors to campus.
 - Transition student services to online.
 - Reduce or cancel Civic Center events.
 - Identify essential functions and a list of functional experts.
 - Adjust work schedules to reduce the number of employees in any building.
- Consider alternatives to large gatherings.
 - Face-to-face and web enhanced classes may shift to an online or remote mode of delivery.
 - In classes where a physical presence is considered essential, instruction may choose to create alternative schedules with students, including alternating days in which a portion of the class will meet to maintain social distancing.

Epidemics/Pandemics may be fast evolving, fluid situations. The College will adhere to guidance from federal, state, and local health authorities.

Evacuation

How and when to evacuate a building:

- In case of fire or when a fire alarm sounds, evacuate the building in a safe, orderly fashion.
- In case of an earthquake, do not evacuate the building until the shaking stops.
- In case of an explosion, evacuate the building only if the explosion threatens the safety of students, faculty, or staff.

- In case of a bomb threat, do not evacuate the building unless a suspicious object is observed. Wait for instructions from first responders, Campus Safety or other campus officials.
- Evacuate the building immediately upon order by first responders, Campus Safety or other campus officials.
- Any faculty or staff member may order the evacuation of an area or building when there is an imminent danger to students, faculty, or staff.
- Evacuate the building to predetermined assembly area.

Evacuating Persons With Disabilities

Directions for evacuating persons with disabilities:

- Faculty or staff should assign three (3) students to help evacuate each person in a wheelchair and two (2) students to help evacuate any persons with other disabilities, such as those who may be hearing or vision impaired.
- People in wheelchairs should be carried from the building via the stairway. If at all possible, leave the wheelchair behind, lifting the person using an evacuation stair chair. Confer with the person as to the best way to assist in the evacuation.
- For sight-impaired persons, tell them about the nature of the emergency and offer to guide them. As you walk, tell them where you are and advise them of any obstacles. When you have reached safety, orient them as to where they are and remain with them as long as necessary.
- For hearing-impaired persons, get their attention by writing them a note and let them know you will assist them for as long as possible.

Explosions

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do in the event of an explosion:

- Take cover under a table or other sturdy furniture to protect yourself from glass or debris.
- Exit the building immediately if the explosion threatens anyone's safety.
- DO NOT re-enter the building until directed to do so by campus officials.
- Assist with the evacuation of injured or persons with disabilities.
- Proceed to the designated assembly area that is a safe distance from the building.
- Obey the directions of campus officials.

Fire

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do in the event of a fire:

- Activate the fire alarm.
- Using the appropriate type of extinguisher, work with another person to extinguish fire.
- Always stay between the fire and a predetermined exit route.
- If the fire grows larger, alert others and evacuate.
- Assist with the evacuation of injured or persons with disabilities.
- DO NOT run. Walk carefully to avoid tripping.
- DO NOT use elevators.
- If caught in heavy smoke, crawl or stay near the floor while holding breath as much as possible. Breathe shallowly through your nose and use a shirt or jacket as a filter.
- DO NOT re-enter the building until directed to do so by campus officials.
- Proceed to the designated assembly area that is a safe distance from the building.
- All alarms should be taken seriously. If you hear a fire alarm, evacuate.

Fire Extinguisher Instructions:

- **P** – Pull safety pin.
- **A** – Aim at the base of fire.
- **S** – Squeeze trigger.
- **S** – Sweep from side to side.

Clothing Fire:

- Do not run.
- Stop – Drop – Roll.

Trapped in a Room:

- Place cloth material under the door to prevent smoke from entering.
- Close as many doors as possible between you and the fire.
- Signal from windows, but do not break the glass.

Medical / First Aid Emergencies

CALL 911 FIRST and then CAMPUS SAFETY

Santa Clarita Community College District Emergency Operation Plan

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do while waiting for help:

- DO NOT move the person unless absolutely necessary or there is a threat to their or your safety.
- The campus is equipped with cabinets that contain Automatic External Defibrillators (AED), NARCAN and Stop the Bleed Kits.
- Stop any bleeding by applying firm pressure on the wound.
- Keep the person warm, quiet and comfortable.
- Stay with the person until help arrives.

Severe Weather

Severe weather emergencies can include high winds, torrential rains, hail storms, lightning, tornadoes, and flooding. Warning may come from radio or TV news, fire/law enforcement broadcast or other civil authorities.

If high winds or other severe weather situations develop with little warning and you are outside the facility.

- Return inside the facility and Shelter In-Place.
- Ensure students are accounted for.
- Remain near inside walls away from windows.

Shelter in Place & Lockdown Procedures

“Shelter In-Place” means to stay inside the facility pending receipt of further instructions. If outside and a decision is made to Shelter In Place, all persons shall return inside the facility. Windows and doors should be closed and possibly sealed with duct tape. A staff and student count should be made immediately. Heating, ventilation and air conditioning might need to be shut down.

The warning could be disseminated by COC Alert, telephone or by word of mouth.

Shelter In

Place is appropriate for, but not limited to, **the following incidents that take place outside the facility**:

1. Airborne toxic release
2. Explosion or threat of explosion
3. Chemical/radiological

4. Severe weather/lighting
5. Hazardous spill
6. Smoke from fire

The District is committed to getting accurate emergency alerts and information to members of the community as soon as possible. However, in the first minutes of an emergency, faculty and staff may need to make an immediate decision to shelter in-place or move to a safer location. All faculty and staff should understand and plan for both possibilities. Use common sense and available information, including this guidance, to determine if there is immediate danger.

Whether in a classroom or office, walking on campus, or driving on campus, there may be situations when it is best to stay where you are and avoid any rapidly changing or unknown situation outside. There are other circumstances when staying put and creating a barrier between yourself and potential danger is a matter of survival. Use available information to assess the situation.

How to Shelter In Place

- Close Campus. Activate the appropriate emergency plans. Follow reverse evacuation procedures to bring students, faculty, and staff indoors.
- If there are visitors in the building, provide for their safety by asking them to remain inside.
- Telephone inquiries should be directed to the Communications Center.
- Close all doors and windows.
- Prevent outside air from coming inside via the HVAC system.
- Updated situation status will be communicated every 15-20 minutes via the emergency notification system.
- If the campus has voicemail or an automated attendant, change the recording to indicate that the campus is closed, and that students and staff are remaining in the building until authorities advise that it is safe to leave.
- Provide directions to close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion or gunshots, direct all window shades/coverings, blinds, or curtains be closed, in a safe manner.

- For chemical, biological, or radioactive hazards, have employees familiar with your building's mechanical system turn off all fans, heating, and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air – these systems, in particular, need to be turned off, sealed, or disabled.
- Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting and plastic garbage bags.
- Select interior rooms, above the ground floor, with the fewest windows or vents. The rooms should have adequate space for everyone to be able to sit. Avoid overcrowding by selecting several rooms if necessary. Classrooms may be used if there are no windows or if the windows are sealed and cannot be opened. Large storage closets, utility rooms, meeting rooms, and even a gymnasium without exterior windows will work well.
- It is ideal to have a hard-wired telephone in the rooms you pre-select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. (Keep in mind that cellular telephone equipment may be overwhelmed or damaged during an emergency.)
- Bring everyone into the room. Shut and lock the door.
- For chemical, biological, or radioactive hazards, use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around doors and any vents into the room.
- Take student count and report to an IC or an administrator in charge.
- Listen for an official announcement from campus officials and stay where you are until directed to evacuate. Local officials may call for evacuation in specific areas at greatest risk in the community.

Local officials on the scene are the best source of information for your particular situation. Follow their instructions during and after emergencies regarding sheltering, food, water, and clean up methods. Shelter in place instructions are usually provided for durations of a few hours.

Lockdown Procedures

When the decision is made to lockdown the facility (a security measure taken during an emergency to prevent people from leaving or entering a building), by law enforcement or Campus Safety/district officials, all persons inside the facility must work together to lock all doors and windows.

This warning could be disseminated by C.O.C. Alert, word of mouth, telephone or by activation of the alarm system.

A lockdown is appropriate for, but not limited to, the following

1. Active Attacker.
2. Violence on Campus.
3. Violence off Campus with potential to affect Campus.
4. Report of a weapon.
5. Bomb Threat.
6. Dangerous Animals.
7. Community Violence.

Communications will be updated approximately every 15 minutes through C.O.C. Alert.

When the college issues a campus alert calling for a lockdown, students, employees and visitors should do the following:

- Move into or stay inside the nearest building.
- Go into an interior room or office with few windows, if possible.
- Close and lock all windows and doors.
- If the door has a window, cover it.
- Stay away from windows and doors.

Remain in place until notified by Law Enforcement, First Responders or Campus Safety/District Officials.

Terrorist Attack

Terrorist events are intended to cause damage, inflict harm, and possibly kill. Terrorists will go to great lengths to make sure the event has the intended impact. Experts generally agree that there are five categories of terrorist incidents: biological, nuclear, incendiary, chemical, and explosive. Within any of these categories it is important to remember the four routes of entry: inhalation, absorption, ingestion and injection. The best emergency procedure for any of these categories is to minimize exposure to these four routes of entry.

What to do in the event of a biological, nuclear, or chemical terrorist attack:

- Shelter in place until ordered to evacuate by campus officials.
- Close and lock all doors to the outside.
- Close and lock all windows.
- Use tape, plastic food wrapping, wax paper or aluminum foil to cover and seal fan grilles and other openings to the outside.
- Ventilation systems should be turned off or set to 100% re-circulation so no outside air is drawn into the building.
- Turn off all heating and air-conditioning systems and switch inlet to “closed” position.
- Close as many internal doors as possible.
- If gasses or vapors begin to affect your breathing, hold a wet cloth over your nose and mouth.
- DO NOT use elevators. They tend to “pump” outdoor air in and out of the building as they travel up and down.
- DO NOT panic or worry that there will be enough air to breathe. It is highly unlikely this would happen in normal buildings.
- Remember that the best emergency procedure is to minimize your exposure to biological, nuclear, or chemical agents through inhalation, absorption, ingestion, or injection (from flying projectiles).
- Await instructions from campus officials.

Utility Failure or Gas Leaks

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

What to do in the event of a utility failure:

- Remain calm.
- Gather situational awareness e.g. C.O.C. alert, phone etc.
- Consider evacuation procedures.
- Science faculty and staff should secure any laboratory experiments, activities, and equipment that might pose a potential danger.
- Await further instructions or for power to be restored.

What to do in the event of a gas leak:

- If you suspect a gas leak, call 911 or Campus Safety immediately.
- Inside - Consider evacuation of the area if odor of natural gas is detected.

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- Assist any person with disabilities in finding safety.
- DO NOT ignite any open flame (e.g. matches, lighters, burners) or turn on any lights.
- Open windows and doors for ventilation if staying.

Chapter 4: Appendices

Appendix A- Crisis Communication Plan

Introduction

The Crisis Communications Plan provides procedures for the coordination of communications both internally and externally during an emergency or crisis. The Plan outlines the roles, responsibilities and protocols to guide the District in sharing information with **critical audiences** during an emergency or crisis.

The Crisis Communications Plan is part of the Emergency Operations Plan that manages the District's affairs during situations that threaten operations, the safety of the community and/or the reputation of the District. This document focuses on the **communications** aspect during an emergency or crisis.

The Plan is not intended to change the manner in which emergencies are initially reported. All **life-threatening** emergencies should be reported immediately.

CALL 911 FIRST and then CAMPUS SAFETY

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

Guiding Principles

In all communications during an emergency or crisis, the College strives to be accessible, prompt, compassionate, honest and informative. One of the most important requirements for effective communications during an urgent situation is **gathering and understanding the facts** of a given situation and then **providing accurate and consistent information** to all potentially affected audiences. Communications must be honest and forthright. Since an emergency or crisis may be sudden and without warning, this plan is designed to be flexible in order to accommodate contingencies of various types and magnitudes.

Crisis Communications Team (CCT)

The following Personnel will constitute the CCT:

Incident Commander – The Incident Commander will serve as the liaison between the team and the President or her/his designee.

Name: **Jim Temple, Vice President, IT**

Contact #: **(661) 362-3535**

VP/Public Information Officer - As a member of the Incident Management Team (IMT) the Public Information Officer will serve to develop and distribute both internal and external communications.

Name: **Eric Harnish, VP, Public Information Officer**

Contact #: **(661) 362-3429**

Executive Director Campus Safety (or designee) Will be able to inform the CCT with the most up to date information on operational, security and safety issues.

Name: **Reinhardt Schuerger, Executive Director Campus Safety**

Contact #: **(661) 362-3229**

Student Services- As a member of the (IMT) this member will focus on coordinating essential support services like counseling, and financial aid as needed, and ensuring clear instructions are disseminated to the student body.

Name: **Jasmine Ruys**

Contact #: **(661) 362-3466**

The team will develop a plan of action and oversee communications issues throughout the emergency or crisis. The team will assess the facts and determine a plan of action for both internal and external communications. Depending on the nature of the crisis, others can and should be drawn into the crisis communications process as appropriate to address the specific issues and threats that need to be managed. (Facilities, IT, Child Development Center, Specialized Programs).

During regular business hours the above guidelines should be followed for continuity of emergency operations. Outside of regular business hours the following schedule is adhered to and staffed by a member of the Incident Management Team. Once notified of an emergency outside of normal business hours, this member shall take command of the incident and become the District Incident Commander.

After hours schedule:

- Weekday: Monday -Thursday:
 - 5 PM- 9 PM In-Person.
 - 9 PM -10 PM On-call within 10 minutes.
- Weekend: 5 PM Friday through 9am Monday (unless otherwise specified):
 - On-call for shift and available by cell phone.

- Remain in the Santa Clarita Valley or Live with 30 minutes of campus.

Members assigned to an after hours shift shall complete the following:

- Weekday:
 - Be in-person from 5 PM- 9 PM.
 - Check in with their counterpart at the opposite campus via <https://getrave.com/login/canyons>.
 - Check the Master Event Calendar for any events: <https://tamis.canyons.edu/FR/Calendar/Default.aspx>.
 - Refer to the list of classes. Provided via email.
 - Check in with Campus Safety:
 - Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
 - CCC Safety: Dial 6 from Campus Phone or (661) 666-8738
 - Check in with the Communications Center in the evening via AlertUs.
 - Arrange a time after 7 PM to cover the Communication Center for staff break.
- Weekend:
 - Be on-call for your shift and available via cell phone.
 - Remain in the Santa Clarita Valley or live within 30 minutes of campus.
 - Check the Master Event Calendar for any events: <https://tamis.canyons.edu/FR/Calendar/Default.aspx>.
 - Refer to the list of classes.
 - Check in with **both** the Communications Center and Campus Safety on Friday morning:
 - Valencia Safety: (661) 510-3882
 - Valencia Switchboard: (661) 259-7800, press 0
 - CCC Safety: (661) 666-8738
 - CCC Switchboard: (661) 362-3801

Convening the Team

In the event of an emergency that falls in the category of a **Level 2 Emergency or higher** the CCT will convene immediately.

The Incident Commander will notify the VP/PIO and the Executive Director of Campus Safety.

If it is feasible to do so (depending on the time of day or night and/or any physical limitations of the situation), the team should gather together in person. If it is not feasible to meet physically, the team may be convened by phone or Zoom.

If a public relations crisis should occur, the CEO has the primary responsibility for convening the Crisis Communications Team. If the CEO is not available to make the decision, then the Incident Commander or VP/PIO can make that decision.

Crisis Communication Team Duties and Responsibilities

Among the duties of the Crisis Communications Team:

- Assess the facts of the crisis.
- Create a plan of action for both internal and external communications.
- Determine what and how messages will be communicated.
- Determine to whom messages will be communicated, both internally and externally. Among the key constituencies:
 - Trustees
 - Students
 - Faculty
 - Staff
 - Industry Partners
 - Parents of students
 - News media
 - Public officials - City Council, etc.
 - Alumni
 - Community
 - General Public
- Determine how to react as the crisis evolves.
- Keep the appropriate spokespeople informed of the latest developments and messages to be conveyed.

The CCT will develop several key messages to be included in all District communications. The messages will evolve as the crisis evolves and circumstances change. The messages must be communicated as quickly as possible and regularly updated.

Team Communications

Levels of Emergencies:

To assist in planning and determining appropriate crisis communication strategies, the College has identified four levels of Emergencies. Examples of the different types of emergencies within each level are listed below.

Standby Level :

The situation does not require immediate response. However, it could escalate to a higher emergency level and/or it may require immediate "rumor control" response. For example, a nearby brush fire or an upcoming planned protest could trigger the Standby Level.

Level 1 – Minor:

- An incident causing minimal impact or interruption to the campus.
- A limited number of emergency response personnel are needed to control the situation.

- These incidents include minor medical incidents, break-ins, homeless encounters, minor thefts, etc.
- Campus Safety has authority over these incidents and will make proper non-emergency notifications through normal communication channels.

Level 2 – Moderate:

- A significant emergency or event that disrupts an entire floor or building and that may require assistance from outside organizations.
- or -
- A public relations crisis with potential negative impacts to operations and public image with possible news coverage and public scrutiny.

- These incidents include fires, hazmat incidents, power outages, earthquakes, active assailants, large public demonstrations, civil unrest, etc.

A Level 2 emergency or higher results in the following:

- **Automatic activation of the Crisis Communication Team.**
- **Automatic Notification of the CEO/Executive Cabinet.**
- **Discretionary activation of the Emergency Operations Center (EOC); activation determined by the Incident Commander.**

Level 3 – Major:

- A major emergency that involves multiple buildings or impacts the entire campus and the surrounding community.
- A timely resolution of disaster conditions require District-wide cooperation and extensive coordination with external agencies.

A Level 3 emergency or higher results in the following:

- **Automatic activation of the Crisis Communication Team.**
- **Automatic Notification of the CEO/Executive Cabinet.**
- **Automatic Activation of the Emergency Operations Center (EOC).**

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Below is a matrix to assist in the decision making process to make the proper notifications and to activate the EOC.

Levels of Emergencies	Notifications made	EOC Activation
Level 1	Discretion of Campus Safety	No
Level 2	Yes	Discretion of IC
Level 3	Yes	Yes

All members of the CCT should have cell phones in their possession at all times. Any member that has been assigned a handheld radio shall turn it on immediately during any on-campus emergency.

CCT members will be notified using the following methods:

1. Text
2. WhatsApp
3. Radio
4. RAVE
5. Direct Extension

In the event of a Level 2 Emergency, the Valencia primary EOC location will be PIO CHCS 2nd Floor Rm 255 and the alternate EOC location will be Campus Safety X8.

In the event of a Level 2 Emergency, the Canyon Country EOC will be 4th Floor Student Services Rm 417 and the alternate EOC Location will be Campus Safety Rm 511.

In such a situation, Campus Safety will become a major source of information for the crisis at hand and they will establish a presence at the EOC.

Notifying the Incident Management Team

The Incident Commander assumes responsibility of identifying the level of emergency, needs of the incident and making proper notifications to appropriate IMT Members. These factors will assist in the decision-making process ultimately used to mitigate the incident.

It is the responsibility of the Incident Commander to maintain and update a roster of the Incident Management Team. This list shall include each position, employee name and cell

phone number. This list shall be updated quarterly or as necessary with movement of team members.

It is the responsibility of the Incident Commander to notify the IMT for a partial or full activation of the EOC.

The Incident Commander is responsible for notifying the Operations Section Chief, Finance Section Chief, Logistics Section Chief and the Planning Section Chief. The respective Chiefs shall notify the Unit Leaders under their Command.

Members will be notified using the following methods:

1. Text
2. WhatsApp
3. Radio
4. RAVE
5. Direct Extension

CEO/Executive Cabinet (Policy Group) Notification- Level 2 or higher

Communication to the CEO/Executive Cabinet is critical in understanding the conditions, actions and needs of each campus. The following procedure shall serve as a guideline to notify the Policy Group to best assist and mitigate any given situation.

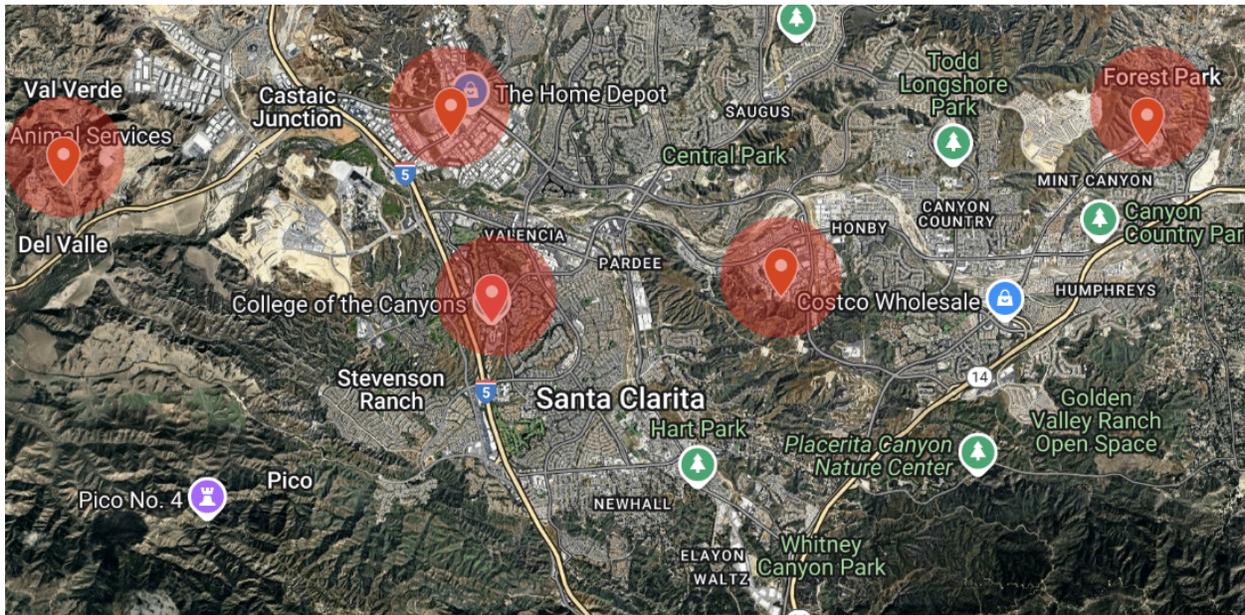
This notification to the CEO/Executive Cabinet delivers situation status information. If the District has an emergency situation, the Incident Commander shall give reports to the CEO/Executive Cabinet periodically until the Policy Group decides it is no longer needed or the tasks at hand do not warrant such notifications. Such notifications will allow the CEO/Executive Cabinet to make necessary decisions in assisting the District and support the objectives of the Incident Commander.

Communications to Off-Site Locations

In the event of a large-scale disaster or an event affecting multiple locations it is important for communication needs to be met. The District is responsible for implementing and testing the following systems to fit their communication needs.

- RAVE
- Cell Phones
- WhatsApp
- Satellite Phones

In the event communication cannot be made due to a large-scale disaster, Campus Safety Officers, or designated “runners,” can be used to communicate between campuses.



Pictured above: map of all off site locations in the SCCD

College Spokespeople

The chief spokespeople in the event of a crisis will be a senior leader of the District, most likely the CEO, as well as the Public Information Officer.

- In the time of a significant crisis, it is critical for a high-ranking leader of the District such as the CEO to become the face of the incident and to take the lead in communicating key messages. Only a high-ranking leader such as the CEO can convey that a situation is under control, provide a sense of calm and set an example for the entire campus.
- In most situations, the District’s Public Information Officer will act as the principal spokesperson for news media communications during a crisis. They will organize and run press briefings and handle general media questions. Depending on the nature of the crisis, the person possessing the direct knowledge of the crisis (for example: the Executive Director of Campus Safety in the event of a campus crime) will coordinate as needed with PIO.
- The release of information and comments to the news media and the public should be limited to the designated spokespeople. All other staff should be professional and helpful to the news media by connecting them with the spokespeople, but should refrain from speaking to and providing any information. As the crisis evolves, it is likely that secondary spokespeople will need to be appointed.

Media Relations

Often the only information the public receives about an emergency is through the news media; therefore, media relations is an essential component of any crisis plan. Timing is critical. *Responses to a crisis must be issued as soon as possible and along as many communications channels as possible.*

The CCT will develop appropriate statements and other communications for the news media. The Team will also arrange and lead news conferences and media briefings, as needed. Keeping the news media informed gives the College a certain amount of control over the message. The media's job is to report the latest information available. If reporters don't get that information directly from the organization in crisis, they will look elsewhere and be more likely to report inaccurate facts and even rumors. The location of news conferences and briefings may largely depend on the location and nature of the crisis. Ideally, the location should be away from the crisis, the IMT/EOC and the College's administrative offices.

Communications Tools

Effective crisis communications programs employ multiple and layered methods of communication with its audiences, including students, employees, parents, alumni, trustees and community members. In the event of a crisis, the Crisis Communications Team can deploy one or all of these communications vehicles:

- **RAVE/College of the Canyons Alert** allows the District to notify students and employees via text message and email. (Responsibility: IC, Campus Safety or Public Information Officer).
- **College Website** (Responsibility: Public Information Officer).
- **Emergency Information Line** will include updated information. (Responsibility: Public Information Officer)
- **Campus Marquees.** (Responsibility: Public Information Officer).
- **Social media.** Regular updates will be posted on the District social media venues. (Responsibility: Public Information Officer).
- **News media.** The District has a detailed news media call list that would be activated in the event of an emergency. (Responsibility: Public Information Officer).

Emergency Notification

Notification to the community about an Immediate Threat

The IC will immediately convey the threat to the community or to the appropriate segment of the community. The entire campus community will be notified when there is at least the potential that a very large segment of the community will be affected by a situation, or when a situation threatens the operation of the campus as a whole. The situation will be continually assessed to determine if additional segments of the campus should be notified.

Some or all of the following notification methods will be used:

- RAVE/College of the Canyons Alert
- Website
- News Media

Members of the larger community outside campus will receive information about a campus emergency via many of the same methods listed above. In addition, the District will disseminate information via local news media.

The IC must confirm the status of the emergency before notifications begin.

Timely Warnings

Issuing Timely Warnings

The District will issue a Timely Warning to the campus community in the event of crimes (i.e. murder and non-negligent manslaughter, negligent manslaughter, sex offenses, robbery, aggravated assault, burglary, motor vehicle theft and arson) and other situations that, in the judgment of the Executive Director or their designee, constitutes a serious or continuing threat to students or employees. In determining if a Timely Warning should be issued, the Executive Director, or their designee, will consider the nature of the crime, the continuing danger to the campus community, and the possible risk of compromising law enforcement efforts.

Timely Warnings will be distributed by one or all of the following methods:

- RAVE/C.O.C. Alert
- Posted as a Campus Crime Alert on the Campus Safety Website and/or Social media
- Posted on the Main College Website
- Email (COC-all)

The Timely Warnings will provide the following information if possible:

- The date the alert was issued.
- A succinct statement of the incident.
- Physical description of the suspects.
- Other relevant and important information.

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Timely Warnings will be issued for circumstances that occur on campus, on public property within or immediately adjacent to the campus, and in or on non-campus buildings or property that the District owns or controls.

Anyone with information warranting a Timely Warning should report the circumstances to campus safety.

- Valencia Safety: Dial 7 from Campus Phone or (661) 510-3882
- CCC Safety: Dial 6 from Campus Phone or (661) 666-8738

Best Practices for Social Media

PIO will post about the situation on social media when official messaging is finalized and approved for distribution by the District.

During an emergency situation on campus, official college posts regarding the crisis will appear on the following social media sites: channels maintained by PIO.

- Instagram
- Facebook
- X
- Employees should refrain from posting anything on social media about the situation in a manner that appears to speak on behalf of the college.

Audiences and Contact Information

Many different audiences must be reached with information specific to their interests and needs. The image of the District can be positively or negatively impacted by public perceptions of the handling of the incident.

The following is a list of potential audiences:

- Students
- Employees
- IMT Members
- Board of Trustees
- Vendors/Suppliers
- News media
- Community—especially neighbors living near the facility
- Foundation Board of Directors
- Government elected officials, Board of Trustees

Contact Information

Contact information for **each audience** should be compiled and immediately accessible during an incident. Include as much information for each contact as possible (e.g., organization name, contact name, business telephone number, cell number, fax number and email address).

Students and Employees

Students and employees are the life of the District, so contact with them is the top priority. Students and employees may become aware of a problem as soon as their phone calls are not answered. Immediate action must be taken to redirect incoming telephone calls to a second call center (if available) or to a voice message indicating that the District is experiencing a temporary problem. Incident information and family reunification information can be given in this message.

Suppliers/Vendors

The crisis communication plan should include documented procedures for notification of suppliers and vendors. The procedures should identify when and how they should be notified.

Management

Any Level 2 Emergency requires immediate notification of management regardless of time of day. Any Incident Commander, can notify management, concerning low-level emergencies if they feel it is warranted regardless of time of day.

Government Officials & Regulators

OSHA regulations require notification to OSHA when there are three or more hospitalizations from an accident or if there is a fatality. Environmental regulations require notification if there is chemical spill or release that exceeds threshold quantities. Other regulators may need to be notified if there is an incident involving product tampering, contamination or quality.

A major incident in the community will capture the attention of elected officials. A senior manager should be assigned to communicate with elected officials and public safety officials.

Employees and Victims

HR should coordinate communications with management, supervisors and employees. HR should also coordinate communications with those involved with the care of employees and the provision of benefits to employees and their families. Close coordination between management, company spokesperson, public agencies and HR is needed when managing the sensitive nature of communications related to an incident involving death or serious injury.

The Community

If there are hazards at a facility that could impact the surrounding community, then the community becomes an important audience. If so, community outreach should be part of the crisis communications plan. The plan should include coordination with public safety officials to develop protocols and procedures for advising the public of any hazards and the most appropriate protective action that should be taken if warned.

News Media

Develop a District policy that only authorized spokespersons are permitted to speak to the news media. Communicate the policy to all employees explaining that it is best to speak with one informed voice.

Determine in advance who will speak to the news media and prepare that spokesperson with talking points, so they can speak clearly and effectively in terms that can be easily understood.

Messages

During and following an incident, each audience will seek information that is specific to them. “How does the incident affect my order, job, safety, community?” These questions need to be answered when communicating with each audience.

After identifying the audiences and the spokesperson assigned to communicate with each audience, the next step is to script messages. Writing messages during an incident can be challenging due to the pressure caused by too much to do and too little time. Therefore, it is best to script message templates in advance if possible.

There may be many different scenarios but the need for communications will relate more to the impacts or potential impacts of an incident:

- accidents that injure employees or others.
- property damage to District facilities.
- liability associated injury to or damage sustained by others.
- production or service interruptions.
- chemical spills or releases with potential off-site consequences, including environmental.

Messages should be scripted to address the specific needs of each audience, which may include:

Student - “Is the school open?” “How long will the College be closed?” “Are classes canceled?”

Family - “Is my son/daughter ok?” “Is there a place I can meet to pick up my son or daughter?”

Employee - “When should I report to work?” “Will I have a job?” “Will I get paid during the shutdown or can I collect unemployment?” “What happened to my co-worker?” “What are you going to do to address my safety?” “Is it safe to go back to work?”

Government Regulator - “When did it happen?” “What happened (details about the incident)?” “What are the impacts (injuries, deaths, environmental contamination, safety of consumers, etc.)?”

Elected Official - “What is the impact on the community (hazards and economy)?” “How many employees will be affected?” “When will you be back up and running?”

Suppliers - “When should we resume deliveries and where should we ship to?”

Management - “What happened?” “When did it happen?” “Was anyone injured?” “How bad is the property damage?” “How long do you think the college will be closed?”

Neighbors in the Community - “How can I be sure it’s safe to go outside?” “What are you going to do to prevent this from happening again?” “How do I get paid for the loss I incurred?”

News Media - “What happened?” “Who was injured?” “What is the estimated loss?” “What caused the incident?” “What are you going to do to prevent it from happening again?” “Who is responsible?”

Messages can be pre-scripted as templates with blanks to be filled in when needed. Pre-scripted messages can be developed, approved by the management team and stored on a remotely accessible server for quick editing and release when needed.

Another important element of the crisis communications plan is the need to coordinate the release of information. When there is an emergency or a major impact on the business, there may be limited information about the incident or its potential impacts. The “story” may change many times as new information becomes available.

One of the aims of the crisis communication plan is to ensure consistency of the message. If you tell one audience one story and another audience a different story, it will raise questions of competency and credibility. Protocols need to be established to ensure that the core of each message is consistent while addressing the specific questions from each audience.

The goal of the crisis communications team is to gather information about the incident. This should include monitoring the types of questions posed to call center operators or staff in the office, emails received by Communications Center, social media chatter or stories broadcast by the news media.

Using this input, the crisis communications team can inform management about the issues that are being raised by stakeholders. In turn, management should provide input into the messages generated by the crisis communications team. The team can then create appropriate messages and disseminate information approved for release.

Appendix B- Emergency Action Plan Active Shooter

Objective

This template will prepare personnel for active shooter incidents. This template documents basic information recommended for an effective emergency action plan. The District is encouraged to consider their unique circumstances and/or structure to ensure a more comprehensive plan. It applies to permanent, temporary employees, contractors and visitors associated with this organization.

Key Individuals

The District’s primary and alternate Incident Commanders are responsible for the maintenance of this plan.

Incident Commanders should revise and update this active shooter plan on an Annual Basis.

	Name	Phone Number	Email
Primary IC	Jim Temple	(661) 362-3535	jim.temple@canyons.edu
Alternate IC	Eric Harnish	(661) 362-3429	eric.harnish@canyons.edu

The following people comprise the organization’s “Core Team” and will participate in developing the active shooter emergency action plan.

Name	Job Title	Phone Number	Email
Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyons.edu
Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu
Jasmine Ruys	Vice President, Student Services	(661) 362-3466	jasmine.ruys@canyons.edu
Reinhardt Schuerger	Executive Director, Campus Safety	(661) 362-3516	reinhardt.schuerger@canyons.edu

The following personnel are the “Threat Management Team” responsible for conducting threat evaluations and intervening to reduce workplace violence.

Name	Job Title	Phone Number	Email
Priscilla Benites	Mental Health Supervisor	(661) 362-3259	Priscilla.benites@canyons.edu
John Lejay II	Title IX Coordinator	(661) 362-3945	john.lejay@canyons.edu
Reinhardt Schuerger	Executive Director, Campus Safety	(661) 362-3516	reinhardt.schuerger@canyons.edu

Lockdown Procedures

The following people are responsible for initiating lockdown procedures (primary and alternate):

Name	Job Title	Phone Number	Email
P: Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyons.edu
A: Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu

Lockdown procedures are initiated in the following manner:

- Raves and Alertus Messages dispatched to campus to lockdown.
- The Communications Center pushes the lockdown button.

Notification

The following people are responsible for ensuring the organization has an effective process to announce the presence of an active shooter:

Name	Job Title	Phone Number	Email
P: Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyons.edu
A: Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu

Contacting 911

Contacting 911 immediately is critical to ensuring first responders arrive quickly. The notification team should be trained to accurately describe the incident to 911 operators. The following information will be provided to 911:

- Confirm Campus (Valencia/CCC).
- Provide information on what the issue is and the incident location, if known.
- Who to contact on scene and contact information.

Employees will be notified in the following manner:

- Emergency Notification System, Alerts.

Employees and visitors that are hearing impaired will be notified in the following manner:

- Alerts displays emergency messaging on digital signage and all computers on both campuses.

Employees and visitors that are visually impaired will be notified in the following manner:

- No plan in place currently.

Evacuation/Assembly/Accountability

The ability to quickly and safely evacuate could be critical to surviving an emergency incident. Personnel must be familiar with the evacuation plan and practice using the nearest exit without exposing themselves to danger.

The following people are responsible for ensuring the organization has an evacuation plan (primary and alternate):

Name	Job Title	Phone Number	Email
P: Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyons.edu
A: Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu

First Responder Coordination

Communicating information to first responders in a timely manner is vital to quickly eliminating the active shooter threat. The following people are responsible for providing information to first responders(primary/alternate):

Name	Job Title	Phone Number	Email
Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyon.edu
Reinhardt Schuerger	Executive Director, Campus Safety	(661) 362-3516	reinhardt.schuerger@canyons.edu

Communications Team

Providing consistent and accurate information to all stakeholders can reduce the impact of an active shooter scenario on an organization and its people. The following people are responsible for communicating the organization’s message internally and externally:

Name	Job Title	Phone Number	Email
Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu
John Green	AVP Communications	(661) 362-3684	john.green@canyons.edu

The following are key considerations the communications team must address:

- Clear and concise messaging.
- Pre-incident planning and training.

Recovery

Recovery from an active shooter scenario will likely be a whole community effort. It may include Human Resources, Student Health Center, hospitals, grief counselors, lawyers, employee assistance, and other assistance as required. The following will be activated as needed:

Name	Job Title	Phone Number	Email
Jasmine Ruys	Vice President, Student Services	(661) 362-3466	jasmine.ruys@canyons.edu
Jason Hinkle	Interim Up, Business Services	(661) 362-3420	jason.hinkle@canyons.edu
Miranda Zamudio	Interim Up, Human Resources	(661) 362-3423	miranda.zamudio@canyons .edu

Training

Providing necessary training to all employees is vital to this plan's success. Training should include "Run," "Hide" and "Fight" to prepare everyone. The organization should also involve first responders, neighboring organizations, off-site locations and business affiliates.

The following people are responsible for ensuring all stakeholders are properly trained (Primary and Alternate):

Name	Job Title	Phone Number	Email
P: Jim Temple	Vice President, IT	(661) 362-3535	jim.temple@canyons.edu
A: Eric Harnish	Vice President, PIO	(661) 362-3429	eric.harnish@canyons.edu

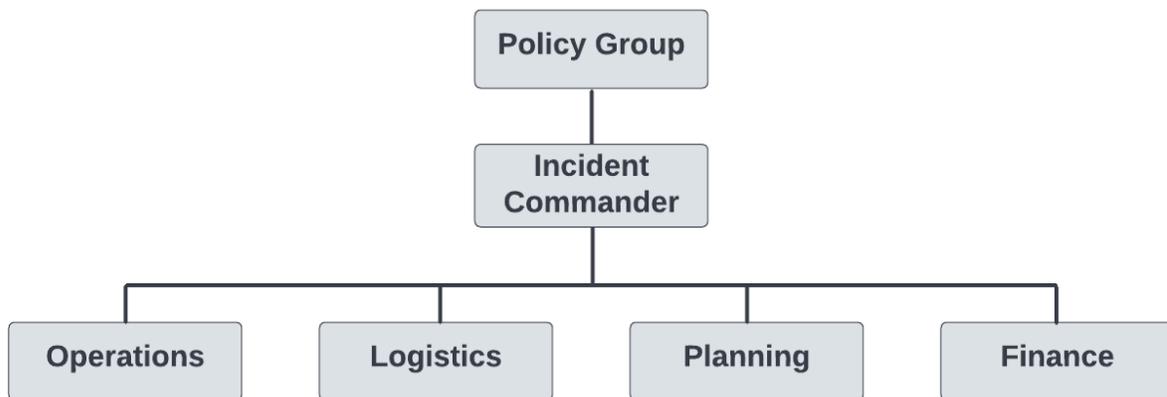
Appendix C- Post-Earthquake Standard Operating Guidelines (SOG's)

After an earthquake it is critical the District receives timely and accurate assessments from each location. Following any earthquake in the City of Santa Clarita, the CEO/Executive Cabinet shall be notified as soon as practical with updates concerning campus conditions, actions taken and resource needs.

Following an earthquake, the following guidelines will enhance the District's ability to effectively gain situational awareness about life safety, incident stabilization, property conservation and continuity of business operations. Critical information needs to be communicated to the CEO/Executive Cabinet in an expedient and orderly manner.

College Post-Earthquake Operations

- After the earthquake and as soon as it is safe, the District Incident Commander (IC) shall open up communications with the CEO/Executive Cabinet and give an initial situation status report.
 - The Policy Group consists of the CEO and the Board of Trustees.



The initial situation status report should contain the following:

- Life Safety
- Evacuation Status
- Property Damage if visible
- Needs - Police, Fire, EMS, Public Works

- As soon as it is safe, the District IC shall activate “Damage Assessment Teams” consisting of no less than two people per team. These teams shall consist of Facilities personnel, Campus Safety or CERT-trained members.
- The District IC shall assign each team a radio and a geographical region of the campus to assess. These teams shall assess their assigned portion of the campus focusing on life safety issues, building damage, natural gas/utilities etc. All findings shall be communicated to District IC and documented on a [FEMA ICS-214](#).
- Damage Assessment teams **shall not** enter any building during the damage assessment.
- The District IC can then effectively direct resources to the most critical situations on campus because of increased situational awareness
- As soon as possible, the District IC shall provide a more comprehensive report to Executive Cabinet with updated information on the following:
 - Life Safety Issues
 - Incident Stabilization
 - Property Conservation
 - Continuity of Business Operations
- Updated information will allow the CEO/Executive Cabinet to effectively plan, support and make sound logistical/financial decisions for the College’s needs

Communications shall remain open between the College IC and Policy Group as needed until the resumption of normal business operations.

Off-Campus Locations

During any emergency at an off-campus location, the off-campus Branch Incident Commander shall notify the Valencia Campus Incident Commander. This notification shall be made as soon as possible. This notification includes any earthquake of any size in the City of Santa Clarita. Typical information in the notification would include current conditions, actions taken and needs.

Canyon Country Campus not mentioned below as Campus Safety is on-site.

Site Name: BNB Manufacturing

Point of Contact: Linda Deperno (661)362-3112

Site Name: Interim ATC

Point of Contact: Harriet Happel

Contact Number: (661) 362-3653

Site Name: Del Valle Fire Training Center

Point of Contact: Thea Alvarado

Contact Number: (661) 362-3410

On-Campus Industry Partners

On-Campus partners and vendors must report any emergency as soon as practical to the Incident Commander. An earthquake of any size in the City of Santa Clarita requires immediate notification to the Incident Commander. This report should include information on the conditions of the emergency or crisis, actions already taken and resource needs.

Industry Partner Name: Academy of the Canyons

Point of Contact: Juliet Fine

Contact Number: (661) 993-0923

Industry Partner Name: Santa Clarita Valley Economic Development Corporation

Point of Contact: Ondre Seltzer

Contact Number: (661) 288-4400

Industry Partner Name: International Student Service Center

Point of Contact: John Wang (626)665-2603

Appendix D- Emergency Operations Center Plans

The following document serves as a Standard Operating Guideline for the District's Emergency Operation Center activation, operation and demobilization in the event of a natural or man-made disaster.

Activation

It has been determined the decision to activate the EOC will be the responsibility of the Incident Commander. Once the decision has been made to activate the EOC the IC is responsible for opening the Primary or Secondary location to initiate EOC activity.

Pre-EOC Activation Duties:

The IC is responsible for the following EOC Duties prior to activation:

- Ensuring that the District is supplied with sufficient EOC Equipment.
- Ensuring that proper EOC equipment checks are being performed.
- Ensuring that EOC training is taking place on a regular basis.
- Demobilizing the EOC.

Full or Partial EOC Activation Duties:

The IC is responsible for the following EOC Duties upon activation notice from Incident Commander:

- Activation (Partial/Full) of EOC - Notify and utilize "Unit Leaders" from Logistics Section to assist with EOC setup.
- Primary EOC located at **PIO CHCS 2nd Floor** (Valencia Campus).
 - Secondary EOC located at **Campus Safety X8** (Valencia Campus).
- Primary EOC located at **4th Floor Student Services** (Canyon Country Campus).
 - Secondary EOC located at **511 Campus Safety** (Canyon County).
- Survey EOC Room to verify appropriate conditions for activation:
 - White boards erased.
 - Chairs and Tables positioned.
 - Equipment ready for use.
- Power up televisions (if provided) and set each to different local news stations; mute with captions.
- Post EOC call-in phone number (Planning Section) for reporting incident updates and other relevant phone numbers.
- Provide laptops for Command, Finance, Logistics, Operations.
- Obtain incident briefings and update EOC personnel on a continuing basis.
- Handle all food, water, coffee needs for EOC participants.

Santa Clarita Community College District Emergency Operation Plan

- Assign and sign-in EOC participants upon arrival and distribute high visibility vests.
- Manage all EOC Operations during incidents.
- Provide security for the EOC (Campus Safety).
- Determine status of IT (i.e. communications, Wi-fi, etc.).
- Address agency reps as they arrive.
- Circulate and ensure personnel understand their roles, fulfill EOC responsibilities, and ensure that EOC procedures function smoothly.
- Notification of Industry Partner EOCs (Local City EOC).
- Notification of California Governor's Office of Emergency Services.
- Notification of the American Red Cross.

Post Activation Duties - EOC Demobilization

- If possible, conduct EOC After Action Review at incident termination.
- Utilize Logistics Section Personnel for EOC demobilization.
- Return and secure all EOC equipment to storage location.
- Complete the Sit/Stat report (ICS Form 209).

Ensure that all ICS 214s are collected and given to the IC.

Location

The Santa Clarita Community College District has identified a Primary EOC and a Secondary EOC to fit the needs of the incident and allow for flexibility as an incident develops and expands. The following locations have been identified as the EOC Locations:

- Primary EOC located at **PIO CHCS 2nd Floor** (Valencia Campus).
 - Secondary EOC located **Canyons Hall Room 225 at Campus Safety X8** (Valencia Campus).
- Primary EOC located at **4th Floor Student Services** (Canyon Country Campus).
 - Secondary EOC located at **511 Campus Safety** (Canyon County).

These locations have been identified with consideration to vulnerability, traffic and congestion, accessibility, parking, communications, security and scalability. If the Primary EOC location is negatively impacted, the Incident Commander can make the decision to utilize the Secondary EOC location.

Opening the Primary EOC: PIO CHCS 2nd Floor (Valencia)

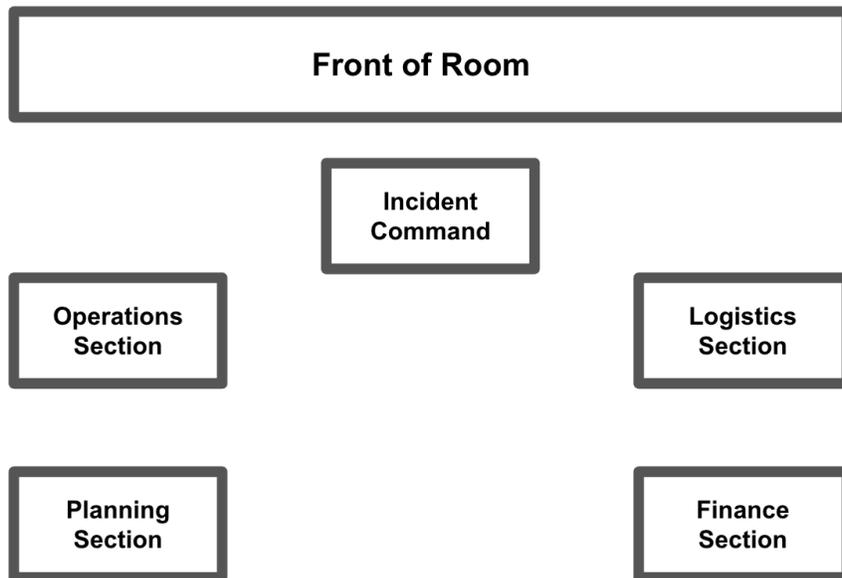
During Business Hours:

- All Incident Command staff have key access.
- Campus Safety.

After Business Hours:

- All Incident Command staff have key access.
- Campus Safety.

Primary EOC Layout



Opening the Secondary EOC: Campus Safety X8

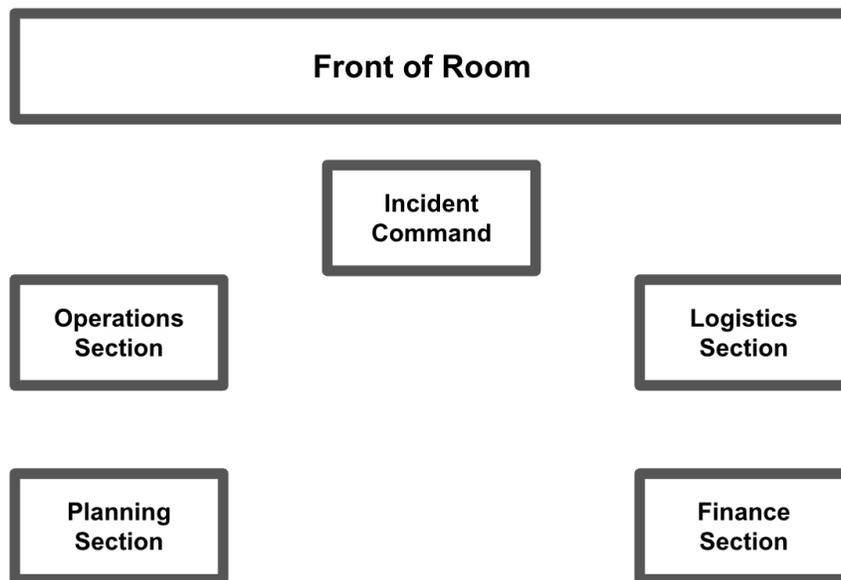
During Business Hours:

- All Incident Command staff have key access.
- Campus Safety.

After Business Hours:

- All Incident Command staff have key access.
- Campus Safety.

Secondary EOC Layout



Equipment and Storage

EOC equipment is stored at the following locations:

- Parking Lot 15 (all storage containers are outfitted with combination lock).
- Public Information Office.

Checks

Necessary equipment checks shall be performed on an annual basis or after any incident where equipment was used.

- **Location-** Ensure accessibility (test both sets of keys), ensure construction projects do not inhibit access/egress, storage does block ability to access necessary equipment, bathrooms are functioning, power to structure.
- **Equipment-** Ensure accessibility and inventory, any equipment with a battery should be operated/charged as per manufacturer guidelines.

Recommended equipment:

- Large tables (5) - IC - Finance, Logistics, Operations, Planning(IC-FLOP)
- Chairs (40) Eight per table
- Mobile dry erase boards (5) (IC - FLOP)
- Large smart board (1) (IC)
- [Command Boards](#) (5) (IC - FLOP)
- Laptops mounted on a moving cart (10)
- Bluetooth printers (2)
- Wi-Fi hotspots (4-5)
- Flip chart paper adhesive back (5) (IC - FLOP)
- Electrical extension cords
- Power tower (5) (IC - FLOP)
- Generators for backup use
- High visibility vests for all (50)
- Radios
- Satellite phone
- Administrative supplies

It has been predetermined that the EOC can be partially activated in a Level 2 Emergency at the discretion of the incident Commander. The EOC will be fully activated in a Level 3 Emergency.

Fully activated requires that all Incident Management Team Members report to the EOC.

Communications/Notification

The Incident Commander assumes responsibility of identifying the level of emergency, needs of the incident and making proper notifications to appropriate IMT Members. These factors will assist in the decision-making process ultimately used to mitigate the incident.

The Incident Commander is responsible for notifying the Operations Section Chief, Finance Section Chief, Logistics Section Chief and the Plans Section Chief. The respective Section Chiefs shall notify the Unit Leaders under their Command.

Members will be notified using the following methods:

- WhatsApp
- Radio
- Cell Phone
- Campus Phone

Security

The Logistics Section Chief shall communicate with Campus Safety in order to staff EOC Security.

Backup Power

Backup power has been secured in the form of generators. These generators are to remain in functional position at the identified EOC in the event of a loss of power to the primary or secondary EOC. The Valencia Campus (lot 15) and the Canyon Country Campus (Lot 1) have portable generators.

Documentation

Incident Command Related FEMA ICS Forms:

- [ICS 201](#) -Incident Commander - Incident Briefing Form
- [ICS 208](#) -Safety Officer - Safety Message Plan
- [ICS 213](#) -Anyone - General Message
- [ICS 214](#) -Everyone - Activity Log
- [ICS 215A](#) -Safety Officer - Incident Action Plan Safety Analysis

Operations Section Related FEMA ICS Forms:

- [ICS 204](#) -Operations Section Chief and Resources Unit Leader - Assignment List
- [ICS 206](#) -Medical Unit Leader (reviewed by Safety Officer) - Medical Plan
- [ICS 213](#) -Any Member - General Message
- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 215](#) -Operations Section Chief - Operational Planning Worksheet

Planning Section Related FEMA ICS Forms:

- [ICS 202](#) -Planning Section Chief - Incident Objectives
- [ICS 203](#) -Resources Unit Leader - Organization Assignment List
- [ICS 204](#) -Resources Unit Leader and Planning Section Chief - Assignment List
- [ICS 209](#) -Situation Unit Leader - Incident Status Summary
- [ICS 211](#) -Resources Unit - Check In Recorder
- [ICS 213](#) -Any Member - General Message

- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 221](#) -Demobilization Unit Leader - Demobilization Unit Leader

Logistics Section Related FEMA ICS Forms:

- [ICS 205](#) -Communications Unit Leader - Incident Radio Communications Plan
- [ICS 205A](#) -Communications Unit Leader - Communications List
- [ICS 210](#) -Communications Unit Leader - Resource Status Change
- [ICS 213](#) -Any Member- General Message
- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 218](#) -Ground Support Unit Leader or Transportation Unit Leader - Support Vehicle Equipment Inventory

Finance Section Related FEMA ICS Forms:

- [ICS 213](#) -Any Member- General Message
- [ICS 214](#) -All IMT Members - Activity Log

Appendix E- Staging Locations

Pre-identified staging locations can be used for resources arriving on scene that do not have a tactical assignment. These locations would be in proximity to the campus. Resources from the staging location can be dispatched to the main campus based on Incident Commander need/request. Resources could include Fire, Police, EMS, heavy equipment/machinery, large animal trailers etc.

Depending on incident location, incident commanders can designate a staging location for incoming resources.

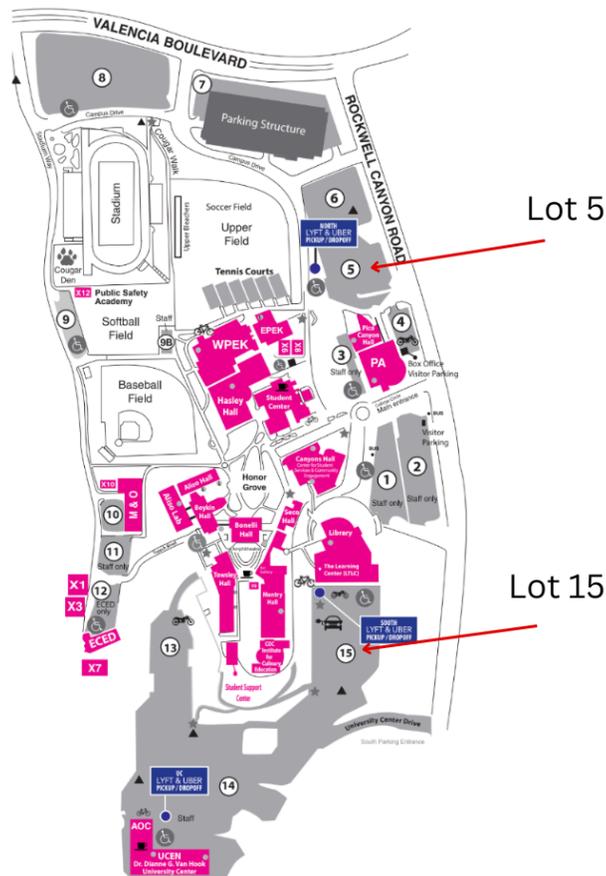
Staging location considerations should include large, open areas for vehicle parking, proximity to campus, lighting, security etc.

The following two locations comprise the staging locations in this Emergency Operations Plan:

Valencia Campus:

1. VLC Lot 15
2. VLC Lot 5

Staging Locations: Valencia



Canyon Country Campus

- 1. CCC Lot 1
- 2. CCC Lot 2

Staging Locations: Canyon Country



Appendix F- ICS Roles and Responsibilities

Common Responsibilities To All EOC Positions

(The following is a checklist applicable to all EOC positions).

Activation:

- Report to your EOC organizational supervisor.
- Put your name on the EOC Organizational Chart next to your assignment.
- Obtain a situation briefing from available sources (Section Coordinator, EOC Director, etc.).
- Determine your personal operating location and set up as necessary.
- Review your position responsibilities.
- Clarify any issues regarding your authority and assignment and what others in the organization do.
- Ensure all functions within your Section are appropriately staffed. Make required personnel assignments as staff arrives.
- Based on the situation as known or forecast, determine likely future section needs.

General Operational Duties:

- Establish operating procedure with the Communications Unit of the Logistics Section for use of telephone, radio and data systems.
- Anticipate potential situation changes, such as severe aftershocks, in all planning.
- Develop a backup plan for all plans and procedures requiring off-site communications.
- Determine and anticipate support requirements and forward to your EOC organizational supervisor.
- Monitor your position activities and adjust staffing and organization to meet current needs.
- Use face-to-face communication in the EOC whenever possible and document decisions.

Documentation and Reports:

- Open and maintain a position activity log.
- Make sure you note your check-in time.
- Maintain all required records and documentation to support the After-Action/Corrective Action Report and the history of the emergency/disaster.
- Document:

- Messages Received.
- Action taken.
- Decision justification and documentation.
- Requests Filled.
- EOC personnel, time on duty and assignments.

Precise information is essential to meet requirements for possible reimbursement by Cal OES and FEMA.

- Review situation reports as they are received. Verify information where questions exist.
- Ensure that your personnel and equipment time records and a record of expendable materials used are provided to your EOC organizational supervisor at the end of each operational period.
- Do **NOT** throw away any paperwork (notes, memos, messages, etc.) This documentation can be used for FEMA reimbursement.
- Keep your EOC organizational supervisor advised of your status and activity and on any problem areas that now need or will require solutions.
- Brief your relief at shift-change time. Ensure that in-progress activities are identified and follow-up requirements are known.

Resources:

- Determine 24-hour staffing and resource needs and request resources as required through the Logistics Section.
- Keep up to date on the situation and resources associated with your position.
- Request additional resources through the appropriate Logistics Section Unit.

Shift Change:

- Brief incoming personnel and identify in-progress activities which need follow-up.
- Provide incoming personnel the next EOC Action Plan.
- Submit completed logs, time cards, etc. to your EOC organizational supervisor before you leave.
- Determine when you should return for your next work shift.
- Leave contact information where you can be reached.

Deactivation

- Ensure that all required forms or reports are completed and submitted to your EOC organizational supervisor prior to your release and departure.
- Be prepared to provide input to the EOC After-Action/Corrective Action Report.
- Determine what follow-up to your assignment might be required before you leave.
- Deactivate your position and close out logs when authorized by your EOC organizational supervisor.
- Leave forwarding phone numbers where you can be reached.
- Sign out with your supervisor and on the EOC organization/sign-in sheet.

Specific Job Responsibilities for each ICS Position

Policy Group - CEO/Executive Cabinet

Responsibilities:

- The Policy Group provides policy direction for recovery planning and advises and assists the Incident Commander in making major emergency related policy decisions.

Activation:

- Obtain briefing from the IC.

Duties:

- Review your position responsibilities.
- Make any policy issue decisions that are necessary and communicate these to the IC.
- Make any necessary public statements through the Public Information Officer.
- Keep informed through regular briefings with the IC.
- Activate and support District recovery activities.

Incident Commander

Responsibilities:

- Establish the Incident Command Post at the Incident Scene and implement the Emergency Operations Plan.
- Direct and coordinate the Command Post.
- Establish the appropriate staffing level.

- Provide for the overall management and coordination of emergency response and recovery operations, including site incident management as required.
- Ensure that an Incident Action Plan is developed and implemented.
- Establish priorities and resolve any conflicting demands for support.
- Facilitate and then manage the transition into the Recovery phase.

Activation:

- Follow directions on Common Responsibilities to all IMT positions checklist.
- Determine the operational status and appropriate level of activation based on the situation.
- Mobilize appropriate personnel for initial activation.
- Obtain briefing from whatever sources are available.

Position Start-Up Actions:

- Review your position responsibilities.
- Establish an Incident Command Post.
- Notify the Logistics Section Chief to activate the Emergency Operations Center(EOC).
- Brief and assign IMT staff as they arrive. Briefings should include:
 - Current situation assessment;
 - Identification of specific job responsibilities;
 - Identification of co-workers within the job function;
 - Availability of communications;
 - Location of work area;
 - Identification of eating and sleeping arrangements, as appropriate;
 - Procedural instructions for obtaining additional supplies, services and personnel; and
 - Identification of work shifts.
- Establish briefing schedules and give Section Chiefs (Ops, Plans, Logistics, Finance) advance notice to prepare summaries of section activities.
- Convene planning meetings with the CEO/Executive Cabinet and Section Coordinator/Chiefs, as necessary. Ensure that these meetings are documented by a scribe.
- Assess the situation, define problems, and set priorities for response/recovery period.
- Review and identify the need for future staffing.
- Once the Planning Section completes the Action Plan, review, approve, implement and distribute.
- Establish and implement a briefing schedule for IMT staff.

- Ensure that telephone, radio and data communications with other District sites are established and tested. (Assign task to the Communications Unit).
- Upon EOC Activation, assure the appropriate agencies/entities are notified.
- Ensure that the Management/Command Section is staffed at the level needed.
 - Public Information Officer
 - Liaison Officer
 - Safety Officer
- Assess the need to request or provide resources via mutual aid. District sites will place mutual aid requests through the District, and the District will submit mutual aid requests to the Office of Emergency Services.
- Work with the Section Coordinator/chiefs to ensure all sections have appropriate equipment, staffing, and information to work effectively.
- Ensure Public Information Officer (PIO) coordinates and conducts news conferences in collaboration with the PIOs on-scene.
- Authorize PIO to release information to the media and to coordinate with the PIOs at College sites as needed.
- Monitor performance of IMT personnel for signs of stress or under-performance; initiate counseling services as appropriate in coordination with the Personnel Unit of the Logistics Section. Establish and maintain a safe working environment.
- Ensure that the Liaison Officer establishes and maintains contact with agencies and with other organizational levels as appropriate and is providing for and maintaining positive and effective inter-agency coordination.
- Monitor section-level activities to assure that all appropriate actions are being taken.
- Facilitate the change from disaster response activities to recovery activities as the emergency subsides.

Deactivation:

- Authorize deactivation of sections, branches or units when they are no longer required.
- Ensure that any open actions not yet completed will be taken care of after deactivation.
- Ensure that all required forms or reports are completed prior to deactivation.
- Be prepared to provide input to the After-Action Report.
- Deactivate the EOC/IMT and close out logs when an emergency situation no longer requires activation.

Public Information Officer (PIO)

Responsibilities:

- Coordinate PIO activities.
- Obtain policy guidelines from the Incident Commander with regard to media releases.

- Handle all media inquiries and requests for interviews.
- Coordinate with College site Incident Commander and responding agencies to determine appropriate release of information.
- Develop key messages.
- Provide timely and accurate official statements, news releases, fact sheets, website notices to students and staff as events unfold.
- Coordinate activity in a Joint Information Center (JIC), if one is activated.
- Control and correct misinformation and rumors.

Duties:

- Follow directions on common responsibilities to all IMT positions.
- Secure guidance from the Incident Commander regarding the release of available information.
- Determine if access to the Emergency Notification System (ENS) is necessary.
- Establish procedure for information releases affecting inter-agency coordination.
- Keep the Incident Commander advised of all requests for information and of all major critical or unfavorable media comments. Provide an estimate of the impact and severity and make recommendations as appropriate.
- Coordinate all media events with the Incident Commander, appropriate city and county EOCs.
- Ensure that all staff are aware that they must coordinate release of emergency information through the PIO and that all press releases must be cleared with the Incident Commander and college site PIO before releasing information to the media.
- Establish a Media Information Center away from the EOC and the Command Post. Announce safe access routes to the Media Information Center. If there are multiple local, state and federal agencies involved, consider establishing a Joint Information Center(JIC) or if a JIC is established, designate staff to participate at the JIC.
- Provide any statements to be posted on the website.
- Schedule and post times and locations of news briefings in the IMT, Media Information Center and other appropriate areas.
- Prepare and provide approved information to the media. Post news releases in the EOC, Media Information Center and other appropriate areas.
- Interact with other branches/groups/units to provide and obtain information relative to public information operations.
- As required, periodically prepare briefings for the Policy Group/CEO/Executive Cabinet.
- Respond to information requests from the Incident Commander.

- Ensure that a rumor control function is established as necessary and has the means for identifying false or erroneous information. Develop a procedure to be used to squelch such information.
- Staff telephones to efficiently handle incoming media and public calls and to gather status information (request additional personnel through Logistics, Personnel Unit).
- Monitor broadcast media and use information to develop follow-up news releases and rumor control.
- Ensure that announcements, information and materials are translated and prepared for special populations (non-English speaking; non-readers; elderly; the hearing, sight and mobility impaired; etc.).
- Consider all non-English speaking and hearing impaired persons of the emergency situation/hazard by
 - Translating all written and spoken messages into appropriate languages and
 - Contacting media outlets (radio/television) that serve the languages you need.
- Ensure file copies are maintained of all information released and posted in the EOC.

Liaison Officer

Responsibilities:

- Coordinate and communicate between the District and other agencies.
- Initiate and maintain contact with partner agencies.
- Coordinate VIP and visitor orientations and briefings.
- Serve as the point of contact for all outside agency representatives.

Duties:

- Follow directions on common responsibilities to all IMT positions.
- Maintain contact with all outside agencies involved with the incident response.
- Arrange and coordinate any VIP tours with PIO.
- Determine if outside liaison is required with other partner agencies such as
 - Local/county/state/federal agencies,
 - Volunteer organizations,
 - Private sector organizations, and/or
 - Utilities not already represented.
- Determine status and resource needs and availability of other agencies.
- Brief agency representatives on current situation, priorities and action plan.
- Respond to requests for liaison personnel from other agencies.
- Act as liaison with other city, county, state or federal emergency response officials.
- Determine if there are communication problems in contacting outside agencies. Provide information to the Logistics Section (Communications Unit).

- Know the working location of agency representatives.
- Compile list of agency representatives (agency, name, contact information) and make available to all EOC personnel.
- Respond to requests from sections and branches/groups/units for agency information. Direct requesters to appropriate agency representatives **Safety Officer**

Responsibilities:

- Maintain a high level of safety situational awareness to all emergency operations on campus.
- Ensure that all facilities used in support of IMT operations have safe operating conditions.
- Monitor all operational activities to ensure that they are being conducted in as safe a manner as possible under the circumstances that exist.
- Stop or modify all unsafe operations.

Duties:

- Follow directions on common responsibilities to all IMT Positions.
- Ensure safety of operations for staff and students.
- Tour the entire facility area and determine the scope of on going operations.
- Evaluate conditions and advise the Incident Commander of any conditions and actions which might result in employee/student safety and/or liability.
- Coordinate with the Logistics Section (Personnel Unit) to ensure that training for personnel includes safety and hazard awareness and is in compliance with OSHA requirements, as appropriate.
- Study the facility to learn the location of all fire protection devices e.g. fire extinguishers, fire hoses and emergency pull stations.
- Be familiar with particularly hazardous conditions in the facility.
- Ensure that the EOC and Command Post location is free from environmental threats.
- Keep the Incident Commander advised of safety conditions.
- Coordinate with Compensation/Claims Unit in the Finance Section on any personnel injury claims or records preparation as necessary for proper case evaluation and closure.

Operations Section Coordinator

Responsibilities:

- Provide the overall coordination and leadership for the emergency response operations.
- Lead the Operations Section in the development and implementation of the Action Plan.
- Approve resource requests before they are forwarded to Logistics.

Duties:

- Follow directions on common responsibilities for all IMT positions checklist.
- Activate organizational elements within your section as needed and designate supervisors for each element or combination of elements:
 - Safety/Security Branch
 - Medical Branch
 - Building & Safety Branch, and
 - Maintenance & Utilities Branch
- Ensure communications are established with field units and Incident Command.
- Evaluate the site conditions associated with the disaster/emergency and coordinate with the Planning/Intelligence Section (Situation Status Unit).
- Coordinate fire and hazmat services with the appropriate emergency response agency.
- Identify, establish and maintain staging areas for Operations-related equipment and personnel, as necessary. Authorize release of equipment and personnel.
- Direct Operations Branch Director to maintain up-to-date incident charts, Incident reports and branch specific maps. Ensure that only ACTIVE, ESSENTIAL information is depicted on the charts and maps.
- Determine resources committed and resource needs.
- Request and/or release resources as authorized by Incident Commander. Coordinate resources requests with the Logistics Section.
- Receive, evaluate and disseminate information relative to the operations of the disaster/emergency.
- Provide all relevant emergency information to the Public Information Officer.
- Conduct periodic Operations Section briefings and work to reach consensus for forthcoming shifts.
- Work closely with the Planning/Intelligence Section Coordinator/Chief in the development of the Action Plan. (Action Plan can be found in the ICS Forms Section in the Appendices).
- Work closely with the Logistics Section (Communications Unit) in the development of a Communications Plan.

- Work closely with each branch leader to ensure Operations Section objectives as defined in the current action plan are being addressed.
- Ensure that intelligence information from branch leaders is made available to the Planning/Intelligence Section.
- Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section, i.e., notification of any emergency expenditure.
- Review suggested list of resources to be released and initiate recommendations for their release. Notify the Planning Section.

Safety/Security Unit Leader

Responsibilities:

- Provide a rapid warning to the campus community of hazards or dangers.
- Oversee the evacuation of people from potential or existing danger.
- Mobilize available officers and staff for field operations.
- Protect life and property.
- Provide security and traffic control.
- Support search and rescue operations in the field.
- Inform and advise the Operations Section Chief.
- Coordinate and support the activities of the Safety/Security Unit.

Duties:

- Follow directions on Common Responsibilities to all IMT positions checklist.
- Develop a traffic plan and place personnel to direct traffic.
- Establish and maintain communications with the dispatch center.
- Establish and maintain communications with Safety/Security personnel in the field.
- Identify and ascertain status of available Safety/Security personnel.
- Determine needs for special access facilities.
- As requested, provide security for any critical facilities, supplies or materials.
- Request additional law enforcement personnel through existing mutual aid channels.
- Assist fire units/ambulances/medical teams/emergency supply vehicles in entering and leaving incident areas.

Alerting/Warning Activities

- If warning the campus is necessary, determine who needs to be warned.
- Clarify the warning message. Be specific, i.e. identify where you want people to go.
- Determine how the warning will be issued: in person, automated notification, loud speakers, social media, etc.

Evacuation Activities

- Coordinate and support evacuation and traffic control activities.
- Identify persons/facilities that have special evacuation requirements; i.e., people with disabilities and other access and functional needs.
- If needed, consider developing an overall traffic control plan to address overall traffic flow pattern, routing existing traffic to clear access for emergency vehicles or remove students, staff, and visitors from unsafe areas. Coordinate with the Transportation Unit if transportation resources are needed.

Security Activities

- Coordinate security in the affected areas to protect public property by establishing access controls and screening traffic entering the campus, as required.
- Coordinate security for critical facilities and resources.

First Aid Unit Leader

Responsibilities:

The First Aid Unit Leader is responsible for providing emergency medical response, first aid, and counseling. He or she informs the Operations Chief or Incident Commander when the situation requires health or medical services that staff cannot provide and ensures that appropriate actions are taken in the event of deaths.

- Establish scope of disaster with the Incident Commander and determine probability of outside emergency medical support and transport needs.
- Make personnel assignments. If possible, assign a minimum of two people to triage, two to immediate treatment, two to delayed treatment, and two to psychological treatment.
- Set up a first aid area in a safe place (upwind from the emergency area if the emergency involves smoke or hazardous materials), away from students and parents, with access to emergency vehicles. Obtain equipment and supplies from the storage area.
- Assess available inventory of supplies and equipment.
- Review safety procedures and assignments with personnel.
- Establish a point of entry (“triage”) into the treatment area.
- Establish “immediate” and “delayed” treatment areas.
- Set up a separate psychological first aid area if staff levels are sufficient.

Duties:

- Oversee the assessment, care, and treatment of patients.
- Ensure caregiver and rescuer safety: ensure that they use latex gloves for protection from body fluids and new gloves for each new patient.
- Make sure that accurate records are kept.

- Provide personnel to respond to injuries in remote locations or request a Transport Team from Logistics.
- If needed, request additional personnel from Logistics.
- Brief newly assigned personnel.
- Report deaths immediately to the Operations Section Chief.
- Keep the Operations Section Chief informed of the overall status.
- Set up a morgue, if necessary, in a cool, isolated, secure area away from the Command Post or the EOC.
- Stay alert for communicable diseases and isolate appropriately.
- Consult with the Student Health Center regarding health care, medications, and meals for students with known medical conditions (e.g., diabetes, asthma, etc.).

Deactivation:

- At the Incident Commander's direction, release medical staff who are no longer needed. Direct staff members to sign out through Timekeeping.
- Return equipment and reusable supplies to Logistics.
- When authorized by the Incident Commander, deactivate the section and close out all logs. Provide the logs and other relevant documents to the Documentation Unit.

Search and Rescue Unit Leader

Responsibilities:

- Inform and advise the Operations Section Chief.
- Coordinate and support the activities of the Search and Rescue Unit.
- Evaluate and process requests for search and rescue resources.
- Coordinate search and rescue operations with appropriate fire agencies and maintain communications with them.

Duties:

- Establish a search and rescue staging area.
- Establish and maintain communications with search and rescue personnel.
- Initiate and maintain communications with the appropriate fire agency.
- Coordinate all rescue efforts with the Safety Officer. Ensure that
 - A safety briefing is held at the beginning of each work period;
 - Search and Rescue personnel are not assigned to tasks that are beyond their physical or trained capabilities and
 - Personnel are not placed in situations where they can become victims themselves.
- Coordinate with Logistics Section to ensure

- Appropriate safety equipment and PPE is provided, such as helmets, goggles, gloves, etc.;
- Required rescue equipment to perform expected tasks, such as rope, shoring timber, cribbing, and pry bars, is provided and
- Rescue operations have portable lighting for evening or interior operations.
- Request Building and Safety Unit Leader to provide personnel to rescue scenes to advise on structural, electrical, and mechanical hazards.
- Ensure receipt of and evaluate reports from field assessment teams for possible locations of trapped individuals. Ensure that all field reports that identify locations of trapped, injured, or deceased individuals are received and documented and provided to Operations Section Chief.
- Thoroughly brief and update field personnel on a continuing basis.
- Establish and enforce the procedures for marking structures that have been searched and cleared.
- Coordinate rescue operations with the Medical Branch to ensure injured and rescued individuals receive appropriate medical care.
- Coordinate with EVAC/Shelter/Care to ensure all rescued individuals are medically triaged prior to release.
- Notify the Operations Section Chief of any fatalities.
- Mark the location of fatalities. When feasible, cover but do not remove the deceased until advised by the coroner.
- Regularly, or as requested, brief and update the Operations Section Chief on search and rescue operations.
- Update rescue status boards and maps.
- When possible, participate in the planning meetings.
- Ensure radio communications are established between all rescue teams and the Search and Rescue Unit Leader
- Coordinate with the Logistics Section to establish a reception/reunification area for rescued individuals and families.

Building and Safety Unit Leader

Responsibilities:

- Inform and advise the Operations Section Chief.
- Ensure that all facilities used in support of EOC and field operations have safe operating conditions.
- Coordinate investigation and safety assessment of damage to buildings, structures and property for the purposes of:

- Identifying life-threatening hazardous conditions for immediate abatement;
- Inspecting and identifying buildings and property for re-occupancy and posting and declaring unsafe conditions; and
- Determining the cost and percentage of damage to all buildings, structures and properties.
- Provide safety assessment information and statistics to the Planning Section.

The Building and Safety Branch is responsible for ensuring that all structures are evaluated. Structural and nonstructural safety of the buildings must be resolved before a decision is made to occupy the buildings. After a disaster, Division of the State Architect (DSA) engineers are dispatched to school Districts in need of inspection as soon as the District reports damages to the DSA. However, it may take hours or even days to get DSA personnel to every school in an area of extensive damage. Therefore, since DSA cannot guarantee speedy inspection from its limited staff, it encourages school Districts to make prior arrangements with local, California-licensed, structural engineers that have registered as part of Cal OES' Safety Assessment Program (SAP) to perform evaluation of District facilities.

Duties:

- Follow directions on common responsibilities to all IMT positions.
- Coordinate damage assessment inspection of all facilities.
- When structural assessments are required, request a DSA engineer to perform inspection of facilities. If DSA engineers are not available, request building inspectors through mutual aid. Ensure that any mutual aid building inspector has been trained in the Safety Assessment Program (SAP) requirements.
- Assign a Facilities Representative to each building inspector or mutual aid resource to assist them.
- Compile a summary document of all safety inspection reports and assessments and forward to the Planning/Intelligence Section (Situation Unit).
- Post field assessment information to display map/chart in EOC to depict progress of assessments.
- Receive regular reports on damage status from field units. Ensure teams report any chemical and electrical hazards as soon as possible.
- Provide the Incident Commander, Operations Section Chief, Planning Chief and Finance Chief updated information on estimated damage and loss cost.
- Arrange for necessary communications equipment from the Logistics Section and distribute to all field personnel (e.g. radios, cellular phones, etc.).
- Assess the need to require potentially unsafe facilities to be vacated.

- Evaluate conditions and advise the Incident Commander of any conditions and actions which might result in liability – e.g. oversights, improper response actions, etc.
- In coordination with the Planning Section, the Logistics Section, and the Finance Section, develop requisition lists for additional equipment and materials needed for repairs, temporary facilities, and replacement of expended resources.

Maintenance and Utilities Unit Leader

Responsibilities:

- Inform and advise the Operations Section Coordinator/Chief.
- Support Building and Safety with the investigation and safety assessment of damage to buildings, structures and property.
- Inspect utility systems and turn off utilities, when necessary.
- Assist with closing off areas and debris clearance.

Duties

- Follow directions on common responsibilities.
- Coordinate inspection of all utility systems, including gas, electricity, water, phone lines, and data lines.
- Ensure field crews report immediately any chemical or electrical hazard.
- Report to Operations Section Coordinator/Chief any dangerous areas or hazards:
 - Transformer leaks
 - Broken high voltage electric lines
 - Electric substation damage
 - Ruptured gas lines
 - Ruptured sewage lines
- Ensure field crews post danger signs and barricades, as necessary.
- Establish contact with various utility companies, as necessary.
- Coordinate telephone utility requirements with telephone services.
- Act as a point of contact for information flow between the EOC and utility companies on problems and report progress.
- Schedule all utility repairs as directed by the EOC.
- Support Building and Safety with the investigation and safety assessment of damage to buildings, structures and property.

Crisis Intervention Unit Leader

Responsibilities:

- Ensure the physical safety and emotional stability of the person experiencing a mental health crisis.

- Reduce the intensity of emotional, mental, physical, and behavioral reactions to the crisis in order to avoid further deterioration of the person’s mental status and development of serious long-term problems.
- Assist in recovery from crisis and the return to a pre-crisis level of functioning.
- Assist in the development or enhancement of more effective coping skills and support systems.
- Ensure that services are clinically appropriate and in the least intense or restrictive setting.
- Provide assistance and referral for ongoing care.
- Determine whether it is likely the person has a mental health problem, and if so, determine the nature of the problem.
 - Establish priority for response based on immediate safety issues.
 - Inquire about concurrent social or health problems that require attention.
 - Determine what intervention is best suited for the person and to whom the person should be referred.

Family Reunification Unit Leader

Responsibilities:

- Assure the reunification of students with their parents or authorized adults through separate entrance and exit.

Start-Up Actions:

- Obtain and wear a vest or position identifier, if available.
- Check with the Operations Section Chief for the location of Family Reunification.
- Obtain necessary equipment and forms from Logistics.
- Secure the area against unauthorized access.

Operational Duties:

- Refer all requests for information to the PIO. Do not spread rumors.
- If volunteers arrive to help, send those with Disaster Volunteer badges with photo ID to Logistics.

Planning Section Coordinator

Responsibilities:

- Ensure that the following Planning functions are performed:
 - Collecting, analyzing and displaying situation information.
 - Preparing periodic situation reports.
 - Initiating and documenting Action Plan and After-Action Report.

- Resource Tracking.
- Advance planning.
- Planning for demobilization.
- Establish the appropriate level of organization within the Section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Report to the Incident Commander on all matters pertaining to Section activities.

Duties:

- Follow directions on common responsibilities to all IMT positions checklist.
- Assess the impact of the disaster on the District/campus, including the initial safety/damage assessment by each College impacted by the disaster (see Summary Situation Status Report in Appendices).
- Develop situation analysis information on the impact of the emergency from the following sources:
 - Safety/Security Branch
 - Medical Branch
 - Building and Safety Branch
 - Maintenance & Utilities Branch
 - City EOCs Assigned Rep to City EOC
 - Office of Emergency Services
 - Utilities
 - American Red Cross
 - Media (radio and television)
- Ensure that pertinent emergency information is disseminated through appropriate channels to response personnel, IMT staff, Board of Trustees, city's Office of Emergency Services, other partner agencies and the public, as appropriate.
- Working with the IMT staff and the Documentation Unit (if activated), prepare an Action Plan to identify priorities and objectives.
- Assemble information on alternative strategies.
- Identify the need for use of special resources.
- Direct the coordination of periodic disaster and strategy plans briefings to the EOC Director/Incident Commander and General Staff, including analysis and forecast of incident potential.
- Ensure coordination of collection and dissemination of disaster information and intelligence with other sections.
- Begin planning for recovery.

Resource Status Unit Leader

Responsibilities:

- Develop a system to track resources deployed for disaster response.
- Establish a reporting procedure for resources at specified locations.
- Direct the collection, organization and display status of incident resources to include allocation, deployment and staging areas.
- Maintain a master list of all resources deployed.
- Provide for an authentication system in case of conflicting resources status reports.
- Provide a resource overview and summary information to the Situation Status (if activated) as requested and written status reports on resources allocations as requested by the Section Chiefs.
- Assist in strategy planning based on the evaluation of the resources allocation, resources enroute and projected resources shortfalls.
- Ensure that available resources are not overlooked by the Operations Section staff and assist in preparation of the Action Plan.
- Make recommendations to the Logistics Section Chief of resources that are not deployed or should be deactivated.

Situation Status Unit Leader

- Direct the collection, organization and display of status of disaster events, including:
 - Location and nature of the disaster/emergency.
 - Special hazards.
 - Number of injured persons.
 - Number of deceased persons.
 - Road closures and disaster routes.
 - Structural property damage (estimated dollar value).
 - District resources committed to the disaster/emergency.
 - District resources available.
 - Assistance provided by outside agencies and resources committed.
- Possible Information Sources include:
 - Disaster briefings
 - Action Plans
 - Section reports
 - Intelligence reports
 - College site observations (Summary Situation Status Reports)
 - Resource status reports
 - Casualty information

- Direct the collection of photographs, videos, and/or sound recordings of disaster events, as appropriate.
- Prepare and maintain EOC displays.
- Assist in the preparation of the Incident Action Plan.
- Post to the significant events log casualty information, health concerns, property damage, size of risk area, scope of the hazard, number of evacuees, etc. **Note: Casualty information cannot be released to the press or public without authorization from Incident Commander and the Public Information Officer.**
- Coordinate casualty tracking system with the Medical Branch.
- Develop sources of information and assist the Planning/Intelligence Section.
- Coordinate collecting, organizing and analyzing data from the all IMT Sections.
- Provide for an authentication process in case of conflicting status reports on events.
- Meet with the Planning/Intelligence Section Coordinator/Chief and Incident Commander to determine needs for planning meetings and briefings. Determine if there are any special information needs.
- Meet with the PIO to determine best methods for exchanging information and providing the PIO with Situation Status Unit information.
- Provide information to the PIO for use in developing media and other briefings.
- Establish and maintain an open file of situation reports and major incident reports for review by other sections/units.
- Determine weather conditions, current and upcoming. Post weather information.
- Transmit any situation status reports to the City of Santa Clarita and the Office of Emergency Services (obtain approval from the Planning/Intelligence Section Coordinator/Chief before transmitting reports).
- Prepare written situation reports at periodic intervals at the direction of the Plans Section Chief.
- Assist at planning meetings as required.
- As appropriate, assign “field observers” to gather information.

Documentation Unit Leader

Responsibilities:

- Meet with the Planning Chief to determine what materials should be maintained for official records.
- Contact other sections and units and inform them of the requirement to maintain official records. Assist them as necessary in setting up a file records system.
- Coordinate documentation with the Situation Status Unit.

- Following planning meetings, assist in the preparation of any written action plans or procedures.
- Ensure that the Action Plans and After-Action Report/Correction Action are compiled, approved, copied and distributed to IMT sections and units.
- Ensure the development of a filing system to collect and log forms according to procedures approved by the Planning Chief. Filing system should include:
 - Individual Logs (ICS- 214)
 - Action Plans
 - Summary Situation Status Forms
 - News Releases
 - Briefing Notes
 - Automated Phone System Alerts
 - Safety Assessments
- Establish copying service and respond to authorized copying requests.
- Establish a system for collecting all section and unit journals/logs at completion of each shift.
- Periodically collect, maintain and record reports, logs, journals and forms submitted by all sections and units for the official record.
- Verify accuracy/completeness of records submitted for file – to the greatest extent possible; correct errors by checking with IMT personnel as appropriate.
- Prepare an overview of the documented disaster events at periodic intervals or upon request from the Planning/Intelligence Section Coordinator/Chief.

Demobilization Unit Leader

Responsibilities:

- Review the organization and current staffing to determine the likely size and extent of demobilization effort.
- Request the Incident Commander and Section Coordinator/Chiefs to assess long-term staffing needs within their sections and provide listing of positions and personnel for release by priority.
- Coordinate with the Agency Representatives and partner agencies, as appropriate.
- Evaluate logistics and transportation capabilities to support the demobilization effort.
- Prepare a Demobilization Plan to include the following:
 - Release plan strategies and general information;
 - Priorities for release (according to agency and kind and type of resource);
 - Phase over or transfer of authorities; and
 - Completion and submission of all required documentation.

- Obtain approval of the Demobilization Plan from the Incident Commander. Ensure that the plan, once approved, is distributed.
- Notify the City of Santa Clarita and the Office of Emergency Services of demobilization plan.
- Ensure all sections, branches and units understand specific demobilization responsibilities.
- Supervise execution of the Demobilization Plan.
- Brief Planning Chief on demobilization progress.
- Obtain identification and description of surplus resources.
- In coordination with Logistics, establish “check-in” stations, as required, to facilitate the return of supplies, equipment and other resources.

Logistics Section Coordinator

Responsibilities:

- Establish the appropriate level of organization within the section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the section.
- Coordinate needed logistical support.
- Report to the Incident Commander on all matters pertaining to section activities.

Start-Up Actions

- Follow directions on common responsibilities to all IMT positions checklist.
- Carry out responsibilities of the Logistics Section Units that are not currently staffed.
- Meet with other Section Coordinator/Chiefs to determine what services and supplies will be needed to care for staff and students and respond to the disaster. Estimate the support requirements and assess the capability of supplies on hand to meet the need.
- Meet with the Finance/Administration Section Coordinator/Chief and review financial and administration support needs and procedures. Determine level of purchasing authority to be delegated to the Logistics Section.
- Following action planning meetings, ensure that orders for additional resources necessary to meet known or expected demands have been placed and are being coordinated within the EOC and field units.
- Keep the City of Santa Clarita and the Logistics Section apprised of the overall situation and status of resource requests.
- Identify service/support requirements for planned and expected operations.
- Oversee the allocation of personnel, equipment, services and facilities required to support emergency management activities.

- Receive, coordinate and process requests for resources. All resource requests need to be documented.
- Resolve problems associated with requests for supplies, facilities, transportation, communication and food.

Food/Supplies/Staffing Unit Leader

Responsibilities:

- Meet and coordinate activities with the Incident Commander and determine purchasing authority to be delegated to Supplies/Procurement Unit. Review emergency purchasing and contracting procedures.
- Review, verify and process requests from other sections for resources.
- Maintain information regarding:
 - Resources readily available,
 - Resource requests,
 - Status of shipments,
 - Priority resource requirements, and
 - Shortfalls.
- Coordinate with other units as appropriate on resource requests received from operations to ensure there is no duplication of effort or requisition.
- Determine if needed resources are available from District stocks, mutual aid sources or other sources. Arrange for delivery if available.
- Determine availability and cost of resources from private vendors.
- Issue purchase orders for needed items within dollar limits of delegated authority.
- Coordinate any mutual aid resource requests with the Operational Area EOC.
- Notify Incident Commander of supply needs that exceed delegated authority. Obtain needed authorizations and paperwork.
- Prepare and finalize contracts that are needed for procuring resources within purchasing authority. Send documents for signature and payment.
- Arrange for delivery of procured resources. Coordinate with Transportation and Facilities Units.
- Forward the information on any significant resource request(s) which cannot be met to the Logistics Section Coordinator/Chief and suggest alternative methods to solve the problem.
- If the District facilities are being used as community shelters, establish contact with the American Red Cross and discuss the food and potable water situation.
- Establish a plan for College site and IMT feeding operations, as necessary. Coordinate with the Operations Section to avoid duplication.

- Assemble resource documents that will allow for agency, vendor and contractor contacts; e.g., telephone listings, procurement catalogs, directories and supply locations.
- Continually update communications availability information with the Communications Unit. Revise contact methods with suppliers as improved communications become available.
- Review the situation reports as they are received. Determine/anticipate support requirements. Verify information where questions exist.
- Begin disaster documentation and record tracking of disaster-related requests for expenditures of equipment, supplies, personnel, funds, etc.
- Provide updated reports on resource status to Resources Unit.
- Identify and maintain a list of available and accessible equipment and supplies to support response and recovery efforts.
- Arrange for storage, maintenance and replenishment or replacement of equipment and materials.
- Provide and coordinate with Operations Section for the allocation and distribution of utilities, fuel, water, food, other consumables and essential supplies to all disaster operation facilities.
- Procure/arrange for basic sanitation and health needs at mass care facilities (toilets, showers, etc.) as requested by Operations Section.
- Support activities for restoration of utilities to critical facilities.
- Procure and coordinate water resources for consumption, sanitation and firefighting.

Communications/IT Unit Leader

Responsibilities:

- Coordinate with all sections and units on operating procedures for use of telephone, data and radio systems. Receive any priorities or special requests.
- Provide a briefing on EOC on-site and external communications, capabilities and restrictions and operating procedures for the use of telephones, computer and radio systems.
- Provide a report of the status of communications and computing resources available for the disaster response operations. This includes:
 - Telephone (hard wire and cellular) service,
 - District and college site web pages,
 - Radios,
 - Automated notification system,
 - Outdoor loudspeakers, and
 - Emergency conference call bridges.

- Evaluate impacts to communications/computing services and identify communication needs between the EOC, college sites, the city and the operational area EOC.
- Coordinate frequency and network activities with the local government (city and county).
- Provide communications briefings as requested at action planning meetings.
- Establish a primary and alternate system for communications.
- Coordinate with all operational units and the IMT to establish a communications plan to minimize communications issues that include radio, data and telephone needs utilizing established communications, amateur radio and volunteers.
- Coordinate with volunteer and private sector organizations to supplement communications needs, i.e. Auxiliary Communication Services (ACS) (ACS operators can be accessed via the County Operational Area EOC).
- If ACS is available, oversee the use of ACS services. This service can be used to communicate with other emergency response agencies and personnel.
- Establish a plan to ensure staffing and repair of communications and computer equipment.
- Protect equipment from weather, aftershocks, electromagnetic pulse, etc.

Facilities Unit Leader

Responsibilities:

- Maintain information in the unit regarding:
 - Facilities opened and operating, Facility managers, supplies and equipment at the various locations and specific operations and capabilities of each location.
- As the requirement for emergency-use facilities is identified, coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- In coordination with the operations section, provide support to facilities used for disaster response and recovery operations; i.e., staging areas, shelters, etc.
- Identify communications requirements to the communications Unit.
- Identify equipment, material and supply needs to the Supply Unit.
- Identify personnel needs to the Personnel Unit.
- Identify transportation requirements to the Transportation Unit. Coordinate evacuation schedules and identify locations involved.
- Identify security requirements to the Safety/Security Branch of the Operations Section.
- Monitor the actions at each facility activated and provide additional support requested.
- Account for personnel, equipment, supplies and materials provided to each facility.
- Coordinate the receipt of incoming resources to facilities.

- Ensure that operational capabilities are maintained at facilities.

Transportation Unit Leader

Responsibilities:

- Coordinate with the Planning and Operations Sections to determine transportation priorities and which disaster routes are available for emergency use.
- Coordinate use of disaster routes with the Operations Section.
- Establish a transportation plan for movement of:
 - Students, personnel, supplies and equipment to the EOC, college sites, and staging areas;
 - Individuals to medical facilities or shelters as requested by Operations Section; and
 - Emergency workers to and from the risk area.
- Coordinate with the Operations Section on the movement of persons with special needs.
- Coordinate with local transportation agencies to establish availability of resources for use in evacuations and other operations as needed.
- As reports are received, analyze the situation and anticipate transportation requirements.
- Maintain inventory of support and transportation vehicles (buses, vans, pick-up trucks, light/heavy trucks).
- Prepare schedules as required to maximize use of available transportation.
- Provide Resources Unit of Planning Section with current information regarding transportation vehicles (location and capacity). Notify the Resources Unit of all vehicle status changes.
- Arrange for fueling of all transportation resources.
- Establish mobilization areas for vehicles as directed.
- Coordinate with staff and other agency representatives to ensure adherence to service and repair policies.
- Ensure that vehicle usage is documented by activity and date and hours in use.

Finance Section Coordinator

Responsibilities:

- Provide financial support and coordination to District site operations.
- Maintain financial records of the emergency.
- Track and record all staff time.
- Process worker's compensation claims received.
- Handle travel and expense claims.
- Provide administrative support to the IMT.

- Coordinate the financial recovery from the disaster.
- Establish the appropriate level of organization within the section, and continuously monitor the effectiveness of that organization. Make changes as required.
- Be prepared to form additional units as dictated by the situation.
- Exercise overall responsibility for the coordination of unit activities within the section.
- Ensure that the section is supporting other IMT sections consistent with priorities established in the Action Plan.
- Keep the Incident Commander updated on all significant financial developments.

Duties:

- Follow directions on common responsibilities to all IMT positions checklist
- Initiate disaster accounting procedures to track all expenses associated with the response and recovery to the disaster.
- Ensure that the payroll process continues.
- Ensure that the revenue collection process continues.
- Ensure the Time Keeping Unit collects personnel equipment time records and records of expendable materials used.
- Organize, manage, coordinate, and channel the donations of money received during and following the emergency from individual citizens and volunteer groups.
- Make recommendations for cost savings to the Incident Commander and Section Coordinator/Chiefs.
- Meet with assisting and partner agency representatives as required.
- Provide input in all planning sessions on finance and cost analysis matters.
- Ensure that all obligation documents initiated during the emergency/disaster are properly prepared and completed.
- Keep the General Staff apprised of the overall financial situation.

Procurement Unit Leader

Responsibilities:

- Contact appropriate branch/unit leaders on needs and any special procedures.
- Review/prepare purchasing procedures.
- Prepare and sign contracts as needed within established contracting authority.
- Establish contracts and agreements with supply vendors.
- Ensure that all records identify scope of work and site-specific locations.
- Ensure that a system is in place which meets property management requirements.
- Ensure proper accounting for all new property.
- Interpret contracts/agreements and resolve claims or disputes within delegated authority.

- Finalize all agreements and contracts.
- Complete final processing and send documents for payment.
- Verify cost data in any pre-established vendor contracts.

Time Keeping Unit Leader

Responsibilities:

- Determine specific requirements for the time recording function.
- Initiate, gather, or update a time report from all applicable personnel assigned to the emergency/disaster for each shift (include time reports from each College site).
- Ensure that all records identify scope of work and site-specific work location.
- Post personnel travel and work hours, assignment to a specific incident (location by address when possible), transfers, promotions, specific pay provisions, and terminations to personnel time documents.
- Track all travel requests, forms, and claims.
- Ensure that daily personnel time recording documents are accurate and prepared in compliance with District policy.
- Ensure that all employee identification information is verified to be correct on the time report.
- Ensure that time reports are signed.
- Maintain separate logs for overtime hours.
- Establish and maintain a file for staff time records within the first shift for each person.
- Maintain record security.
- Close out time documents prior to personnel leaving emergency assignment.
- Keep records on each shift.
- Coordinate with the Personnel Unit of the Logistics Section.
 - Assist sections and branches/groups/units in establishing a system for collecting equipment time reports.
- Establish and maintain a file of time reports on owned, rented, donated and mutual aid equipment (including charges for fuel, parts, services and operators). Track the type of equipment used, make/model numbers, date and time of usage, operator name/agency affiliation, charges for fuel, parts, and services. Track District-owned equipment separate from rented equipment.

Compensation Claims Unit Leader

Responsibilities:

- Maintain a log of all injuries occurring during the disaster/emergency.
- Develop and maintain a log of potential and existing claims.
- Coordinate cost recovery with disaster assistance agencies.

- Prepare claims relative to damage to District property and notify and file the claims with insurance companies or joint powers authority.
- Periodically review all logs and forms produced by unit to ensure:
 - Work is complete,
 - Entries are accurate and timely, and
 - Work is in compliance with District requirements and policies.
- Determine if there is a need for compensation for injury and Claims Specialists and order personnel as needed.
- Ensure that all compensation for injury forms and claims forms are complete and routed to the appropriate department for post incident processing.
- Ensure the investigation of all accidents, if possible.
- Ensure that the Personnel Unit of the Logistics Section completes claims for any injured personnel or volunteers working at the emergency.
- Obtain all witness statements pertaining to claim and review for completeness.

Cost Unit Leader

Responsibilities:

- Activate/maintain the accounting procedures to capture and document costs relating to a disaster/emergency in coordination with other sections and departments.
- Make decisions on cost codes and items to be tracked.
- Coordinate cost documentation with the college sites.
- Act as liaison with local, state and federal disaster assistance agencies and coordinate the recovery of costs as allowed by law.
- Obtain copies of all purchase orders, contracts, labor-hour reports and other expense records pertaining to the emergency response, as needed, to verify expenses.
- Prepare all required documentation to recover all allowable disaster costs.
- The following items will be needed for documentation of damage and repairs for both insured losses and anticipated State and FEMA disaster recovery program eligible losses:
 - Photographs and sketches of damage and of completed work;
 - Urgency of the project and reasons;
 - Identification of all staff and equipment used in the response – time and expenses;
 - Identification of all vended services used in the response – time, materials and expenses;
 - Identification of all mutual aid services used in the response – time, materials and expenses;

- Process for selection of vended services (3 bids, lowest bid, extension of existing contract, etc.);
- Other relevant data such as hazard mitigation (upgrades so that damage will not occur in future events); and
- Co-pay by cooperating agencies, public/private partnerships, etc.
- Coordinate with the Documentation Unit of the Planning/Intelligence Section.
- Provide analyses, summaries and estimates of costs for the Finance/Administration Section Coordinator/Chief and Incident Commander, as required.
- Work with IMT sections and appropriate departments to collect all required documentation.
- At the end of each 24-hour period and as directed, total all expenses and costs of the emergency. Include labor and equipment charges, as well as purchases and contracts.

Appendix G- Emergency Supplies Procurement and Inventory Procedures

Emergency Supplies Procurement procedures are designed to be generic in nature, and to be applicable to all possible incidents in which the contents of the storage container would aid in the life safety of students, staff and visitors on campus. These guidelines are intended to facilitate the movement of the emergency supplies to a desired destination as needed during incidents, including but not limited to, multi-casualty, fire, flood, earthquake, hazardous material release, evacuation or any event in which the Incident Commander deems the contents of the emergency supply container will aid in the objectives of the incident.

Storage Location and Operators

Valencia Campus: Emergency supplies are currently located in Parking Lot 15.

Canyon Country Campus: Emergency supplies are currently located in Parking Lot 1.

The following persons have received training and are responsible for the safe driving, deployment and demobilization of the emergency supplies:

- Incident Commander James Temple

Responsible members assigned to these positions will become familiarized with all procedures associated with procurement and demobilization of emergency supplies and vehicles. The Incident Commander (IC) should consider ordering the emergency supplies early in an incident to allow for a potential delay of on-scene time.

Electric Carts to procure and transport emergency supplies are located throughout campus.

- Spare keys to electric carts are located with the supplies in emergency storage.

All emergency supply storage containers are secured with a combination lock. All members of the Incident Management Team have been notified of the combination.

Communications

- Requests for use of the emergency supplies shall be made by the Incident Commander with information from Operations and on-site personnel.
- Requests can be made via telephone, cell phone/text message, radio, face-to-face or by any other means used by campus personnel.

Considerations for Support

- Support teams should be properly assigned to locate the carts, gather supplies, drive and distribute supplies during an incident.
- Support teams should stay with the carts until they are returned to the designated storage location to ensure security of the vehicle and supplies.
- Support teams shall monitor all inventory during the incident and appropriately document all equipment being used and inventory supplies needing to be replaced.

Safety Considerations

- Only designated employees of the District are authorized to drive the carts during routine operations or emergency incidents.
- Care and consideration should be given in any type of driving, including backing, and all California driving laws shall be obeyed.
- College carts are not emergency vehicles and due regard for the public shall be of the utmost importance.

Inventory

The contents of the emergency storage containers are outlined on an inventory list and shall be checked with the following guidelines:

- Medical Equipment- check quarterly.
- Any equipment with batteries will be checked on a monthly basis.
- Any equipment with fuel (i.e. generators) will be checked and operated per manufacturer guidelines.
- Tires for inflation- Check PSI monthly or per manufacturer guidelines and visually inspect prior and after use.

Inventory checks will ensure the location of the keys, function of the carts, appropriate medical equipment and operation of all power equipment.

Appendix H- Campus Emergency Map

Insert Map when created

Appendix I- ICS Fillable Forms

The following link is a list of all [FEMA ICS fillable forms](https://training.fema.gov/icsresource/icsforms.aspx).

<https://training.fema.gov/icsresource/icsforms.aspx>

Incident Command Related FEMA ICS Forms:

- [ICS 201](#) -Incident Commander - Incident Briefing Form
- [ICS 208](#) -Safety Officer - Safety Message Plan
- [ICS 213](#) -Anyone - General Message
- [ICS 214](#) -Everyone - Activity Log
- [ICS 215A](#) -Safety Officer - Incident Action Plan Safety Analysis

Operations Section Related FEMA ICS Forms:

- [ICS 204](#) -Operations Section Chief and Resources Unit Leader - Assignment List
- [ICS 206](#) -Medical Unit Leader (reviewed by Safety Officer) - Medical Plan
- [ICS 213](#) -Any Member - General Message
- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 215](#) -Operations Section Chief - Operational Planning Worksheet

Planning Section Related FEMA ICS Forms:

- [ICS 202](#) -Planning Section Chief - Incident Objectives
- [ICS 203](#) -Resources Unit Leader - Organization Assignment List
- [ICS 204](#) -Resources Unit Leader and Planning Section Chief - Assignment List
- [ICS 209](#) -Situation Unit Leader - Incident Status Summary
- [ICS 211](#) -Resources Unit - Check In Recorder
- [ICS 213](#) -Any Member - General Message
- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 221](#) -Demobilization Unit Leader - Demobilization Unit Leader

Logistics Section Related FEMA ICS Forms:

- [ICS 205](#) -Communications Unit Leader - Incident Radio Communications Plan
- [ICS 205A](#) -Communications Unit Leader - Communications List
- [ICS 210](#) -Communications Unit Leader - Resource Status Change
- [ICS 213](#) -Any Member- General Message
- [ICS 214](#) -All IMT Members - Activity Log
- [ICS 218](#) -Ground Support Unit Leader or Transportation Unit Leader - Support Vehicle Equipment Inventory

Finance Section Related FEMA ICS Forms:

- [ICS 213](#) -Any Member- General Message
- [ICS 214](#) -All IMT Members - Activity Log

Appendix J- After Action Review Worksheet

Incident/Training Name and Date: _____

<u>AAR Questions</u>	<u>AAR Responses</u>
<ul style="list-style-type: none"> ● What was supposed to happen? <ul style="list-style-type: none"> ● What were your objectives? Why did you take this action? What were you trying to achieve? ● What were the primary objectives? 	
<ul style="list-style-type: none"> ● What actually happened? <ul style="list-style-type: none"> ● Get multiple perspectives: there is no single best story ● <u>No blaming</u>. Focus on events and what events preceded or followed. ● Allow for specific and abstract comments. 	
<ul style="list-style-type: none"> ● Why did it happen? <ul style="list-style-type: none"> ● What are some plausible explanations for why, when and where events happened? ● <u>A key question</u>: What did we do well that we need to discuss or else it will be forgotten? ● Don't look for blame; look for lessons, including lessons about 'mistakes' ● Be honest about what questions you still have about what happened and why 	
<ul style="list-style-type: none"> ● What can be improved? <ul style="list-style-type: none"> ● What worked that may not work again? What worked that you want to repeat? What do you want to do differently? 	

Appendix K- Recovery Resources

Assistance for all COC Employees

- Lincoln Financial Group –available to all employees and their immediate family members. Flyer is attached.
 - Phone Number: 888-628-4824
 - Website: www.GuidanceResources.com Username: LFGsupport and Password: LFGsupport1

Additional assistance for SISC Members only (Classified, Confidential and Administrators)

- SISC Anthem EAP (attached flyer) for employees and their immediate family members
- Through your medical plan (Anthem Blue Cross HMO, Anthem Blue Cross PPO and Kaiser Permanente) you have additional resources specifically designed to support your mental and emotional well-being at either low-cost or no-cost. Reach out to your carrier for additional information.

Additional assistance for Full Time Faculty

- Through your medical plan (Anthem Blue Cross, Blue Shield of California, Health Net of California, Kaiser Permanente, United Healthcare) you have resources specifically designed to support your mental and emotional well-being at either low-cost or no-cost. Reach out to your carrier for additional information.