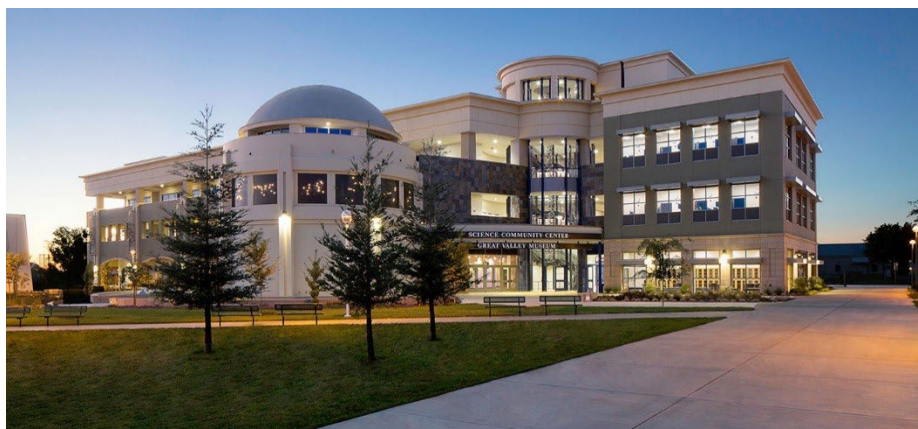


# Yosemite Community College District



## EMERGENCY OPERATIONS PLAN

JULY 2019



YOSEMITE COMMUNITY COLLEGE DISTRICT  
EMERGENCY OPERATIONS PLAN

## **FOREWORD**

The Yosemite Community College District (YCCD) Emergency Operations Plan (EOP) is a guide to conducting an all-hazards response to emergencies occurring on our campuses. It is designed to be flexible and adaptable. The plan describes specific authorities and best practices for managing emergencies ranging from catastrophic natural disasters, such as flooding or wildfires, to intentional, man-made events like an active shooter incident.

The EOP defines the scope of preparedness activity necessary to make it an effective operational guide. In order to become familiar with their responsibilities and acquire the skills necessary to perform required tasks, emergency response personnel must attend training sessions regularly. In addition, exercises provide a means to validate plans, checklists, procedures, and evaluate the skills of emergency response personnel.

An effective emergency response hinges upon well-trained leaders, motivated and dedicated staff, and responders who have invested in emergency preparedness knowledge, tactics, and training.

The YCCD EOP was developed by the YCCD Safety and Security Working Group. The working group included: the Director of District Security, the Campus Security Supervisor from each college, the Vice President of Administrative Services from each college, the District's Risk Manager, the District's Director of Facilities Planning and Operations, the Campus Facilities Manager from each college, the District's Director of Enterprise Services – Operations, and the District's Transportation Services Manager.

# EMERGENCY OPERATIONS PLAN

## *YOSEMITE COMMUNITY COLLEGE DISTRICT*

**July 2019**

*SIGNATURES PAGE*

**Revised/Reviewed By:**

**REVIEWED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

John Black, Director of District Security and Emergency Preparedness

**REVIEWED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Dr. James Houpis, President, Modesto Junior College

**REVIEWED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Dr. Santanu Bandyopadhyay, President, Columbia College

**REVIEWED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Gina Leguria, Vice Chancellor of Human Resources, Central Services

**REVIEWED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Susan Yeager, Vice Chancellor of Fiscal Services, Central Services

**APPROVED:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Dr. Henry Yong, Chancellor of the District

YOSEMITE COMMUNITY COLLEGE DISTRICT  
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**PROMULGATION STATEMENT**

The primary role of government is to provide for the welfare of its citizens. The welfare and safety of citizens is never more threatened than during emergencies. The goal of emergency management is to ensure that mitigation, preparedness, response, and recovery actions exist so that the public's welfare and safety is preserved.

The Yosemite Community College District Emergency Operations Plan (EOP) provides a comprehensive framework for District-wide emergency management. It addresses the roles and responsibilities of government organizations and provides a link to local, state, federal, and private organizations and resources that may be activated to address emergencies on Yosemite Community College District (District) campuses.

This plan has been developed to reduce the potential impacts of an emergency or disaster on the District, with the response priorities of saving lives, protecting property, and safeguarding the environment. This plan establishes the emergency organization, assigns tasks, specifies policies and general procedures, and provides for coordination of efforts of the various emergency staff and service elements utilizing the California Standardized Emergency Management System (SEMS) and the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS). In accordance with Homeland Security Presidential Directive (HSPD) 5, all District departments that have responsibilities delineated in this EOP will use NIMS. NIMS allows and ensures proper coordination between local, state, and federal organizations in emergency response. The Incident Command System (ICS) will be utilized in all on-scene management of emergency events.

The Yosemite Community College District EOP ensures consistency with current policy guidance and describes the interrelationship with other levels of government. This plan will continue to evolve, responding to lessons learned from actual emergency experiences, ongoing planning efforts, training and exercise activities, and Federal and state guidance. All previous emergency operations planning documents, which have been incorporated in this plan, shall be destroyed.

The Yosemite Community College District EOP acknowledges that per Government Code Section 3100-3101, all District employees are declared "Disaster Services Workers" subject to such disaster service activities as may be assigned to them by their superiors or by law.

Therefore, in recognition of the emergency management responsibilities of the District and with the authority vested in me as the Chancellor of the District, I hereby promulgate the Yosemite Community College District Emergency Operations Plan.

\_\_\_\_\_  
Henry Yong, Ed.D., Chancellor

\_\_\_\_\_  
Date

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**RECORD OF CHANGES**

Change Number	Date of Change	Date Entered	Change Made By (Signature)

# YOSEMITE COMMUNITY COLLEGE DISTRICT

## Emergency Operations Plan

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## **BASIC PLAN**

### **1.0 PURPOSE, SCOPE, AND SITUATION OVERVIEW**

#### **1.1 Purpose**

The purpose of the Yosemite Community College District's Emergency Operations Plan (EOP) is to outline preparedness and response activities regarding the various hazards that exist throughout the District. It is designed to clarify expectations for an effective response and to seamlessly integrate the processes and procedures described in the National Response Framework, as well as local emergency operation plans or procedures.

#### **1.2 Scope**

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

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

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

As noted previously, during emergencies and disasters all District employees are declared "Disaster Services Workers" subject to such disaster service activities as may be assigned to them by their superiors or by law (Government Code Section 3100-3101).

#### **1.3 Situation Overview**

FEMA identifies an "Emergency" as any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

With the large number of employees and students on our campuses, safety is always a top priority. In the event that the need to render assistance in an emergency arises, the District has developed systems for effectively managing emergency situations. The District has prepared this EOP to guide response actions that require a high level of coordination.



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The most crucial element during an emergency is the need to act quickly and appropriately. Employees should become familiar with the EOP and their specific responsibility as a faculty or staff member.

Additionally, all employees must become knowledgeable about the following issues in their specific work environments:

- Evacuation routes.
- Locations of designated shelter areas.
- Locations of fire alarms.
- Locations of fire extinguishers.
- Locations of Automated External Defibrillators (AEDs).

#### **1.4 Planning Assumptions**

This EOP serves as a practical guide with modifications made to meet the demand of each emergency; because no plan can anticipate or predict every scenario, emergency management personnel must quickly adapt to events as they unfold. To this end it is assumed:

- Emergency situations individually, or in combination, may cause grave impacts on the District. These situations can vary in scope and intensity, from isolated areas of minimal impact to wide-ranging devastation.
- Planning is universal, based on the “all-hazards” approach.
- Planning recognizes and supports the principles of the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), the National Response Framework and Presidential Policy Directive 8.
- Employees prepare for and assume responsibility for assigned duties.
- Employees attend staff development dedicated to emergency response training.
- Planning incorporates all physical locations and settings for which the District has responsibility.
- Close professional working relationships are established with appropriate external agencies prior to an emergency situation, i.e., local, state, and federal law enforcement; fire departments; emergency management services; public health agencies; as well as medical facilities and volunteer organizations such as the American Red Cross.

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- Public information is of vital importance and, as all emergencies are newsworthy and may receive media coverage including social media, the District will monitor and respond appropriately.
- The Crisis Response Center (CRC) procedures provide for the centralized location of the five functional sections of incident response consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.
- The CRC procedures will be adequate for most disaster conditions that could arise on our campuses and within the District.
- During response and recovery phases, officials under this EOP have the responsibility to save lives, protect property, relieve human suffering, sustain survivors, support constituencies, restore services, repair essential facilities, and protect the environment.

## 1.5 Definitions

**All Hazards:** Any incident or event, natural or human caused, that requires an organized response by a public, private, and/or governmental entities in order to protect life, public health and safety, and property, as well as to minimize any disruption of governmental, social, and economic services.

**Assessment (Threat or Hazard):** The method for determining risk and the resources and issues to be addressed in the EOP. Assessments include, but are not limited to: site assessments, culture and climate assessments, behavioral threat assessments, and capacity assessments.

**Crisis Response Center:** The Crisis Response Center (CRC) is the centralized location for the five functional sections of the Emergency Response Team, consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.

**Drill:** A drill is a coordinated, supervised activity usually employed to test the operational preparedness or functional ability of an organization to handle a specific type of event.

**Emergency Response Team (ERT):** A group of people who prepare for and respond to any emergency incident, such as a natural disaster or an interruption of business operations. This team is generally composed of specific members designated before an incident occurs, trained and prepared to fulfill certain Emergency Management roles required by the specific situation. Ideally the team has already defined a protocol or set of actions to perform to mitigate the negative effects of the incident.

Emergency Response Teams are often a component of an Incident Command System (ICS).

**Exercise:** An exercise is designed to test, whether in a functional design or full scale, and evaluate individual capabilities, multiple functions or activities within a function, or interdependent groups of functions.

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**Incident Command System (ICS):** A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure scalable to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

**Mitigation:** The capabilities necessary to eliminate or reduce the loss of life and property damage by lessening the impact of an event or emergency.

**National Incident Management System (NIMS):** A systematic, proactive approach guiding government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

**National Response Framework (NRF):** The NRF is a guide to how the Nation responds to all types of disasters and emergencies. It is built on scalable, flexible, and adaptable concepts identified in the National Incident Management System to align key roles and responsibilities across the Nation.

**Presidential Policy Directive 8 (PPD-8):** This directive orders the strengthening of the security and resilience of the United States through systematic preparation for the threats that pose the greatest risk to the security of the nation, including acts of terrorism, cyber-attacks, pandemics, and catastrophic natural disasters.

**Prevention:** The capabilities necessary to avoid, deter, or stop an imminent crime, or threatened or actual mass casualty incident.

**Protection:** The capabilities to secure against acts of terrorism and man-made or natural disasters.

**Response:** The capabilities necessary to stabilize an emergency once it has already happened or is certain to happen in an unpreventable way; establish a safe and secure environment; save lives and property; and facilitate the transition to recovery.

**Recovery:** The capabilities necessary to restore a location or setting affected by an event or emergency.

**Standardized Emergency Management System (SEMS):** SEMS is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates ICS, Multi/Inter-agency coordination, Mutual aid and the Operational Area Concept.

**State of Emergency:** A government or division of government (i.e. on a municipal, provincial/state level) may declare that their area is in a state of emergency. This means that the government can suspend and/or change some functions of the executive, the legislative and/or the judiciary during this period of time. It alerts citizens to change their normal

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behavior and orders government agencies to implement emergency plans. A government can declare a state of emergency during a time of natural or human-made disaster, during a period of civil unrest, or following a declaration of war or situation of international/internal armed conflict.

**Training:** Training may consist of briefings, to disseminate information about policy and/or procedures or hands-on training, to provide performance-based skills.

**Vulnerabilities:** The characteristics which make a setting or individual more susceptible to identified threats or hazards.

## 2.0 CONCEPT OF OPERATIONS

### 2.1 General

In any emergency situation, the top priorities are:

- Life safety
- Incident stabilization
- Protection and preservation of property and the environment

The Emergency Response Team (ERT) will immediately respond to an emergency incident occurring on District property and will request additional external and internal resources as necessary to address the situation. The ERT will issue alerts and instructions to the campus community as the situation warrants.

If a prolonged emergency operation occurs, the ERT and Crisis Response Center (CRC) may be activated to coordinate support for District staff, faculty, and students during and after an incident, and to ensure continuity of operations. The Incident Command System (ICS) will be used to manage and control the emergency response.

Based on the severity and magnitude of the emergency, the District Chancellor / College President may proclaim a campus “State of Emergency.” When a state of emergency is proclaimed, the campus may be closed, or access restricted to certain buildings. Persons who do not have an emergency response role or who cannot show proper identification or authorization may be denied entry.

This Emergency Operations Plan (EOP) is supported by the local, state, and federal organization levels of emergency management. Preparedness, prevention, response, recovery and mitigation are general responsibilities of all levels of government, working together to provide a delivery system to meet the needs of the response community. Emergency operations will be initiated at the lowest level of government able to respond effectively and efficiently.

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## 2.2 California 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.” The Yosemite Community College District Emergency Operations Plan is, therefore, considered to be an extension of the State Emergency Plan.

## 2.3 Proclamation of a State of Emergency by the Governor

The Governor is empowered to proclaim a State of Emergency when the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, terrorism or earthquake or other conditions, other than conditions resulting from a labor controversy or conditions causing a State of War Emergency, or is requested to do so by local authorities, or finds that local authority is inadequate to cope with the emergency. See Article 2, Section 8558 (b), California Emergency Services Act for additional information.

**Government Code 8550:** The state has long recognized its responsibility to mitigate the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and the resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state. To insure that preparations within the state will be adequate to deal with such emergencies, it is hereby found and declared to be necessary:

(e) To authorize the establishment of such organizations and the taking of such actions as are necessary and proper to carry out the provisions of this chapter. It is further declared to be the purpose of this chapter and the policy of this state that all emergency services functions of this state be coordinated as far as possible with the comparable functions of its political subdivisions, of the federal government including its various departments and agencies, of other states, and of private agencies of every type, to the end that the most effective use may be made of all manpower, resources, and facilities for dealing with any emergency that may occur.

## 2.4 Standardized Emergency Management System (SEMS)

**Government Code 8607 (a):** Indicates the Standardized Emergency Management System (SEMS) is the system for managing response to multi-Authority and multi-jurisdiction emergencies in California. SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multi-Authority or inter-Authority coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under the state disaster assistance programs.

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## 2.5 Special District

**Government Code 8680.2.** "Local agency" means any city, city and county, county, county office of education, community college district, school district, or special district.

## 2.6 Declaration of Emergency

The California Emergency Services Act and NIMS/SEMS defines an emergency as "conditions of disaster or of extreme peril to the safety of persons and property..." by natural or human causes. Environmental considerations are also a factor.

### **District Proclamation of an Emergency**

Proclaiming an official Campus State of Emergency gives the District the right to control access to campus facilities, including removing or arresting non-authorized personnel who may interfere with emergency response or engage in criminal activities such as looting.

During any major campus emergency, District security personnel, in collaboration with District employees present, shall immediately begin appropriate procedures to respond to the emergency, and safeguard persons and property. In the event of earthquakes, aftershocks, fires, storms, or major disasters occurring in or about the campus, or which involve District property, campus security will attempt to determine the extent of any damage to District property. The Director of District Security and Emergency Preparedness shall also consult with the Chancellor / President, designated administrator, or Incident Command Team regarding the emergency and the possible need for a proclamation of a campus state of emergency.

When this proclamation is made, only registered students, faculty, staff, and affiliates (e.g., persons required by employment) are authorized to be present on campus. District security personnel will ask those who cannot present proper identification (registration or employee/student identification card, or other identification) showing their legitimate business on campus to leave the campus.

The Chancellor / President or his/her 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.

Unauthorized persons remaining on campus may be subject to arrest in accordance with the California Penal Code. Authorized personnel include (but are not limited to) District administrators and managers, faculty and staff members who have been assigned emergency response duties, and mutual aid personnel (e.g., law enforcement, fire fighters, EMS, American Red Cross, CERT members from adjoining jurisdictions, etc.). All others must be issued an emergency pass by campus security before being allowed to enter the immediate disaster site.

## 2.7 Plan Activation

This EOP is activated in response to an actual or potential emergency which occurs or is

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likely to occur on or within the immediate area of the District locations.

However, the District maintains an active approach to prevention, preparedness, response, recovery, and mitigation at all times.

Once an emergency has been proclaimed, the members of the Emergency Response Team, whose responsibilities are described below, and other support personnel, are to the extent possible, relieved of routine duties, to more fully concentrate on the tasks at hand.

The Chancellor / President maintains executive control of the EOP. District personnel and equipment will be utilized to provide priority protection of life, preservation of property, and restoration services to the District. The members of the ERT will determine the manner in which resources are utilized.

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**PROCLAMATION OF A CAMPUS STATE OF EMERGENCY**

WHEREAS, THE YOSEMITE COMMUNITY COLLEGE DISTRICT Emergency Operations Plan and procedures empower the Chancellor, College President, or designee to proclaim a campus State of Emergency, when the campus has been affected by a significant incident, major emergency or disaster; and

WHEREAS, the Chancellor / President or designee does hereby find:

That conditions of peril to the safety of persons and property have arisen within the \_\_\_\_\_  
\_\_\_\_\_ campus caused by \_\_\_\_\_,  
commencing at or about (location) \_\_\_\_\_, on the date  
of \_\_\_\_\_ at approximately (time) \_\_\_\_\_, warranting the necessity for, and  
proclamation of a Campus State of Emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said Campus State of  
Emergency shall be deemed to continue to exist until its termination is proclaimed by the Chancellor,  
College President, or designee.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the **County of  
Stanislaus.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title



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**PROCLAMATION OF A CAMPUS STATE OF EMERGENCY**

WHEREAS, THE YOSEMITE COMMUNITY COLLEGE DISTRICT Emergency Operations Plan and procedures empower the Chancellor, College President, or designee to proclaim a campus State of Emergency, when the campus has been affected by a significant incident, major emergency or disaster; and

WHEREAS, the Chancellor / President or designee does hereby find:

That conditions of peril to the safety of persons and property have arisen within the \_\_\_\_\_  
\_\_\_\_\_ campus caused by \_\_\_\_\_,  
commencing at or about (location) \_\_\_\_\_, on the date  
of \_\_\_\_\_ at approximately (time) \_\_\_\_\_, warranting the necessity for, and  
proclamation of a Campus State of Emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said Campus State of  
Emergency shall be deemed to continue to exist until its termination is proclaimed by the Chancellor,  
College President, or designee.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the **County of  
Tuolumne.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

### **3.0 DIRECTION, CONTROL, AND COORDINATION**

#### **3.1 Authority**

The manner in which the District conducts emergency operations on campus is governed by State and Federal legislation. The ability to proclaim a campus State of Emergency is governed by District policy. The Yosemite EOP fulfills the District's responsibilities to adhere to the:

- Standardized Emergency Management System (SEMS).
- Incident Command System (ICS).
- National Incident Management System (NIMS).

#### **3.2 Succession Authority**

The authority to proclaim a campus state of emergency rests with the Chancellor / President, but to avoid any unnecessary delay in his/her absence the authority may be designated using the succession list below.

#### **3.3 Order of Succession**

In the Chancellor / President's absence, the first administrator from the below "Chain of Command" list who can be reached may make decisions on behalf of the Chancellor / President in emergency situations, including the proclamation of a campus State of Emergency.

The "Chain of Command" for the colleges is as follows:

1. President
2. Vice President, Instruction
3. Vice President, Student Services
4. Vice President, Administrative Services
5. Director of District Security and Emergency Preparedness
6. College Campus Security Supervisor

The "Chain of Command" for the District is as follows:

1. Chancellor
2. Vice Chancellor of Human Resources
3. Vice Chancellor of Fiscal Services

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4. Director of District Security and Emergency Preparedness
5. College Campus Security Supervisor where the incident is occurring

The declaring official must complete and sign a Proclamation of a Campus State of Emergency.

### 3.4 Activation Levels

The overall objective of emergency management is to effectively manage resources in preparing for and responding to situations associated with emergencies. To carry out its responsibilities, the Emergency Response Team (ERT) has adopted the three levels of emergency response from the State Office of Emergency Services. These levels provide planning guidance for a phased response approach to specific situations. Upon notification of the existence of a threat to public safety, property, or the environment, (e.g., fire, active shooter, earthquake, severe storm, etc.), the Chancellor / College President, or designee, will call together key management staff to discuss the scope of the emergency and make a decision regarding CRC activation and the level of activation.

Specifically, these response levels are:

- Level I (Minor)
- Level II (Moderate)
- Level III (Full)

**Level I (Minor):** A minor to moderate incident wherein local resources are adequate and available. A Local Emergency may or may not be proclaimed. A partial CRC may be activated to direct necessary actions based on the Emergency Operations Plan until the emergency or threat no longer exists. Off-duty personnel may be recalled.

**Level II (Moderate):** A moderate to severe emergency wherein local resources are not adequate and mutual aid may be required on a regional basis. A campus state of emergency may be proclaimed by the Chancellor / President or designee. A partial or full CRC may be activated to direct necessary actions based on the Emergency Operations Plan until the emergency or threat no longer exists. Off-duty personnel may be recalled.

**Level III (Full):** A local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive State and/or Federal resources are required to mitigate the situation; a **PROCLAMATION OF A CAMPUS STATE OF EMERGENCY** will be proclaimed by the Chancellor / President. This level requires full activation of the CRC and all CRC Coordinators, District emergency disaster workers, and student and community volunteers to successfully manage containment and recovery.

### Campus Emergency Organization

Information and communication flows up and down within the organizational structure. The EOP

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framework consists of three (3) major elements:

- The President's Emergency Directives
- The Crisis Response Center (CRC)
- Incident Command Post (ICP)/Field Operations

The Chancellor / President, or designee, has the ultimate responsibility for the activation, oversight, and termination of the Crisis Response Center (CRC). The Chancellor / President may proclaim a State of Emergency throughout the District or a portion of the District and can officially downgrade the State of Emergency to a business-as-usual state. In the absence of the Chancellor / President, refer to Succession Authority (3.3 Order of Succession).

Upon receiving notification from District security, other law enforcement or fire authorities, or any other verifiable and credible source that an emergency does or may exist, the Chancellor / President, or designee, will assess the magnitude of the emergency. For significant incidents, local law enforcement or fire will respond and establish an Incident Command Post (ICP) in the field and designate an Incident Commander (IC). If necessary, a SEMS/NIMS response will be initiated, relevant elements of the EOP activated, and the appropriate management section coordinators ordered to establish the Crisis Response Center (CRC).

### **3.5 Field Operations**

#### **Incident Command Post (ICP)**

If the emergency involves a small part of the campus or is in the initial phase of a major incident or disaster, an Incident Command Post (ICP) should be established either by District security or local public safety. District security can achieve this by strategically placing a command vehicle (e.g. District security vehicle) with communications capability as near to the emergency scene as is safe and appropriate. The ICP should be staffed and have minimal equipment and supplies necessary to be functional and operational.

This may include:

- Barricades, barrier tape, and signage
- Portable radios and mutual aid capable radio
- Portable public address system
- Emergency Response Kits
- Campus telephone directory, Emergency Response Plan
- Pop-up shade shelters

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**Mutual Aid**

As the need for assistance escalates beyond the resource capacity of the District, outside assistance may be requested from a variety of sources. In most cases where Mutual Aid is required the District will work with the local public safety agencies for assistance. However, in some incidents, such as an act of terrorism, Federal agencies will respond as well.

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. For the District, the CRC Coordinator will request contact from the County Operational Area mutual aid coordinator. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions and/or special districts, such as the District, whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California.

The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual aid agreements.

Mutual aid agreements exist for:

- Law enforcement
- Fire services
- Medical
- Emergency Management
- Public Utilities
- Building Inspectors
- Coroner, and others

Mutual aid may also be obtained from other states. Interstate mutual aid may be obtained through direct state-to-state contacts, pursuant to interstate agreements and contracts, or may

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be coordinated through federal agencies.

### **Unified Command**

As local public safety (Law Enforcement/Fire) arrive on scene and take charge of field response activities a Unified Command Post (UCP) should be considered. A Unified Command Post is part of the Incident Command System (ICS). It is an authority structure in which the role of incident commander is shared by two or more individuals, each already having authority in a different responding agency. Should a CRC activation occur, real time intelligence would be shared immediately between the field incident commanders in the “Unified” Command Post and the Operations Coordinator assigned to the CRC.

## **3.6 CRC OperationsCrisis**

### **Response Center**

A Crisis Response Center (CRC) is a central location from which the District Emergency Management Team can provide interagency coordination and executive decision making in support of incident response and recovery operations.

The CRC does not command or control on-scene response efforts. Units in the field receive direction from an Incident Commander in accordance with the principles of the Incident Command System (ICS). The CRC is considered a Multi-Department coordination entity intended to support field units by providing overall coordination and resources. In addition, the CRC begins to focus on recovery and continuity of operations for the District.

The CRC does this through:

1. Collecting, evaluating and disseminating incident information;
2. Analyzing District impacts and setting priority actions; and
3. Managing requests, procurement and utilization of resources.

The decisions made through the CRC are designed to be broad in scope and offer general guidance on priorities. NIMS provides a support hierarchy where, if an incident grows beyond the capability of the District’s first responders, activation of the District’s CRC allows for mutual aid requests facilitated through the appropriate County’s Office of Emergency Services.

The purpose for activating the District CRC is to request aid in support of solicitations from first responders. When any Special District or City in a County activates their CRC, by state policy the County of jurisdiction must activate their Emergency Operations Center (EOC) in order to provide that support.

### **Emergency Operations Center Operational Region**

- The State of California is divided into three Emergency Operations regions; Inland,

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Coastal and Southern.

- The District is located in the Inland Region, which is headquartered in Sacramento.
- If an incident grows beyond the capability of the Tuolumne or Stanislaus County EOC they can request aid from the Regional EOC (REOC).
- If the REOC requires aid they can request it from the State EOC.
- In the case of a major disaster, such as hurricane Katrina, the State EOC will request aid from the Federal Government.

**Modesto Junior College CRC Sites**

East Campus:

- The primary CRC is located in the Campus Security area of the Journalism building.
- The secondary CRC is located on the 2<sup>nd</sup> floor of the Morris Memorial Building.
- Should the East Campus be uninhabitable due to the emergency, Emergency Management staff will utilize the Regional Fire Training Center.

West Campus:

- The primary CRC is located in the District Office Building, Conference Room B.
- The secondary CRC is located in Sierra Hall, Room 235.
- Should the West Campus be uninhabitable due to the emergency, Emergency Management staff will utilize the Regional Fire Training Center.

**Columbia College CRC Sites**

- The primary CRC is in the Manzanita Building, President's Conference Room.
- The secondary CRC is the Public Safety Center.
- Should the campus be uninhabitable due to the emergency, Emergency Management staff will utilize Columbia Elementary School.

**CRC Telephones**

Hardline telephones should be designated as "essential service lines" which may provide for usage in the event of a system overload. Phones will only be of value as long as phone service is not disrupted. Cellular telephone service will also be employed. This too, assumes that the infrastructure still exists and that the systems are not overloaded.

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## **Radio Equipment**

A communications cache should be staged at the ICP and/or CRC. This cache will be capable of broadcasting on any District frequencies. Each CRC will be equipped with two additional radios with chargers.

## **CRC/ICS equipment and materials**

The primary CRC should be outfitted with the material needed for each of the specific functions (Management, Operations, Planning/Intelligence, Logistics and Finance) This material should include the necessary position vests, safety equipment, EOP copy, checklists of responsibilities, required clerical and incident documentation and any other necessary supplies unique to that function.

When a CRC is activated, designated CRC personnel should report directly to the primary CRC unless directed otherwise. The primary CRC site should be maintained in a state of readiness to support immediate response to emergencies.

In the event that the primary CRC is unavailable, personnel will be directed to the secondary CRC. Utilizing this CRC will take preparation and movement of equipment to get it to a functional state.

In the event that neither the primary or secondary CRC sites are available, CRC staff will receive direction from the CRC Director regarding where to report. The CRC supplies will be transported to the identified CRC site.

Each designated CRC position optimally has at least two (2) trained personnel ready for response. Many of these positions are cross-trained to understand the functions of the other CRC positions. Position checklists, located in the CRC, allow staff trained in other positions to step in and accomplish the primary duties of each position, when necessary.

## **CRC Action Plans**

A CRC Action Plan focuses on supporting the field response by providing reports on activities, mutual aid, and a history of the incident. The Plan also projects needs and identifies resources not available at an Incident Command Post.

ICS Form 201 (Incident Briefing) and 202 (Incident Objectives) can serve as part of the Incident Action Plan.

A CRC Action plan is a written document which is produced at the first activation of the CRC and then again at the beginning of every operational period, as long as the CRC is activated. It is a collaboration of information from the Emergency Management Team and the Section Coordinators, with the Planning and Intelligence Section Coordinators responsible for producing the document.

The purpose of the Action Plan is to:



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- Establish Direction - Set Priorities
- Establish Operational Objectives
- Determine the Operational Period
- Add Accountability by having a standardized, written document
- Reduce Redundancy
- Provide Valuable Documentation

The plan will identify the operational period. It will summarize the current situation, detail the CRC objectives related to the emergency or event, and identify responsible parties. Objectives should be realistic, measurable and identifiable.

The Action Plan is approved by the CRC Director.

### **CRC After-Action Report**

An After-Action Report (AAR) will be written. The AAR will provide, at minimum, response actions taken, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. The AAR will serve as a source for documenting the District emergency response activities and identifying areas of concerns and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

The AAR is a public document and will be made available upon request. The AAR will be written in simple language, well structured, brief and well presented, and geared to multiple audiences. The AAR is due within 60 days after an incident has been resolved and ended.

## **4.0 ORGANIZATIONAL AND ASSIGNMENT RESPONSIBILITIES**

### **4.1 Organizational and assignment responsibilities**

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

### **4.2 Organizational Roles**

#### **Students**

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of

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action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. Campus Security provides information and training to help students know what to do in emergencies and how to prepare ahead of time.

### **Administrators, Department Chairs and Supervisors**

General responsibilities consist of preparing their facilities and personnel for potential emergencies by disseminating and implementing Emergency Procedures and by adhering to contemporary standards of safety and preparedness. They should also work cooperatively with the Campus Security Supervisor, Building Emergency Team and Emergency workers in preparing for and responding to any campus emergency.

### **Faculty and Staff**

Every member of the faculty and staff should familiarize themselves with Campus Emergency procedures, Emergency Exits and Building Evacuation Routes.

Employees should be prepared to assess situations quickly and thoroughly and use common sense in determining a course of action. They should immediately report non-life-threatening emergencies to Campus Security. In the event of a life-threatening emergency, local first responders should be notified first by calling 911. Campus Security should then be notified as soon as practical.

Faculty members are seen as leaders by students and should be prepared to direct their students to assembly points in the event of an emergency. They may be asked to perform duties differing from those in their normal job description until the State of Emergency no longer exists. This may also be referred to as simply an “emergency” since a “State of Emergency” may not have been proclaimed.

### **4.3 Building Emergency Team (BET) Program**

The BET implements procedures to identify and correct potentially hazardous or unsafe working conditions and mitigate risk where appropriate, through the knowledge of policies and procedures. Other responsibilities include:

- Maintains emergency contact lists for BET members and any other contacts critical to emergency response or recovery.
- Maintains, at all times, a Building Coordinator and enough BET members to perform an evacuation sweep of building(s) within five minutes of a fire alarm or emergency.
- Provides assessment and feedback to team members and encourages lessons learned and constant refinement of building evacuation plans.
- Cooperate with the Campus Security Supervisor to provide BETs with any evacuation equipment and supplies deemed necessary. These might include personal protective equipment, flashlights, walkie-talkies, bullhorns, etc.

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- Coordinate regular training with Campus Security Supervisor.
- Identify and enlist BET members, those individuals within buildings who would be diligent in performing BET responsibilities.
- Work with BET members to create an evacuation and communication plan.
- Schedule regular meetings with your BETs to review best practices and lessons learned and continue to refine the evacuation plan.

**Building Emergency Team Personnel**

Each building or facility shall maintain a Building Emergency Team which are identified by wearing orange vests, under the supervision of a Senior Building Coordinator, which will respond to and assist in the evacuation of their assigned building upon activation of a fire alarm or at the first notice of a life-threatening condition requiring the immediate evacuation of a building's occupants, whether or not the alarm has sounded.

Responsibilities:

- Support BET Coordinator to create and practice a comprehensive building evacuation plan;
- Practice with fellow team members to develop the most thorough and timely evacuation procedures;
- Perform a sweep of your assigned area, consistent with personal safety to ensure that all persons are alerted to evacuate the building when such an evacuation is required;
- Evacuate occupants to the inside or outside assembly areas according to instructions provided by the Incident Commander or designee;
- Ask persons with disabilities if they need assistance to evacuate the building;
- Escort persons with special needs, who cannot self-evacuate to stairwells and alert the Building Coordinator and Emergency responders of their locations;
- Prevent persons from entering an evacuated building until notified by the Building Coordinator that the building is safe and cleared for re-entry;
- Notify the Building Coordinator of any obvious hazardous conditions within their building;
- Obtain first aid services for injured students; and
- If trained and certified in first aid, render first aid, if necessary.

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#### **4.4 Executive Policy Group**

The Executive Policy Group is the executive level oversight and strategic decision-making body for the District during a crisis situation and performs the role of the Policy Group in the Incident Command System. The Group has the authority to make strategic policy-level, financial and legal decisions in response to the incident or event. If the implications of a crisis require senior executive decision making, have potential long-term implications on the viability and reputation of the District, or require significant changes in existing policies, the CRC Director will request the Group become involved in the day-to-day management of the crisis. The Group makes proactive policy decisions to mitigate expected impacts and is responsible for ensuring the Board of Trustees, local elected officials, and other critical stakeholders are notified during applicable incidents.

The Group is comprised of the following:

- The Chancellor
- The Vice Chancellor of Human Resources
- The Vice Chancellor of Fiscal Services
- The President of Columbia College
- The President of Modesto Junior College

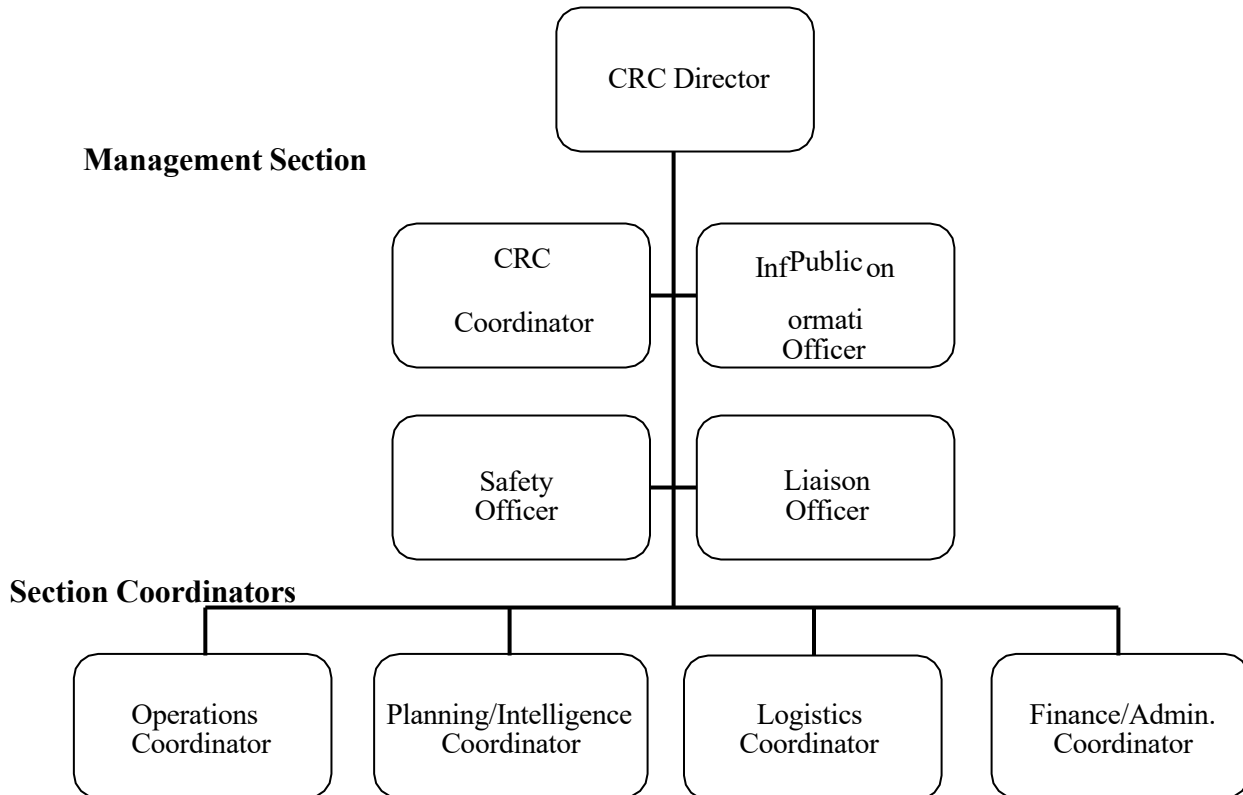
#### **4.5 Crisis Response Center**

Personnel assigned to the Crisis Response Center (CRC) are organized in accordance with NIMS/SEMS guidelines. The five Sections within the CRC are:

- Management Section
- Operations Section
- Planning/Intelligence Section
- Logistics Section
- Finance/Administration Section

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**CRC Organization Chart**



**Management Section**

The Management Section members make up the **Emergency Response Team (ERT)**. In general, the Management Section is responsible for overall management and coordination of emergency response and recovery operations of any given incident; overseeing and managing the five (5) Sections of the CRC; coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer organizations; establish priorities and resolve any conflicting demands for support; prepares and disseminates emergency communications, notifications and public information; and disseminates other essential data and information regarding impacts and damage.

Specific responsibilities of the ERT include, but are not limited to:

1. Strategic
  - a. Provides leadership and motivation.
  - b. Provides direction and vision for recovery and post-emergency restoration.

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2. Resource Allocation
  - a. Ensures adequate resources provided to meet needs.
  - b. Empowers staff to implement response plans.
  - c. Establishes and authorizes emergency budgetary parameters.
  - d. Coordinates recovery with individual operating units.
  - e. Authorizes contingency contractual agreements.
3. Operations
  - a. Orders suspension or interruption of operations.
  - b. Approves extension of or waiving of deadlines.
  - c. Pursues means to resume normal operations as quickly as possible.
4. Communications
  - a. Notifies, informs and updates all constituencies and stakeholders.
  - b. Ensures applicable policy decisions are communicated.
  - c. Serves as interface with counterparts at local, state and federal levels as appropriate.
  - d. Authority over public information releases.
5. Incident Specific
  - a. Establishes incident response level.
  - b. Determines the college campus status and identifies needs/responsibilities.
  - c. Conducts post-emergency briefing.
6. Planning
  - a. Ensures organizational readiness through appropriate planning processes.
  - b. Authorizes overall college response strategies and plans.
  - c. Supports and participates in training, exercises and outreach.

**MANAGEMENT SECTION POSITIONS** (Assigned personnel to be determined by each college's administrative team.)

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**CRC Director**

The CRC Director has overall responsibility and authority for the operation of the CRC. The CRC Director assures that the CRC is staffed and operated at a level commensurate with the emergency; assists in developing and approves the Incident Action Plan (IAP); coordinates the activity of all command and general staff; upon CRC deactivation, ensures that an After Action Report (AAR) is prepared and all corrective actions noted in the report are completed in the specified time frame.

**CRC Coordinator**

The CRC Coordinator serves as an advisor to the CRC Director and General Staff as needed; oversees the overall functioning of the CRC by providing knowledge and guidance of the activation and internal functions of the CRC and ensures compliance with Operational Area emergency plans and procedures; provides good working knowledge of systems, equipment and processes used in CRC activations and operations; assists the Liaison Officer in ensuring proper procedures are in place for directing Agency Representatives and conducting VIP/Visitor tours of the CRC; ensures policies and procedures within the CRC are maintained including security procedures and accurate and appropriate display of identification and section specific identifiers (color coded vests).

**Public Information Officer**

The Public Information Officer (PIO) is responsible for providing news and information on the emergency to the media, public, all departments and required agencies; ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines; oversees and supervises the disaster hotline; responsible for multimedia communication messages including, but not limited to; the website, television, Twitter, Nixle, Facebook, Radio, emergency telephone notifications and other tools; in larger disasters, the PIO may expand and a representative may be sent to the Joint Information Center (JIC).

**Liaison Officer**

Incidents that are multi-jurisdictional, or have several involved agencies, may require the activation of the Liaison Officer. The Liaison Officer's function is to provide a primary point of contact for all incoming agency representatives assigned to the CRC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the CRC Director is informed as to which agencies are represented in the CRC and assists the CRC Director and CRC Coordinator in conducting briefings for inter-agency coordination and with distribution of the Action Plan; oversees all special events, dignitary visits and field liaison positions.

The Liaison Officer also serves as the point of contact to all internal and external individuals, organizations, agencies and customers (Board of Trustees, City/County elected officials, local business, all other government and nongovernment agencies and community faith-based organizations) and maintains a roster of agency representatives contacted.

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### **Safety Officer**

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential District liability during CRC operations; ensuring that all facilities used in support of CRC operations have safe operating conditions; monitoring all CRC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; and stopping or modifying any unsafe operations within or outside the scope of the CRC Action Plan, notifying the CRC Director of actions taken.

More specific actions include:

- Review or initiate Safety Plan and all Safety Messages
- Complete the Incident Safety Analysis Mitigation form (ICS Form 215A)
- Consult with the CRC Director and General Staff Coordinators on the need to prepare and present an CRC Safety Message and Site-Safety Plan at appropriate meetings and briefings (ICS Forms 202/208)
- Review/Create the CRC Medical Plan (ICS Form 206)

### **4.6 CRC Section Overview**

Each CRC Section (Operations, Planning, Logistics and Finance) is overseen by a Section Coordinator. The Section is comprised of specific functions referred to as Branches and Units. Each Section Coordinator reports directly to the CRC Director.

It is essential that each CRC participant understands the reporting procedures and follows them throughout the course of an emergency incident as described below:

- The CRC Director is in charge of the overall campus emergency response and oversees the CRC Management Staff and Section Coordinators.
- The CRC Section Coordinators report to and take directions from the CRC Director and work with their Branches / Units and other CRC Section Coordinators.
- Branch Directors / Division Supervisors report to and take direction from their CRC Section Coordinator. Members work with their staff and other Branches / Units within their Section.
- Units report to and take direction from their Branch Coordinators and work with their Department Operations Center when applicable and other Units within their Branch.

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



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### **Operations Section Overview**

The Operations Section is under the supervision of the Operations Section Coordinator and is responsible for the execution of the Incident Action Plan (IAP). The Operations Section is comprised of the following Branches under the supervision of a Coordinator:

- Public Safety
- Communications
- Search & Rescue
- Medical
- Health & Safety
- Building & Utility

These positions will be staffed depending on the nature and extent of the emergency. The Operations Section Coordinator assumes the responsibilities of positions not staffed.

### **Operations Section Coordinator**

The Operations Section Coordinator reports directly to the CRC Director. The Operations Section Coordinator assists in the preparation of the Incident Action Plan (IAP); develops and implements strategies to carry out incident objectives; organizes, assigns, and supervises resources; directs the execution of the IAP and oversees the preparation of unit operational plans. In addition, the Operations Section Coordinator initiates intelligence gathering concerning casualties and damage, identifies immediate problems, focuses on the highest priorities (life/death), and controls problems. The Operations Coordinator is responsible for requesting and releasing resources.

### **Planning and Intelligence Section Overview**

The Planning and Intelligence Section is under the direction of the Planning Section Coordinator and is responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources; development of the action plan in coordination with other functions; and the collection and maintenance of incident documentation. The Planning Section maintains an incident log and display maps and charts. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting CRC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After-Action Report when the CRC is deactivated.

Information and Intelligence are important to:

- Understand the current situation

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- Predict the probable course of incident events
- Prepare strategies for the incident
- Provide status reports to management to evaluate the effectiveness of the Incident Action Plan and the need for additional resources
- Prepare incident documentation

Documentation is important to:

- Track resources and personnel
- Record injuries to personnel
- Support insurance claims
- Support requests for reimbursement from State and Federal governments
- Identify operational readiness issues, equipment issues, highlight strengths and areas of improvement needed
- Create After Action Report (AAR)

The Planning and Intelligence Section consists of the following Branches:

- Damage Assessment
- Situation Status
- Recovery

### **Planning Section Coordinator**

The Planning Section Coordinator collects, analyzes and processes information about the incident and supervises the preparation of all Incident Action Plans.

The Planning Coordinator writes action plans for:

1. Control and containment of the emergency
2. Surveys of facilities and structures and inspections
3. Shut down and restoration of damaged structures

### **Logistics Section Overview**

The Logistics Section is under the direction of the Logistics Section Coordinator.

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The Logistics Section consists of the following positions:

- Procurement
- Transportation
- Care & Shelter
- Facilities
- Information Technology
- Human Resources

**Logistics Section Coordinator**

The Logistics Section Coordinator is responsible for supporting incident response through the acquisition, transportation and mobilization of resources. He/she reviews the Incident Action Plan and estimates needs for the next operational period; the Logistics Coordinator maintains the Unit/Activity Log (ICS 214).

**Finance/Administration Section Overview**

The Finance/Administration Section is under the direction of the Finance Section Coordinator. The Finance/Administration Section is responsible for all financial and cost analysis components of the incident. This section tracks personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections.

The Finance section consists of the following branches:

- Risk Management
- Compensation and Claims
- Time Keeping
- Cost and Accounting.

**Finance Section Coordinator**

The Finance Section Coordinator and manages the financial aspects of the emergency. The Finance Section Coordinator provides input in all planning sessions on financial and cost analysis matters. The Finance Section Coordinator ensures that all local, state and federal regulations are followed with regard to expenditures.

Responsibilities:

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- Ensure that all financial records are maintained throughout the emergency.
- Ensure that all on-duty time is recorded for all emergency response personnel.
- Ensure that all on-duty time sheets are collected from CRC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
- Ensure there is a continuum of the payroll process for all employees responding to the emergency.
- Determine purchase order limits for the procurement function in Logistics.
- Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to all CRC Sections as required.
- Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
- Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
- Supervise the Finance/Administration Section.

#### **Management Unity and Delegation of Authority**

The CRC organization is flexible and can be expanded or diminished as required depending on the incident. The CRC Director is responsible for accomplishing the CRC mission and may delegate responsibility into the four (4) main Sections; Operations, Planning/Intelligence, Logistics, and Finance/Administration.

The Section Coordinators are responsible for delegating responsibility within their Branches and for staffing their section at the appropriate level to accomplish the CRC goals.

#### **4.7 Field Operations**

##### **Incident Commander - IC (Field Teams)**

The Incident Commander is a field designation. The IC has overall responsibility for on-scene field operations/activities and, if a District employee, reports directly to the **Operations Section Coordinator**. If the IC is assumed by a local public safety agency employee, a District liaison will be assigned to the ICP and that person will report direction

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to the Operations Section Coordinator.

An Incident Command Post (ICP) is often established as close to the incident scene as practical. The ICP will be staffed by Campus Security personnel and other District personnel as appropriate and will provide a standardized process for onsite incident command of emergency operations in the field. If a local public safety agency takes control of the incident Campus Security will relinquish control to them and act as a liaison to the ICP for the District. If appropriate, a Unified Command will be established with outside agencies/organizations as needed.

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

### **Campus Security**

Campus Security is a field resource. The primary objectives of campus security during an emergency include:

1. Protect Life
2. Restore order
3. Protect property

Campus Security services include:

- Crime Prevention
- Campus patrols and escorts
- Incident reporting and documentation
- Protection of critical infrastructure

### **Inter-Agency Coordination in the CRC**

A primary requirement of SEMS/NIMS is the use of inter-agency coordination at all levels. Inter-agency coordination is the participation of agencies and disciplines working together in a coordinated effort to facilitate decisions for overall emergency response activities including the sharing of resources and the prioritization of incidents. The District has Mutual Aid Agreements with the Tuolumne County Sheriff's Department, Cal-Fire, the City of Modesto Police and Fire Departments and the Counties of Tuolumne and Stanislaus, and will operate under Unified Command when appropriate.

### **Local Government**

Overall responsibility for emergency management activities within any local jurisdiction,

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agency, or special district rests with the established leadership of that organization. In the County of Tuolumne, and the City of Modesto, the local emergency management organizations are responsible for the coordination and direction of response and recovery operations within their respective jurisdictions.

### **Disaster Service Workers**

Employees of the State of California shall be required to become Disaster Service Workers (DSW) in the event of a local, state, national disaster or emergency. Per Government Code Section 3100-3101, all District employees are declared “Disaster Services Workers” subject to such disaster service activities as shall be assigned to them by their superiors or by law.

In the event of an emergency or disaster, the expectation is that Disaster Service Workers will secure their own homes and families and then return to the campus to assist in response activities. Continuity of campus operations is a critical response area during disasters, and DSW’s play a major role in this function. Disaster Service Workers may also include CERT members, and other volunteers from the campus and community.

### **Operational Area**

The Operational Area is the umbrella entity that provides support to and coordination of emergency operations within its area. Emergency management systems actively exist in the incorporated cities of Stanislaus and Tuolumne Counties. The District is within Stanislaus and Tuolumne Counties and is considered a special district within each county.

The Operational Area (OP Area) consists of the special districts and cities within the County of Stanislaus and Tuolumne. In accordance with SEMS regulations, the County of Stanislaus Office of Emergency Services (County OES) is designated as the OP Area Coordinator for Stanislaus County, and the County of Tuolumne Office of Emergency Services (County OES) is designated as the OP Area Coordinator for Tuolumne County. Under SEMS, the OP Area serves as an intermediate level of the state’s emergency service organization, encompassing the county and all political subdivisions located within the county.

In an emergency, the County OES can be contacted by any of the special districts within the County and request to activate their Emergency Operations Center (EOC). The County EOC’s role is to coordinate among local political subdivisions and act as the single point of contact for State and Federal agencies. If two (2) or more jurisdictions are affected by an emergency, the OP Area activates automatically. The level of activation can range from an on-call County OES Coordinator to a full-scale activation of the County OES EOC.

When activated, the County OP Area EOC will act as the point of contact for assistance requests from local and special district EOCs or CRCs to the Inland Region and the Governor’s Office of Emergency Services.

## 5.0 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

### 5.1 Information Resources

During the course of normal daily operations, local conditions are monitored via internet websites, NOAA, NWS, weather radios, law enforcement alerts, and local crime reports.

Sources include, but are not limited to the following:

- Tuolumne County Sheriff's Office: [www.tuolumnecounty.ca.gov/341/Sheriffs-Office](http://www.tuolumnecounty.ca.gov/341/Sheriffs-Office)
- Cal-Fire: [www.fire.ca.gov/](http://www.fire.ca.gov/)
- Modesto Police Department: [www.modestogov.com/223/Police-Department](http://www.modestogov.com/223/Police-Department)
- Modesto Fire Department: [www.modestogov.com/149/Fire-Department](http://www.modestogov.com/149/Fire-Department)
- Stanislaus County OES: [www.stanoes.com/oes.shtm](http://www.stanoes.com/oes.shtm)
- Tuolumne County OES: [www.tuolumnecounty.ca.gov/308/Office-of-Emergency-Services](http://www.tuolumnecounty.ca.gov/308/Office-of-Emergency-Services)
- National Oceanic and Atmospheric Administration: [www.noaa.gov/](http://www.noaa.gov/)
- National Weather Service: [www.weather.gov/](http://www.weather.gov/)
- U.S. Geological Survey: [www.usgs.gov/](http://www.usgs.gov/)

### 5.2 Collection, Analysis and Dissemination

One important emergency function is to collect, analyze, and properly disseminate situational information to the faculty/staff and personnel to make operational decisions for current and future operational periods. In order to obtain true and accurate situational information, all organizational units within the campus community and personnel must provide updates, damage assessments and resource status reports to the District Chancellor / College President or designee.

Prior to the public release of data, information must be vetted; particularly in the event of criminal activity. Information regarding an incident is to be released only on a need to know basis.

## 6.0 TRAINING, DRILLS AND EXERCISES

### 6.1 Training Goal

The goal of the District's Emergency Management training, drills and exercises is to ensure the CRC and campus community is prepared to carry out emergency response functions during any emergency situation.

YOSEMITE COMMUNITY COLLEGE DISTRICT  
EMERGENCY OPERATIONS PLAN

Training, drills and exercises are designed to meet the following goals:

- Provide general instructions to the campus population regarding potential hazards, methods of alerting and protective actions;
- Familiarize the campus community with evacuation procedures and routes to reduce panic during an actual emergency;
- Provide training to members of the CRC staff;
- Provide problem-solving drills to the members of the CRC to enhance skills;
- Continually improve emergency management and response training, incorporating new ideas and lessons learned.

## **6.2 Training Scope**

Training, drills, and exercises are conducted in a no-fault learning environment wherein systems and processes are evaluated. An After-Action Report (AAR) will be written after a training, exercise and/or drill. The AAR results will provide an opportunity to identify weaknesses, enhance strengths and improve capabilities.

Because the District tests emergency plans, skills, resources, and relationships in response to a dynamic homeland security environment, drills and/or exercises may result in multiple findings and recommendations for improvement.

## **6.3 Emergency Services Coordinator**

The Emergency Services Coordinator role is tasked to the Director of District Security and Emergency Preparedness. The Emergency Services Coordinator will ensure District employees are aware of this plan and are trained to levels required by the guiding directives in SEMS/NIMS.

## **6.4 Training Requirements**

Current training requirements include ICS (ICS 100, ICS 200), SEMS, and NIMS (IS 700) as required by State and Federal guidelines. The Emergency Services Coordinator will inform District Staff of training opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities.

## **6.5 Training Schedule**

The schedule of training, drills, and exercises are as follows:



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Activity/Event	Objective	Responsible/ Frequency	Participants/Persons Affected
Pirate Alert / CC Alert	Transmit test message to verify the reliability of the Campus Emergency Alert Systems for individuals registered by alerting their cell phone - text messaging, sending emails, and calling hardline numbers; includes communication with classroom facilities via the telephone system.	Each College's Campus Security Supervisor  Within two weeks (14 Days) of the beginning of each Semester or Session	All registered Pirate/CC Alert Users  Faculty/Staff and Students
Campus Emergency Radio Test	Test the functionality of radios issued to campus security, providing direct communication capability to the Crisis Response Center.	Each College's Campus Security Supervisor  1 <sup>st</sup> Wed of Month	Campus Security / Select Administrators
Campus Evacuation Drill	Simulate day and night evacuation drills in an effort to ensure the safe evacuation and account for staff, faculty, students and the general public.	Each College's Campus Security Supervisor  Full campus drills  September/March	Campus Wide Faculty/Staff Students Visitors
Crisis Response Center Drill (CRC)	Emergency management team will engage in an annual functional tabletop or full-scale exercise to test the ability of the District's response to a catastrophic event.	Emergency Services Coordinator  Annual full-scale or tabletop for Each College's CRC  September/October	CRC Staff
Emergency Management Team Update	Provide Presidents Office with the updated CRC team roster	Emergency Services Coordinator  August	President
New Employee Orientation & Emergency Preparedness Training	Designed to establish a learning environment for students, faculty and staff on plans and procedures for responding to an emergency	Campus Security / Human Resources	Each College's Campus Security Supervisor / Director of Human Resources

## 7.0 ADMINISTRATION, FINANCE, AND LOGISTICS

### 7.1 General Support Requirements During Emergency Operations

- Ensure preservation and safekeeping of all records.
- Arrange for temporary workspace and relocate essential services.
- Initiate a record-keeping system for all expenditures associated with emergency operations.
- Coordinate with Purchasing on procedures for handling emergency expenditures.

## 8.0 PLAN DEVELOPMENT AND MAINTENANCE

### 8.1 Overview

The Yosemite Community College District EOP is an all hazards document, describing the District's Emergency Operations organization, compliance with relevant legal statutes and other guidelines, and critical components of the District's emergency response system. This system is activated during emergency situations and disasters (natural and manmade) affecting the District.

### 8.2 Planning and Coordination

Every year, the EOP will be reviewed and updated by the Emergency Services Coordinator.

- Records of revisions will be maintained.
- The EOP may be modified as a result of post-incident analyses and/or post exercise critiques;
- The EOP will be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change.

## 9.0 AUTHORITIES AND REFERENCES

### 9.1 Authorities and References

The authorities and references listed herein establish the legal basis for emergency preparedness and response; **however, the listings below are not all inclusive.**

### 9.2 Authorities: Federal:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (FEMA 592, June 2007)
- Federal Civil Defense Act of 1950

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- Homeland Security Presidential Directive 8
- Jeanne Clery Act (Disclosure of Campus Emergencies and Crime Statistics)

**State:**

- California Emergency Services Act
- California State Emergency Plan
- California Code of Regulations Title 19, Division 2, Office of Emergency Services, Chapter 1, 2400, Standardized Emergency Management System (SEMS) Regulations
- Disaster Assistance Procedural Manual (Cal-OES)
- California Emergency Resources Management Plan
- California Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan and Fire Mutual Aid Plan
- Government Code 3100 (Disaster Service Workers)
- Government Code 3101 (Inclusive of the District's employees)
- Government Code 3102 (a) (Disaster Service Workers Oath or Affirmation)
- Orders and Regulations which may be selectively promulgated by the Governor during a "STATE OF EMERGENCY"
- Orders and Regulations which may be selectively promulgated by the Governor to take effect upon the existence of a "STATE OF WAR EMERGENCY."

**9.3 References:**

- Stanislaus County, Operational Area Emergency Operation Plan, 2019; available at: <http://www.stanoes.com/pdf/eop.pdf>
- Tuolumne County Emergency Operations Plan, 2012: available at: <https://www.tuolumnecounty.ca.gov/DocumentCenter/View/6165/Tuolumne-County-EOP?bidId=>
- FEMA publication: "Guide for Developing High-Quality Emergency Response Plans for Institutions of Higher Education," 2013. Available at: [https://www.fema.gov/media-library-data/rems\\_ihe\\_guide.pdf](https://www.fema.gov/media-library-data/rems_ihe_guide.pdf)
- FEMA Publication: "Developing and Maintaining Emergency Operations Plans," 2010. Available at:

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[www.fema.gov/developing\\_and\\_maintaining\\_emergency\\_operations\\_plans\\_2010.pdf](http://www.fema.gov/developing_and_maintaining_emergency_operations_plans_2010.pdf)

- Federal Emergency Management Agency (FEMA) Emergency Management Institute training. Available at: <https://training.fema.gov/is/crslist.aspx>
- Pandemic Influenza Preparedness advisement document. Available at: <https://www.sccgov.org/sites/sccphd/en-us/Residents/beprepared/Pages/panflu.aspx>
- National Response Framework (NRF). Available at: [https://www.fema.gov/National\\_Response\\_Framework3rd.pdf](https://www.fema.gov/National_Response_Framework3rd.pdf)
- Presidential Policy Directive 8 (PPD-8). Available at: <http://www.dhs.gov/presidential-policy-directive-8-national-preparedness>

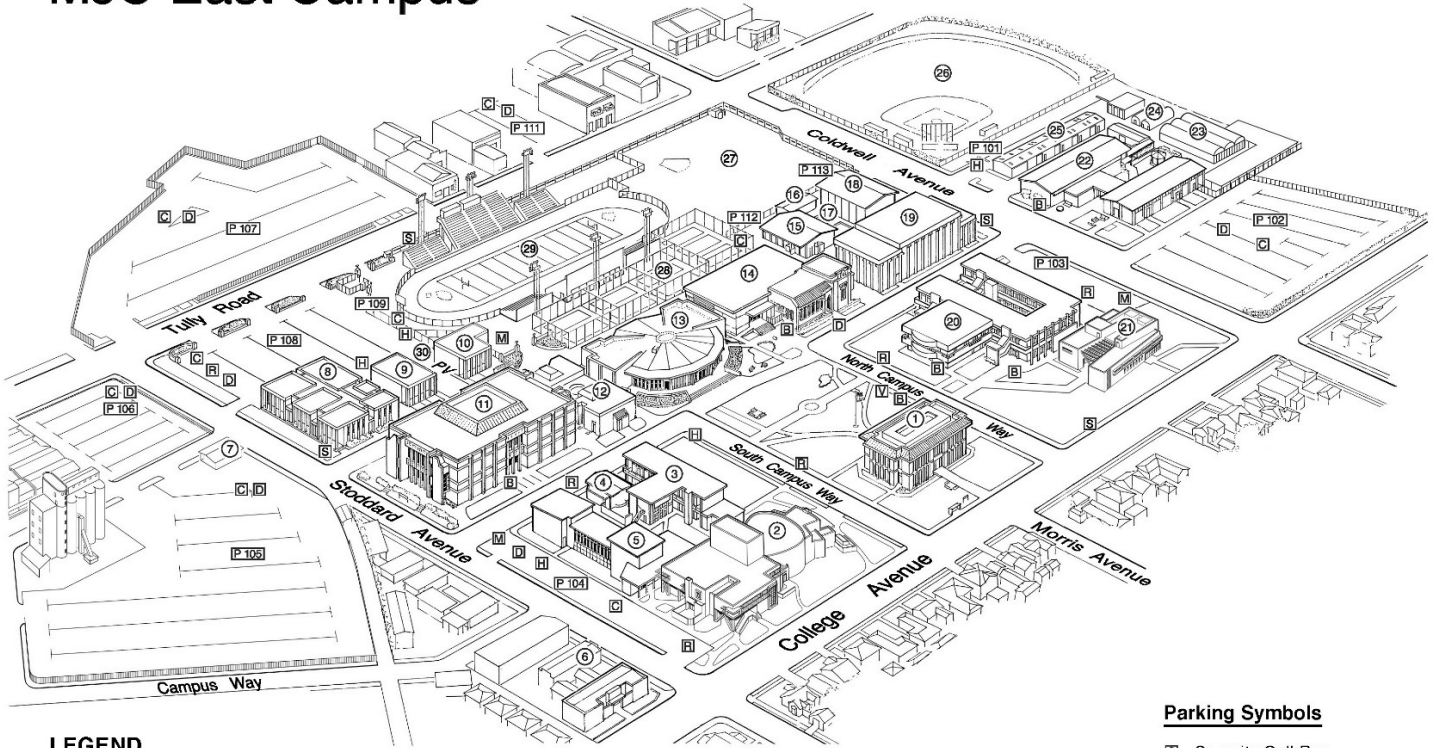
# **FUNCTIONAL ANNEXES**

YOSEMITE COMMUNITY COLLEGE DISTRICT  
EMERGENCY OPERATIONS PLAN

**Modesto Junior College East Campus - Evacuation Map**

(This map is not to scale)

**MJC East Campus**



**LEGEND**

- |                                       |  |  |                      |
|---------------------------------------|--|--|----------------------|
| 1 Administration<br>(Morris Memorial) | 7 Facilities Operations                              | 15 Physical Education- Men             | 23 Greenhouse        |
| 2 Performing &<br>Media Arts Center   | 8 Electronics  | 16 Physical Education Offices          | 24 Propagation House |
| 3 Art                                 | 9 Journalism/ Campus Safety<br>& Disability Services | 17 Swimming Pool                       | 25 Ag Storage        |
| 4 Art Gallery                         | 10 Classroom Annex                                   | 18 Physical Education- Women           | 26 Athletic Field #2 |
| 5 Music                               | 11 Founders' Hall                                    | 19 Gymnasium                           | 27 Athletic Field #1 |
| 6 Stoddard Annex                      | 12 Forum   | 20 Center for<br>Advanced Technologies | 28 Tennis Courts     |
|                                       | 13 Student Center                                    | 21 Student Services                    | 29 Stadium           |
|                                       | 14 Library & Learning Center                         | 22 Agriculture                         | 30 Pirates' Village  |

**Parking Symbols**

- ☐ Security Call Box
- ☐ Parking 101-113
- ☐ Parking Dispenser
- ☐ Disabled Parking
- ☐ Motorcycle Parking
- ☐ Reserved Parking
- ☐ Visitor Parking
- ☐ Bicycle Parking
- ☐ Prime Shine -  
Pirate Express Shuttle

YOSEMITE COMMUNITY COLLEGE DISTRICT  
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**Modesto Junior College East Campus - Evacuation Assembly**

**Areas & Point Person List**

(Note: If Primary/Secondary contacts are not available someone will be reassigned)

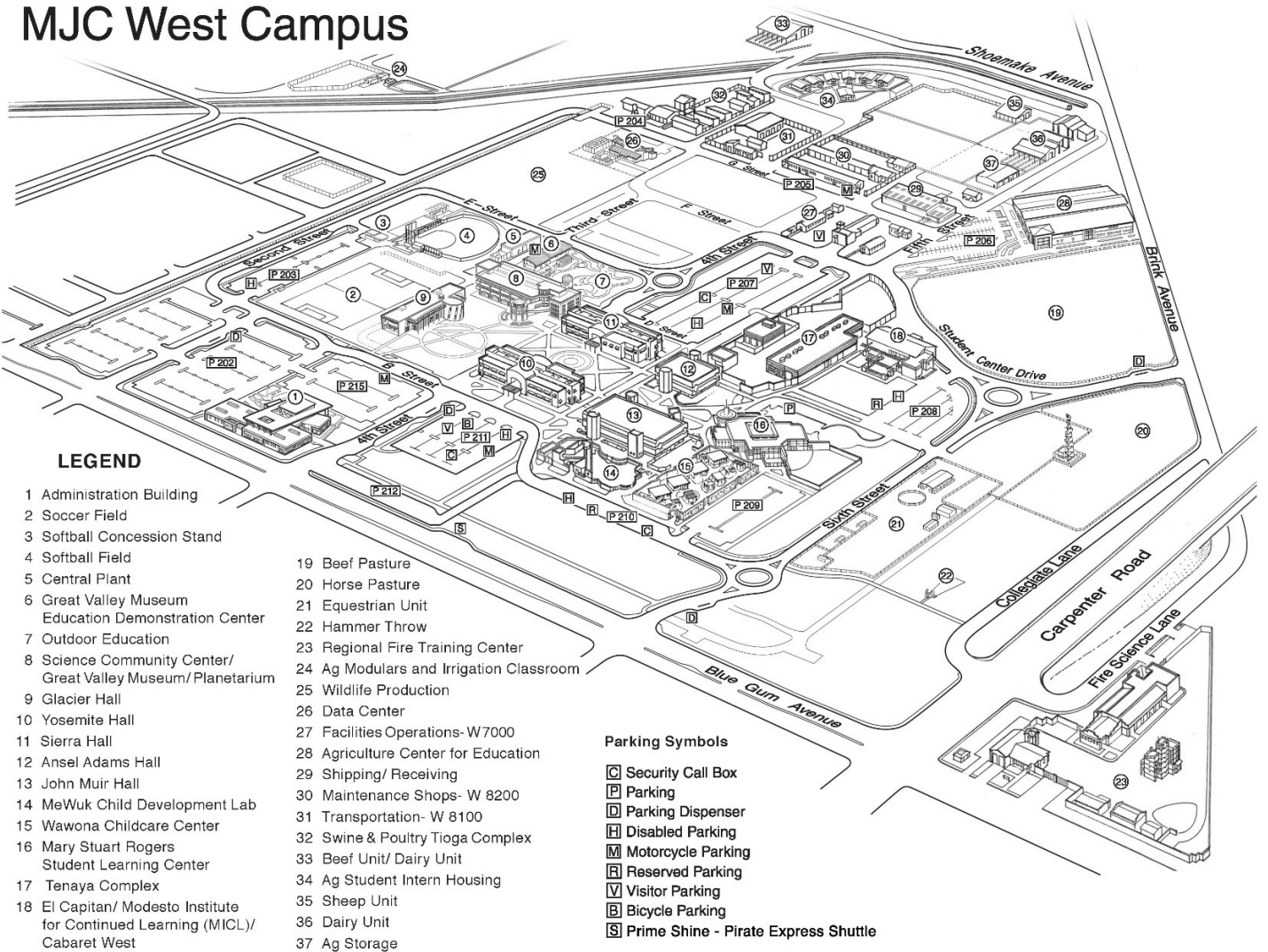
ASSEMBLY AREA	PRIMARY ADMINISTRATOR	OFFICE PHONE	SECONDARY ADMINISTRATOR	OFFICE PHONE
1				
2				
3				
4				
5				
6				
7				

YOSEMITE COMMUNITY COLLEGE DISTRICT  
EMERGENCY OPERATIONS PLAN

**Modesto Junior College West Campus – Evacuation Map**

(This map is not to scale)

**MJC West Campus**





YOSEMITE COMMUNITY COLLEGE DISTRICT  
EMERGENCY OPERATIONS PLAN

**Modesto Junior College West Campus - Evacuation Assembly**

**Areas & Point Person List**

(Note: If Primary/Secondary contacts are not available someone will be reassigned)

ASSEMBLY AREA	PRIMARY ADMINISTRATOR	OFFICE PHONE	SECONDARY ADMINISTRATOR	OFFICE PHONE
1				
2				
3				
4				
5				
6				
7				

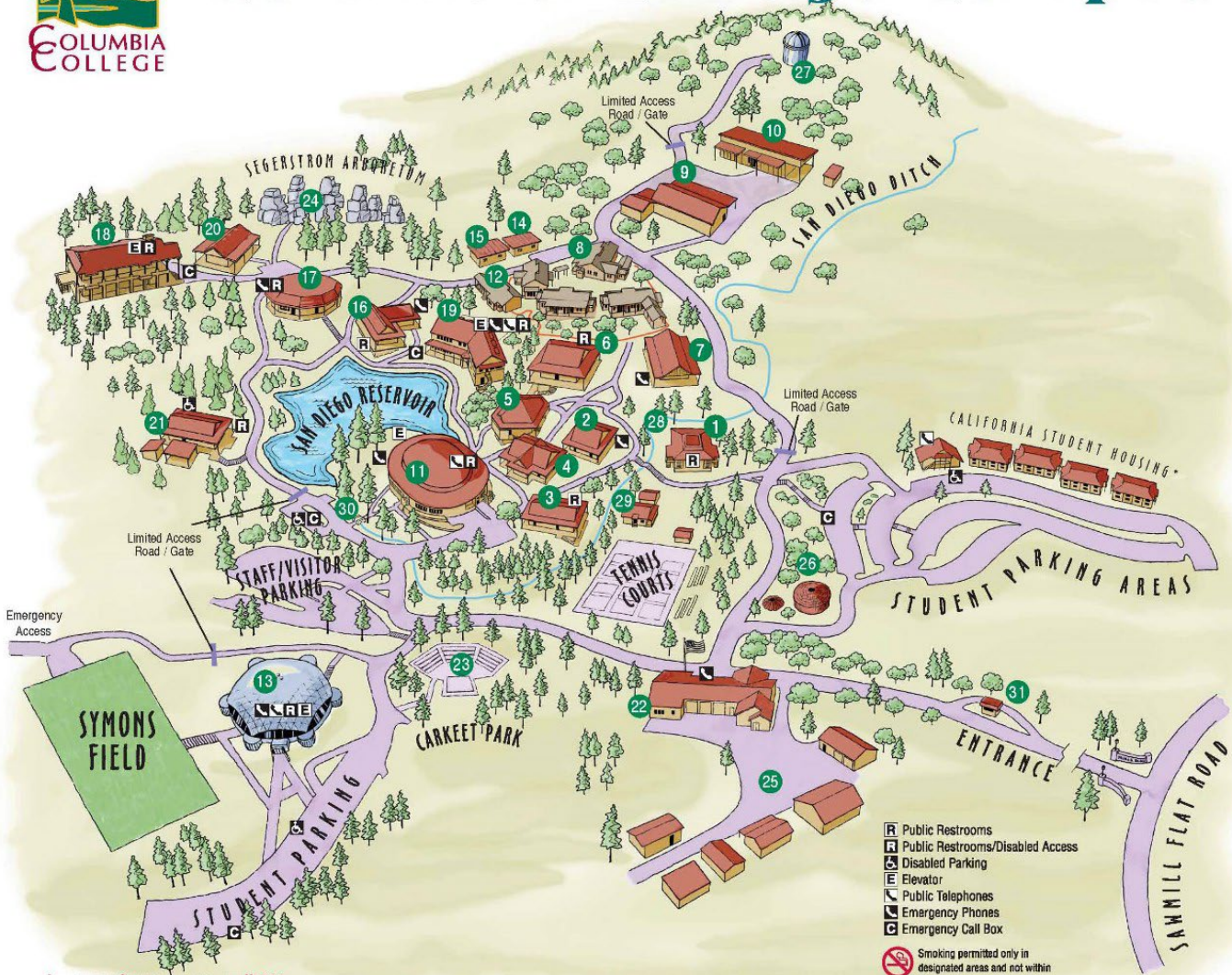
YOSEMITE COMMUNITY COLLEGE DISTRICT  
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Columbia College Campus – Evacuation Map

(This map is not to scale)



Columbia College Campus



In case of emergency, call 911  
Campus Security (Bldg. 22) 588-5167

\* Privately owned and operated by Pogacar Properties

- |                              |  |   |  |
|------------------------------|--|---|--|
| 1 Alder                      | 10 Mahogany  | 17 Sequoia                                      | 25 Warehouse, Shipping/Receiving, Transportation & Maintenance |
| 2 Aspen                      | 11 Manzanita (Administration, Student Services, Instruction Office, Bookstore, Cellar, Restaurant & Cafeteria) | 18 Sugar Pine                                   | 26 Me-Wuk Cultural Center                                      |
| 3 Buckeye                    | 12 Maple   | 19 Tamarack Hall (Library)                      | 27 Observatory   |
| 4 Cedar                      | 13 Oak Pavilion  | 20 Toyon  | 28 Start Point, Fitness Jogging Trail                          |
| 5 Dogwood (Forum Bldg.)      | 14 Pinyon  | 21 Willow                                       | 29 Davis Cabin   |
| 6 Fir                        | 15 Ponderosa   | 22 Public Safety Center / Firehouse             | 30 Transit Stop  |
| 7 Juniper (College Nurse)    | 16 Redbud  | 23 Charles Segeström, Jr. Memorial Amphitheater | 31 Information/Toll Booth                                      |
| 8 Laurel (Child Care Center) |  | 24 Segeström Arboretum Nature Trail             |  |
| 9 Madrone                    |  |   |  |

Fall 2011

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**Columbia College Campus - Evacuation Assembly**

**Areas & Point Person List**

(Note: If Primary/Secondary contacts are not available someone will be reassigned)

ASSEMBLY AREA	PRIMARY ADMINISTRATOR	OFFICE PHONE	SECONDARY ADMINISTRATOR	OFFICE PHONE
1				
2				
3				
4				
5				
6				
7				

## EVACUATION

### EVACUATION OVERVIEW

In a campus-wide emergency the decision to implement evacuation procedures rests with the Chancellor / College President or designee. In situations requiring immediate action, public safety responders (Police/Fire) can also order a District building or entire campus evacuated. When evaluating possible evacuation, consideration will be given to the specific threat (bomb, fire, storm, earthquake, explosion, etc.), its context (time of day, likelihood, etc.) and the recommendation of public safety officials.

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

For certain emergencies such as a bomb threat, the fire alarms may not be used. Instead, authorized emergency response officials will move through the building/campus and order the occupants to evacuate. **Faculty and staff members do not initiate building evacuations.** However, under certain circumstances, they may be authorized to announce the evacuation in their assigned areas.

### BUILDING EVACUATION

- The District policy requires each building to have a posted Building Evacuation Plan so occupants can become familiar with evacuation routes for their area.
- When the evacuation order is given, vacate from the nearest marked exit and alert others to do the same.
- Occupants on floors above the ground floor must use emergency exit stairwells to leave the building. **Do not use elevators unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.**
- Assist individuals with disabilities or other persons that may need help in exiting the building.
- Once outside, proceed to a clear area that is at least 300 feet away from the affected building. Keep streets, fire lanes, fire hydrants and walkways clear for emergency vehicles and personnel.
- KNOW YOUR AREA EVACUATION ASSEMBLY POINTS - SEE MAP PAGES
- IMPORTANT: After any evacuation, report to your designated Evacuation Assembly Point and check-in with your instructor. Stay there until further instructions are given by an Administrator/Supervisor or Security Officer.

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- DO NOT return to an evacuated building unless told to do so by an Administrator/Supervisor or Security Officer.

**Instructor Responsibility: Accounting for all Persons**

The following basic steps must be followed to maintain student accountability:

- Instructors should bring their class roster with them.
- Ensure that all students are out of classroom, restrooms and workrooms.
- If evacuating because of a Bomb Threat, students should take all personal belongings.
- Close doors after following students out of the building.
- Instruct the first student in line to hold open exit door(s) until all persons in the class have evacuated the building.
- Proceed to designated evacuation assembly point. Once there, make note of students who are no longer present and furnish those names to school administrators as soon as possible.
- Instructors should remain with their class until notified by an administrator that it's "all clear" and safe to return or release the class.
- When an off-campus evacuation is called, instructors should follow the same basic steps outlined above and document students in attendance prior to the evacuation.

**CAMPUS EVACUATION**

- Evacuation of all or part of the campus will be announced by Administration.
- All persons (students and staff) are to immediately vacate the site in question and relocate to another part of the campus or off-campus, as directed.
- When necessary to leave campus by personal vehicle, exit nearest to where you are parked and follow the directions of Campus Security or local law enforcement.

**Faculty Responsibility**

Faculty members are responsible for assisting and directing building occupants in assigned areas to the evacuation exit routes and confirming that all occupants have evacuated their areas. Faculty members will report to their building coordinator, or an authorized emergency responder, that their area is clear. Authorized emergency responders are uniformed police officers, firemen or District emergency response officials. **Try to remain calm and give clear evacuation instructions.**

**ASSISTING DISABLED INDIVIDUALS**

**Visually Impaired/Blind**

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Advise the person without sight of the nature of the emergency and offer your arm for guidance. As you walk, inform the person where you are and of any obstacles in your path. When you reach safety, orient them to a safe location, and ask if they need any further assistance.

### **Hearing Impaired/Deaf**

Persons who are hearing impaired or deaf may not perceive an audible fire alarm. Use an alternate warning system.

1. Flash room lights – Wave your Arms – Tap person's shoulder.
2. Gesture what is happening and what to do.
3. Write on board or paper: Nature of emergency & evacuation route.
4. Offer assistance and have the person follow you to the evacuation route.

### **Persons Using Crutches, Canes or Walkers**

Individuals using crutches, canes or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential. In emergency evacuations, these individuals should be treated as if they are injured. If they are in need of assistance have the individual sit on a sturdy chair (preferably a chair with arms) and follow the procedure for non-ambulatory persons listed in the next section.

### **Mobility Impaired Persons**

Most non-ambulatory persons will be able to exit safely without assistance if they are on the ground floor. Individuals using wheelchairs can usually be pushed or accompanied to safety. For floors above the ground level, needs and preferences will vary.

#### **Always consult the person as to his/her needs and preferences regarding:**

- Ways of being removed from the wheelchair.
- The number of people needed for assistance.
- Whether to move or extend extremities when lifting.
- The need for a seat cushion or pad.
- After-care if person is removed from the wheelchair; is a stretcher, chair, or paramedic attention necessary?

### **Other Considerations**

- Check evacuation routes for obstructions before assisting the person to the exit.
- Delegate other volunteers to bring the wheelchair.

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- Reunite the person with their wheelchair as soon as it is safe to retrieve it.
- Be aware that some people have minimal ability to move. Lifting or moving them too quickly may be dangerous to their health. It may be necessary for trained rescue responders to bring the person out of the building. If this is the situation, the person must be brought to a "Safe Area of Rescue" to wait for assistance.
- Call campus security or other trained District personnel and wait for help before transferring a person from a wheelchair or transporting a person on a stairway, unless the situation is imminently life threatening.
- Special evacuation chairs, if available, may be used for stairway evacuation or to transport injured or non-ambulatory persons.

## REPORTING AN EMERGENCY

If you encounter an emergency situation on campus:

### ACTION STEPS

#### Step 1

Call 911 to report the emergency and initiate a public safety response.

#### Step 2

Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of District Security and Emergency Preparedness, as well as other Emergency Response Team members. The college Campus Security Supervisor will notify college administrators and other public officials as necessary. The Director of District Security and Emergency Preparedness will notify Central Services administrators.

### Roles and Responsibilities

#### Campus Security

- Send security personnel to the emergency.
- Confirm with 911 communications that a call was received and/or report the incident.
- Obtain a status update from 911 dispatcher and advise responding security personnel.
- Notify the Director of District Security and Emergency Preparedness, and the college administration.

#### College Campus Security Supervisor

- Notify appropriate Emergency Response Team members; Depending on incident circumstances, consider:
  - ✓ Emergency notifications and communication.
  - ✓ Incident Command Post.
  - ✓ CRC Activation.
- Issue an immediate report to the President’s Office if the situation warrants.



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- Initiate campus Emergency Notification systems (if applicable).
- Respond to the site of the incident immediately.
- Contact and communicate with Public Safety officials, if necessary.
- Arrange for a security officer or an administrator to meet Public Safety officials who have been called to the campus.
- Oversee and coordinate emergency procedures as needed.
- Coordinate shelter-in-place, lockdown and/or evacuation directives if needed.
- Complete an Incident Report Form.

**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**President**

- Respond to designated area if warranted.

**Emergency Response Team**

- Respond to designated area if warranted.

**Faculty**

- Remain with your class until immediate danger has subsided.
- Instruct your class on shelter-in-place, lockdown and evacuation procedures.
- Assist students with disabilities as necessary.

**Staff**

- Supervisors will instruct you to shelter-in-place, lockdown or evacuate the area if necessary.
- Assist other co-workers as needed.
- Assist visitors as necessary.

## MEDICAL EMERGENCIES

If you encounter a MEDICAL EMERGENCY situation on campus:

### ACTION STEPS

#### Step 1

Call 911 to report the emergency and initiate a public safety response.

#### Step 2

Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of District Security and Emergency Preparedness, as well as other Emergency Response Team members. The college Campus Security Supervisor will notify college administrators and other public officials as necessary. The Director of District Security and Emergency Preparedness will notify Central Services administrators.

- Stay calm - The dispatcher may ask you for the following information:
  - ✓ The patient’s exact location.
  - ✓ Nature of the illness or injury.
  - ✓ Your name and phone number.
  - ✓ Whether the patient is conscious or unconscious.
  - ✓ Whether or not the patient is breathing.
  - ✓ Do not hang up until told to do so.
- Keep the patient still, quiet, calm, and as comfortable as possible:
  - ✓ Let them know help is on the way.
- Do NOT move the patient unless there is an imminent danger to life or safety.
- Stay with the patient until emergency medical personnel arrive.
- **If trained** and comfortable doing so, administer first aid:
  - ✓ Keep the patient warm by covering him/her with a blanket or coat.

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- ✓ Control serious bleeding by applying direct pressure with a clean cloth.
- ✓ If the patient is not breathing and has no pulse, administer CPR until an Automated External Defibrillator (AED) can be applied.
- Do not attempt to transport the patient to a medical facility. Wait for emergency responders to arrive.

**Roles and Responsibilities**

**Campus Security**

- Notify Health Services at (209) 575-6037 (MJC East Campus), (209) 575-6360 (West Campus, (209) 588-5204 (CC).
- Send available security personnel to the medical emergency.
- Confirm with 911 communications that a call was received, and county EMS protocol has been activated; and/or report the incident.
- Obtain a status update from 911 dispatcher and advise responding security personnel.
- Notify the Director of District Security and Emergency Preparedness.

**College Campus Security Supervisor**

- Notify appropriate Emergency Response Team members, if warranted.
- Issue an immediate report to the President's Office if the situation warrants.
- Respond to the site of the incident immediately, if warranted.
- Contact and communicate with Public Safety and EMS officials, if necessary.
- Oversee and coordinate emergency procedures as needed.
- Ensure incident is documented.

**President**

- Respond to incident only if necessary.

**Emergency Response Team**

- Respond to incident only if requested.

**Faculty/Staff**

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- Ask students and employees who are not assisting and/or are not needed for witness interviews to return to class.
- Remain with the injured or ill person(s) until help arrives.

## **LOCKDOWN (DENY ENTRY)**

In the event of a Hostile Intruder, Active Shooter, or other violent threat on the college campuses, local law enforcement will respond and stop the threat. Upon notification of the threat a member of the Campus Emergency Response Team will activate the “Mass Notification System” alerting all personnel of the danger and to Lockdown.

LOCKDOWN is initiated to isolate students and staff from danger when there is an immediate emergency and movement throughout the campus might put students and staff in jeopardy. LOCKDOWN is used to prevent intruders from entering occupied areas of the building. The concept of LOCKDOWN is no one in, no one out. All exterior doors are locked, door windows covered, doors barricaded, lights turned off and students and staff must remain inside the classrooms or safe locations at all times. Instructors and other school staff are responsible for ensuring that no one leaves the safe area.

LOCKDOWN is started with an announcement from whoever sees or hears the crisis unfolding and that individual initiates the LOCKDOWN and simultaneously notifies 911 and campus security. These actions initiate a pre-planned response to this threat.

This ACTION is considered appropriate for, but is not limited to:

- Gunfire.
- Violence near or outside classroom/location.
- Law enforcement requested Lockdown.

### **General Guidelines for Action**

- LOCK/CLOSE DOOR(S)!
- Cover Door window.
- Barricade Door.
  - ✓ Barricade door using desk, cabinets, chairs (all of them)!
- If a **door opens out** and has an elbow hinge, wrap a belt around the hinge and Barricade!
- Turn off lights.
- Close window curtain and/or blinds.
- Silence cell phones and turn off radios (eliminate all noise).
- Keep occupants calm, quiet, and out of sight.
- Keep yourself out of sight behind cover/protection.

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- Place signs in exterior windows to identify the location of injured persons.
- REMAIN IN LOCKDOWN UNTIL NOTIFIED IN PERSON BY LAW ENFORCEMENT OR SCHOOL ADMINISTRATOR.

**Note:** If you're outside when a LOCKDOWN occurs, and you can evacuate the campus – do so. Otherwise, quickly get to a secure location and follow the above guidelines to LOCKDOWN.

### **Contacting Authorities from the College Campus**

1. Dial 911 from your cell phone or a campus phone. Both will go directly to local emergency dispatch centers.

### **Contacting Campus Security**

1. Contact campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

### **Program these numbers into your phone now! What to Report**

- Your exact location: building name and office/room number.
- Suspect Information:
  - ✓ Location - Race/Gender - Clothing Description.
  - ✓ Type of weapon(s): handgun or long gun.
  - ✓ Identify if known.
- Number of people at your specific location.
- Injuries: number injured, types of injuries.

### **ADMINISTRATOR ACTIONS**

- Activate 911 system and ensure law enforcement has been notified.
- Activate Lockdown, CRC and mass notification procedures.
- Once threat is over and clearance is received from law enforcement authority to cancel LOCKDOWN, work with law enforcement to notify campus.

### **STUDENT/GUESTS ACTIONS**

- Move quickly and quietly to the closest safe classroom.

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- If locked, immediately hide in the closest safe zone (office, bathroom, library, etc...).
- Initiate above action guidelines (close doors, cover windows, barricade, silence, etc.).
- Silence cell phones and eliminate noise.

**FIRE ALARM DURING LOCKDOWN:**

If a fire alarm occurs during LOCKDOWN, remain in the classroom. Do not evacuate unless otherwise directed by LAW ENFORCEMENT.

LOCKDOWN differs from SHELTER-IN-PLACE because it **does not** involve shutting down the HVAC systems and does not allow for free movement within the building.

## **SHELTER-IN-PLACE**

### **SHELTER-IN-PLACE**

Sheltering-in-Place is a protective action taken inside a building to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation. Circumstances that may warrant a shelter-in-place activity could include:

- Severe weather
- Biological incident
- Active Shooter
- Civil unrest such as riot
- Radiological incident
- Accidental chemical exposure

Additional details regarding high winds are described in Severe Weather Annex; and additional details regarding protection from individuals are included in Active Shooter/Hostile Intruder Annex.

Practice general safety precautions at all times. If you observe any suspicious activity on campus, immediately contact Campus Security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and provide the information. If an emergency (Life Safety issue) exists, call 911 to initiate a public safety response.

### **General Guidelines**

Shelter-in-Place is a method of providing protection from environmental factors harmful to individuals. Depending on the type of event, shelter-in-place procedures may vary. For example, simply staying indoors and closing doors, windows, and turning off the HVAC (Heating/Air Conditioning) system to reduce the air intake will provide the basic protection from weather and some hazardous material events. Remaining in place until inaccessible roadways are reopened or waiting until a severe thunder storm passes are also applications of Shelter-In-Place. More protective actions may be required for other events, such as a hostile intruder or damage-causing winds and falling debris. Where and how we protect ourselves will be based on circumstances of the event and the time available to react.

### **Procedures**

In the event of an incident that may present a hazard to life safety if individuals are exposed, the College President or designee will direct a Shelter-In-Place response.

If the hazard is imminent, such as a toxic gas release, the person identifying the emergency will direct that persons in the vicinity take shelter in a safe area and will then report the incident to Campus Security. Campus Security and administration staff will assist in coordinating the Shelter-in-Place response, directing students, employees, and visitors to safe areas.



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In general, persons directed to shelter-in-place should:

- Stay inside the building (or get inside a building as quickly as possible);
- Go to a room or corridor where there are no windows and few doors, if possible;
- Close and lock all windows and doors.

### **Shelter-in-Place / Chemical Release**

In the event of a chemical release, go to an above ground level of the building; some chemicals are heavier than air and may seep into basements even if windows are closed;

- Turn off the HVAC system (heat, ventilation, air conditioning) if local control of the systems is available;
- Drink bottled or otherwise stored water, not water from the tap;
- Circumstances permitting, individuals in out-buildings, modular, portable, or shed- type structures should seek shelter in the main campus buildings.

### **Shelter-in-Place / High-Wind**

In a high-wind event, evacuate rooms with windows, close the doors to those rooms, and move to an interior space of the building, a basement, or stairwell to provide as much shielding from the wind and protection from flying debris.

- Individuals should crouch down close to the floor and cover their heads with their hands to minimize the risk from falling debris.
- Interior activities will be suspended until the threat passes, damage is assessed, and it is safe to resume indoor activities.
- Hazards may still exist outdoors including downed trees, power lines, structural damage to buildings, and blocked roadways.

### **Shelter-in-Place / Civil Unrest**

Unsafe conditions may be created within a building or on a campus by events such as civil unrest, hostile intruders, etc. These events may require individuals using their best judgment in seeking the safest available shelter quickly. Evacuation or flight may only put more people in harm's way and control of the situation may quickly be lost. In such circumstances, the presumption is that one or more individuals have or will gain access to the interior of one or more buildings on campus. Protection of individuals will require calm, quick action to safeguard as many individuals as possible in their present location. Closing and locking or barricading doors, turning off lights, gathering occupants in the safest place within the room and calling authorities are some of the first objectives to take.

## HEADCOUNTS AFTER EVACUATIONS

### Accounting for all evacuees

1. The following basic steps must be followed when evacuating a building or campus:
  - a. Instructors should bring their class roster books with them.
  - b. Instructors should ensure that all students are out of their classrooms and adjoining restrooms and workrooms.
  - c. If evacuating because of a Bomb Threat, make sure students take personal belongings with them.
2. Instructors should close the doors after following their students out of the building.
3. The first student in line should be instructed to hold open the exit door(s) until all persons in the class have evacuated.
4. Classes should proceed to a designated evacuation assembly point. Once there, instructors should make note of students who are not present and furnish those names to school administrators as soon as possible.
5. Instructors should remain with their students until an administrator provides an “all clear” signal.
6. When an off-campus evacuation is called, instructors should follow the same basic steps as outlined in evacuating a building on campus.

## COMMUNICATIONS AND NOTIFICATION

Upon notification of a MAJOR EMERGENCY that is, or may soon become, a threat to life safety on campus requires immediate protective measures to be taken in order to mitigate the threat and safeguard the campus community. The District will act quickly to ensure the local 911 emergency system has been activated and emergency resources (police/fire/EMS) are responding;

Notifying 911:

- The local 911 Public Safety Access Point should always be notified first of any emergency occurring within the District's campuses.
- After the local 911 Public Safety Access Point has been notified, the emergency must be reported to Campus Security at "6351" (MJC) or "5167" (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) for response, mitigation and documentation.

Once the emergency has been communicated and public safety is responding, the next focal point will be a determination whether or not an emergency notification alert is warranted to be sent to internal and/or external stakeholders with threat information and response instructions. The Emergency Services Coordinator, or designee, is responsible for this determination and decisions will be based on the following message type and criteria factors:

Message Type:

1. Emergency Evacuation: Immediate relocation of building occupants due to a health or life safety hazard.
2. Dangerous Situation: Generally, an intentional human-generated health or life safety hazard such as: active shooter, hostile intruder, terrorist attack, etc.
3. Hazardous Condition: A technological accidental or intentional health or life safety hazard such as: hazardous materials leak or spill, biological threat, radiological emergency, etc.
4. Weather Emergency: A natural weather hazard that is an immediate health or life safety hazard such as: severe thunderstorm, flash/urban flood event, etc.
5. All Clear: When the emergency incident has been resolved and no longer a health or life threat.

### ALERT Activation Criteria

Five criteria should be considered to determine if activation of the ALERT system is warranted, which methods will be utilized, and who authorizes activation of the system:

1. Hazard Type
  - a. What is the hazard (vegetation fire, violence on campus)?

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- b. What is the impact to the college (minor, major, disaster)?
  - c. What is the potential for the situation to worsen?
  - d. Is the situation under control?
2. Life Safety / Property Protection
- a. What is the potential for death?
  - b. What is the potential for serious injury?
  - c. What is the potential for damage/liability?
  - d. What is the potential for disruption to normal course of business?
3. Urgency
- a. How soon does the message need to go out (Now, minutes, hours, days)?
  - b. Is there time for approval?
4. Audience
- a. Who needs to be alerted (Administration, faculty, staff, students, visitors)?
  - b. How many people need to be alerted (dozens, hundreds, thousands)?
5. Capabilities / Limitations
- a. What are the limitations of the system (audience, delivery time, mass panic)?
  - b. Which system should be used (Press conference, bulk text message, siren)?
  - c. How quickly can the messages be sent (Now, minutes, hours)?

### **Notification Methods Overview**

- **PIRATE / CC ALERT** is the name for the emergency alert system, which allows simultaneous texts, emails, and voice messages to be sent to everyone in the District's database. The Emergency Notification System is used to alert the College / District community of pending or on-going emergencies.
- **Cisco Phone System Broadcast Messages:** Can be sent through the emergency alert system as well if desired.

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- **Door-to-Door** if safe to do so, designated College / District personnel including public safety and facilities staff will go to specific rooms and/or buildings of the affected campus to alert occupants of an emergency.
- **A Public Address System** (PA System) located in the Campus Security office. Campus Security has operational control and access to the system.
- **College Campus Security Website:** [www.mjc.edu/adminservices/safety/](http://www.mjc.edu/adminservices/safety/) and [www.gocolumbia.edu/safety/default.php](http://www.gocolumbia.edu/safety/default.php) provides followers campus safety, security and crime prevention reporting information and statistics.
- **Fire Alarm Pull Stations:** Each building has Fire Alarm Pull Stations, which are used during a fire emergency or an incident requiring evacuation.
- **College Emergency Information Lines.** If there were an emergency or a campus closure, students, faculty and staff could call the main number for current information.

The emergency notification system consists of the following audiences and delivery systems.

### **Internal Audiences**

In the event of an emergency posing a potential threat to life or safety, notification of internal audiences takes first priority.

Definition of Internal Audience:

- Currently enrolled students
- Staff and faculty
- Visitors, vendors, and community members on campus
  - ✓ Any outside groups using campus facilities

### **Internal Delivery tools:**

- PIRATE / CC ALERT
- Door---to---door on campus
- Campus email
- Website
- Cisco broadcast message (phone system)

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## **External Audiences**

After internal audiences have been notified, notification should be made to external audiences as appropriate.

### **Definition of External Audience:**

- Community members at large
- Community partners such as businesses, nonprofits, and government agencies

### **External Delivery Tools:**

- Social Media
  - ✓ PIRATE / CC ALERT
  - ✓ Facebook
  - ✓ Twitter

### **Local Media:**

- Newspapers
- Websites
- Television
- Transportation Agencies

## **DISASTER RECOVERY PLAN**

### **DISASTER RECOVERY PLAN**

Depending on the impact of the event, recovery can take a few weeks or several months in a smaller incident to decades in a larger, catastrophic event. However, regardless of size, it is a complex process which will ultimately involve the resources of the entire District and other county, state, and federal agencies.

Recovery begins immediately at the onset of an event as the focus is to restore services and return the District to a functional condition as quickly as possible. Phases of recovery will include activities and tasks which will need to be accomplished in the immediate short-term to long-term timeframes. The first recovery activities are coordinated from the CRC. Recovery operations will at some point transition from the Planning/Intelligence Section to a separate entity to be organized by the District at such time called the Recovery Team.

#### **Recovery Team**

The Recovery Team will be consistent with a SEMS organizational structure and be composed of: Management, Operations, Planning, Logistics and Finance personnel. Initially, the team will focus on the below four fundamental kinds of recovery efforts:

- Psychological and Emotional Recovery
  - ✓ Support Services for Impacted Students, Faculty and Staff
- Academic Recovery
  - ✓ Academic / Administrative space reallocations
  - ✓ Alternate Educational Programming
- Physical Recovery
  - ✓ Support Services
- Fiscal recovery
  - ✓ Cost Recovery Issues

#### **Refuse Removal**

Disaster damage can generate large amounts of damaged personal goods, building contents and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other building materials. This material must be removed from the campus quickly to facilitate physical and psychological recovery. Facilities Planning and Operations will oversee the development of appropriate plans for the removal of disaster related debris.

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## Streets and Drains

Public infrastructure is frequently damaged during disasters. Removal of mud and debris from streets and walkways quickly is required to restore other services (garbage) and emergency response capabilities. Campus lighting and underground utilities are also frequent victims of disaster damage that must be repaired. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reuse of campus facilities. All of this work is a priority and will be coordinated by Facilities Planning and Operations.

### IMMEDIATE, SHORT TERM RECOVERY – TASK LIST:

#### Organize debris removal

1. Coordinate regulatory agency permitting
2. Contract with hauler
  - a. Street clearance
  - b. Storm drain clearance
  - c. Public property clearance for liability purposes

#### Re-establish utility services where possible in coordination with the providers

1. Test potability of water
2. Test operability of sanitary sewers
3. Work with gas, electric, phone, cable and other utility companies to restore service
4. Coordinate with regulatory agencies for work/activity permits
  - a. Regional Water Board
  - b. Air Quality Management District
  - c. Public Utility Commission

Upon authorization from the CRC Director, select a One-Stop Disaster Assistance Center (DAC) site and prepare for activation

1. Ensure that it is safe and cleared of debris
2. Coordinate with utility companies to ensure support services are available at the DAC
  - a. Sanitation
  - b. Phones: numbers and instruments for each position minimally



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- c. Electricity
- d. Other utility companies as needed and available
3. Coordinate with Facilities for furnishings
  - a. Tables, file cabinets and chairs for office area
  - b. Lounge area furniture, including a playpen, changing table, coffee maker
  - c. Computers, printers, modems, FAX
  - d. Office supplies, computer paper
  - e. Sanitation supplies
4. Coordinate with campus groups or Non-Government Organizations
  - a. To provide food services
  - b. To provide critical incident stress debriefing
  - c. To provide on-site first aid capability
5. Notify interested agencies regarding location, hours of operation
  - a. State OES
  - b. FEMA
  - c. Local utility services
  - d. Post office
  - e. City/county offices

**LONG TERM RECOVERY – TASK LIST:**

Set priorities for clean-up and infrastructure reconstruction for facilities that impact the campus recovery.

1. State highways
2. County roads
3. Bridges - Cal Trans, Federal, State, County
4. Regional transportation grid evaluation
  - a. Railroad

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b. Pipelines

Special Financial Arrangements

1. Financial assistance beyond Federal 30-day rent

Coordinate with community social services

1. Red Cross
2. Salvation Army
3. Goodwill
4. Local churches

Evaluate transportation needs if re-housed off campus

1. Public transit
2. Van pools
3. Coordinate state and federal financial aid programs through DAC

Develop a financial recovery plan for the campus

1. Evaluate disaster-related economic impact
  - a. Create program to assure maximum federal assistance
  - b. Create program to assure maximum disaster cost-recovery, campus-wide
    - i. Coordinate with President's Office
    - ii. Assess impact on individual departments, and determine what coverage is available for their losses: records, materials, intellectual property, etc.
  - c. Assess business interruption losses and potential coverage
  - d. Assess economic impact of loss of paid days of school, external education programs, and other income producing activities
  - e. Assess businesses losses to campus-based businesses: Campus Events, sporting events, etc.
  - f. Develop a plan to assist/attract new students, maintain/attract faculty and staff

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## **Damage Assessment**

Assessing damage to the District infrastructure and the community is a continual process, particularly in the aftermath of an earthquake. Some damages will not be readily apparent until reconstruction begins; and additional damage may occur with aftershocks. Detailed information on the impact of damages (ability to provide service), dollar amounts of damage, and economic consequences needs to be documented at every step in the recovery process.

Coordination of the collection of damage assessment information will be a function of the Planning Section. Documentation, analysis and reporting of the damage will be a function of both Planning and Finance. Support of field units and others involved in the collection of information will be the responsibility of Logistics. Impact to the District's financial status and evaluation of the financial assistance needed will be the responsibility of Finance/Administration.

## **Documentation**

The Planning/Intelligence Section, working with the Finance/Administration Section, should establish procedures to be used during the damage assessment process for collecting and processing information.

## **Reports**

After-Action Reports and Corrective Action Reports, document response and recovery efforts. Corrective Action Reports (Improvement Plans) identify both successes and shortcomings; identify potential failure points; recommend modifications or changes to plans, procedures and organizational structures; determine training needs and establish a baseline for future mitigation activities. The SEMS After-Action Questionnaire is found in the Planning/Intelligence Supporting Documents.

## **Plan Deactivation**

When emergency conditions have stabilized and normal District operations resume, the Emergency Response Plan will be deactivated. If the nature of the incident requires an extension of certain emergency services, then special task groups may be established to coordinate these continuing activities.

These groups may need to consider:

- Academic or administrative space reallocations
- Support services for impacted students, faculty or staff
- Cost recovery issues

## **Incident Debriefing**

Immediately following the cessation of emergency operations, a debriefing of the CRC and Operations Groups will be conducted to evaluate the effectiveness of the response effort. Results of such debriefing will be used to determine if the Emergency Operations Plan must be modified to address any deficiencies which were discovered during its activation. An "After-Action Report" will be compiled

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and distributed to members of the ERT.

### **Disaster Assistance Federal Programs**

FEMA's Public Assistance provides assistance to State, Tribal and local governments (special districts) and certain types of Private, Non-Profit organizations so that communities can quickly respond to and recover from major emergencies and disasters declared by the President of the United States. This assistance is for debris removal, emergency protective measures, and the repair, replacement or restoration of disaster- damaged publicly owned facilities. This program also provides funding for hazard mitigation to limit future damage.

As FEMA requirements are updated frequently, current FEMA restrictions, processes and other program information can be found using the links below:

**Public Assistance:** The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is split with the subgrantees (eligible applicants).

Policy and Guidance - FEMA Policies and other Publications <https://www.fema.gov/public-assistance-policy-and-guidance>

Debris Management - Resources for Debris Removal and Demolition Operations  
[www.fema.gov/appeal-categories/debris-removal](http://www.fema.gov/appeal-categories/debris-removal)

Application Process - Step by step description of the PA grant life cycle [www.fema.gov/public-assistance-local-state-tribal-and-non-profit](http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit)

Resources and Tools - Appeal Database, Equipment Rates, Cost Estimating Format  
[www.fema.gov/public-assistance-resources-and-tools](http://www.fema.gov/public-assistance-resources-and-tools)

### **Hazard Mitigation Grants**

Provides funding for local governments to engage in a wide range of mitigation activities to reduce or eliminate the impacts of future disasters. Information on hazard mitigation programs can be found at: [www.fema.gov/hazard-mitigation-grant-program](http://www.fema.gov/hazard-mitigation-grant-program)

The Robert T. Stafford Act provides the guidelines for federal assistance. For additional information on the Stafford Act, use the following link: <http://www.fema.gov/library/viewRecord.do?id=3564>

### **Disaster Assistance - State Programs:**

The Public Assistance Program in California addresses incidents that do not meet the requirements of a Presidential declaration. This program is governed by the California Disaster Assistance Act (CDAA) for assistance in the following areas: Debris Removal, Emergency Protective Measures, Roads and Bridges, Water Control Facilities, Buildings and Equipment, Utilities and Parks, Recreational Facilities and others.

For additional information on current forms and the application process go to:

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[www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/california-disaster-assistance-act](http://www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/california-disaster-assistance-act)

The California Disaster Assistance Act (CDAA) provides state financial assistance for recovery efforts to counties, cities and/or special districts after a state disaster has been declared. The applicant must incur a minimum of \$3,340 in damages to be eligible for the state minimum cost share of \$2,500 for each declared disaster under CDAA.

A local agency must submit a Project Application CDAA Form 1/Cal OES 126 to the California Office of Emergency Services (Cal OES) within 60 days after the date of a local proclamation. When filing an application for assistance, an applicant may attach a List of Projects (Cal OES 95). Applicants are also required to have on file with Cal OES, a resolution designating an authorized representative (OES 130) for each disaster.

The CDAA process consists of the following steps:

- Initial Damage Estimates (IDE)
- State Assessment of IDE
- Director's Concurrence or Governor's Proclamation
- Applicants' Briefing (See Link for information) [www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/applicants-briefings](http://www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/applicants-briefings)
- Submission of Project Application by Applicant
- Kick-off Meeting with Area Coordinator (AC)
- Project Formulation and Cost Estimating
- Project Review and Validation
- Obligation of Funds and Required Documents for Payment
- Final Claim Process
- Closeout

## **PUBLIC HEALTH, MEDICAL AND MENTAL HEALTH**

The District does not have a physician on staff to provide medical services to students, employees or guests. Health and medical services are limited to first aid, health counseling, referrals, medication and CPR support provided by a fulltime registered nurse at each college.

The District relies upon the local public health authorities for leadership and guidance for public health and medical care needs at District locations in support of an emergency or disaster.

### **Health Care Needs**

The District will utilize all available resources to meet the outpatient health care needs of students and, as possible and appropriate, of the larger District Community during an emergency event.

### **Mental Health**

The District will strive to meet the mental health needs of its students and employees in preparing for, coping with, and recovering from an emergency event.

Each college's counseling staff will provide direct mental health services to students within its capabilities; plan for and identify alternative means of delivering services when required; develop educational programming pertaining to mental health issues; provide post-crisis mental health support services, consultation and education to students and the campus community.

## **RAPID ASSESSMENT**

The goal of Rapid Assessment is to quickly identify the two most critical steps in the emergency response process: incident identification and threat assessment.

The Emergency Operations Plan (EOP) assumes that most emergency incidents on campus are going to be identified by students, faculty, staff or visitors. This notification is the first step in the activation of the EOP and emergency response. When in doubt, or if a non-life-threatening emergency has the potential to become more dangerous, always resolve in favor of notification.

- If students, faculty, staff, or visitors are involved in or witness a life-threatening emergency, it is essential for them to immediately call 911 and Campus Security.
- A non-life-threatening emergency should be immediately reported to Campus Security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

### **COURSE OF ACTION:**

The local 911 Public Safety Access Point will dispatch the appropriate resources to the incident scene. The first responding law enforcement officer arriving on scene will assess the scene for threats, report known threats to other responding officers and confirm the emergency and type to law enforcement dispatch.

1. Hazard Type
  - What is the hazard? (violence, wildland fire, flood)
  - What is the impact on the District? (minor, major, disaster)
  - What is the potential for the situation to worsen?
  - Is the situation under control?
2. Life Safety / Property Protection
  - What is the potential for death?
  - What is the potential for injury (minor/serious)?
  - What is the potential for damage?
  - What is the potential for disruption to normal course of business?
3. Once the appropriate District personnel are notified of an incident, the threat assessment process begins. District personnel must assess the emergency incident and any known threats to determine the appropriate level of response. The following elements of information should be used to assist in the threat assessment process:

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- Type of incident / Location of incident / Time of incident.
- Information received from local law enforcement, fire department and from Campus Security personnel on scene.



## SECURITY

The District will continue to provide environmental health and safety services within its capabilities during an emergency. The immediate safety of students and District personnel remaining on campus will be the first priority.

This annex focuses on procedures implemented on a routine, on-going basis to secure the District from criminal threats originating from both inside and outside. This includes efforts done in conjunction and cooperation with local law enforcement agencies.

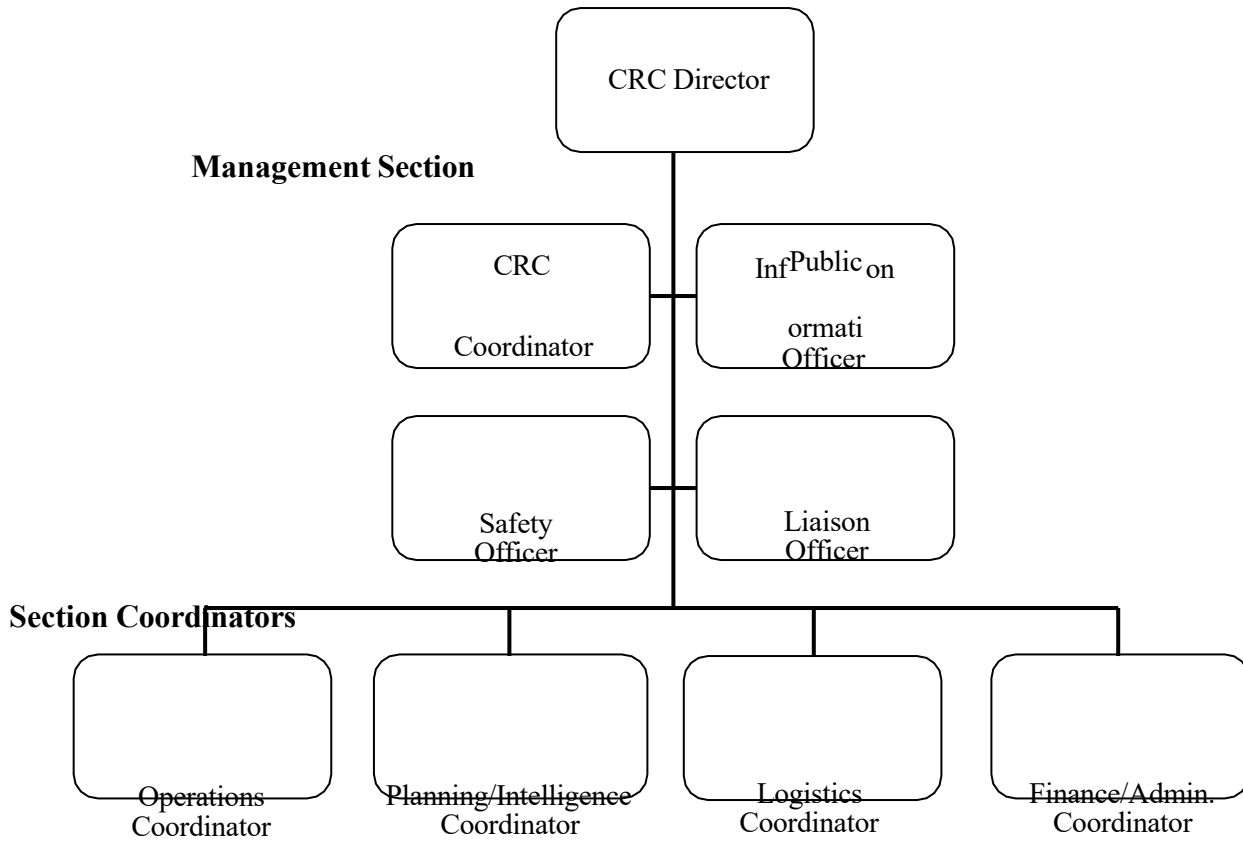
Operational plans should meet each of these goals:

1. Establish agreements with law enforcement agencies to address the daily role of law enforcement officers in and around campus.
2. Ensure buildings and facilities are physically secure.
  - a. The District will partner with the Modesto Police Department (MJC) and the Tuolumne County Sheriff's Office (CC) to provide Crime Prevention through Environmental Design (CPTED) assistance and recommendations on campus. Specific requirements are outlined in the District's Security Master Plan.
3. Assist individuals in safely traveling to, from, and within campuses safely (including traffic control and pedestrian safety).
4. Keep prohibited items or materials off campus.
5. Respond to threats identified by local law enforcement and the District Security.
6. Provide security at District sanctioned events.
7. Share information with members of public safety agencies while:
  - a. Maintaining requirements or limitations of applicable privacy laws, including FERPA, HIPAA, and other civil rights laws;
  - b. Recognizing that both FERPA and HIPAA have public safety exemptions when life safety is at risk or threatened.

## **CRC Management Roles and Section Checklists**

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**Organization of the Management Staff and Section Coordinators in the CRC**



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## **Crisis Response Center (CRC)**

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

- Management Section
- Operations Section
- Planning/Intelligence Section
- Logistics Section
- Finance/Administration Section

When activated, the five primary CRC functions are established as separate sections of the CRC organization. Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.

If a section is not activated, the CRC Director will perform its responsibilities.

### **Generic Checklist**

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization phases of a CRC activation that are common to all positions are listed below.

#### Generic Activation Phase Checklist:

- ✓ Check in upon arrival at the CRC.
- ✓ Report to CRC Director, Section Coordinator, Branch Coordinator, or other assigned Supervisor.
- ✓ Set up your workstation and review your position responsibilities.
- ✓ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ✓ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

#### Generic Demobilization Phase Checklist:

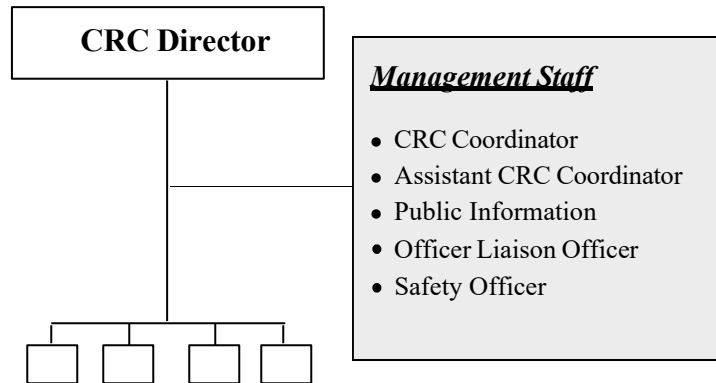
- ✓ Deactivate your assigned position and close out logs when authorized by the CRC Director.
- ✓ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior

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to your departure.

- ✓ Be prepared to provide input to the after-action report.
- ✓ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ✓ Clean up your work area before you leave.
- ✓ Leave a forwarding phone number where you can be reached.

## CRC Director



### Function Description:

The CRC Director has overall responsibility and authority for the operation of the CRC and management staff. The Director will assure that the CRC is staffed and operated at a level commensurate with the emergency; assists in developing and approves the Incident Action Plan (IAP); coordinates the activity of all command and general staff; upon CRC deactivation, ensures that an After Action Report (AAR) is prepared and all corrective actions noted in the report are completed in the specified time frame.

### Responsibilities:

1. Establish the appropriate staffing level for the CRC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.
3. In conjunction with the General Staff, set campus priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the CRC.
4. Ensure that inter-agency coordination is accomplished effectively.

### Activation Phase (CRC Director):

- Determine appropriate level of activation based on situation as known. Mobilize appropriate personnel for the initial activation of the CRC. Respond immediately to CRC site and determine operational status.
- Obtain briefing from whatever sources are available.
- Ensure that the CRC is properly set up and ready for operations. Ensure that a CRC check-in procedure is established immediately.

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- Ensure that a CRC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Coordinators as appropriate and ensure they are staffing their sections as required.
  - Operations Section Coordinator
  - Logistics Section Coordinator
  - Planning Section Coordinator
  - Finance Section Coordinator
- Determine Management Staff positions required and ensure they are filled as soon as possible.
  - CRC Coordinator
  - Liaison Officer
  - Assistant CRC Coordinator
  - Safety Officer
  - Public Information Officer
- Ensure that telephone and/or radio communications with other CRCs are established and functioning.
- Schedule the initial Action Planning meeting.
- Confer with the General Staff to determine what representation is needed at the CRC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the CRC, and to assist as necessary in establishing an Inter-agency Coordination Group.

**Operational Phase (CRC Director):**

- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- Based on current status reports, establish initial strategic objectives for the CRC.
- In coordination with Management Staff, prepare CRC objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting.
- ✓ Ensure that all Section Coordinators, Management Staff, and other key agency

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representatives are in attendance.

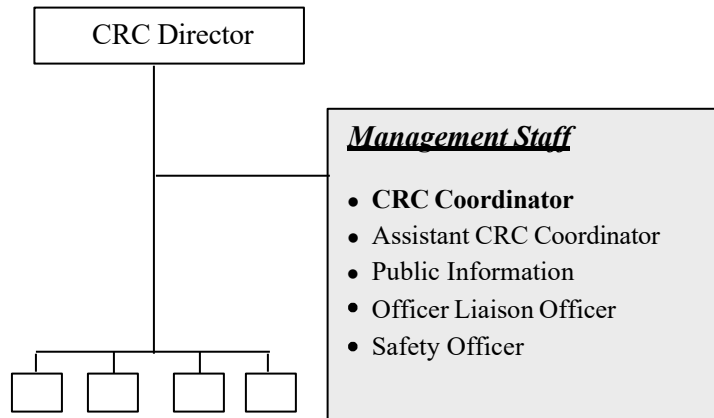
- ✓ Ensure that appropriate Action Planning procedures are followed (Refer to Planning Section, "Action Planning Guidelines.").
- ✓ Ensure the meeting is facilitated appropriately by the Planning Section.
- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- Formally issue an Emergency Proclamation as necessary and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

**Demobilization Phase (CRC Director):**

- Authorize demobilization of sections, branches and units when they are no longer required.
- Notify higher level CRCs and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization. Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after-action report.
- Deactivate the CRC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.



## CRC Coordinator



### Function Description:

The CRC Coordinator serves as an advisor to the CRC Director and General Staff as needed; oversees the overall functioning of the CRC by providing knowledge and guidance of the activation and internal functions of the CRC and ensures compliance with Operational Area emergency plans and procedures; provides good working knowledge of systems, equipment and processes used in CRC activations and operations; assist the Liaison Officer in ensuring proper procedures are in place for directing Agency Representatives and conducting VIP/Visitor tours of the CRC; ensures policies and procedures within the CRC are maintained including security procedures and accurate and appropriate display of identification and section specific identifiers (color coded vests).

### Responsibilities:

1. Facilitate the overall functioning of the CRC.
2. Assist and serve as an advisor to the CRC Director and General Staff as needed, providing information and guidance related to the internal functions of the CRC and ensure compliance with operational area emergency plans and procedures.
3. Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the CRC.

### Activation Phase (CRC Coordinator):

- Follow generic Activation Phase Checklist.
- Assist the CRC Director in determining appropriate staffing for the CRC.
- Provide assistance and information regarding section staffing to all general staff.

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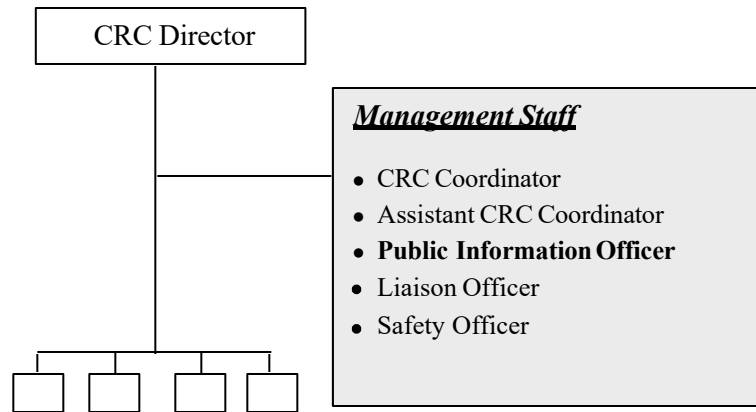
**Operational Phase (CRC Coordinator):**

- Assist the CRC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Advise the CRC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning Section in the development, updating, and execution of the CRC Action Plan. Provide overall procedural guidance to General Staff as required.
- Provide general advice and guidance to the CRC Director as required. Ensure that all notifications are made to the Operational Area CRC.
- Ensure that all communications with appropriate emergency response agencies is established and maintained.
- Assist the CRC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media, and the general public.
- Assist the CRC Director and Liaison Officer, in establishing and maintaining Inter-agency Coordination Groups as necessary.
- Assist the Liaison Officer with coordination of all CRC visits. Provide assistance with shift change activity as required.

**Demobilization Phase (CRC Coordinator):**

Follow generic Demobilization Phase Checklist.

## Public Information Officer (PIO)



### Function Description:

The Public Information Officer (PIO) serves as the primary point of contact between the CRC, the media and the public. The PIO is responsible for providing accurate information and direction on the emergency to the campus community, media, the public, and required agencies; ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines; responsible for multimedia communication messages including, but not limited to, the website, television, Twitter, Nixle, Facebook, AM Radio, emergency telephone notifications and other tools; in larger disasters, the PIO may expand and a representative may be sent to the Joint Information Center (JIC).

### Responsibilities:

1. Serve as the central coordination point for District media releases.
2. Ensure that the campus within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.
4. Develop the format for press conferences, in conjunction with the CRC Director.
5. Maintaining a positive relationship with the media representatives.
6. Supervise the Public Information Branch.

### Activation Phase (PIO):

- Follow generic Activation Phase Checklists.

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- Determine staffing requirements and make personnel assignments for the PIO function as necessary.

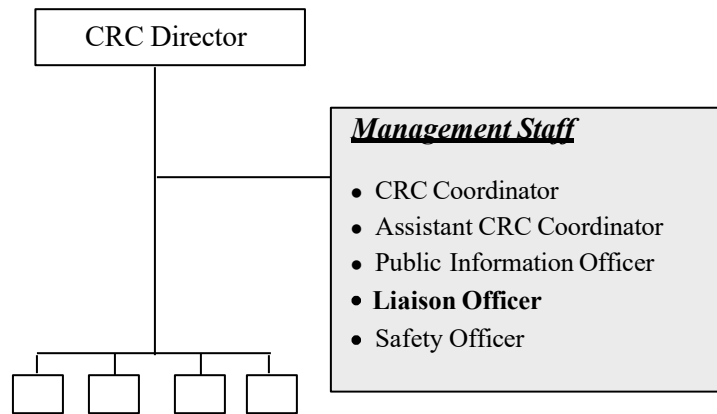
**Operational Phase (PIO):**

- Obtain policy guidance from the CRC Director with regard to media releases.
- Keep the CRC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the CRC Coordinator and identify the method for obtaining and verifying significant information as it is developing.
- Develop and publish a media-briefing schedule to include location, format, preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- In coordination with other CRC sections, and as approved by the CRC Director, issue timely and consistent advisories for life safety, health, and assistance for the District community and public.
- At the request of the CRC Director, prepare media briefings for members of the agencies or jurisdiction policy groups; facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information. Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Ensure that announcements, emergency information and materials are translated and prepared for special stake holders (non-English speaking, hearing-impaired etc.).
- Provide copies of all media releases to the CRC Director and a file copy is maintained of all information released.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

**Demobilization Phase (PIO):**

- Follow generic Demobilization Phase Checklist.

## Liaison Officer



### Function Description:

Incidents that are multi-jurisdictional (several involved agencies) may require a Liaison Officer. The Liaison Officer's function is to provide a primary point of contact for all incoming agency representatives assigned to the CRC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the CRC Director and CRC Coordinator are informed as to which agencies are represented in the CRC and assists the CRC Director and CRC Coordinator in conducting briefings for inter-agency coordination and with distribution of the current Action Plan; oversees all special events, dignitary visits and field liaison positions.

The Liaison Officer also serves as the point of contact to all internal and external individuals, organizations, agencies and customers (Board of Trustees, City/County elected officials, etc.) and maintains a roster of agency representatives contacted. During major emergencies it is not uncommon to find many agency representatives reporting to the CRC (American Red Cross, Community/Faith Based Organizations) may all send representatives. The Liaison Officer will be the primary contact, and relieve the CRC Director from overseeing their activities.

### Responsibilities:

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the CRC and handling requests from other CRCs for CRC agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3. Ensure that position specific guidelines, policy directives, situation reports, and a copy of the CRC Action Plan is provided to Agency Representatives upon check-in.
4. In conjunction with the CRC Coordinator, provide orientations for VIPs and other CRC

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visitors.

5. Ensure that demobilization is accomplished when directed by the CRC Director.

**Activation Phase (Liaison Officer):**

- Follow generic Activation Phase Checklist.
- Obtain assistance for your position from CRC Coordinator as required.

**Operational Phase (Liaison Officer):**

- Contact Agency Representatives already on-site, ensuring that they:
  - ✓ Have signed into the CRC;
  - ✓ Understand their role in the CRC;
  - ✓ Know their work locations;
  - ✓ Understand the CRC organization and floor plan.
- Determine if additional representation is required from:
  - ✓ Community based organizations;
  - ✓ Private organizations;
  - ✓ Utilities not already represented;
  - ✓ Other agencies.
- In conjunction with the CRC Director and CRC Coordinator, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the CRC.
- Assist the CRC Director and CRC Coordinator in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current CRC Action Plan and Situation Report.
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the CRC Director, provide agency representatives from the CRC to other CRCs as required and requested.
- Maintain a roster of agency representatives located at the CRC. Roster should include assignment within the CRC (Section or Inter-agency Coordination Group). Roster should be

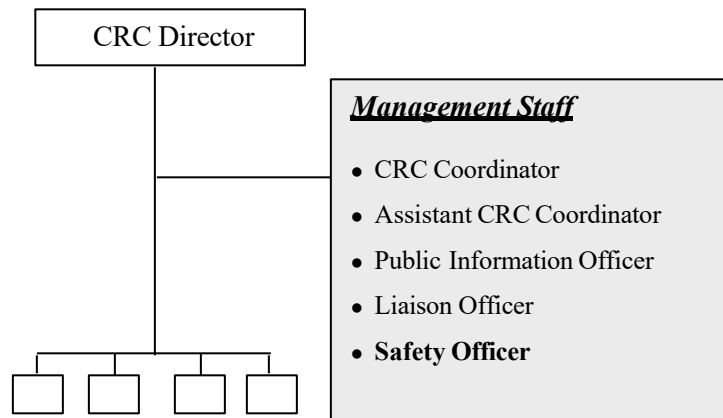
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distributed internally on a regular basis.

**Demobilization Phase (Liaison Officer):**

- Follow generic Demobilization Phase Checklist.
- Release agency representatives no longer required in the CRC when authorized by the CRC Director.

## Safety Officer



### Function Description:

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential District liability during CRC operations; ensuring that all facilities used in support of CRC operations have safe operating conditions (building, parking lots, etc.); monitoring all CRC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; ensuring that personnel working in CRC positions are not over stressed or working for extended periods that may jeopardize their health; stopping or modifying all unsafe operations within or outside the scope of the CRC Action Plan; and notifying the CRC Director of actions taken.

More specific actions include:

- Review or initiate Safety Plan and all Safety Messages
- Participate in Strategy/Tactics meetings and complete the Incident Safety Analysis Mitigation form (ICS Form 215A)
- Consult with the CRC Director and General Staff Coordinators on the need to prepare and present an CRC Safety Message and Site-Safety Plan at appropriate meetings and briefings (ICS Forms 202/208)
- Review/Create the CRC Medical Plan (ICS Form 206)

Responsibilities:

1. Ensure that all buildings and other facilities used in support of the CRC are in a safe operating condition.
2. Monitor operational procedures and activities in the CRC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.



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3. Stop or modify all unsafe operations outside the scope of the CRC Action Plan, notifying the CRC Director of actions taken.

**Activation Phase (Safety Officer):**

- Follow generic Activation Phase Checklist.

**Operational Phase (Safety Officer):**

- Tour the entire CRC facility and evaluate conditions; advise the CRC Director of any conditions and actions that might result in liability, unsafe layout or equipment set-up, etc.
- Study the CRC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the CRC Director and General Staff at appropriate meetings.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the CRC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- Keep the CRC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

**Demobilization Phase (Safety Officer):**

- Follow generic Demobilization Phase Checklist.

## Operations Section

### Function Description:

The Operations Section, a member of the General Staff, is responsible for the management and coordination of all CRC related operational functions. The Operations Section will ensure, based on the emergency that all necessary operational functions have been activated and are appropriately staffed.

### Responsibilities:

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the CRC.
2. Ensure that operational objectives and assignments identified in the CRC Action Plan are carried out effectively.
3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Reports.
6. Conduct periodic Operations briefings for the CRC Director as required or requested.
7. Supervise the Operations Section.

### Activation Phase (Operations Section):

- Follow the generic Activation Phase Checklist.
- Ensure that the Operations Section is set up properly and appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Coordinator; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section and Branch Coordinators:
  - Security
  - Medical
  - Communications Dispatcher
  - Health & Safety
  - Search & Rescue
  - Building & Utility

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- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the section as necessary for 24-hour operation.
- Obtain a current communications status briefing from the Communications Branch Coordinator in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Confer with the CRC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning/Intelligence Section Coordinator to determine the need for any Technical Specialists.
- Establish radio or phone communications between Incident Command Post and CRC and/or with Incident Commander(s) and coordinate accordingly.
- Determine activation status of other CRCs in the Operational Area or adjacent areas and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.
- Review responsibilities of branches in Operations Section; develop an Operations Plan, detailing strategies for carrying out Operations objectives.

**Operational Phase (Operations Section):**

- Ensure Operations Section position logs and other necessary files are maintained.
- Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis including Status Reports and Major Incident Reports.
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forthcoming operational periods.
- Attend and participate in CRC Director's Action Planning meetings.

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- Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the CRC Director on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning/Intelligence Section.
- Brief Branch Coordinators periodically on any updated information you may have received. Share status information with other sections as appropriate.

**Demobilization Phase (Operations Section):**

- Follow the generic Demobilization Phase Checklist.

## Planning/Intelligence Section

### Function Description:

The Planning and Intelligence Section is under the direction of the Planning Section Coordinator. Is responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources; the development of the action plan in coordination with other functions; and the collection and maintenance of incident documentation. The Planning Section maintains an incident log and displays maps and charts of the incident. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting CRC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After Action Report when the CRC is deactivated.

### Responsibilities:

1. Ensure the following responsibilities of the Planning/Intelligence Section are addressed as required:
  - ✓ Collecting, analyzing, and displaying situation information;
  - ✓ Preparing periodic Situation Reports;
  - ✓ Preparing and distributing the CRC Action Plan;
  - ✓ Facilitating the CRC Action Planning meeting;
  - ✓ Conducting Advance Planning activities and report;
  - ✓ Providing technical support services to the various CRC sections and branches, documenting and maintaining files on all CRC activities.
1. Establish the appropriate level of organization for the Planning/Intelligence Section.
2. Exercise overall responsibility for the coordination of unit activities within the section.
3. Keep's the CRC Director informed of significant issues affecting the Planning/Intelligence Section.
4. In coordination with the other section coordinators, ensures that the Status Reports are completed and utilized as a basis for situation reports and the CRC Action Plan.

### Activation Phase (Planning & Intelligence):

- Follow the generic Activation Phase Checklist.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

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- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element:
  - Situation Analysis Unit
  - Documentation Unit
  - Advance Planning Unit
  - Demobilization Unit
- Request additional personnel for the section as necessary to maintain a 24-hour operation.
- Establish contact with the Operational Area CRC when activated, and coordinate Situation Reports with their Planning/Intelligence Section.
- Meet with Operations Section; obtain and review any major incident reports.
- Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the CRC Director informed of significant events.
- Adopt proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase (Planning & Intelligence):**

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained. Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence.
- Ensure that a situation report is produced and distributed to CRC Sections and the Operational Area CRC at least once, prior to the end of the operational period.
- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the CRC Director's Action Planning meetings approximately two hours before the

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end of each operational period.

- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the CRC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current CRC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the CRC.
- Ensure that the Documentation Unit maintains files on all CRC activities and provides reproduction and archiving services for the CRC, as required.
- Provide technical specialists to all CRC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

**Demobilization Phase (Planning & Intelligence):**

- Follow the generic Demobilization Phase Checklist.

## Logistics Section

### Function Description:

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal CRC operating requirements. The Logistics Section reports to the CRC Director.

### Responsibilities:

1. Ensure the Logistics function is carried out in support of the CRC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the CRC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the CRC Director informed of all significant issues relating to the Logistics Section.

### Activation Phase (Logistics):

- Follow the generic Activation Phase Checklist.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:
  - Communications Branch
  - Facilities Unit
  - Supply/Procurement Unit
  - Personnel Unit
  - Transportation Unit
  - Resource Tracking Unit
- Mobilize sufficient section staffing for 24-hour operations.
- Establish communications with the Logistics Section at the Operational Area CRC if activated.



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- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Command Posts in the field. This should be done prior to acting on the request.
- Meet with the CRC Director and General Staff and identify immediate resource needs.
- Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section.
- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the CRC Director.
- Adopt a proactive attitude thinking ahead and anticipating situations and problems before they occur.

**Operational Phase (Logistics):**

- Ensure that Logistics Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning/Intelligence Section with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in CRC Action Planning meetings.
- Ensure that the Supply/Procurement Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements in support of response operations are met. Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- Provide section staff with information updates as required.

**Demobilization Phase (Logistics):**

- Follow the generic Demobilization Phase Checklist.

## **Finance/Administration Section**

### **Function Description:**

The Finance Section is responsible for all financial and cost analysis components of the incident. This section tracks personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections.

The Finance section consists of the following branches under the supervision of the Finance Section Coordinator: Risk Management, Compensation and Claims; Time Keeping; Cost and Accounting.

### **Responsibilities:**

1. Ensure that all financial records are maintained throughout the emergency.
2. Ensure that all on-duty time is recorded for all emergency response personnel.
3. Ensure that all on-duty time sheets are collected from CRC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all employees responding to the emergency.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administrative support to all CRC Sections as required.
9. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
10. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

### **Activation Phase (Finance & Administration):**

- Follow the generic Activation Phase Checklist.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

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- Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
  - Time Keeping Unit
  - Purchasing Unit
  - Cost Accounting Unit
  - Recovery Unit Compensation & Claims Unit
- Ensure that sufficient staffing is available for a 24-hour schedule, or as required.
- Meet with the Logistics Section and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the CRC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

**Operational Phase (Finance & Administration):**

- Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current and information posted is legible and concise.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the CRC objectives as defined in the Action Plan.
- Keep the CRC Director, General Staff, and board/elected officials aware of the current fiscal situation and other related matters on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the emergency. Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims resulting from the emergency, in a reasonable time-frame, given the nature of the situation.

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- Ensure that the Time Keeping Unit processes all time-sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other CRC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

**Demobilization Phase (Finance & Administration):**

- Follow the generic Demobilization Phase Checklist.

## **HAZARD-SPECIFIC ANNEXES**

## **ACTIVE SHOOTER / HOSTILE INTRUDER**

Active shooter incidents are unpredictable and evolve quickly. Each situation is different and will change rapidly. Staff, faculty, and students must be responsible for their own safety until law enforcement and first responders arrive and provide assistance.

### **ACTIONS:**

- GET TO SAFETY then call 911.
- Law enforcement officers responding to the incident will first focus on stopping the shooter and containing the threat.
- There are three options during an active shooter incident:
  - ✓ Run (get out)
  - ✓ Hide (lockdown)
  - ✓ Fight (defend self)

### **Run (Get Out)**

- Leave the area if it is safe to do so, moving away from the shooter's location.
- Have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.
- Prevent people from entering an area where an active shooter maybe.
- Call 911 as soon as it is safe to do so.

### **Hide (Lockdown)**

- Hide in an area out of the shooter's view, and behind large items that provide concealment and protection from gunfire.
- Block entry to your hiding place and lock the doors.
- Do not trap or restrict your options for movement, if necessary.
- Turn off lights, computer monitors, and radios. Close blinds.

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- Silence all cell phones and pagers.
- Stay calm, quiet, and out of sight.
- Unless you are in imminent danger from fire, ignore any fire alarms sounding but stay aware of your surroundings. Active shooters may pull fire alarms in an attempt to shoot people as they exit the building.
- If you are in a safe location and not in harm's way, do not leave your hiding place until directed to do so by law enforcement officials.
- Keep your hands in plain view at all times for police officers. Follow directions exactly and carry nothing that could be mistaken for a weapon.

### **Fight (Defend Yourself)**

- As an absolute last resort, and only when in imminent danger, attempt to disrupt and/or incapacitate the shooter in defense of yourself and others.
- Throw items and improvise weapons from available objects.
- Hit, kick, or tackle the shooter if close enough.
- Act with physical aggression.
- Commit to your actions.

### **What to expect from emergency responders:**

- The first responding law enforcement officer(s) ***will not stop*** to aid the wounded or injured. Their primary mission is to contain the threat.
- Medical and rescue teams will begin treatment of the injured as additional law enforcement resources arrive and provide armed escort into the area.
- Law enforcement may relocate building occupants to a safe area or may instruct occupants to remain where they are.

### **After the incident:**

- After evacuation, you may be taken to a holding area for medical treatment, interviewing, and/or counseling.
- Law enforcement personnel may detain you as a witness to the incident.
- You may be asked to provide statements to law enforcement right away, or at a later time.

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- The entire area will be treated as a crime scene.
- Once you have been evacuated, you will not be allowed to re-enter the building.

## **Roles and Responsibilities**

### **Campus Security**

- Call 911 and report Active Shooter.
  - ✓ Provide whatever information is known.
- Notify the Director of District Security and Emergency Preparedness.
- All efforts immediately focus on Life Safety procedures:
  - ✓ Evacuate and Lockdown campus depending on location to shooting site.

### **College Campus Security Supervisor**

- Initiate campus Emergency Notification systems immediately:
  - ✓ LOCKDOWN: Campus population in close proximity to incident site.
  - ✓ EVACUATE: Campus population away from incident site.
- Notify President's office.
- Notify Emergency Response Team members:
  - ✓ Active Shooter incident triggers CRC Activation.
- Respond to the incident area immediately:
  - ✓ Identify exact location of shooter and communicate this to law enforcement.
  - ✓ Intervention is a personal choice to stop the shooter.
- Once shooter(s) is neutralized:
  - ✓ Establish a Unified Command Post with law enforcement, fire and EMS if appropriate, or relinquish sole incident command to them.
  - ✓ Communicate status and needs with CRC.
- Coordinate emergency procedures with CRC.
- Incident Documentation.



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**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**Chancellor / President**

- Respond to designated area and convene the Executive Policy Group.

**Emergency Response Team**

- Respond to CRC and initiate responsibilities (See Functional Annex - CRC Management Roles and Section Checklists on page 83).

**Faculty**

- Remain with your class until immediate danger has subsided;
- Instruct your class on evacuation and lockdown procedures;
- Assist students with disabilities as necessary.

**Staff**

- Supervisors will instruct you to evacuate or lockdown depending on circumstances;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow direction provided by instructors and campus Emergency Notification messages.
- Direct others away from danger area.

## **EARTHQUAKE**

### **ACTIONS - INDOORS**

Ensure you do the following if you are indoors during an earthquake:

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway unless you know it is a load-bearing doorway. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators as electricity may go out and you will become trapped.

### **ACTIONS - OUTDOORS**

Ensure you do the following if you are outdoors during an earthquake:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

### **ACTIONS – MOVING VEHICLES**

Ensure you do the following if you are in a moving vehicle during an earthquake:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

### **ACTIONS – TRAPPED UNDER DEBRIS**

Ensure you do the following if you are trapped under debris during or after an earthquake:

- Do not light a match.

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- Do not move around or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on pipes or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

## **ACTIONS – AFTER EARTHQUAKE ENDS**

Consider the following after the shaking stops:

- Reporting Emergency and/or Non-Emergency Information on campus:
  - Step 1** - Emergency (Life Safety issue): Call 911 to initiate public safety response.
  - Step 2** - Non-emergency (Informational): Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and provide the information.
- Check others for injuries and assist as appropriate;
- If inside, self-evacuate to the outside;
- Move to a place of safety outside away from damaged buildings, trees, and power lines to designated evacuation points areas if possible (see Functional Annex 1, 2, or 3 – Evacuation, starting on page 46).

## **Roles and Responsibilities**

### **Campus Security**

- Follow Action guides on page 1 of this Annex until safe;
- Dial 911 and report related earthquake emergencies on campus;
- Dispatch available security personnel to assist and/or survey campus for damage;
- Notify Director of District Security and Emergency Preparedness.

### **College Campus Security Supervisor**

- Follow Action guides on page 1 of this Annex until safe;
- Notify President’s Office;
- Initiate Emergency Notification System (if applicable);
- Notify Emergency Response Team; Immediate Considerations:

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- ✓ Possible CRC activation;
- ✓ Evacuations: Building/Campus
- ✓ Maintenance: gas and water lines shut off and/or inspection;
- ✓ Maintenance: utilities shut off and/or inspection;
- ✓ building inspections (visible structural damage survey);
- Coordinate with responding public safety agencies (Unified Command Post);
- Assist with evacuations and traffic control;
- Incident documentation.

**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**Chancellor / President**

- Follow Action guides on page 1 of this Annex until safe;
- Respond to designated area if necessary and convene the Executive Policy Group.

**Emergency Response Team**

- Follow Action guides on page 1 of this Annex until safe;
- Respond to CRC (if activated) and initiate responsibilities (See Functional Annex 1).

**Faculty**

- Follow Action guides on page 1 of this Annex until safe;
- Remain with your class until immediate danger has subsided;
- Instruct your class on Evacuation and Shelter-In-Place procedures;
- Assist students with disabilities as necessary.

**Staff**

- Follow Action guides on page 1 of this Annex until safe;

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- Supervisors will instruct you to Evacuate or Shelter-In-Place depending on circumstances;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow Action guides on page 1 of this Annex until safe;
- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

## **FIRE**

District buildings are constructed of fire-resistant materials; however, the contents of the structures possess varying degrees of flammability and can catch fire, producing toxic smoke and causing major damage to the contents and structure. The storage and use of flammable materials by the District is necessary to provide relevant educational experiences and to perform routine facility maintenance and repairs, and requires that the District meet safety codes and standards. The Columbia College campus is located in a rural wild land setting which poses potential risk of wildfire to that campus as well.

### **ACTION STEPS – REPORTING A FIRE**

If you see a fire on campus, report it immediately.

**Step 1** - Pull Fire Alarm or call 911 to report a fire on campus.

**Step 2** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and report the fire.

### **ACTION STEPS - RESPONDING**

#### **Campus Security Personnel:**

- Notify the Director of District Security and Emergency Preparedness, respond to the scene and assess the situation.
- Establish command, provide situational update including what additional resources are needed.
- If a fire is confirmed in a building, pull the fire alarm (if not already activated) and begin emergency evacuation procedures.
- Conduct a floor-by-floor, room-by-room search of the affected building if it can be accomplished safely and in teams of at least two.
- If the fire is located and is small in size, use a fire extinguisher to extinguish the fire if it can be done safely.
- Assist evacuees from the building if necessary, including any disabled evacuees, or direct them to the designated areas of refuge to await assistance from Fire Rescue.
- Establish a safety perimeter of at least 500 feet according to emergency evacuation procedures.
- Provide first aid treatment to evacuees already out of the building.
- Establish a safety perimeter and keep people out of the hazard area.
- Gather necessary information to complete required reports.

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**College Campus Security Supervisor**

- Notify President's Office.
- Respond to the scene and provide direction.
  - ✓ Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team; Immediate Considerations:
  - ✓ Initiate Emergency Notification System.
  - ✓ CRC Activation.
  - ✓ Evacuations: Building/Campus.
- Meet and coordinate with responding public safety agencies (Unified Command Post).
- Assist with evacuations and traffic control.
- Incident documentation.

**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**President**

- Respond to designated area if necessary and convene the Executive Policy Group.

**Emergency Response Team**

- Respond to incident if requested.
- Respond to CRC (if activated) and initiate responsibilities (See Functional Annex - CRC Management Roles and Section Checklists on page 83).

**Faculty/Staff**

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Evacuation and Shelter-In-Place procedures;
- Assist other co-workers as needed;

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- Assist visitors as necessary.
- If in the immediate area, assist with crowd control functions to help secure scene safety.

**Students**

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.



## FLOOD

A flood is an overflowing of a large amount of water beyond its normal confines.

### ACTION STEPS - REPORTING

If you see a flood on campus, outside or inside of a building, report it immediately.

#### Step 1 - If life threatening

- ✓ Call 911 to report the flood. Otherwise, go to Step 2;

#### Step 2 – Non-life threatening

- ✓ Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and report the flood.

### Leaving Campus During Flood Conditions:

- Avoid areas subject to flooding – dips in the road, low spots, washes, etc.
- Do not attempt to cross flowing streams or flooded roadways. The roadbed may not be intact under floodwaters. Turn around and go another way. **NEVER** drive through flooded roadways.
- If the vehicle stalls, leave it immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants and sweep them away.
- If the water on the roadway is ankle-deep or greater, turn around and find another route, or find a safe location to wait out the storm and/or flooding.

### Flooded Building on Campus:

- Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and report any flooding.
- Relocate to an upper floor and await instruction from Campus Security.
- Assist those with functional impairments who may need assistance.
- If time allows, move records and equipment up off the floor onto shelves and tables to prevent damage from minor flooding.
- If the building is evacuated, do not return to the building until notified to do so by a District official.

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## **ACTION STEPS - RESPONDING**

### **Campus Security Personnel:**

- Notify the Director of District Security and Emergency Preparedness, respond to the scene and assess the situation;
- Establish command, provide situational update including what additional resources are needed;
- If flood is confirmed take whatever steps necessary to ensure Life Safety;
  - ✓ Building Evacuation.
  - ✓ Establish a safety perimeter around hazard.
  - ✓ Building Maintenance response.
- Gather necessary information to complete required reports.

### **College Campus Security Supervisor**

- Notify President's Office;
- Respond to the scene and provide direction;
  - ✓ Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team; Immediate Considerations:
  - ✓ Initiate Emergency Notification System
  - ✓ CRC Activation
  - ✓ Evacuations: Building/Campus
- Meet and coordinate with responding public safety agencies (Unified Command Post);
- Assist with evacuations and traffic control;
- Incident documentation

### **Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

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**Chancellor/President**

- Respond to designated area if necessary and convene the Executive Policy Group.

**Emergency Response Team**

- Respond to incident if requested.
- Respond to CRC (if activated) and initiate responsibilities (See Functional Annex - CRC Management Roles and Section Checklists on page 83).

**Faculty/Staff**

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Evacuation and Shelter-In-Place procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

## SEVERE WEATHER

Severe weather can happen anytime and include high winds, thunderstorms, lightning, hail, flooding and flash flooding, extreme heat or cold, blizzards, or other weather events that have the potential to create safety hazards or cause property damage.

Staff, faculty, and students should monitor weather conditions and take appropriate precautions as necessary.

### ACTION STEPS – REPORTING

If you see a hazard or an emergency related to Severe Weather on campus (outside or inside of a building) report it immediately.

**Step 1** - If life threatening, call 911 to report the emergency. If not, go to Step 2;

**Step 2** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC) and report the hazard.

### TERMINOLOGY:

#### SEVERE WEATHER WATCH

During a severe weather watch, continue normal activities. The Campus Security Supervisor and administrators will monitor conditions via weather radio/television.

#### SEVERE WEATHER WARNING

During a severe weather warning, the District will announce a Shelter-In-Place or Evacuation over all available Emergency Notification Systems when a Weather Warning is received.

### ACTION STEPS: Shelter-In-Place

If sheltering in place for an imminent severe weather event:

- Do not leave a hardened structure. If in a modular, prefabricated, or temporary structure, get to the closest hardened structure immediately.
- Move away from windows and toward interior rooms. Take cover in a Designated Shelter Area if available.
- If a Designated Shelter Area is not available, seek cover in a space that:
  - ✓ Is located in the interior of a hardened structure
  - ✓ Is on the lowest level of the building
  - ✓ Does not have windows or skylights

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- ✓ Is not in a long corridor spanning the structure (wind tunnel effect)
- Avoid using landline telephones.
- Remain in the building until the storm passes.
- Do not leave a hardened structure. If in a modular, prefabricated, or temporary structure, get to the closest hardened structure immediately.
- Move away from windows, close curtains/blinds and toward interior rooms.
- Return to normal activities when signaled to do so.

## **ACTION STEPS - RESPONSE**

### **Campus Security Personnel:**

- Call 911 to activate the Emergency Response System if needed;
- Notify the Director of District Security and Emergency Preparedness of any Severe Weather-related emergency or issue reported;
- If safe, respond to the scene and assess the situation;
- Establish command, provide situational update and take whatever steps are necessary to ensure Life Safety;
  - ✓ Shelter-In-Place.
  - ✓ Building Evacuation.
  - ✓ Establish a safety perimeter around the hazard.
  - ✓ Building Maintenance response.
- Gather necessary information to complete required reports.

### **College Campus Security Supervisor**

- Monitor weather feeds, radio and television stations for real time information;
- Notify President's Office;
- Respond to the scene and provide direction;
  - ✓ Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team; Immediate Considerations:

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- ✓ Initiate Emergency Notification System
- ✓ CRC Activation
- Meet and coordinate with responding public safety agencies (Unified Command Post);
- Incident documentation

**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**Chancellor / President**

- Respond to designated area if necessary and convene the Executive Policy Group.

**Emergency Response Team**

- Respond to incident if requested.
- Respond to CRC (if activated) and initiate responsibilities (See Functional Annex - CRC Management Roles and Section Checklists on page 83).

**Faculty/Staff**

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Shelter-In-Place and Evacuation procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

## AIRCRAFT DISASTER ON OR NEAR CAMPUS

### AIRCRAFT DISASTER ACTIONS - NOTIFICATION

**Step 1** - Call 911 to report the emergency and initiate public safety response.

**Step 2** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of District Security and Emergency Preparedness, as well as other Emergency Response Team members. The Director of District Security will notify District administrators and other public officials as necessary.

**The safest areas will be far away from the crash scene – uphill and up wind from a downed aircraft and away from damaged buildings, trees, power lines, spilled fuels and oils!**

- Do not approach the aircraft or accident site.
- Direct others away from the accident site to a location of safety.
- If an evacuation is ordered, move to the designated area of safety and direct others to do the same (See Functional Annex 4 – Evacuation).

Shelter-in-place	Evacuate
<ul style="list-style-type: none"><li>✓ Close/lock doors to secure area;</li><li>✓ Turn off HVAC system;</li><li>✓ Take logical steps to ensure the safety of students, employees, and visitors.</li><li>✓ Follow Emergency Notification, Campus Security and Public Safety official’s directives.</li></ul>	<ul style="list-style-type: none"><li>✓ Lead students, employees, and visitors to the nearest designated area.</li><li>✓ Check in with Emergency Coordinator;</li><li>✓ Assist disabled students and employees.</li><li>✓ Follow Emergency Notification, Campus Security and Public Safety official’s directives.</li></ul>

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## **Roles and Responsibilities**

### **Campus Security**

- Send available security personnel to set up a Safety Perimeter and secure the area.
- Confirm with 911 communications a call was received and/or report the incident.
- Notify the Director of District Security and Emergency Preparedness.

### **College Campus Security Supervisor**

- Notify Emergency Response Team members to respond.
  - ✓ Possible CRC Activation.
- Issue an immediate report to the President's Office.
  - ✓ Follow directives from the President.
- Respond to the site of the incident immediately.
  - ✓ Meet with Public Safety and EMS.
  - ✓ Establish Unified Command Post if warranted.
  - ✓ Determine if CRC activation is warranted.
  - ✓ Update Emergency Response Team.
- Oversee and coordinate emergency procedures as needed.
- Oversee evacuation and/or shelter-in-place directives.
- Initiate campus Emergency Notification systems (if applicable).
- If CRC is activated assume role in Operations Section.
- Ensure incident is documented.

### **Emergency Response Team**

- Report to CRC (if activated) and initiate responsibilities (See Functional Annex - CRC Management Roles and Section Checklists on page 83).
- Follow CRC Director directives.
- Provide leadership.



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**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**Chancellor / President**

- Report to the designated area if necessary and convene the Executive Policy Group.

**Faculty/Staff**

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Shelter-In-Place and Evacuation procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

## **FIREARMS, WEAPONS AND EXPLOSIVES**

A violation of the *Yosemite Community College District - Standards of Student Conduct* policy, regarding Firearms, Weapons and Explosives, should be reported immediately. A reportable violation includes the Possession, Sale or otherwise Furnishing a firearm, weapon or explosive to another on campus.

### **ACTIONS STEPS - REPORTING**

#### **Step 1 - Emergency (Life Safety issue):**

- Call 911 and initiate a public safety response; if this is not an emergency start at step 2.

#### **Step 2 - Non-emergency (Observation / nonthreatening):**

- Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).
- Remain calm and attempt to move to a safe area away from the offender.
- Provide accurate descriptions of offender and weapon, if possible.
- If in direct contact with offender, **DO NOT** confront or challenge them verbally or physically.

Campus security will immediately alert law enforcement, based on the circumstances; respond to the area; and notify the Director of District Security and Emergency Preparedness. The Director of District Security will notify appropriate administrators and respond if necessary.

### **Roles and Responsibilities**

Appropriate law enforcement will respond to any potential violation of the weapons policy and make contact with the offender if deemed necessary by the College Campus Security Supervisor or the Director of District Security, or their designees.

#### **Students:**

- Report any weapons or explosive possession to campus security, faculty or staff.

#### **Faculty/Staff:**

- Report any weapons or explosive violations to Campus Security (See Action Steps Above).
- File an incident report with Campus Security.

#### **Campus Security:**

- Report the incident to law enforcement, if deemed necessary, and request assistance;

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- Notify Director of District Security;
- Respond to the area and meet with the reporting party;
- Campus security should wait for law enforcement to arrive, if deemed appropriate.

**College Campus Security Supervisor:**

- Respond to the area and meet with the Reporting Party and Campus Security personnel.
- Initiate Emergency Notification System (if applicable).
- If safe to do so, secure the area immediately surrounding the subject.
- Campus Security or Law enforcement will confront the subject and determine the nature and intent of the weapon on campus.
- Ensure an Incident Report is taken.
- Contact President with status update.
- If Emergency Notification System was activated, send out a message update.

**Chancellor / President:**

- Respond to designated area, if necessary, and convene the Executive Policy Group.

## **BOMB THREAT**

Any bomb threat directed at any District facility will be evaluated and responded to as a legitimate and real threat to the District. The safety and well-being of students, staff, and faculty will be paramount. The District's goal will be to resolve the situation and return the campus to normal operations at the earliest possible time with minimal disruption.

Response procedures will vary with each bomb threat. Deviations to standardized procedures are expected based on variations in the nature of the threat, the specificity of the threat, and the threatened location.

### **Bomb Threat Received via Telephone**

- Enter all aspects of the call on the **Bomb Threat Reporting Checklist** (below).
- Immediately call 911. Then notify Campus Security, who will, in turn, notify appropriate District administrators.
- Students, staff, and faculty may be ordered to evacuate the building in the event of a credible threat.

### **Bomb Threat Received via Text Message or Social Media**

- Immediately report the threat by calling 911. Then notify Campus Security, who will, in turn, notify appropriate District administrators.
- Read bomb threat message to the dispatcher exactly as written.
- Report sender identity, message date and time received, who the message was intended for, who received copies and the subject line (if email).
- Do not respond to the sender.
- Do not delete the bomb threat message.
- Print a copy of the bomb threat message, if possible.
- Meet with responding officers to provide any additional information or answer any questions they may have regarding the email.
- Employees and students should follow the directions of emergency response personnel regarding necessary announcements or evacuations.

### **Suspicious Object or Potential Bomb on Campus**

- If you observe a suspicious object or potential bomb on campus, do not handle the object! **Clear the area and immediately and call Campus Security by dialing "6351" (MJC) or "5167" (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).**

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## Evacuation

*(SEE FUNCTIONAL ANNEX 4 – EVACUATION, Page 52)*

*Any evacuation ordered due to a bomb threat is mandatory.* All occupants of the area being evacuated shall immediately move towards a safe exit and remain outside the area, at least 500 feet away from the building, until Campus Security and law enforcement determine it is safe to re-enter.

- Students will take all personal property with them.
- Staff and faculty will inspect for, **but not disturb**, unusual objects as they depart classrooms and work areas.
- Notify Campus Security of any suspicious or unusual object.
- Do **NOT** touch, move, or tamper with any suspicious item.
- Students, staff, and faculty will assemble at least 500 feet from the building, or at a designated location.
- Do **NOT** use cell phones or portable 2-way radios within 300 feet of a building suspected of containing an explosive device.
- Don't re-enter the building until notified by emergency personnel.
- If it is determined that a sweep for evidence/devices is necessary, employees may be asked to conduct a sweep (with authorized police personnel) in areas where they are most qualified to identify items that do not belong.

## **BOMB THREAT REPORTING CHECKLIST (Next Page)**

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## BOMB THREAT REPORTING CHECKLIST

**Instructions:** If you receive a phone call, BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER. Write down the following information.

YOUR NAME: \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

### CALLER'S IDENTITY

SEX: Male \_\_\_\_\_ Female \_\_\_\_\_ Adult \_\_\_\_\_ Juvenile \_\_\_\_\_ APPROXIMATE AGE: \_\_\_\_\_ Years

### ORIGIN OF CALL:

Local \_\_\_\_\_ Long Distance \_\_\_\_\_ What number shows on caller ID? \_\_\_\_\_

### Bomb Facts

PRETEND DIFFICULTY HEARING – KEEP CALLER TALKING – IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

### Questions to Ask

When will it go off? Certain Hour \_\_\_\_\_ Time Remaining \_\_\_\_\_

Where is it located? Building \_\_\_\_\_ Area \_\_\_\_\_

What kind of bomb? \_\_\_\_\_ What kind of package? \_\_\_\_\_

How do you know so much about the bomb? \_\_\_\_\_

What is your name and address? \_\_\_\_\_

If building is occupied, inform caller that detonation could cause injury or death.

Did the caller appear familiar with the building (by his/her description of the bomb location)? Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist. Notify your supervisor immediately. If you have a display phone, write down what appeared on the display.

### Voice Characteristics

\_\_\_ Loud \_\_\_ Soft

\_\_\_ High Pitch \_\_\_ Deep

\_\_\_ Raspy \_\_\_ Pleasant

\_\_\_ Intoxicated

### Speech

\_\_\_ Fast

\_\_\_ Distinct

\_\_\_ Stutter

\_\_\_ Other

\_\_\_ Slow

\_\_\_ Distorted

\_\_\_ Nasal

\_\_\_ Slurred

### Language

\_\_\_ Excellent \_\_\_ Good

\_\_\_ Fair \_\_\_ Poor

\_\_\_ Foul \_\_\_ Other

\_\_\_ Other

Other: \_\_\_\_\_

### Accent

\_\_\_ Local \_\_\_ Not Local

\_\_\_ Foreign \_\_\_ Region

\_\_\_ Race

### Manner

\_\_\_ Calm \_\_\_ Angry

\_\_\_ Rational \_\_\_ Irrational

\_\_\_ Coherent \_\_\_ Incoherent

\_\_\_ Deliberate \_\_\_ Emotional

\_\_\_ Righteous \_\_\_ Laughing

### Background Noises

\_\_\_ Factory \_\_\_ Trains

\_\_\_ Machines \_\_\_ Animals

\_\_\_ Music \_\_\_ Quiet

\_\_\_ Office \_\_\_ Voice

\_\_\_ Airplanes \_\_\_ Atmosphere

\_\_\_ Street \_\_\_ Party

## CIVIL DISTURBANCE

If you encounter an emergency situation on campus

### ACTION STEPS

**Step 1 - If situation is life threatening** - Call 911 to report the emergency and initiate a public safety response.

**Step 2** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC). Campus security will immediately alert law enforcement; respond to the area.

### Roles and Responsibilities

Appropriate law enforcement will respond and mitigate the disturbance.

#### Campus Security

- Send security personnel to assess the situation and isolate the area.
- Activate the Emergency Response System (911) if needed.
- Notify the Director of District Security and Emergency Preparedness of any Civil Disturbance.
- Respond to the scene, assess the situation and isolate the area.
- Provide situational assessment to Director of District Security and Emergency Preparedness.
- Gather necessary information to complete required reports.

#### College Campus Security Supervisor

- Notify President’s Office.
- Respond to the scene and provide direction to ensure Life Safety.
  - ✓ Shelter-In-Place.
  - ✓ Building Evacuation.
  - ✓ Establish a safety perimeter around the Civil Disturbance.
- Coordinate activities with law enforcement agencies.
  - ✓ Unified Command Post.

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- Immediate Considerations.
  - ✓ CRC Activation.
  - ✓ Initiate Emergency Notification System.
- Incident documentation.

**Director of District Security and Emergency Preparedness**

- Notify Central Services administrators of the incident.
- Respond to the scene immediately if the CRC is activated.
- Act as a liaison between the ICP in the field and the CRC.

**Chancellor / President**

- Respond to designated area if necessary, convene the Executive Policy Group if needed.

**Emergency Response Team**

- Respond to incident if requested;
- Respond to CRC (if activated) and initiate responsibilities.

**Faculty/Staff**

- Follow direction of campus Emergency Notification System;
- Instruct staff/students on Shelter-In-Place and Evacuation procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

**Students**

- Follow direction provided by instructors and/or campus Emergency Notification messages;
- Direct others away from incident/danger area.



## **DISEASE OUTBREAK**

Situations involving a pandemic or other community health concern often occur without warning and evolve quickly. The World Health Organization (WHO) and the Centers for Disease Control (CDC) warn that the current risk from avian influenza becoming the next human influenza pandemic is high. Should any disease outbreak occur, it is the intention of the District to provide a coordinated and comprehensive response to the outbreak in order to minimize exposure and ensure continuation of education and services.

The Stanislaus County (MJC) or Tuolumne County (CC) Health Department is the local authority on disease outbreak. The District will follow the direction, policies and procedures of this governing body regarding any disease outbreak impacting the District.

An outbreak of avian flu could significantly interrupt normal District functions for a period of six to eight weeks and may require closure of a District campus.

The primary focus of this Plan is to identify the hazards that will be produced by an outbreak, plan for and reduce the impact of the outbreak, maintain operations during and after an outbreak, and advise students, employees and visitors on the things they can do to mitigate the impact of an outbreak on both the District and themselves.

### **Title 17, California Code of Regulations (CCR) §2500, §2593, §2641.5-2643.20, and §2800-2812 Reportable Diseases and Conditions\***

#### **§ 2500 REPORTING TO THE LOCAL HEALTH AUTHORITY**

- § 2500(b) It shall be the duty of every health care provider, knowing of or in attendance on a case or suspected case of any of the diseases or condition listed below, to report to the local health officer for the jurisdiction where the patient resides. Where no health care provider is in attendance, any individual having knowledge of a person who is suspected to be suffering from one of the diseases or conditions listed below may make such a report to the local health officer for the jurisdiction where the patient resides.
- § 2500(c) The administrator of each health facility, clinic, or other setting where more than one health care provider may know of a case, a suspected case or an outbreak of disease within the facility shall establish and be responsible for administrative procedures to assure that reports are made to the local officer.
- § 2500(a)(14) "Health care provider" means a physician and surgeon, a veterinarian, a podiatrist, a nurse practitioner, a physician assistant, a registered nurse, a nurse midwife, a **school nurse**, an infection control practitioner, a medical examiner, a coroner, or a dentist.

#### **ASSUMPTIONS**

The impact of a disease outbreak is unknown. The following influenza pandemic assumptions were utilized in the development of the Plan:

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- Up to 30% of the workforce could be out sick during a pandemic.
- People may decide to stay home to care for family members and/or are afraid of exposure;
- Flexibility will be necessary and might include expansion of physical space between workstations (social space) or allowing employees to work from home (if possible);
- Leave policies will need to be flexible;
- Employees may need personal protective equipment (PPE) to maintain critical services;
- Availability of supplies will be limited due to hoarding, limited production, and transportation limitations;
- Assistance from outside organizations or levels of government will be unlikely if the outbreak is nationwide;
- The District may be closed because of staffing shortages, a community quarantine or direct order of the County Health Department.

## **ACTION PLAN**

1. Planning, Communication and Surveillance.
  - ✓ Communicate planning and general public health information to the District community.
  - ✓ Maintain a reasonable amount of medical and other supplies on campus; this and other internal procedures in the Health Center will be implemented.
  - ✓ Monitor World Health Organization WHO, CDC (Centers for Disease Control) and state health agencies for information regarding influenza and/or other activity.
  - ✓ The Health Center/Nurse will coordinate the tasks outlined below.
2. Pandemic Flu or other Outbreak Identified:
  - ✓ Monitor WHO, CDC and local health agencies for information.
  - ✓ Internal procedures in the Health Center will be implemented.
  - ✓ Implement travel restrictions recommended by CDC and US Department of State.
  - ✓ Communicate specific District and public health information to the District community.
  - ✓ Increase stock of supplies needed to provide care in the event of a local outbreak.
3. Pandemic Flu or other Outbreak Present in California.
  - ✓ Monitor WHO, CDC, state and local health agencies for information regarding influenza

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and/or other activity.

- ✓ Increase stocks of supplies needed to provide care in the event of a local outbreak; this and other internal procedures in the Health Center will be implemented.
- ✓ Monitor for flu activity and severity in the District community.
- ✓ Participate in state and local agency efforts to distribute national supply of vaccine, antiviral medication for prophylaxis and treatment.
- ✓ Consider limitation and/or suspension of District operations.
- ✓ Communicate disease recognition and management, personal protection, social distancing, quarantine and isolation information to the District community.

4. Pandemic Flu or Other Outbreak Present at the District or in the local community:

- ✓ Monitor WHO, CDC, state and local health agencies for information regarding influenza and/or other activity; this and other internal procedures in the Health Center will be implemented.
- ✓ Monitor for flu activity and severity in the District community.
- ✓ Participate in state and local health agency efforts to distribute national supply of vaccine, antiviral medication for prophylaxis and treatment.
- ✓ Communicate disease recognition and management, personal protection, social distancing, quarantine and isolation information to the District community.
- ✓ The Health Center will coordinate with outside agencies, including local hospitals and physicians (collection of specimens, laboratory testing, immunization, and treatment of victims) as required.
- ✓ Limit or suspend District operations and communicate to the District and external community (See Emergency Response Planning statement below).
- ✓ Implement quarantine and isolation measures for those exposed/ill with influenza or other condition.
- ✓ Provide health services and essential services for those who remain on campus.

5. Recovery

- ✓ Monitor WHO, CDC, state and local health agencies for information regarding influenza or other conditions.
- ✓ Prepare for possible further waves of influenza or other condition activity and return to step 2.

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- ✓ Decide to (partially or fully) resume District operations and at what level.
- ✓ Communicate specific District and public health information to the District community.

### **District Communication and Notification Process**

The District has several mechanisms of official communication with students. Students are responsible for the information sent through these channels:

#### **E-Mail**

- Official communication from the District is sent via student email. Each student attending the College is enrolled in this email system and is connected to several email lists associated with their studies and campus activities. Students are responsible for the information sent through the District's e-mail channels.
- Responsibility includes receiving messages from faculty, student government and clubs in which a student is active.
- See "Functional Annex - COMMUNICATIONS AND NOTIFICATION" page 67, for further information on Emergency Communications and Notification procedures.

#### **Telephone**

- Official communication sent via telephone includes notices of campus emergencies, communications from faculty and staff, and notice of weather events.

#### **Postal Mail**

- Letter communications from the District are sent through the U.S. Postal Service.
- Such communications may include but are not limited to: course notices; grade reports; billing information; employment documents; faculty notices; and District student organization notices.

In summary, the District's students have responsibility for the information sent to them from the District through any of the official communication channels. The District takes every reasonable measure to ensure that communications are timely, concise and efficiently managed.

### **Emergency Response Planning Statement**

The District updates plans for a wide variety of potential disasters annually. In light of the damage that natural disasters have caused in this country during recent years, as well as international concern about the potential for a pandemic outbreak of avian flu, it is important that the District have comprehensive plans in place that might include closing the campus entirely for a period of time. Therefore, we share the following information with you:

Should the District be faced with such an eventuality, the District would have little time to debate the matter, especially in the case of a pandemic. After consulting with governmental health agencies and

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County Health Department officials, the District could conceivably be directed by these authorities to immediately enter into a period of recess. Should that be necessary, we believe a carefully orchestrated response as outlined will help protect students and others in the community. If the District is determined to be closed the following are important measures to consider:

The District will send a recess notice to students via e-mail, voice mail, PIRATE / CC ALERT campus emergency notification system, and through posted information on the website. It is each student's responsibility to monitor these information sources regularly.

1. The District will send email notification to those students for whom we have a current email address.
2. Students should be prepared to depart campus immediately and should only pack belongings which can be carried in a vehicle.
3. The District will recommend that students return directly home.
4. During a recess, important information will be available via email, the District's homepage ([www.yosemite.edu](http://www.yosemite.edu)) or by calling the Chancellor's Office at (209) 575-6550.

## HAZARDOUS MATERIALS INCIDENT

If you encounter an emergency situation on campus:

### Action Steps

**Step 1** - Call 911 to report the emergency and initiate a public safety response.

**Step 2** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

A hazardous material incident can occur at any time. The incident may be on campus or nearby related to a transportation accident (highway, railway or airway) or an industrial accident at a nearby agricultural or commercial business. The District will advise the campus of any known or potential emergencies and will continuously update students, faculty and staff until the emergency is resolved.

Report any incident involving hazardous materials on or near a District campus immediately. Provide as much information as possible, to include:

- Location of the incident.
- Material involved (if known) or identifying placards or shipping labels.
- Amount of hazardous material involved.
- How many people may have been affected.
- Whether the area has been evacuated.

### INSIDE CAMPUS BUILDING:

- Instructor(s) and students should evacuate the area immediately (See Evacuation Annex);
- Call 911 and Campus Security and report the hazardous material spill;
- Stay upwind, upstream and uphill of the hazardous material spill;
- Do not walk into or touch any spilled liquids, airborne mists, or condensed solid chemical deposits;
- Try not to inhale gases, fumes and smoke;
- Cover mouth with a cloth while leaving the area.

### CHEMICAL CONTAMINATION:

- Wash affected area immediately for 15 minutes;

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- Obtain first aid and clean up from responding fire/EMS first responders.

## UTILITY FAILURE

Utility failures can occur at any time. The most common utility failures experienced at the District are electrical power outages that are usually brief and generally do not disrupt activities for more than a few moments at any given time.

### ACTION STEPS – NOTIFICATION

**Step 1 – If Life Safety Issue** - Call 911 to report the emergency and initiate a public safety response.

**Step 2 – If not a Life Safety Issue** - Notify campus security by dialing the duty officer's cell phone (209) 484-7268 (MJC) or (209) 566-5476 (CC).

### Roles and Responsibilities

#### Campus Security

- Notify Maintenance and Director of District Security and Emergency Preparedness and the District Director of Facilities Planning and Operations.
- Send security personnel to provide assistance to students, visitors and staff if required.
- If required, evacuate affected building(s) or area(s) per evacuation procedures.
  - ✓ Assist individuals with disabilities and others who need help evacuating.

#### College Campus Security Supervisor

- Make appropriate notifications.

#### Instructors/Faculty/Staff

- Remain calm; this is not a life-threatening situation. If it appears to be an isolated power outage in your building, notify your supervisor. The supervisor will notify Maintenance.
- If it is daytime, and you can proceed with business, do so.
  - ✓ If you cannot proceed, for operational or safety reasons, contact your supervisor.
- If it is during evening classes, faculty is advised to keep the students in the classroom until Security arrives to provide illumination for a safe exit.

#### General Information

- When the power goes out on campus the emergency lighting, where installed, is meant only for the safe, immediate exiting of a room or building.



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- Campus buildings equipped with emergency lighting may not provide sufficient continuous illumination for the safe exiting of stairs and corridors, so it is therefore advised to have flashlights available for emergencies.
- If you are in an unlit area, proceed cautiously to an area that has emergency lights or evacuate the building.
- Provide assistance to students, visitors and staff in your immediate area.

**Elevator Failure**

- All elevators are equipped with emergency alarms. Stay calm. Use the intercom telephone or the emergency button. Security and Maintenance personnel will respond to the elevator for assistance.

**Plumbing Failure/Flooding**

- Cease using all electrical equipment, vacate the area and notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

**Ventilation Issue**

- If smoke or burning smells come from the ventilation system, vacate the area and notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

**Telephone System Failure**

- If a District phone or system becomes inoperable during a power outage notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).
- Should District telephones become inoperable during an emergency situation such as that associated with an earthquake, a number of communications has been established. When dispatching a runner, the primary point of contact should be Campus Security or the administrator in charge.

## PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself, herself, or to harm others, or is out of touch with reality due to severe drug reactions or psychological problems.

Psychological problems may be manifested by hallucinations, anxiety or uncontrollable behavior. If you encounter a Psychological Crisis on campus:

### ACTION STEPS - NOTIFICATION

**Step 1 – If Life-threatening** - Call 911 to report the emergency and initiate a public safety response.

**Step 2 – If not Life-threatening** - Notify campus security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

### If a psychological crisis occurs:

- Psychological Crisis should be handled by trained personnel only.
- Make the above Notifications and wait for assistance.
- Understand that it is important to deal with the actions of the person involved regardless of any underlying conditions.

### Roles and Responsibilities

#### Campus Security

- When needed, call 911 to request or follow-up on emergency response.
- Notify the Director District Security and Emergency Preparedness.
- Send security personnel to assist with incident or emergency.

#### College Campus Security Supervisor

- Make appropriate notifications;
- Respond and oversee the incident;
- Communicate and coordinate with any Public Safety officials on site;
- Coordinate campus emergency procedures as needed;
- Ensure Incident Report is completed.

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**Chancellor / President**

- Respond to designated area if warranted.

**Emergency Response Team**

- Respond to designated area if requested

**APPENDIX I: ASSISTING THE EMOTIONALLY  
DISTRESSED STUDENT  
(Under Development)**

**YOSEMITE COMMUNITY COLLEGE  
DISTRICT**



**CRISIS COMMUNICATIONS PLAN  
SUMMER 2019**

**Appendix II**

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## Plan Overview

The Yosemite Community College District (YCCD or District) has established this Crisis Communication Plan in order to clarify the communication responsibilities of District personnel should a crisis occur.

This plan is not intended to change the way emergencies are initially reported.

- Life-threatening emergencies on District property should be reported to local emergency first responders by dialing 911.
- Non-life-threatening emergencies on District property should be reported to Campus Security by dialing “6351” (MJC) or “5167” (CC) on any campus phone, or directly at (209) 575-6351 (MJC) or (209) 588-5167 (CC).

For purposes of this plan, a crisis is any situation that prompts significant, often sustained, news coverage and public scrutiny, and has the potential to damage the integrity, image, financial stability, or reputation of our District. This may include a natural or man-made disaster or emergency, a controversy or a legal dispute or the failure to appropriately respond to any one of these types of occurrences.

It is the goal of this crisis communications plan to establish guidelines for dealing with a variety of situations and to ensure that District and division administrators and communicators are familiar with the procedures and their roles in the event of a crisis. This plan does not supplant normal decision-making processes within the hierarchy of the District and the various sites. It is designed, however, to work in conjunction with operational crisis response plans managed through health, security, facilities, financial and other units of the District (including the YCCD Emergency Operations Plan) and its MOU partners for crisis and emergency response.

This plan should be utilized in the event of a perceived or declared threat or emergency. It may be used in various parts, depending on the nature and duration of the situation. If an emergency is officially declared by the Chancellor or his designee, this plan will be used, and the Crisis Communications Team assembled. In the event of an ongoing threat, the Clery Act requires that we notify the campus community in a timely manner.

If the situation is one that requires immediate action/communication prior to the gathering of the Team, the Chancellor or his designee will make the decisions regarding crisis communications. Once the Team meets, they will determine the continued communications strategy as part of the coordinated District response.

This plan may also be implemented by the Chancellor or his designee in whole or in part for an event that does not involve a potential or immediate threat to people or property, but which may impact the financial stability, political image or public reputation of the institution.

It is important that both internal and external communities be provided with accurate, thorough, and timely information in a time of crisis. It is also important that the district and its various sites speak with one voice so that misinformation is not disseminated. The purpose of this plan is to facilitate the operation of the common sense everyone would already be using, but to

## YCCD Crisis Communication Plan

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enhance the speed and completeness with which these issues are addressed.

In furtherance of that goal, the following are the values adopted by the District related to handling any crisis and the related communications:

1. Take care of the victims or the perceived victims.
2. Address the specifics of the crisis as quickly as is deemed appropriate by the Crisis Response Center (CRC) Director and in the order determined by the CRC Director.
3. Notify all stakeholders ourselves.
4. Resolve the crisis as quickly and reasonably as possible.
5. Do not make matters worse by guessing, gossiping, stonewalling, over-reacting, being uncooperative with the media, or by disseminating incomplete or incorrect information.
6. Tell the truth and keep no secrets. If asked, only respond with the information that can be verified and has been validated by the incident commander.
7. Reassure both internal and external constituencies.
8. Follow the plan contained herein.



## Plan Scope

The Yosemite Community College District is comprised of several sites and this plan is designed to address crisis communication situations that may arise at one, all, or any number of those sites. They are:

Yosemite Community College District (District Office Building), 2201 Blue Gum Ave., Modesto, CA, 95358 Phone: (209) 575-6550.

Modesto Junior College (East Campus), 435 College Ave., Modesto, CA, 95350 Phone: (209) 575-6550.

Modesto Junior College (West Campus), 2201 Blue Gum Ave., Modesto, CA 95358 Phone: (209) 575-6550

Columbia College, 11600 Columbia College Dr., Sonora, CA, 95370 Phone: (209) 588-5100.

The YCCD website is: <http://www.yosemite.edu>

## The Crisis Communications Team

### Spokespeople:

1. Regardless of this or any other plan's or team's designation, the Chancellor is the chief public relations officer and the personification of the District. The same holds true for the college President for disasters that may occur on one of the college campuses. A secondary senior leader should be identified to continue internal communications when the Chancellor is not available.
2. The Crisis Communications Team should be comprised of the following, depending on the nature, duration and severity of the crisis:
  - a) The Chancellor.
  - b) The PIO.
  - c) The Vice Chancellors.
  - d) The President of the impacted college, or designee.
  - e) The Director of District Security and Emergency Preparedness.
  - f) Someone with the web-communication skills to create and maintain any needed webpages, a list of the team, correct titles, home, work, cell numbers, email addresses and areas of expertise for the communications team.
3. The Chancellor / CRC Director / Crisis Communications Team must designate AN official spokesperson (Spokesperson) for the duration of the crisis AND identify a backup:
  - a) Criteria: trained in media information dissemination; comfortable in front of the cameras and credible with reporters, respectful of the media role; ability to remain calm.
  - b) Our MOU partners and first responders will also have point people, so our Spokesperson must maintain coordinated communication with those agencies.
4. The team should determine the appropriate positioning or message with which to address the emergency:
  - a) Act fast to acknowledge the situation.
  - b) If a mistake was made that led to the crisis, consider admitting to it, and then begin doing whatever is possible to re-establish credibility and confidence with both external and internal audiences (possible causes: human/clerical/judgment errors; unauthorized procedures/inadequate supervision/control/SOPs; misuse of confidential information.
  - c) Consider the view of the crisis from the position of the public.
  - d) People remember what they hear first and last.
  - e) Consider wide range of consequences: legal/financial/PR/effects on administration & operations.
  - f) Get it over with if possible (is it a one-day story?).

## YCCD Crisis Communication Plan

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- g) Do not make matters worse.
- 5. Identify a media center – away from the Incident Command if possible so the media are not in the center of the action; if it is a visual crisis, make sure media can see how matters are being handled so it does not look like things are being hidden, but keep them out of the way for safety. If needed, identify a secondary or back-up location.
- 6. The Spokesperson can call on others to assist but must confirm the facts that are disseminated with the Chancellor/CRC Director prior to both internal and external communications.
- 7. The Spokesperson might, for instance, utilize the campus VPs of Instruction to speak on topics related to class scheduling and changes or academic policies affected by the crisis; the campus VPs of Student Services regarding affected services, student health or financial aid; the campus VPs of Administrative Services regarding the status of affected facilities and safety, and regarding fund-raising needs. The PIO will, of course, as appropriate, make use of district administrators regarding safety, financial matters, policies, and long-term recovery matters.
- 8. Make sure there are enough staff in the PIO office to respond to media calls and escort media people who show up at the scene.
- 9. Respond to media calls promptly with accurate and complete info – but say if the facts are incomplete.
- 10. Team Responsibilities:
  - a) Create & maintain fact sheets for distribution – for updating websites, emails, news releases and phone messages.
    - I. Make sure the CRC Director and the Chancellor have copies.
    - II. Make sure the facts have been approved by both.
    - III. Consider the legal aspects of the information on the Fact Sheet prior to dissemination:
      - 1. FERPA, HIPPA and other privacy issues.
      - 2. Public's right to know.
      - 3. Concerns about security on and off campus.
  - b) Meet frequently to review changing facts, assess whether key messages are reaching the desired audiences and to determine whether strategies need to change.
  - c) Designate a recorder or secretary to maintain meeting notes, to-do lists, information files on the ongoing crisis and other items.
  - d) Review and write down known facts and designate which may be or may not be released to the public.
  - e) Determine whether or not a response is needed as new facts are confirmed and if a response is needed for all audiences.
  - f) Create several key messages to be included in all communications, ensuring safety, looking forward, restore confidence, balance concern with resolve and action.

## YCCD Crisis Communication Plan

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- g) Assign required communication responsibilities to team members, using approved messages and confirmed facts, for reaching specific audiences.
- h) Confirm the availability of a good digital camera, with video capability, tripod and extra batteries, as well as the necessary download cords or other means to view photos. To be used for;
  - I. Media.
  - II. Cost reimbursement.
  - III. Document the relevant events visually as well as in writing.
  - IV. Useful in litigation, if it comes to that.

## Initial Response Fact Sheet

### First Steps:

- ✓ Determine the nature of the crisis.
- ✓ Assemble the Crisis Communication Team (if not already done).
- ✓ Confirm the Crisis Response Center (CRC) Director and the CRC location.
- ✓ Communicate regularly with the CRC Director.
- ✓ Determine the key stakeholders.
- ✓ Determine the method(s) to use in communicating with each group of stakeholders.
- ✓ Determine how often each group needs to be communicated with.
- ✓ Gather facts.
- ✓ Issue official communications only.

### Establish Objectives:

Our goal is to communicate effectively, thoroughly and accurately to all stakeholders:

- ✓ The nature of the crisis.
- ✓ The status of the crisis.
- ✓ What steps have been taken?
- ✓ What steps are being planned?
- ✓ The results of those steps.
- ✓ Ensure effective communications across the affected community.
- ✓ Ensure the communication that we are continuing the operation of essential services.
- ✓ Future plans for matters related to the crisis.

### Determine Priorities:

- ✓ Protect/Save Lives.
- ✓ Protect/Save Property.
- ✓ Work with our partners in designated role for community (depends on breadth of crisis).
- ✓ Keep the stakeholders informed.
- ✓ Protect right to reimbursements for expenses and losses.
- ✓ Protect the integrity and reputation of the District and its colleges.
- ✓ Future plans for matters related to the crisis.

### Initial Response Checklist:

1. If there are any early warning signs of an impending disaster, the Chancellor should, in conjunction with the President of the potentially impacted site, close the site.
2. As soon as possible, through the spokesperson, issue an initial statement of the facts of the crisis, and current status, and contact info for the spokesperson so the media know who to reach (FACT SHEET – see prior page).
3. Create and maintain a contact log to record all telephone calls from the media or other parties inquiring about the crisis; avoid overlooking callbacks, assist in post-crisis analysis, and document contact information.
4. Create a phone script using key messages and confirmed facts only – update as needed; update the phone messages on the campuses if possible, to include the information.
5. Create a text/email/message for Blackboard Connect to send out to students, update as needed.
6. Create a box on the website of each college that contains the current information and contact info.
7. Twitter and Facebook updates should be regular, consistent with the key messages and contain just the facts and contact info needed.
8. Develop official messages for the Chancellor and other key administrators for internal and external communications – update as needed.
9. Set up and open the media center, if needed, complete with specific supplies: ID's and parking passes, media guidelines, press packets, info and fact sheets.
10. Confirm tech situation: web, email, phones, fax machines, hand-held radios.
11. Monitor media coverage to be aware of how the District is being portrayed in early and ongoing coverage, adjust response as needed to limit rumors, correct errors, and maintain confidence; summarize on a daily basis.
12. Coordinate coverage and try to document using video and still photography.
13. If appropriate to the event, utilize the materials contained in the Emergency Operations Plan that are specific to the PIO's Office.
14. The PIO, in conjunction with Campus Security, should utilize the Blackboard Connect message process to notify and update district stakeholders as appropriate.

## Determining the Scope of the Crisis

### Consider:

1. There are predictable stages to disaster recovery, but in the first periods, the disaster must be addressed and then assessed, and recovery plans made later.
2. The various sites of the YCCD may be called upon to play a significant role in community and regional handling of a crisis as it is occurring, during the immediate aftermath and in the long-term recovery of the area.
3. This plan is structured to work in conjunction with the Emergency Operations Plan of the District.
4. That plan, and this one, are designed to address all types of emergencies, but the ones most likely to hit one or more of our sites are:
  - a) Fire.
  - b) Plane Crash.
  - c) Earthquake.
  - d) Violent eruption on campus by an individual or a group.
  - e) Bomb or other explosion.
  - f) Financial or other situation related to a crisis of failed internal procedures.
  - g) Criminal matter involving a high-level administrator or trustee.
  - h) Significant demonstration or other large gathering that may impact a site.
  - i) Health crisis.
5. Assume the worst.
6. Maintain communication with surrounding communities and agencies.
7. Get information as completely and accurately from the Chancellor and CRC Director regarding the incident, and the CRC Director/Chancellor should be prepared to respond to these questions, in whole or in part, as quickly as is reasonably possible:
  - a) Who will speak with the media on behalf of the District – name a spokesperson specifically – make sure they have a cell phone and are accessible to the media – have the media use only that number for information; and an email if one is working.
  - b) The nature of the crisis (what happened, specifically).
  - c) Where it occurred and when.
  - d) Current status.
  - e) Any injuries or worse.
  - f) Damage to property.
  - g) Steps now.
  - h) Steps planned.

## YCCD Crisis Communication Plan

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- I. Closures: campus, other sites.
- II. When.
- III. For how long (anticipated).



## Determining the Scope of the Response

### Concerns:

1. What means of communication are available to use and what if there are none available?
  - a) Email.
  - b) Telephones (landlines).
  - c) Telephones (cell phones and extra chargers).
  - d) Internet (laptops and WI-FI connections).
  - e) Hand-held radios.
  - f) Blackboard Connect.
2. What are our backup plans for protecting means of communication and technology, including records?
3. Does everyone have appropriate identification in case it is necessary to deal with security issues?
4. Do we have and did we use an early warning system, if applicable; what information did that system provide and to whom?
5. Make sure we have cameras to document any damage (depending on the nature of the crisis), including both digital still and digital video, plus downloading cords and extra batteries.
6. Make sure the Crisis Communications team has access to complete and accurate maps of the areas involved in order to explain the situation and its changes to both external and internal stakeholders clearly and efficiently.
7. Confirm that data and records are protected.
8. Evaluate and document timely warning/imminent danger issues for Clery Reporting as asked.
9. Have we heard from any local agencies or communities with whom we have MOUs for disaster response? Collect contact information for each and make sure each team member knows who we are dealing with locally and at the regional, state, and national levels (if necessary).
10. When dealing with EVERYONE stay:
  - a) Optimistic.
  - b) Accurate.
  - c) Thorough.
  - d) NO GUESSING.
11. The Chancellor must respond to the crisis in person, although arrangements will be made by whoever has been named as the spokesperson for the District. The Chancellor must convey:
  - a) Leadership.

## YCCD Crisis Communication Plan

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- b) Competence to address the specific situation.
- c) Optimism.
- d) Make bold statements that support our role in caring for students and resolving the matter as soon as possible in order to return the District to its normal role of serving the community.

### Notifying the Stakeholders

The following people must be kept informed:

1. The Board of Trustees.
2. The site administrators.
3. Local, regional and state partners in MOUs depending on the size and nature of the crisis.
4. Faculty and staff:
  - a) Full and part time constituencies.
  - b) Families of employees.
  - c) Unions.
  - d) Retirees.
5. Students.
6. Families of the students.
7. Foundation members and other donors and supporters.
8. The community in general - consider:
  - a) The geographic community – neighborhood, local, regional, state, national.
  - b) The organizational community – neighborhood coalitions, community organizations, faith-based organizations, social service organizations, Chambers of Commerce, major employers, professional societies, trade associations, contractors and subcontractors.
  - c) Forms of media – general, local, national, international, foreign trade, specialized.
  - d) Other educational institutions, their administrators and public relations personnel.
  - e) Financial institutions, investors, regulators.
  - f) Legislative/Governmental/Agency functionaries: federal, state, regional and local elected officials and their staff.
  - g) Special Interests: environmental, safety, handicapped/disabled, minority, think tanks, consumer, health, senior citizens, religious, ethnic, cultural, minors.

## Internal Communications

### Utilizing Mass Notification Initially

The CRC Director, the Chancellor or his designee on site should notify the staff on each location, whether using Blackboard connect, mass emails or text messages, mass voicemails or some other dissemination system, depending on what technology is working on each site.

Each site should have a similar downward notification system in place so that all employees can be contacted in the event of an emergency and told:

1. The current situation as understood.
2. Whether they are needed on site.
3. Whether they should evacuate.
4. What responsibilities are expected of them (are they part of the Emergency Operations Plan, or some mutual aid exchange with another agency?).

### Post the most current, accurate information on:

1. College and District websites.
2. Twitter, Facebook and Blackboard Connect (other social media sites may be used if and when there are sufficient personnel to maintain the accuracy and timeliness of the content posted).
3. Use student email and portal to push info.
4. Push messages to Voice mail.
5. Text if possible – keep all messages short and to the point.
6. Record current status and post on telephone systems – make sure the switchboard is up to date at each site.
7. Consider creating a rumor control hotline or dedicated call in line.
8. Utilize Local radio and TV as much as possible if their services are uninterrupted by the events.
9. Keep HR in the loop to ensure that no FERPA or HIPPA issues are created by messages that are disseminated.
10. Host campus or district information forums, use streaming video or other immediate means if available.

### External Communications

1. As soon as possible, through the spokesperson, issue an initial statement of the facts of the crisis, and current status, and contact info for the spokesperson so the media know who to reach and how to do so – **USE ONLY THE APPROVED FACT SHEET & PHOTOS.**
2. Restrict media access to victims and other potential interview targets to the spokesperson, backup spokesperson and technical experts until the crisis is under control, if possible.
3. Treat all media equally.
4. Rehearse the tough questions prior to press briefings if possible.
5. Do not volunteer information unless it is a point we want to make, and no one asked the question.
6. **DO NOT TALK ‘OFF THE RECORD’.**
7. Just the confirmed facts should be disseminated – no speculating.
8. Always demonstrate concern for the public and the District personnel impacted by the crisis
9. As the crisis progresses and new information and facts become available, develop new prepared statements to be used at the onset of any media interview, briefing or news conference, read over the telephone to reporters, sent by fax or email, and posted on the website if possible.
10. Provide appropriate collateral materials such as information brochures or fact sheets – or links to those on the website if it is up and functioning.
11. Create any needed collateral materials that explain technical systems or in-house procedures – including an explanation of a failure of a specific spot in that system or procedure.
12. Do whatever is necessary to make a complicated issue as simple as possible; providing visuals allows them to better explain the situation to their readers/listeners/viewers.
13. A rumor control hotline works well for reaching students, parents of students, members of the local community, alumni, donors, and others who are just tracking what is happening. The PIO group will work with IT to establish the line.
14. Donors, alumni and those active in the district community who are not internal can also be reached by mail when matters have slowed down.
15. Radio: Consider taping a message or updates for radio dissemination; post any resulting MP3 on the district/college websites.
16. Monitor TV/Radio/Print/Internet coverage of the event(s) – collect copies of everything possible for:
  - Current consideration of the need to respond, clarify or correct misinformation.
  - Later organization and documentation of damages, litigation, response to the community, etc.

## Follow up Response

### As soon as possible:

1. The Chancellor or CRC Director will determine when the crisis has ended, and routine communications processes can resume.
2. The Chancellor should, once the facts are in and the initial recovery plans are in place, no more than 2 or 3 days after the event, communicate plans through an all-District town hall meeting, webcast, news conference or whatever medium can reach the most people, providing:
  - a) The facts.
  - b) Avenue for grief if appropriate (as a community and to help move through the trauma).
  - c) Educate people where they can go for help, including post-trauma counseling.
  - d) Set an ambitious opening date, if needed challenge and inspire people and provide a call to action.
  - e) Identify who will lead each area of the recovery.
  - f) Announce something that the District and the community can do together to help move the recovery forward.
3. Follow-up communications should include:
  - a) Appearances on local TV and radio that both broadcast a message regarding the current status of the recovery and respond to Q&A.
  - b) Interviews with and columns in the print media regarding the current status of the recovery and plans for the future once recovery is complete.
  - c) If necessary, the placement of ads in the papers and online to provide regular summaries on what is happening, and the progress being made.
  - d) The creation of a website or page to provide information about the recovery and to communicate with students, faculty, staff, family and community members (this may have been done earlier but the site must be regularly updated.). This may include letting the community know of alternate sites for classes that have been selected if recovery on a campus is not complete.
  - e) If one or both campuses have been closed for any extended period, the word must be spread once that site re-opens. Message dissemination should take place through a variety of means, including public visits to churches, schools and community centers by the Chancellor, President or designees; TV and radio appearances; media releases and advertisements, if needed; website postings and even billboards if the damage and closure warrant.
4. Post recovery messages should:
  - a) Note the connection between the recovery and the continuation of plans already in the works or new visions being developed, “better”, “renaissance”.

## YCCD Crisis Communication Plan

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- b) Make sure that all communications from the Chancellor include empathy for the community as a whole, our membership in that community, and our willingness to assist in any way we can. Then we must actually walk the walk, do what we offer to do. Failure to come through will be a community relations disaster.
- c) Use this opportunity to accelerate fundraising, get the need message out, develop specific case statements, meet with donors, let the community know.
- d) Use this opportunity to reinforce the public service role of the District and its various sites.
  - I. Were we a temporary shelter, or did we provide medical assistance and meet other basic needs for our district community and the community at large?
  - II. Were we a landing area for transport, a staging area for troops or relief workers, the provider of space for food, shelter, and hospital services, or did our campus Health Centers provide assistance to the local hospitals and medical facilities?
  - III. Did our faculty, staff and administrators serve on local, regional, state or national recovery committees related to their areas of expertise?
  - IV. Did the District or any of its sites assist in the development of new programs to provide training in key areas related to long-term recovery?
- e) When the affected site(s) reopen, the Chancellor/President and senior staff should greet those returning to work and classes if logistically possible.
- f) When the recovery is approaching completion, the Chancellor should host a special event and:
  - I. Thank those who participated in the recovery for their contributions.
  - II. Place a plaque or memorial (depending on the situation) on the site to commemorate and to celebrate the recovery.

## Post-Crisis Evaluation of Response

### Concerns:

- Once the initial safety and security issues are addressed, the Chancellor and the board should define disaster recovery in terms of how to accelerate the long-term goals of the institution.
- The Communications Team will meet within 10 days following a crisis and review all actions taken as a result of the crisis (the taking of notes during the crisis is encouraged, they can be reviewed during the post-recovery phase) to determine effectiveness and efficiency of operations and to make any needed changes to the Crisis Communications Plan. Any relevant suggestions should also be forwarded to the Emergency Response Team for inclusion in the post-crisis review of the Emergency Operations Plan.
- The Plan should be tested regularly and updated as needed.



## Appendix A: Public Information Officer (PIO) Information

**Public Information Officer (PIO)** — acts as the liaison between the school, the media, and the public. The PIO must be aware of all incident response activities and is the only person authorized to speak to the media.

**Function:** The PIO is responsible for developing and releasing information about the incident to the news media, to incident personnel, and to other appropriate agencies and organizations. Only one PIO will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdictional incidents. The PIO may have assistants or when requested or as necessary when coordinating multi-agency or jurisdictional media.

**Section Assignment** — Reports to CRC Director

### Public Information Overview:

During any emergency situation, the general public, District and campus community will demand information about the emergency situation and instructions on proper survival/response actions. The media will demand information about the emergency.

The local media, particularly radio, will perform an essential role in providing emergency instructions and status information to the public through an established Emergency Alert System (EAS). Depending on the severity of the emergency or the media's perception of the emergency, regional and national media will also demand information and may play a role in reassuring or alarming the community at large.

Depending on the severity of the emergency, telephone communication may be sporadic or impossible. Local and regional radio/television stations without emergency power other than the EAS stations may also be off the air.

The California Emergency Public Information System includes District, County, Cal OES Mutual Aid Region, State, and Federal Public Information Officers (PIOs) and public information representatives from private agencies. The scope of the emergency will determine how many levels of the system become actively involved. District and County PIOs will release emergency public information (EPI) locally and will provide status information to the Operating Area (OA) PIO. Advance coordination with public information representatives of local private agencies such as the American Red Cross, Salvation Army, and utility companies, is critical so that mutual needs may be fulfilled during emergencies.

It is critical that all information is clear, concise, confirmed, and approved by the Incident Commander or CRC Director before release to the media or public. Unconfirmed information or speculations on the extent of the emergency should never be released, despite repeated urging by reporters to do so.

## Pre-Emergency Priorities

For the PIO, pre-emergency priorities include:

1. Preparing, maintaining, and updating plans, procedures, checklists, and contact lists.
2. Developing sample news releases or radio/TV messages.
3. Identifying the types of emergency instructions the public may need to be given.
4. Identifying visual and hearing impaired and non-English speaking populations and developing procedures to provide public information to these populations.
5. Responding to media questions regarding the state of readiness for the District

## Emergency Priorities

The order of emergency PIO priorities is:

1. Lifesaving/health preservation instructions.
2. Emergency status information.
3. Other useful information. Other PIO emergency priorities may include:
  - a) Warning the public, District, and campuses of an imminent hazard.
  - b) Providing instructions on protective actions.
  - c) Organizing and training PIO staff.
  - d) Opening a Media Center.
  - e) Coordinating information with any on-scene Public Information Officers (Fire or Law Enforcement).
  - f) Obtaining accurate damage assessment figures.

## Recovery Priorities

During the recovery phase, PIO priorities are:

1. Continued release of appropriate information.
2. Track progress for restoration of essential services and travel restrictions.
3. Provide information on Disaster Assistance Centers and how to contact those officials dealing with disaster assistance.

## District Public Information Officer (PIO)

As soon as possible after the onset of an emergency, the District PIO will fully mobilize by requesting additional staff support, set up a Media Center, and set up an information relay system, as necessary. The PIO function should be prepared to operate on a 24-hour basis, with staff members being assigned to four 12-hour shifts, with a one hour overlap to allow for briefing and transitional continuity. In a large event, the District and/or campuses should assign extra security staff to the Media Center to provide access control and verify credentials.

During emergency, operations, the Yosemite Community College District Media Center will serve as the dissemination point for all media releases. If there is a multi-agency response, the responding agency's PIO should coordinate with the District or Campus PIO for a unified media response.

### **Roles and Responsibilities**

For all campus specific incidents, the campus PIO will be the lead PIO during the event. If requested, the District PIO can act as a deputy PIO and assist the campus PIO. If multiple campuses are involved, the District PIO will then become the lead PIO with a campus PIO supporting.

During activation, the Media Center should be established in the field, near the incident, or near the CRC. This Media Center should have access to television, radio, and web news broadcasts as well as be able to disseminate press releases. The PIO is also responsible for establishing any public information "hot lines" if needed. Upon activation, any District PIO should immediately request assistance from pre-designated PIO staff as needed.

The Media Center should have a separate entrance and exit to the building for media use and be located away from the incident or CRC. The Media Center should have a television set, radio (portable with batteries), and telephones both for the staff and press.

### **Emergency Information/Rumor Control**

The Emergency Information/Rumor Control section of the PIO function has the following responsibilities:

1. Rapidly release emergency instructions and information to the public, District, and campus community through all available means, including Social Media sources.
2. Receive all rumor control calls coming into the CRC over the public access lines, if established, to provide accurate, up-to-date information to questions posed by the public.
3. Obtain periodic situation updates from the CRC Director by participating in all CRC briefings.
4. Send any media releases to the county OA PIO.
5. All news releases must be approved by the Field Incident Commander or CRC Director.
6. Update recorded telephone messages hourly or as the situation changes.

For extended operations, District/campus personnel can be trained to answer routine public inquires under supervision of the PIO and to refer all media questions directly to the PIO.

### **Non-Emergency Information and Media/Visitor Control**

The responsibilities for this area are to:

1. Receive and handle non-emergency calls.

2. Greet and badge all media representatives using the following guidelines:
  - a) Unauthorized visitors will be directed to the appropriate agencies (e.g., Red Cross, disaster shelters, etc.)
  - b) Information Office staff reserves the right to accept or refuse any media credential
3. Maintain situation boards and maps in the Media Center.
4. Arrange accommodations and transportation for official visitors, if requested.
5. Assist the Emergency Information/Rumor Control group, as required.

Staffing for this function should be supported by Campus Security for security and access control.

### **On-Scene PIO**

There should be a PIO established at any field incident. All on-scene PIOs should coordinate information and media releases through their CRC. To achieve this type of close coordination, it is important that there is training on PIO procedures before an emergency situation arises. PIOs under SEMS/NIMS are required to complete a PIO training course.

The responsibilities of the on-scene PIO or PIO team are to:

1. Establish a media control point in the vicinity of, but physically separated from, the incident site or command post.
2. Request media cooperation with any “ground rules” established by the on-scene Incident Commander. Become familiar with California Penal Code Section 409.5.
3. In concurrence with the District PIO, brief the media on the incident and on response actions underway. Names or other identification of casualties will not be released pending notification of next of kin.
4. Maintain communication with the Incident Commander to obtain the latest information and remain current on the situation.
5. Arrange interviews and live camera shots with key personnel when requested by the media and when such requests can be accommodated without interfering with response operations.
6. Keep the CRC PIO apprised of changes to the emergency situation

### **Administrative Support**

This area is responsible for:

1. Providing administrative support (telephones, desks, computers, office supplies, copying and machines, clerical support) to all elements of the Emergency Public Information function. Close coordination with the Logistics Section is essential.
2. Arranging for foreign language translators and broadcasters as necessary.
3. Arranging details of and equipment for press conferences and media briefings.
4. Assisting the media in securing accommodations and transportation if determined

necessary by the PIO.

5. Assisting other areas as required.

### **Policies and Procedures**

Media access privileges to both the CRC and field Media Center should be established and agreed upon with the District and campuses Executive teams prior to an emergency or disaster.

### **Field Access**

California Penal Code Section 409.5 permits access by accredited reporters to areas that are closed to the public during disasters. The California Peace Officers' Association suggests that "In general, authorized members of the news media are to be permitted free movement in the area as long as they do not hamper, deter, or interfere with the law enforcement or public safety functions."

If access restrictions are in place, a "pool" or escort system may be established. Reporters on scene will select one representative from each medium (radio, television, newspaper, wire service, web) to be escorted into the area. Reporters will then share information, photographs, and video/audio tape with other accredited reporters. If access by the media must be denied or restricted for any reason, a complete explanation must be given.

### **Air Access**

Federal Aviation Administration Regulation 91.91 covers temporary flight restrictions during incidents/disasters and sets forth procedures which pilots of media and other aircraft must follow. Permission to fly over incident sites may be denied if such flights will pose a significant safety hazard to the general public.

### **PIO Communications**

For the most part, PIO function will rely on telephone lines for dissemination of information to the media and to respond to direct public inquiries. (Use of the internet and email capabilities may also be utilized.) The PIO should ensure that sufficient telephone circuits are available in the Media Center. Rumor control should have at least three lines with published numbers for the public to call in for information and have their questions answered. There should also be unrestricted lines for the media to contact the District PIO directly.

The PIO should arrange for at least one unlisted outgoing line for his/her exclusive use during disasters.

Should telephones be out of service, the local amateur radio operator organization may be requested as an alternative. This resource should be requested through the local Operating Area (County).

Local commercial radio is the most rapid means of communicating emergency information to the

public, District, and college community; however, press releases may need to be disseminated in a number of ways, including, but not necessarily limited to:

1. Regional commercial radio stations whose signals reach the stricken area (if local stations are off the air).
2. Television stations (including cable).
3. Newspapers.
4. Websites.
5. Special supplements to newspapers.
6. Leaflets distributed by volunteers.
7. Public safety loudspeakers.
8. Personal contact.

### **Summary of activities of DISTRICT PIO Action—Start-Up**

1. Check in upon arrival at the CRC.
2. Report to the CRC Director and obtain a briefing on the situation.
3. Review your position responsibilities.
4. Set up PIO work area to include maps and televisions, if available.
5. Review the list of CRC personnel and know where to go for information or support.
6. In coordination with the CRC Director, clarify any questions you may have regarding your assignment.
7. Ensure accurate and detailed logs are maintained for PIO functions.
8. Coordinate with Planning in regards to long-term situational awareness.

### **Operational Duties**

1. Coordinate with CRC Director for all information releases.
2. Coordinate public safety press releases to meet Government Code mandates and restrictions.
3. Obtain CRC Director's approval of media releases.
4. Notify media of briefing schedules.
5. Arrange for tours and other interviews.
6. Obtain media information that may be useful to action planning.
7. Provide periodic media relations briefings to the CRC Director.
8. Maintain current information summaries and graphic displays.
9. Thoroughly brief your relief at shift change time.

### **Deactivation/Demobilization**

1. Obtain authorization to deactivate from the CRC Director.
2. Release assistant staff when no longer required.
3. Ensure that any required reports or forms are completed prior to departure.
4. Be prepared to provide input to the After-Action Report.

### Appendix B: Instructions for Creating a Crisis Media Release

Identify your target audience. Is the news release or notice intended for employees, students, or the general public? Each audience will have unique expectations and needs during the crisis. Write the news release for the specific audience and disseminate it accordingly. For students, use primarily social media – post to the websites, twitter, Facebook, etc. For a more general audience, use the media list included here – email dissemination is preferred.

Begin with the date instructions for the release. In a crisis, the header usually would be “For Immediate Release.”

**June 30, 2014**

**FOR IMMEDIATE RELEASE**

Provide contact information. Your crisis-communication plan should designate a single spokesperson to handle all questions and inquiries. Supply the contact information for this person. Example provided:

**Contact: Jane Doe, [doej@yosemite.edu](mailto:doej@yosemite.edu)  
Yosemite Community College District, Office of Public Affairs  
2201 Blue Gum Avenue, Modesto, CA 95358  
Direct Line: (209) 575-0000; Fax: (209) 575-0000; Cell: (209) 555-1212**

Write the headline for the release. Ideally, the news release should contain information that is proactive, not reactive. For example, instead of “ATT Addresses Problems Reaching Call Center,” use “ATT to Add Additional Phone Lines for Call Center.”

#### **YOSEMITE COMMUNITY COLLEGE DISTRICT CLOSES ALL OFFICES DUE TO EARTHQUAKE DAMAGE**

Supply a paragraph summarizing the information contained in the body. The summary usually is quickly scanned by media outlets to assess the newsworthiness of the release. Use the summary to help news outlets understand the critical nature of the communication and how the information targets the larger crisis.

**The Yosemite Community College District has closed its offices to the public and students for the foreseeable future due to the damage caused by the earthquake on Jan. 21. Various locales are being used as emergency sites for the community. Employees should contact their supervisors to determine their need to be available to work. The emergency communication center website can be located at [Yosemite.edu/xxxxxx](http://Yosemite.edu/xxxxxx) and the public may call (209) 575-0000 for information.**

Write the body of the news release. The body should not exceed 300 words. Add "bullets" to highlight main points, and keep paragraphs short, accurate and concise. A well-written body should be easily scanned for vital details.



### Appendix C: California Penal Code Section 409.5

409.5. (a) Whenever a menace to the public health or safety is created by a calamity including a flood, storm, fire, earthquake, explosion, accident, or other disaster, officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, any officer or employee of the Department of Forestry and Fire Protection designated a peace officer by subdivision (g) of Section 830.2, any officer or employee of the Department of Parks and Recreation designated a peace officer by subdivision (f) of Section 830.2, any officer or employee of the Department of Fish and Game designated a peace officer under subdivision (e) of Section 830.2, and any publicly employed full-time lifeguard or publicly employed full-time marine safety officer while acting in a supervisory position in the performance of his or her official duties, may close the area where the menace exists for the duration thereof by means of ropes, markers, or guards to any and all persons not authorized by the lifeguard or officer to enter or remain within the enclosed area. If the calamity creates an immediate menace to the public health, the local health officer may close the area where the menace exists pursuant to the conditions set forth in this section.

(b) Officers of the Department of the California Highway Patrol, police departments, marshal's office or sheriff's office, officers of the Department of Fish and Game designated as peace officers by subdivision (e) of Section 830.2, or officers of the Department of Forestry and Fire Protection designated as peace officers by subdivision (g) of Section 830.2 may close the immediate area surrounding any emergency field command post or any other command post activated for the purpose of abating any calamity enumerated in this section or any riot or other civil disturbance to any and all unauthorized persons pursuant to the conditions set forth in this section whether or not the field command post or other command post is located near to the actual calamity or riot or other civil disturbance.

(c) Any unauthorized person who willfully and knowingly enters an area closed pursuant to subdivision (a) or (b) and who willfully remains within the area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

(d) Nothing in this section shall prevent a duly authorized representative of any news service, newspaper, or radio or television station or network from entering the areas closed pursuant to this section.

[http://leginfo.legislature.ca.gov/faces/codes\\_displaySection.xhtml?sectionNum=409.5.&lawCode=PEN](http://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=409.5.&lawCode=PEN) retrieved June 20, 2019

### **Appendix D: The 77 Most Frequently Asked Questions by Media Following Crisis Incidents**

Research conducted by the Center for Risk Communication and other groups indicates that questions and concerns raised by stakeholders in emergency situations can be generally identified in advance.

The following is a list of the 77 most frequently asked questions by journalists during a crisis. The list was generated by researching a large database of questions posed by journalists at news conferences immediately following a disaster and distilling the larger list into 77 questions. This is an excellent resource for identifying potential questions for which message maps should be developed.

1. What is your name and title?
2. What are your job responsibilities?
3. What are your qualifications?
4. Can you tell us what happened?
5. When did it happen?
6. Where did it happen?
7. Who was harmed?
8. How many people were harmed?
9. Are those who were harmed getting help?
10. How certain are you about this information?
11. How are those who were harmed getting help?
12. Is the situation under control?
13. How certain are you that the situation is under control?
14. Is there any immediate danger?
15. What is being done in response to what happened?
16. Who is in charge?
17. What can we expect next?
18. What are you advising people to do? What can people do to protect themselves and their families – now and in the future – from harm?
19. How long will it be before the situation returns to normal?
20. What help has been requested or offered from others?
21. What responses have you received?
22. Can you be specific about the types of harm that occurred?
23. What are the names of those that were harmed? Can we talk to them?
24. How much damage occurred?

25. What other damage may have occurred?
26. How certain are you about damages?
27. How much damage do you expect?
28. What are you doing now?
29. Who else is involved in the response?
30. Why did this happen?
31. What was the cause?
32. Did you have any forewarning that this might happen?
33. Why wasn't this prevented from happening?
34. Could this have been avoided?
35. How could this have been avoided?
36. What else can go wrong?
37. If you are not sure of the cause, what is your best guess?
38. Who caused this to happen?
39. Who is to blame?
40. Do you think those involved handled the situation well enough? What more could/should those who handled the situation have done?
41. When did your response to this begin?
42. When were you notified that something had happened?
43. Did you and other organizations disclose information promptly? Have you and other organizations been transparent?
44. Who is conducting the investigation? Will the outcome be reported to the public?
45. What are you going to do after the investigation?
46. What have you found out so far?
47. Why was more not done to prevent this from happening?
48. What is your personal opinion?
49. What are you telling your own family?
50. Are all those involved in agreement?
51. Are people over reacting?
52. Which laws are applicable?
53. Has anyone broken the law?
54. How certain are you about whether laws have been broken?
55. Has anyone made mistakes?
56. How certain are you that mistakes have not been made?
57. Have you told us everything you know?
58. What are you not telling us?

59. What effects will this have on the people involved?
60. What precautionary measures were taken?
61. Do you accept responsibility for what happened?
62. Has this ever happened before?
63. Can this happen elsewhere?
64. What is the worst-case scenario?
65. What lessons were learned?
66. Were those lessons implemented? Are they being implemented now?
67. What can be done now to prevent this from happening again? What steps need to be taken to avoid a similar event?
68. What would you like to say to those who have been harmed and to their families?
69. Is there any continuing danger?
70. Are people out of danger? Are people safe? Will there be inconvenience to employees or to the public?
71. How much will all this cost?
72. Are you able and willing to pay the costs?
73. Who else will pay the costs?
74. When will we find out more?
75. Have these steps already been taken? If not, why not?
76. Why should we trust you?
77. What does this all mean?