UCSC’s Emergency Management & Business Continuity
October 14, 2016
Kerr, 212
Introductions & Session Overview

Session Goals

- Introduce new leadership team
- Provide update on Emergency Management
- Provide update on Business Continuity/UC Ready
- Review roles and responsibilities
- Provide review of possible campus climate/demonstration issues for 2016-17
Office of Emergency Services

**MISSION:** To administer comprehensive emergency management, business continuity, and fire prevention programs to prepare for, respond to, recover from, and reduce the impacts of events that threaten the mission of the university
Preparing UCSC

Framework:

– National Preparedness Standard
– Program Assessment and Gap Analysis
# Strategic Planning

<table>
<thead>
<tr>
<th>Goal No.</th>
<th>Program Component</th>
<th>Goal Statement</th>
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</thead>
<tbody>
<tr>
<td>Goal 1</td>
<td>Emergency Management Program Documentation</td>
<td>Program documentation addresses the policies and authorities required to support Emergency Management Program activities.</td>
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<tr>
<td>Goal 2</td>
<td>Hazard Assessment and Mitigation</td>
<td>UCSC maintains a comprehensive and current understanding of its hazards, their impacts, and associated mitigation measures.</td>
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<tr>
<td>Goal 3</td>
<td>Planning</td>
<td>Emergency and continuity of operations plans foster disaster resilience, emergency preparedness, and continuity for the UCSC community and its partners.</td>
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<tr>
<td>Goal 4</td>
<td>Training and Exercises</td>
<td>UCSC maintains a training and exercise program for administrators, faculty, staff, students, and key partners who play a role in emergency management and continuity at the university.</td>
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<tr>
<td>Goal 5</td>
<td>Outreach, Education, and Engagement.</td>
<td>UCSC promotes activities that enhance emergency preparedness, and fosters participation in the Emergency Management Program across the campus community and among local, regional, system-wide, and state partners.</td>
</tr>
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<td>Goal 6</td>
<td>Crisis Communications</td>
<td>UCSC is continually improving its communications plans and capabilities, and has integrated public information processes and functions into its Emergency Management Program.</td>
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<td>Goal 7</td>
<td>Resource Management</td>
<td>UCSC has developed and maintains an understanding of resource and facility capabilities and needs to support the Emergency Management Program, and has identified potential gaps.</td>
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<td>Goal 8</td>
<td>Program Evaluation</td>
<td>UCSC has established a program evaluation methodology and continually seeks find ways to improve its emergency management and continuity efforts.</td>
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Campus Safety and Security

Collaboration and Partnerships

- Emergency Management Policy Group
- Emergency Continuity Steering Committee
- Emergency Continuity Operations Working Group
- Emergency Operations Center
- Department Operations Center
- Demonstration Operations Team
- Business Continuity Coordinators
- UC Emergency Manager Council
- Santa Cruz Fire Department
- Community Emergency Response Team

AVC Risk and Safety Services
## Training and Exercises

### Multi-Year Training and Exercise Schedule

**July 2016 – June 2017**

<table>
<thead>
<tr>
<th>Period</th>
<th>EOC Operations</th>
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<tbody>
<tr>
<td><strong>Theme</strong></td>
<td><strong>Quarter 1</strong></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>Demonstration Operations Team Training</td>
</tr>
<tr>
<td><strong>Program Activities</strong></td>
<td>- Workgroup and Steering Committee formed</td>
</tr>
</tbody>
</table>

AVC Risk and Safety Services
## Timeline

<table>
<thead>
<tr>
<th>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</th>
<th>Task: The policy identifies executive-level commitment to emergency management.</th>
<th>Lead: Pat/Jay/Lisa</th>
<th>Stakeholders:</th>
<th>Status:</th>
<th>Priority:</th>
<th>Assmt Ref:</th>
</tr>
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<tr>
<td>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</td>
<td>Task: The policy describes the university’s emergency management system, including offices and positions in charge of maintaining and implementing the program.</td>
<td>Lead: Pat/Jay/Lisa</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
</tr>
<tr>
<td>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</td>
<td>Task: The policy identifies key legal and administrative bases and references for the Program.</td>
<td>Lead: Pat/Jay/Lisa</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
</tr>
<tr>
<td>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</td>
<td>Task: The policy states expectations for involvement in Program activities for members of the university community and local, state, and UC system partners.</td>
<td>Lead: Pat/Jay/Lisa</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
</tr>
<tr>
<td>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</td>
<td>Task: Work with UCSC general counsel on path to approve main policy and while continuing to develop appendices.</td>
<td>Lead: General Counsel</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
</tr>
<tr>
<td>Objective 1.1: Create a comprehensive emergency management policy for UCSC and distribute it to departments and offices across the university.</td>
<td>Task: Work with Human Resources to identify emergency management policy language and expectations for essential personnel, and incorporate language into employment contracts of essential personnel.</td>
<td>Lead: Human Resources</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
</tr>
<tr>
<td>Objective 1.2: Develop a mission statement for the Emergency</td>
<td>Task: The mission statement has been developed.</td>
<td>Lead: Jill</td>
<td>Stakeholders:</td>
<td>Status:</td>
<td>Priority:</td>
<td>Assmt Ref: B1</td>
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</tbody>
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Phases of Emergency Management

MITIGATION
- Public Education
- Hazard & Vulnerability Assessment
- Improved Infrastructure

PREPAREDNESS
- Emergency Response Plans
- Training & Exercises
- Sirens

RECOVERY
- Economic Recovery
- Debris Management
- Housing
- Health & Social Services

RESPONSE
- Life Safety
- Incident Stabilization
- Property Preservation
- Evacuation & Shelters
- Mass Care

AVC Risk and Safety Services

UC SANTA CRUZ
Preparedness Cycle

Comprehensive Preparedness Guide (CPG-101)

• Preparedness Cycle Focus
  – Emergency Operations Plan (EOP) w/Annexes
  – Working Group
  – Staff
EOP Components

• Basic Plan
• EOC Activation Plan - Annex A
• Alert and Notifications Plan – Annex B
• Crisis Communications Plan – Annex C
• Sheltering and Feeding Plan – Annex D
• Evacuation and Protection Plan – Annex E
• Logistics and Resource Management Plan – Annex F
• Campus Strike Plan – Annex G
Campus Safety and Security

Business Continuity Management

Continuity Program Management Cycle

- Plans & Procedures
- Test, Training, and Exercise
- Develop Corrective Action Plans
- Evaluations, After Action Reports, and Lessons Learned

CONTINUITY CAPABILITY: Performance of ESSENTIAL FUNCTIONS

CONTINUITY PLANNING & PROGRAM MANAGEMENT

AVC Risk and Safety Services
Business Continuity Management

- Mitigation
  - Risk Assessment
  - Threat and Hazard Identification
  - Business Impact Analysis
Business Continuity Management

- UC Ready
  - Department Focused or *Function Focused
    - Personnel
    - *Essential Functions focused
    - Department Relationships
    - Operating Space
    - IT Support
    - Resources
    - Recovery Strategies
    - Exercise and Training
    - Documents
Campus Safety and Security

Business Continuity Management

- UC Ready
  - Enterprise Level (Continuity of Operations Plan)
    - Campus level
    - Campus Essential Functions
    - Recovery Procedures
    - Communication
    - Training and Exercising
    - High Impact Units
    - Campus IT Providers
    - Contact Lists
    - Resources
    - Relevant Documents

AVC Risk and Safety Services
Division Preparedness

- Evacuate, Gather, Shelter, Communicate, Respond, Recover & Resume

**Building Occupants**
- Review your department’s Emergency Action Plan (EAP)
- Know your evacuation routes and meeting locations

**ADA Occupants**
- Self identify to Floor Marshal if you would like evacuation or shelter in place assistance. Identify before an incident
- Emergency support animal plan

**Floor Marshal (FM)**
- Maintain occupant roster, including ADA needs
- Grab roster during evacuation
- Lead group to meeting location
- Take role call, Communicate with BEC

**Building Emergency Coordinator (BEC)**
- Coordinates and consolidates actions for building occupant evacuation and sheltering plans
- Leads evacuated occupants to target zone or temporary shelter

**Business Continuity Coordinator (BCC)**
- Writes Business Continuity Plan (BCP)
- Completes Emergency Action Plan (EAP)
- Support Department Operations Center
Next Steps in Planning

- Finalize and post Emergency Operations Plan
- Appointment of Emergency and Continuity Operations Work Group & Steering Committee
- Appointment of Staff to Emergency Operations Center & Training
- Confirmation of Business Continuity Coordinator (BCC) for each Division
Campus Safety and Security

Possible Campus Climate Issues for 2016-17

Presidential Elections
Labor/Contract negotiations
Possible tuition hikes/fee increases
Campus Climate
  Palestinian/Israeli relations
  Black Lives Matter
  Hate/Bias incidents
  Title IX related issues
Campus growth: P3, expansion, Camper Park, housing, access and general student service issues
Groundbreaking - EH&S Waste Facility

AVC Risk and Safety Services