

Managing Resiliency through Emergency and Continuity Preparedness

Purpose

Campus emergency and continuity directives are pronounced by the University of California's Policy on *Safeguards, Security and Emergency Management*. An excerpt of this policy is provided for reference.

The new *Policy on Safeguards, Security and Emergency Management* reinforces the University's commitment to become more disaster-resistant. Programs are currently underway to make our campuses safer and more secure as well as less vulnerable and more resilient in the aftermath of any catastrophic disaster or other extraordinary disruption.

Programs to create and maintain safeguards, security and emergency management are essential to ensure that the University mitigates risks and is able to continue to perform its mission in the event of natural or man-made disasters or other extraordinary events that might disrupt normal operations. These readiness programs are vital in protecting the lives and health of University faculty, staff, students and associates; in minimizing damage to and loss of University property and assets; and in restoring normal University operations as rapidly as possible.

This policy applies to all campus and Office of the President-managed operations. Each campus and the Office of the President will maintain a comprehensive and effective program encompassing risk assessment, risk mitigation, emergency preparedness and response, and business recovery to strengthen crisis and consequence management capabilities across the University system. The scope and composition of such programs will be based on an assessment of the most probable risks, hazards, and losses that may occur at a particular location.

Each Chancellor will designate one or more responsible officials with full authority to implement campus-wide safeguards and security and emergency management programs. Campuses will coordinate with local public safety agencies and will establish interagency mutual aid agreements.¹

Process

At UCSC, the directives of this policy are delegated to the Vice Chancellor for Business and Administrative Services, directed by the Associate Vice Chancellor for Risk and Safety Services and delivered by the Office of Emergency Services. The directives are implemented using recognized guidelines from the California Standard on Emergency Management, the National Fire Protection Agency Directive 1600, Federal Homeland Security Emergency Preparedness, Occupational Safety and Health Administration (OSHA), International Disaster Recovery Institute, American's with Disability Act, and the Department of Higher Education.

The following information has been prepared for campus leaders and principals. This memorandum provides program overviews and identifies the roles necessary to satisfy the requirements of the University of California *Policy on Safeguards, Security and Emergency Management*.

¹ *Policy on Safeguards, Security, and Emergency Management*. University of California, January 25, 2006.

Division and Unit Resiliency Planning



Program Coordination

Creating a resilient campus requires collaborative planning and implementation of Risk Management, Mitigation, Emergency Preparedness, Business Continuity and Employee Personal Preparedness. In a shared goal to protect our faculty, staff, students, visitors, academic and business operations, and our institution's reputation, diligent attention must be given to each facet of resiliency planning.

Statistically, businesses that do not account for all of these measures are prone to greater physical risk, reputational damage, excessive recovery costs, litigation, and in worst case scenarios, business failure.

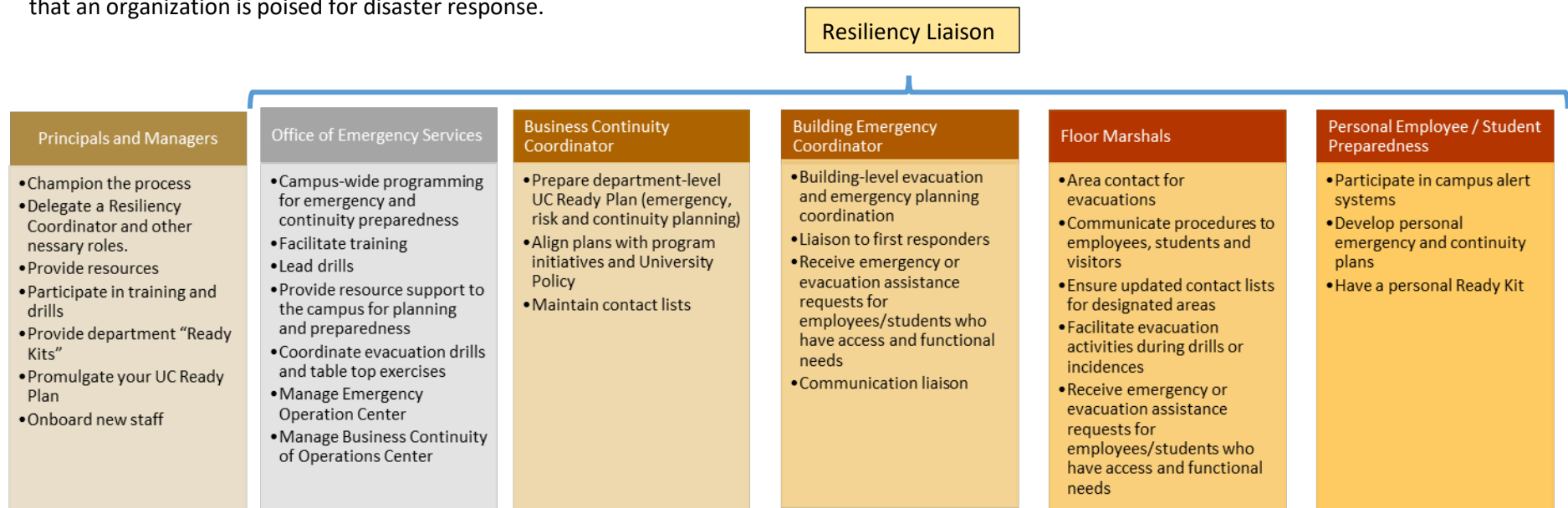
The UCSC Office of Emergency Services collaborates with a designated **Resiliency Liaison** to assist divisions and units with the implementation of their emergency preparedness and continuity programs. For Continuity Planning, the University of California provides campuses with UC Ready. To begin planning, each division should delegate a Resiliency liaison, who will then contact OES to begin resiliency planning. Please email: oes@ucsc.edu.

Office of Emergency Services

The mission of the Office of Emergency Services (OES) is 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. See all OES programs and services on the OES web page: <https://oes.ucsc.edu/>.

UCSC Emergency and Resiliency Partners

Key partners for preparedness programming include; the staff of Emergency Services, Principals and Managers, a Resiliency Liaison, Business Continuity Coordinators, Employees and Students, Building Emergency Coordinators, and Floor Marshals. Active participation by each of these stakeholders ensures that an organization is poised for disaster response.



Personal Emergency Management Resources

Individually, we all have a duty to plan for our own personal safety and accountability. The Office of Emergency Services, Risk Services, the UC Police Department, and our civic agencies provide a variety of resources for employees and students to create a personal emergency preparedness plan. Those who utilize these services will be better equipped to maneuver disruptions at work, at home or in their community.

- CruzAlert – The campus alert notification program <https://oes.ucsc.edu/cruzalert/>
- UCSC Police Department <https://police.ucsc.edu/>
- Office of Emergency Services <https://oes.ucsc.edu/>

UC Ready

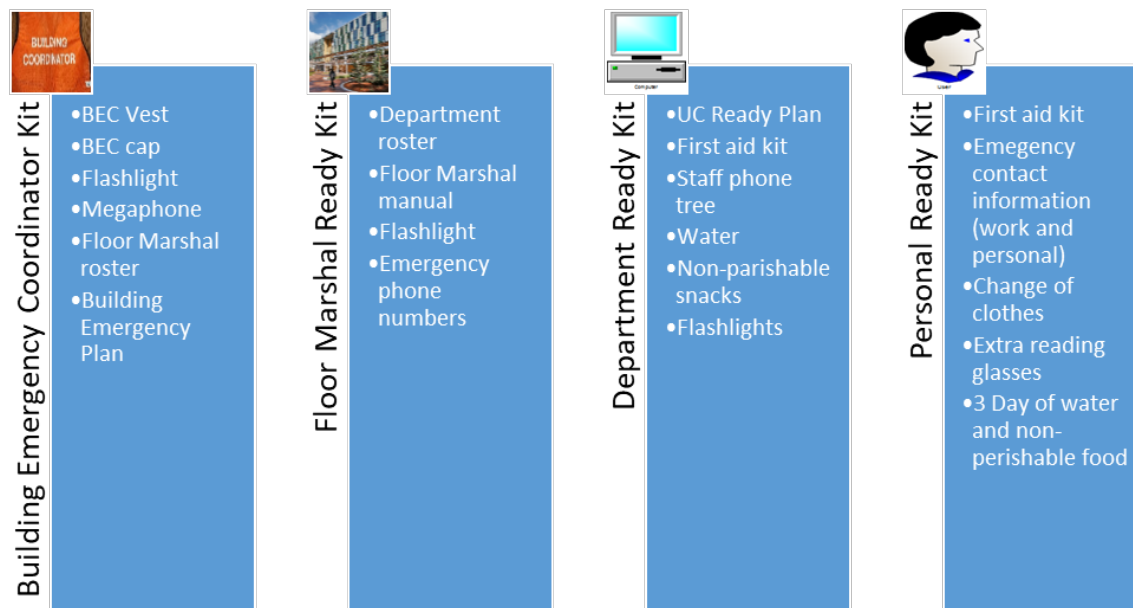
UC Ready is the software program used to capture a division's critical business functions that support the University's operations. A fully developed UC Ready plan will provide emergency response and recovery procedures that will protect your staff, students and operations from disastrous events. To build a plan, your department designee will work with Emergency Services staff to identify building safety measures, identify risks, propose mitigation, identify essential operations and the resources to support those operations, and provide sustainability tactics for times when those operations or functions are disrupted.

Building Emergency Coordinators and Building Emergency Plans

To comply with the University's safety policy and compliance regulations, it is necessary that occupied buildings have evacuation procedures in place. At UCSC, this process is facilitated by the Building Emergency Coordinator Program. Emergency Services staff will train designated Building Emergency Coordinators and Floor Marshals. Trained coordinators will facilitate building emergency planning, facilitate evacuation processes for mixed tenant buildings, coordinate evacuations, and serve as communication liaisons to emergency responders.

Ready Kits

Ready kits contain emergency supplies and resources. Managers and Principals are responsible for ensuring that Ready Kits are available and annually refreshed. Ready Kit supplies may be unique to the administrative function of each division, unit or employee. Establish the appropriate Ready Kits for your teams. The Office of Emergency Services encourages the following Ready Kits.



COMMUNICATION CHANNELS IN CRITICAL INCIDENT MANAGEMENT

UCSC Police

Safety and Security

- Emergency alert notifications via CruzAlert

Office of Emergency Services

Risks or Concerns

- Alert notifications via CruzAlert
- Emergency or business continuity updates from the Emergency Operations Center or the Business Continuity of Operations Center

Public Information Officer

Mass Communication - General Awareness

- Road closures (Cruz Alert)
- Protest (CruzAlert or email)
- Campus disturbances (Cruz Alert or email)

Building Emergency Coordinator

Evacuations, Drills and Re-Entry

- Communicates with Floor Marshals to announce evacuation drills
- Communicates critical information to Fire, Police, Incident Command and the Emergency Operations Center
- Relays the "all-clear" message for building occupants to re-enter the building (after Fire or Police have declared the building safe)

Floor marshals

Department Evacuations

- Communicate fire drills
- Communicates critical information to the Building Emergency Coordinator

Department Managers / Delegates

Emergency and Resiliency Strategizing and Division or Unit Communications

- Maintains a staff contact list
- Uses phone trees to quickly call staff during critical incidences
- Communicates UC Ready Plan