



POLICY/PROCEDURE NUMBER: 08-S.O.-019

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SUBJECT: UNUSUAL OCCURRENCE – ALL HAZARD PLAN

EFFECTIVE DATE: January 7, 2015

REVIEW DATE: January 7, 2016

AMENDS/SUPERSEDES: SOP #200-18 (Major Incident Response Plan – Unusual Occurrences), August 15, 2000; Procedural Directive #2003-001 (Incident Command Post Deployment Procedures), January 13, 2003; Procedural Directive #2004-002 (Incident Command Post Deployment Procedures), April 15, 2004; Procedural Directive #2004-005 (EOC Trailer Set-up), July 29, 2004; 2007-006: Traffic Management during Campus Closures or Evacuations, September 13, 2007; February 15, 2008 version; January 27, 2010 version; February 16, 2011 version; January 8, 2014 version.

IACLEA STANDARDS: 1.2.3, 9.1.6, 17.1.1, 17.1.2, 17.1.3, 17.1.4, 17.1.5, 17.2.1

CSU POLICE DEPARTMENTS SYSTEMWIDE OPERATIONAL GUIDELINE – YES

APPROVED: Anne P. Glavin, Chief of Police

I. PURPOSE

The purpose of this policy is to provide guidance to department staff regarding response considerations when the Incident Command System (ICS) is utilized during field response to critical incidents. This policy augments and provides supplemental considerations regarding natural and manmade disasters and unusual occurrences or events, as a supplement to the university's *Emergency Operations Plan* and other critical incidents that are not discussed in other department policies or procedural directives.

II. POLICY

It shall be the policy of this department to respond to planned and unplanned disasters or emergencies that occur on this campus, or in our sphere of influence when requested, in a professional and informed manner utilizing Incident Command System (ICS) as incorporated in both California's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

III. DEFINITIONS

- A. Condensed Emergency Operations Plan: A condensed version of the Emergency Operations Plan that includes checklists, Campus Closure Integrated Communication Protocol, information for immediate response to event specific incidents and the activation of the Emergency Operations Center. This is a controlled document distributed to EOC team members.
- B. Critical Incidents: Situations, generally of an emergency nature, resulting from disasters, both natural and man-made, that includes civil disturbances, earthquakes, floods, pandemics, explosions, riots, disorders, violence from dissident gatherings and marches, labor disputes, and terrorist activities.
- C. EAS (Emergency Alert System): The Emergency Alert System (EAS) is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service (SDARS) providers and, direct broadcast satellite (DBS) service providers to provide the communications capability to the President to address the American public during a National emergency. The system also may be used by state and local authorities to deliver important emergency information such as AMBER alerts and weather information targeted to a specific area.
- D. Emergency Management and Preparedness Coordinator: The employee of the Department who is given the responsibility to coordinate all emergency management planning and operations for the campus.
- E. Emergency Situation: An actual or potential condition that poses an immediate threat to life or property.
- F. EOC (Emergency Operations Center): The EOC is the location where the campus emergency management team is deployed to coordinate the response to an emergency event impacting the campus. It is the central command coordination point for disaster response.
- G. EOC Team: Campus personnel trained in support functions related to emergency management as per NIMS, SEMS and ICS.
- H. EOP (Emergency Operations Plan): A preparedness document which establishes policies, procedures and organizational structure for response to emergency/disaster situations associated with natural disasters of all types. The plan incorporates the concepts and principles of SEMS, NIMS, and ICS.
- I. Evacuation: The organized, phased and supervised withdrawal, dispersal or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.
- J. Exercise: A gathering of individuals, inclusive of government and private sector persons, to develop plans, practice simulated implementation, and discuss each agency's role in handling critical incidents. This could include tabletop, functional, and/or full field exercises.
- K. IAP (Incident Action Plan): A written plan containing general objectives reflecting the overall strategy for managing an incident.
- L. Incident Commander: The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. Has overall authority and responsibility for management of all incident operations on scene.
- M. ICP (Incident Command Post): The field location at which the primary tactical-level, on-scene incident command functions are performed.
- O. ICS (Incident Command System): A system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work toward the common goal of stabilizing an incident while protecting life, property, and the environment. There are five major components: Command, Operation, Planning, Logistics, and Finance.

- P. NIMS (National Incident Management System): A comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across all functional disciplines.
- Q. SEMS (Standardized Emergency Management System): An organizational framework and guidance system for emergency operations at each level of the state's emergency management system. Provides the umbrella under which all response agencies must function in an integrated fashion. Required by the state of California for managing response to multi-agency and multi-jurisdictional emergencies.
- R. Staging Area: Location established where resources can be placed while awaiting a tactical assignment.
- S. Unified Command: A procedure used at incidents which allows all agencies with geographical, legal or functional responsibility to establish a common set of incident objectives and strategies, and a single Incident Action Plan. Unified Command procedures assure that agencies do not lose their individual responsibility, authority, or accountability.

IV. ADMINISTRATION

- A. The Chief of Police is responsible for the implementation and maintenance for the emergency management system on the CSUN campus (as delegated by President Harrison per Executive Order 1056). The Emergency Management and Preparedness Coordinator is responsible for the day to day planning and updating of all emergency plans and, on an annual basis, will conduct a review of the plans providing the Chief of Police with suggested revisions for the emergency operations and unusual occurrence plans. The annual review shall ensure all plans are current and properly integrate into the university's emergency response plan(s).
- B. The CSUN Emergency Operations Plan is an all hazard plan that serves as the primary guide for planning the campus response to critical incidents associated with natural disasters, technological incidents and national security emergencies. This plan incorporates the concepts and principles of the California Standardized Emergency Management System (SEMS), National Incident Management System (NIMS) and the Incident Command System (ICS) into the emergency operations of the campus. The Chief of Police with assistance from the Emergency Management and Preparedness Coordinator is responsible for annual plan updates as needed.
- C. Two copies of the complete Emergency Operations Plan are kept in Dispatch. A copy of the Condensed Emergency Operations Plan is kept in Dispatch and two copies are kept in the shift supervisor's office.
- D. The Campus Closure Integrated Communication Protocol supplements the CSUN Emergency Operations Plan by providing detailed guidelines for communication with members of the campus community when classes are canceled or the campus is closed due to an emergency or another unforeseen circumstance. The CSUN Emergency Operations Plan provides specific guidelines on notifications, mobilization of the Crisis Action Team and possible activation of the EOC. Upon activation of the EOC, the EOP supersedes this protocol. (See Appendix C)
- E. The Emergency Management Coordinator will complete a documented inspection of all equipment designated for use in unusual occurrence situations on a bi-annual basis to ensure operational readiness.

F. In the event of a terrorist attack, or the threat or likelihood of an attack, the National Terrorism Alert System (NTAS) from the Department of Homeland Security (DHS) will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – <http://www.dhs.gov/alerts>
- Via email signup at – <http://www.dhs.gov/alerts>
- Via the following social media outlets –
 - Facebook – <http://facebook.com/NTASAlerts>
 - Twitter – <http://www.twitter.com/NTASAlerts>
- Via data feeds, web widgets and graphics at <http://www.dhs.gov/alerts>

The public can also expect to see alerts in places, both public and private, such as transit hubs, airports and government buildings.

The on-duty dispatcher shall monitor the DHS NTAS webpage noted above for threat notifications involving the geographic area(s) that include the campus and surrounding community. Alerts may also be monitored via the social media outlets noted above. If the NTAS is activated, the on-duty dispatcher shall continuously monitor the DHS data feed outlets relaying any pertinent information to field personnel and command staff as outlined in Policy/Procedure Number 07-S.O.-013 (Terrorism Response), Section IV, Sub-section B, National Terrorism Advisory System.

G. CBRNE – First Responder Training

All first responders employed by the CSUN Department of Police Services shall receive training to meet all federal, state, and university requirements as listed in the Department training policy (04-T.C.-001). Training subjects include, but are not limited to:

- 1) Terrorism
- 2) Introduction to the Standardized Emergency Management System (SEMS)
- 3) Introduction to the Incident Command System (ICS-100)
- 4) National Incident Management System (IS-700)
- 5) Cardiopulmonary Resuscitation
- 6) First Aid
- 7) Personal Protective Equipment for CBRNE Response
- 8) Hazardous and CBRNE Material Incidents

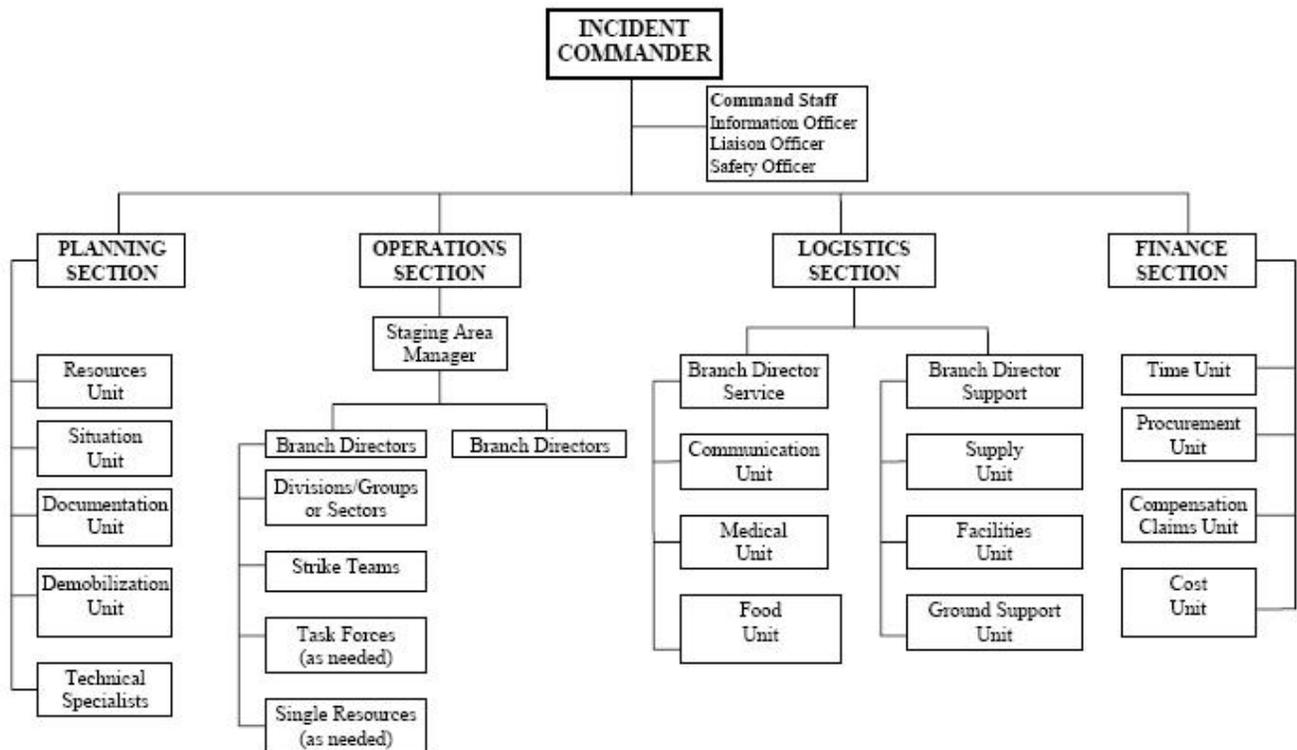
V. PROCEDURES

A. Incident Command System

The Incident Command System (ICS) is a system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work toward the common goal of stabilizing an incident while protecting life, property, and the environment. It allows emergency services agencies to effectively communicate and can be utilized for any type or size of emergency, ranging from a minor incident to a major situation involving multiple agencies.

There are five major components of ICS: Command, Operations, Planning, Logistics, and Finance. When responding to planned and unplanned disasters, emergencies or

unusual occurrences, the principles of Incident Command System, as incorporated in both SEMS and NIMS, will be utilized.



1. Pursuant to SEMS and NIMS regulations, all officers and EOC personnel shall be trained in the Incident Command System and understand the responsibilities of the command and general staff positions. ICS shall be implemented during incidents which require multiple agencies or multiple jurisdictional involvement, whether they are single discipline (e.g., all fire services or all law enforcement) or multi-discipline.
2. Establishing ICS is required whenever an emergency incident involves more than one response agency. However, ICS will be implemented when deemed necessary by the Chief of Police, Captains, Lieutenant, shift supervisor or Emergency Management Coordinator.
3. The criteria for ICS activation is as follows:
 - a. Any unusual or emergency occurrence or incident on campus that requires a multiple agency response.
 - b. Major on-campus incidents (when directed by the Chief of Police, captains, Lieutenant, or shift supervisor), such as large planned or unplanned events that cause or have the potential to cause, a major disturbance on campus; terrorist events; or incidents that may raise a safety concern to the campus community or to our sphere of influence. Examples include, but are not limited to, the following:

- i. Planned events:
 - 1) Dignitary visit
 - 2) Large sporting/concert event
 - 3) Parade or march
 - 4) Commencement

- ii. Unplanned events:
 - 1) Officer-involved shooting
 - 2) Civil Disorder
 - 3) Active Shooter
 - 4) Hostage situation
 - 5) Aircraft accident
 - 6) Hazardous material spill
 - 7) Fire and/or explosion

- iii. Disasters and major emergencies:
 - 1) Earthquake
 - 2) Flood
 - 3) Pandemic

B. The ***Command Section***, whether utilizing a single Incident Commander or functioning as part of a Unified Command Team, is responsible for the overall management of the emergency, the development and implementation of strategic goals and objectives, and for approving the ordering and release of university or mutual-aid resources during an emergency.

- 1. The Incident Commander will initiate the incident action planning of the event by making immediate and necessary staff assignments/missions and activating the incident command system. The Incident Commander will insure the establishment of the incident command post.
 - a. The Incident Commander will utilize the *9 Critical Tasks in the First 30 Minutes* pocket card as a reference for the first immediate actions to be taken:
 - 1) Assess the situation quickly
 - 2) Is emergency notification required? (first 15 minutes)
Utilize Blackboard Connect emergency notification system to send message.
 - 3) Secure and establish control and communications
 - 4) Identify the hot zone
 - 5) Establish the inner perimeter
 - 6) Establish the outer perimeter
 - 7) Establish Incident Command Post
 - 8) Establish the staging area
 - 9) Identify and request additional resources, as needed

- 2. The Incident Commander assigned to any unusual occurrence shall utilize the "Unusual Occurrence/Incident Command Checklist" as a reference to document notifications and actions taken. (See appendix A)

3. The Incident Commander assigned to any unusual occurrence shall utilize Incident Command Operation Boards and the CSUN Department of Police Services Incident Command Book to assist in the management, control, and documentation of the incident. The Command Operation Boards and the Incident Command Book are located in the ICS Jump Kit in the supervisor's vehicle.
4. Senior officers of succeeding levels of authority who assume command of the scene shall communicate transfer of command of the incident to all field responders through radio dispatch and note it in all documentation.
5. The Emergency Operations Plan will serve as the primary guide to planning responses to critical incidents and natural/ manmade disasters, as well as civil disturbances.
6. As time permits, the Incident Commander will begin implementing the ICS organization specific to the incident. Not all incidents require all sections listed below; however, in a full ICS incident, these sections would be required to be activated at some point:
 - a. Command Section (Incident Commander)
 - b. Operations Section.
 - c. Planning and Intelligence Section.
 - d. Logistics Section
 - e. Finance Section
7. The Incident Commander has responsibility for operating and coordinating all emergency operations within the campus' jurisdiction, utilizing SEMS, NIMS and ICS, to include:
 - a. Establishing the incident objectives;
 - b. Brief command and general staff and make initial assignments, including specific delegation of authority;
 - c. Requesting mutual-aid assistance with approval of the Chief of Police and the university's Emergency Operations Executive;
 - d. Providing a liaison with nearby jurisdictions and appropriate state and federal agencies; and
 - e. The effective operation and coordination of the Incident Command Post (ICP).
8. When the Chief of Police, Captains, Lieutenant, or in their absence, the on-duty shift supervisor has determined that an emergency or critical incident is occurring or is about to occur, recall of all necessary and available department personnel may be directed. All available staff who receive notification are expected to respond to the designated staging area for briefing, equipment issue, and assignment.
9. At the time personnel are notified to respond for deployment, they will be advised of the staging area location where they are to report.
 - a. The university Department of Police Services will be utilized as the

- primary assembly area. Alternate assembly areas may include a field command post or other designated area(s).
- b. It is imperative that an accurate accounting of all personnel and their assignments is made. This serves two basic purposes. First, it allows the Incident Commander to know where all staff and equipment are assigned. Secondly, it allows for tracking for possible billing purposes at a later date.
10. When ICS is activated, a Safety Officer position will be also be activated, with responsibility for maintaining the safety of all affected personnel, to include recommending and developing measures for assuring personnel safety, and assessing and/or anticipating hazardous and unsafe operational conditions or situations.
 - a. One Safety Officer will be assigned for each incident. Additional officers may represent assisting agencies or jurisdictions.
 - b. When the Incident Command Post is activated, the Safety Officer will report to the ICP to provide overall safety oversight.
 - c. In the event of a hazardous materials incident, the Hazmat Incident Response Team Safety Officer will be assigned as an Assistant Safety Officer, reporting directly to the Safety Officer.
 11. Supervisors or patrol officers may find that they will be required, due to staff shortages or assignments, to perform all duties listed above until such time as sufficient personnel have arrived.
 12. In incidents where ICS is being utilized with multi-agencies, a command post with an identified chain of command will be established with all participating agencies having equal input. However, the final authority rests with the California State University, Northridge Incident Commander for actions taken on university property.
 - a. Consideration may be given to utilizing the Emergency Operations Center, the Mobile Command Post trailer, or the shift supervisor vehicle (as a mobile command vehicle), to establish a command post in a location closer to the reported incident.
 - b. When establishing the Incident Command Post location:
 - i. Position the ICP away from the general noise and confusion that are often associated with an emergency situation.
 - ii. Position the ICP outside the area of present and potential hazards.
 - iii. Position the ICP within view of the incident whenever possible.
 - c. In order to prepare for the deployment and use of the trailer, it is essential for designated personnel to be aware of the proper set-up procedures. Of equal importance is appropriate oversight for the deployment of the command post trailer.
 - d. Authorization for deployment and use of the trailer must be granted by the Chief of Police, or in her/his absence, the officer-in-charge of the department. Should an officer-in-charge authorize the deployment of the

Mobile Command Post trailer, notification shall be made immediately to the Chief of Police.

- e. The set-up procedure checklist for the command post trailer shall be followed. (See Appendix B) The set-up procedure shall not be undertaken with fewer than two persons.
 - f. To assist with communications when the command post has been activated, an additional dispatcher will be called in to assist with communications coordination.
 - g. All available communications equipment, radio frequencies, unit designators, etc., will be identified and employed as needed.
 - h. All responding personnel will either be issued radios on the department frequency or will be provided a radio for monitoring radio traffic.
 - i. The Incident Commander will designate which radio frequencies will be utilized by different assisting agencies.
 - j. Available situational maps for the incident location will be obtained as soon as practical. In those instances where no maps are available, the Incident Commander will direct that a map be prepared by the person most knowledgeable of the area and/or situation.
13. The Incident Commander must determine the control means to be employed, depending upon the type of event and the degree of violence. Before taking enforcement action, the Incident Commander will consider the following factors
- a. Will the situation grow worse by action or inaction? If only scattered individuals are violent, it may be advisable to make selective arrests of those individuals rather than disperse the entire crowd.
 - b. Consider available resources.
 - c. Establish safe and clear escape routes.
 - d. Assemble arrest team(s).
 - e. Have loudspeaker capability.
 - f. Designate an individual to videotape the event, as well as an officer to protect that person.
 - g. Inspect arrest kits.
 - h. If proper, warn of an unlawful assembly.
 - i. Accomplish dispersal and/or arrests.
- *Also reference Policy/Procedure Number 08-S.O.-016 (Event Management and Crowd Control Procedures).
14. The Chief of Police, or her/his designee, is responsible for coordinating operations with any on-site emergency management personnel.
- a. The Emergency Management Coordinator will normally be delegated the responsibility for liaison with emergency management personnel.
 - b. The campus EOC Team will be activated when required and directed to report to the Emergency Operations Center.
 - c. The Chief of Police or in her/his absence, the designated officer in charge when functioning as the EOC Manager, will supervise the EOC team and make assignments.

15. In the field, mutual-aid support and agency liaison will be coordinated through the assigned Liaison Officer.
 - a. When utilizing resources from other agencies, the Liaison Officer will be responsible for identifying and reporting the names of personnel and type of equipment used by the other agencies, to the Finance/Administrative Section.
 - b. When practical, the integrity of individual agency personnel from mutual-aid resources will be maintained. This is normally accomplished by providing specific unit assignments to other-agency personnel.
16. A request for federal law enforcement or National Guard assistance, or any form of military support, will be made by the Chief of Police in consultation with the university President, and will adhere to California State Government Code, Sections 8555-8561.
 - a. Assistance from federal sources shall be of last resort and only requested when regional resources are unable or unavailable to assist.
 - b. Requests for Martial Law will be made by the Chief of Police in consultation with the university President. The Governor of the State of California will make the final determination whether or not Martial Law will be declared.
17. The senior member of each unit assigned a task will, upon conclusion of the incident, complete an After-action Report which will be forwarded to the Planning Section for inclusion in the overall After-action Report. The overall After-action Report will be completed by an individual designated by the Chief of Police or Incident Commander.
18. There shall only be one central point for information release on any incident. This responsibility falls upon the Incident Commander who shall conduct all briefings, or delegate that authority to a single responsible person.
 - a. A public information officer will be designated and will perform those duties identified in, and in accordance with, Policy/Procedure Number 05-S.O.-008 (Media Relations).
 - b. The Public Information Officer (PIO) will be kept informed in an effort to control rumors and to facilitate community relations, through periodic media releases as appropriate.
 - c. Press conferences will be conducted by the PIO in an area designated by the Incident Commander.
19. When dealing with casualties or the potential for casualties, immediate consideration must be given to the safe evacuation, as well as the removal of any deceased persons.
 - a. Coordination must be maintained with emergency medical personnel and any coroners' representatives on-scene.
 - b. A location for triage, as well as a temporary morgue, must be identified as soon as practical after the incident occurs.
 - c. An accounting of all casualty information will be maintained and

relinquished to the Los Angeles County Coroner's Office, unless otherwise directed by that office.

20. The Incident Commander must ensure that all staff understand their legal authority in emergency/critical incidents. Section 409.5 of the California Penal Code defines the authority given to peace officers to close disaster areas, as well as exclusion from police command post areas, and unauthorized entry into disaster areas.
- C. The ***Operations Section***, which includes on-scene field response personnel, assists in formulating and interpreting strategy established by the Incident Commander, and implements it tactically according to the Emergency Operations Plan, university operating guidelines, and the provisions of this document. The Operations Section will also be responsible for conducting the post-incident investigations.
1. The Operations Section Chief activates and supervises organizational elements in accordance with the Incident Action Plan, and is responsible for coordination of all CSUN response elements for the duration of the incident, as well as directing its execution and requesting additional resources, as needed.
 2. The Operations Section Chief also directs the preparation of unit operational plans and requests for release of resources, makes expedient changes to the Incident Action Plan as necessary, and reports such changes to the Incident Commander and the Planning Section Chief.
 3. The Operations Section, via the field incident commander, is responsible for establishing perimeters throughout the incident as well as maintaining security of the command post and incident scene.
 4. Traffic Control will be the primary responsibility of the Parking and Transportation Services Department in accordance with Policy/Procedure Number 07-L.E.-006 (Traffic Direction and Control).
 - a. Parking service officers and auxiliary personnel will be utilized for low-risk traffic control duties.
 - b. In dangerous situations, sworn university/other-agency sworn staff will be used.
 - c. Traffic control plans will be identified and adhered to in an effort to ensure that vehicles are not allowed into incident areas.
 5. The Operations Section Chief must understand that transportation of staff to/from incident locations may be limited by terrain, building collapses, etc.
 - a. When able, staff will be transported in marked or unmarked department vehicles to/from the incident location.
 - b. Due to the limited number of department vehicles, vehicles will be occupied to the maximum safe capacity based on incident requirements.
 - c. The number and types of vehicles/staff will be governed by the incident size, terrain, distance from where staff are based, and the type and number of staff required to contain the incident.
 - d. Alternate modes of transportation such as Metrolink, privately owned

automobiles, other-agency vehicles or other vehicles assigned to the university may be used, as needed.

- e. All prisoners will be transported in authorized police vehicles unless otherwise directed by the Incident Commander or Operations Section Chief. Policy/Procedure Number 08-L.E.-013 (Arrest Procedures and Alternatives to Arrest), Policy/Procedure Number 08-S.O.-017 (Mass Arrests), and Policy/Procedure Number 08-L.E.-009 (Prisoner Transportation), provide additional details on the transporting of prisoners and address processing and confinement information.
 - i. Operational plans must consider the use of a court and prosecutorial liaison if required.
 - ii. The Incident Commander will identify those responsible for approving and processing all reports.

6. Access Controls and Evacuations

When an area is considered unsafe or is to be evacuated, a perimeter will be set up and access controls will be established.

- a. Access controls may be established prior to an evacuation in order to limit the number of persons in a hazardous area or to facilitate an evacuation.
- b. Control points will be established to ensure that only authorized personnel are permitted to enter, pass through, or remain within controlled areas.
- c. Various personnel and devices, such as the following, will be required to control access:
 - i. Control point(s);
 - ii. Personnel to direct traffic and staff control points;
 - iii. Patrols within and outside secured areas;
 - iv. Two-way radios to communicate with personnel inside and outside secured areas;
 - v. Signs to control or restrict traffic;
 - vi. Adjacent highway markers indicating closure of the areas;
 - vii. Markers on surface roads leading into secured areas.

D. Emergency Response and Evacuations

1. When a significant emergency or dangerous situation is reported to the Department of Police Services, police personnel shall be dispatched to the scene to assess and handle the incident accordingly under ICS protocols and department policy. The shift supervisor shall notify their respective Patrol Operations Commander (Captain or Lieutenant), or Captain of Special Services in their absence, of the situation as soon as reasonably possible. The Command Staff member notified will notify the Chief of Police of the incident and any confirmation that a significant emergency or dangerous situation exists.

Upon confirmation that an emergency or dangerous situation exists involving an immediate threat to the health or safety of students or staff occurring on campus,

an emergency notification shall be made to the campus community. The assessment and confirmation of an emergency situation by responding police personnel should be determined within 15 minutes of the call, with an emergency notification being crafted within minutes thereafter and immediately disseminated to the campus community.

2. Immediate Emergency Notifications

The responsibility for a campus emergency management program as required by Federal, State and CSU system mandates has been delegated to the Department of Police services. The Department is responsible for the implementation and maintenance of an emergency management program on campus and the developments and implementation of programs and projects in emergency planning, training, response, and recovery.

In general, when a critical incident/emergency occurs the Chief of Police will notify the Crisis Action Team and if the emergency operations center has not already been established, will determine if the activation of the Emergency Operations center and Emergency Operations Plan will commence. The CSUN Crisis Action Team includes the President, Provost and Vice President Administration and Finance, Vice President of Student Affairs, Chief of Police and other senior management staff. The Crisis Action Team is responsible for the management of the emergency and coordination of the campus response.

- a. The Blackboard Connect emergency communications system will be used to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students, staff or faculty occurring on the campus, unless issuing a notification will, in the judgment of the first responders (including but not limited to: CSUN Department of Police Services, Los Angeles Police Department, Los Angeles Fire and Emergency Medical Services) would compromise the efforts to assist a victim or to contain, respond to or otherwise mitigate the emergency.
- b. The emergency notification procedures are described in the Campus Integrated Communication Protocol which supplements the CSUN Emergency Operations Plan. The first notification will be initiated and crafted by the Chief of Police or the Public Information Officer, the Emergency Manager, or the Shift Supervisor in the interest of time. The Chief of Police or officer in charge in her/his absence will assess and identify the campus population to be notified and content to be delivered given the emerging situation(s). The content and dissemination of timely follow-up notices (i.e., informative updates sent approximately every 30 minutes) will involve CSUN Marketing and Communications Department, Crisis Action Team, and the Chief of Police or officer in charge in his/her absence. These messages may include information regarding the status of the incident and of the campus, information regarding emergency guidelines which are to be followed such as evacuation, shelter in place, etc. These follow up notifications will continue until the situation has been mitigated and the campus returns to

a normal status.

Notification systems include:

- i. Blackboard Connect is the campus mass communication system which allows messages to be sent via cellphone, work phone, home phone, email and text messages.
 - ii. Outdoor Public Address System – operated by the CSUN Police
 - iii. CSUN Phone Message system which can send voice and/or text messages via the CSUN VOIP phone system.
 - iv. Emergency Signage.
 - v. CSUN Web Site Home page will stream emergency information <http://www.csun.edu>).
 - vi. CSUN Campus State Information lines – an 866 number is provided for both faculty and staff and one for students and community which can be accessed at any time for current information on the status of the campus.
 - vii. Messages will be posted on CSUN Facebook and Twitter as well as on the Police Services Facebook site and updated as appropriate throughout the event.
 - viii. Emergency notifications will also be posted on the CSUN Matador Information Network Display (MIND). Currently there are 26 locations of MIND screens around the campus and we have the capability to send the information that is posted on the MIND screens to the Housing Cable Channel which can be accessed by about 3,000 students in the residence hall.
5. University police through the direction of the Chief of Police, or in her/his absence the designated officer in charge, will have primary responsibility for safe and orderly evacuation of the university. The Emergency Management Coordinator may assist the Law Enforcement Coordinator in constituting and briefing the evacuation teams who may consist of Police, Community Service Assistants, Parking Officers, Building Marshals, CSUN CERT members, Physical Plant Management personnel, etc.
 6. Upon receiving notification of an impending critical incident that requires closure or evacuation of the campus community, the Law Enforcement Coordinator will refer to the campus operation status definitions as defined within the Campus Closure Integrated Communications Protocol, i.e, Open, Partial Closure, Closed and Evacuation.
 - a. The Department’s response will involve a two step process. The first step is to implement the traffic flow plan (see Appendix D) and manage the roadways for egress of vehicular and pedestrian traffic.
 - b. The second step is to administer the campus closure or evacuation notification within each campus building utilizing the checklist (see Appendix D).

7. The Law Enforcement Coordinator will then begin to constitute the evacuation teams as identified above, and establish a staging site near the EOC for personnel deployment and information. The Law Enforcement Coordinator will:
 - a. Determine which team members can initiate evacuation procedures from their work area.
 - b. Establish evacuation teams and assign them to specific evacuation zones.
 - c. Assign team leaders and confirm their radio call signs.
 - d. Ensure that all team leaders know who is assigned to their team.
 - e. Ensure that all personnel are briefed thoroughly on their areas of responsibility.
 - f. Know what posture will be used to gain compliance from individuals to be evacuated.
 - g. Ensure that a communications plan is put into effect for the teams and that dispatch is briefed on the evacuation procedures.

 8. Evacuation Team Leaders, once selected, will:
 - a. Marshal their individual teams and ensure that all members understand their responsibilities and the area(s) to be covered.
 - b. Assign team members to evacuation assignments on
 - c. Ensure that all team members have a working flashlight and adequate communications capability.
 - d. Confirm the method for transporting their specific teams to their area(s) of responsibility.

 9. Evacuation team members will respond to the University Police Station or stay at their workstation, as determined by the Law Enforcement Coordinator. After receiving a briefing from the Evacuation Team Leader on the current situation and the exact evacuation procedures to be used, Team Members will ensure that:
 - a. They have an operational flashlight.
 - b. They know what team they are assigned to and who their Team Leader is.
 - c. They ask any questions that they may have in order to preclude unnecessary confusion or misunderstanding.

 10. Since University Police personnel are most familiar with the buildings on campus, they will be responsible for public facility security of the university unless otherwise directed by the Chief of Police, her/his designee, or the Incident Commander. Once a building, sector, or other location has been secured, other agencies may be utilized to maintain security of the building, sector, etc. until relieved.
- E. The ***Planning Section*** is responsible for the collection, evaluation, dissemination, and use of information regarding the development of the incident and status of resources.
1. The Section Chief is also responsible for:
 - a. Gathering and assembling information and intelligence for alternative strategies;

- b. Providing periodic predictions on incident potential;
 - c. Reporting significant changes in incident status;
 - d. Compiling and disseminating incident status information;
 - e. Overseeing the preparation of the incident demobilization plan.
2. There are five phases in the planning process:
 - a. Understand the situation;
 - b. Establish incident objectives;
 - c. Develop tactical direction and resource assignments;
 - d. Prepare the plan;
 - e. Evaluate and revise the plan, as necessary.
3. Accurate Information is needed to:
 - a. Understand the current situation;
 - b. Predict the probable course of incident events;
 - c. Prepare alternative strategies and control operations for the incident.
4. The Planning Section Chief conducts the Planning Meeting and is responsible for producing a written Incident Action Plan (IAP), if so directed by the Incident Commander. The Planning Section Chief activates and supervises units within the Planning Section.
5. The Incident Action Plan (IAP) is prepared by the Planning Section, with input from the appropriate sections and branches of the Command Post. It should be developed and documented at the outset of the incident and revised continually throughout the response.
 - a. The planning process facilitates the development of an IAP in an orderly and systematic manner.
 - b. Incidents vary in kind, complexity, size, and requirements for detailed and written plans. In an initial response to an incident that is readily controlled, a written plan may not be necessary.
 - c. Larger, more complex incidents will require an IAP to coordinate activities.
 - d. The Incident Commander may direct that a written IAP be developed for any incident.
 - e. The level of detail required in an IAP will vary according to the size and complexity of the response.
 - f. The plan must be accurate and completely transmit information gathered during the planning process.
 - g. The plan must be prepared and distributed prior to the operations shift briefing.
 - h. A plan should be prepared for each operational period (i.e., the time scheduled for executing a given set of operational objectives/ actions) as specified in the IAP.
6. Situation Analysis will be required to gather, organize and disseminate information and intelligence regarding incident status. The Planning function is

also responsible for the evaluation, analysis, and display of that information for use by the Incident Command Post staff.

7. The Planning Section will establish a protocol and plan that will allow for the immediate de-escalation and demobilization of the reported incident. The demobilization plan will ensure an orderly, safe, and cost-effective release of personnel and equipment.
 8. The Planning Section is also responsible for the final incident documentation package. This package should include all records that help document the methods used to manage and mitigate the incident. The documentation package may include, but is not limited to:
 - a. IAPS for every operational period;
 - b. All incident maps;
 - c. Facility maps;
 - d. Transportation maps and records;
 - e. Any incident displays that have been produced;
 - f. All press releases or public information records;
 - g. Unit logs;
 - h. Complete financial records and accounting of incident expenses.
- F. The ***Logistics Section*** is responsible for providing facilities, services, and materials in support of the emergency incident.
1. The Logistics Section Chief ensures that all logistics functions supporting the response structure are carried out. These include all incident facilities, transportation, supplies, equipment, fueling, food service, telecommunications, and personnel. The Logistics Section Chief reports to the Incident Commander on all matters pertaining to section activities.
 2. The Logistics Section Chief is responsible for ensuring that the ordering of all resources are through appropriate procurement methods and.
 3. The Logistics Section provides logistical support to all other sections within the Incident Command Post, activates and supervises the service and support branches and units within the Logistics Section, and participates in the development and implementation of the Incident Action Plan.
 4. The University Police, as well as the university as a whole, has a limited amount of equipment available in the event of an emergency or critical incident.
 - a. Logistics staff must communicate field needs to the appropriate on- or off-campus personnel to ensure equipment needs are met.
 - b. The Chief of Police, Emergency Management Coordinator, and Procurement and Contract Unit Coordinators all have access to department credit cards that are available for use to rent or purchase any equipment needed in an emergency or critical incident.

5. The Logistics Section will procure transportation for staff to/from incident locations which may be limited by terrain, building collapses, etc. Reference this policy, page 10, section D, items 1 – 5.
 6. Medical support will be provided by the activation of the Medical Unit, by responding LAFD Paramedics, by the staff physician(s) and response team from the Klotz Student Health Center, by the Counseling Center, and/or by a contracted EMS Services company.
 - a. A medical plan will be put in place to directly support the needs of the Incident Command Post Staff and all field responders.
 - b. Individuals tasked with this role will first obtain information on any injuries that occurred during initial response operations, and then identify and coordinate planning with the Safety Officer to determine:
 - i. Level of emergency medical activities performed prior to activation of the Unit;
 - ii. Number and location of aid stations;
 - iii. Number and location of stand-by ambulances, helicopters, and medical personnel assigned to the incident;
 - iv. Potential for special medical problems, i.e., hypothermia, dehydration, heat stroke, exposure to hazardous materials, etc.;
 - v. Additional Medical supplies needed.
 7. Specialized teams participating in the critical incident response, such as the Los Angeles Fire Department (LAFD) Bomb Squad, Los Angeles Police Department (LAPD) Special Weapons and Tactics (SWAT) team, LAFD Haz-Mat Team, CSUN Hazmat Incident Response Team, and CSU Critical Response Unit, as well as other campus personnel certified as Light Urban Search and Rescue specialists, will be responsible for providing and maintaining any specialized equipment needed for the response. The Logistics Section will assist these groups in the research and procurement of additional resources as needed.
- G. The **Finance Section** is responsible for all financial and cost analysis aspects of the incident, to include maintaining an audit trail, billing, invoice payments, and documentation of labor, materials, and services used during incident activities.
1. The Finance Section Chief has the major responsibility for preparing documentation for cost reimbursement in the event of a federally declared disaster.
 2. The Finance Section Chief ensures that all local, state and federal rules and laws are complied with in regard to spending.
 3. A Compensation Branch position responsible for personnel time recording will be activated when required. This function will:
 - a. Ensure that an audit trail is maintained covering billing, invoice payments, and documentation of labor and services used during emergency incident activities.
 - b. Track and record personnel time, ensuring all obligation documents

initiated at the emergency incident are properly reported, prepared, and completed.

4. Expenses will be recorded in order to maintain an audit trail covering billing, invoice payments, and documentation of services used during emergency incident activities, ensuring that all obligation documents initiated at the emergency incident are properly reported, prepared, and completed.
 5. Additional resources will be provided through the Purchasing Branch, which is responsible for developing a procurement plan to ensure that goods and services are procured to meet the needs of the emergency incident. The Purchasing Branch, working closely with the Logistics Section will implement the procurement plan and perform all incident ordering.
 6. Liability issues arising from deaths, injuries, or property damage occurring during an emergency incident will be handled by the Cost Recovery Branch Coordinator, who is responsible for administering financial matters. The Finance Section is responsible for gathering evidence and preparing claims documentation for any event involving damage to public or private properties which could result in a claim against the university.
- H. In order to enhance emergency response to hazards described in the Emergency Operations Plan, the Department will conduct tabletop exercises, mock training sessions, functional exercises, and will participate in regional drills whenever possible. Exercises will be documented through the use of planning documents, operation plans, exercise plans and After-action and Corrective-action Reports.

On an annual basis, a functional exercise will be conducted to include the Crisis Action Team, EOC personnel, response personnel (CSUN Police, CSUN HazMat response team, CSUN CERT team, CSUN Building Marshals, etc.) and other CSUN community members. Exercises will be documented through the use of planning documents, operation plans, exercise plans and After-action and Corrective-action Reports to include a description, date, time, and whether the test was announced or unannounced. A notice will be sent to the entire campus community via email in conjunction with the test publicizing the campus emergency response and evacuation procedures; goals and objectives for the exercise; whether it was announced or unannounced; and lessons learned from the exercise.

- I. All sworn personnel and department EOC personnel will receive annual training on the All Hazard Plan, the Incident Command System, and in critical incident response, and an annual training exercise will be conducted. Training will be documented in the individual employee's training record in the same manner as all other training the employee attends.

VI. APPENDICES

- A. Unusual Occurrence/Incident Command Checklist
- B. Mobile Command Post Trailer Set Up Procedure Checklist
- C. Campus Closure Integrated Communication Protocol
- D. The Traffic Flow Plan



Mobile Command Post Trailer Set Up Procedure Checklist

- Open valves to LPG tanks if necessary.
- Start heat or air conditioning as necessary.
- Test CO and smoke alarms.
- Set-up interior tables and chairs as needed.
- Deploy interior equipment as needed.
- Unlock outside storage as needed.
- Establish perimeter as needed (cones, tape).
- Deploy exterior furniture and equipment (awning, etc.) as needed.
- Deploy roof top equipment (antenna, satellite disk) as needed.

Appendix "B"



California State University, Northridge
Department of Police Services

UNUSUAL OCCURRENCE/INCIDENT COMMAND CHECKLIST

INCIDENT NAME:	INCIDENT LOCATION:
DATE/TIME:	INCIDENT COMMANDER:
DATE/TIME:	INCIDENT COMMANDER:
DATE/TIME:	INCIDENT COMMANDER:
INITIAL RESPONSE - PRIOR TO ARRIVAL	COMMENTS/NOTATIONS
<input type="checkbox"/> Determine type of incident to map best/safe response route (fire, gas leak, hazmat, bomb, active shooter, WMD, etc.).	
<input type="checkbox"/> Weather Considerations	
<input type="checkbox"/> Personnel available	
<input type="checkbox"/> Life safety considerations	
<input type="checkbox"/> Number of injured/killed • LAFD fire/rescue notification if necessary	
<input type="checkbox"/> Safety assessment for on-scene personnel: • Personnel safety equipment (PPE)	
<input type="checkbox"/> Safety assessment for community: • Sheltering in place • Evacuation locations if necessary	
<input type="checkbox"/> Safety assessment for property	
ON SCENE INCIDENT MANAGEMENT	
<input type="checkbox"/> Secure and Establish Control and Communications: • Assume and Announce Command of the scene to dispatch/all units	
<input type="checkbox"/> Establish Incident Command Post	
<input type="checkbox"/> Deploy Orange Cone	
<input type="checkbox"/> Put on Vests	
<input type="checkbox"/> Advise dispatch location of CP	
<input type="checkbox"/> Identify the Hot Zone	
<input type="checkbox"/> Establish Inner Perimeter • Strictly controlled area	
<input type="checkbox"/> Establish Outer Perimeter • Provide for crowd & traffic control points • Control access/egress to & from scene	
<input type="checkbox"/> Establish Staging Area	
<input type="checkbox"/> Assign tracking of personnel • Who is Assigned? • Where are they assigned?	

NOTE: Complete and check-off those tasks that are applicable to the incident.



California State University, Northridge
Department of Police Services

**UNUSUAL OCCURRENCE/INCIDENT COMMAND
CHECKLIST - PAGE TWO**

✓	INITIAL RESPONSE - PRIOR TO ARRIVAL	COMMENTS/NOTATIONS
<input type="checkbox"/>	Notifications (notify dispatch to make the calls)	
<input type="checkbox"/>	Chief of Police	
<input type="checkbox"/>	Captain, Patrol Services	
<input type="checkbox"/>	Captain, Parking & Transportation Services	
<input type="checkbox"/>	Detective On Call	
<input type="checkbox"/>	DPS Public Information Officer	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Other:	
<input type="checkbox"/>	Develop process to brief incoming personnel	
<input type="checkbox"/>	Identify & Request Additional Resources	ETA ASSIGNMENT
<input type="checkbox"/>	• LAPD/Contact Name:	/
<input type="checkbox"/>	• LAPD Bomb Sq/SWAT/Contact Name:	/
<input type="checkbox"/>	• LAUSD/Contact Name:	/
<input type="checkbox"/>	• CHP/Contact Name:	/
<input type="checkbox"/>	• LAFD/Contact Name:	/
<input type="checkbox"/>	• HAZMAT/Contact Name:	/
<input type="checkbox"/>	• K-9/Contact Name:	/
<input type="checkbox"/>	• CSUN Resources:/Contact Name: • PPM • Student Health • Counseling Svcs.	/
<input type="checkbox"/>	• OTHER:/Contact Name:	/
<input type="checkbox"/>	Tactical Considerations	
<input type="checkbox"/>	Deployment Tactics	• Other: _____
	• Perimeter(s) containment • Barricaded Suspect	
	• Active shooter • EOD	• Other: _____
	• Search & rescue teams • K-9	
	• HAZMAT teams	• Other: _____
	• Evacuation Teams	
<input type="checkbox"/>	Investigative Needs	
	• Investigate ALL incidents - criminal, non criminal, natural disasters	
TRANSFER OF COMMAND OR RETURN TO NORMAL OPERATIONS		
<input type="checkbox"/>	ANNOUNCE TRANSFER OF COMMAND VIA RADIO	
	Brief Incoming Commander	
	Share all notes, personnel locations, actions taken and incident objectives.	
<input type="checkbox"/>	Demobilize resources as appropriate.	
<input type="checkbox"/>	Debrief incident with all personnel and prepare after-action/corrective action report.	
<input type="checkbox"/>	Return personnel to normal operations.	

CAMPUS CLOSURE INTEGRATED COMMUNICATION PROTOCOL

This protocol supplements the *CSUN Emergency Operations Plan* by providing detailed guidelines for communication with members of the campus community when classes are canceled or the campus is closed due to an emergency or another unforeseen circumstance. The *Emergency Operations Plan* provides specific guidelines on notifications, mobilization of the Crisis Action Team, and possible activation of the Emergency Operations Center (EOC). Upon activation of the EOC, the *Emergency Operations Plan* supersedes this protocol.

- **Incident-Initial Response**

Mobilize the Crisis Action Team

- Crisis Action Team Members include: President, Provost and VP for Academic Affairs, VP of Admin. and Finance, VP for Student Affairs and Dean of Students, VP for University Advancement, VP for Information Technology, Executive Director, University Corporation, Chief of Police, Associate VP for Marketing and Communications, and President’s Chief of Staff or their designees.
- Members of the Crisis Action Team will meet or confer by telephone to:
 - Manage and coordinate the initial CSU Northridge response.
 - If necessary, activate the CSU Northridge Emergency Operations Center (EOC). (Note: Key factors that normally trigger EOC activation include: emergency response resources beyond the CSU Northridge capability, an emergency of long duration, major policy decisions must or may be required, local or state emergency will be declared, activation of the EOC will be advantageous to the successful management of the emergency.)
- **Communication of Message**
 1. Upon activation of the EOC (*campus closed or evacuated*), the EOC organizational structure will be followed.
 2. In the event that activation of the EOC is not warranted (*open, classes canceled*), the following communication protocol will be used, with each office contacting its listed reports. (At the discretion of the Crisis Action Team, some EOC procedures could also be utilized.)
 - The Marketing and Communications department is responsible for crafting and delivering University messages via the following methods:
 - On- and off-campus news media

- CSUN Web Site – Activate Campus Update web page (<http://www.csun.edu/pubrels/notice.html>)
 - Activate CSUN Social Media pathways (i.e. Facebook, Twitter, etc.)
 - Activate toll-free campus information lines; general CSUN information line (x1200) will refer callers to the following dedicated toll-free numbers:
 - CSUN students and community members: 1-866-515-2786
 - CSUN Faculty and Staff: 1-866-535-2786
 - The following individuals, in order of availability, have been trained in updating the general CSUN information line:
 - Janice Johnson, Information Technology (x2212)
 - Eric Senesac, Information Technology (x4761)
 - Information placed on Campus Infoscreen TV monitors
 - Information placed on the Electronic Marquee on Zelzah Avenue
 - Request public advisory information on campus radio station KCSN-FM
- Police Services manages the Mass Communication System for the University utilizing the **Blackboard Connect Notification System**. This system incorporates notification via email and/or phone and/or text message to the campus community. Additionally, this system sends a full screen alert to campus computers.

The following individuals, in order of availability, have been trained in sending a message via Blackboard Connect:

- Christina Villalobos, Police Services (x7922);
 - Carmen Chandler, University Advancement (x2129);
 - Greg Nicols, Information Technology (x4113);
 - Francesca Vega, Governmental Affairs (x7489);
 - Jeffrey Noblitt, Marketing and Communication (x5672);
 - Lieutenant Mark Benavidez, Police Services (x3901);
 - Captain Fred Fernandez, Police Services (x3961);
 - Captain Scott VanScoy, Police Services (x2764);
 - Chief Anne Glavin, Police Services (x2201)
- As per procedure, when notification is sent via Blackboard Connect, the same message will be sent as a voice and text message using the **CSUN Phone Messaging System (Informacast)**. This system is managed by campus Information Technology.
- The following individuals, in order of availability, have been trained in sending a message using the CSUN Phone Messaging System:
 - Greg Nicols, Information Technology (x4113);
 - Janice Johnson, Information Technology (x2212);
 - Eric Senesac, Information Technology (x4761)
 - Christina Villalobos, Police Services (x7922);
 - Randy Reynaldo, President's Office (x2121)
- **The Carillon** may be utilized, as appropriate, to broadcast a message of campus closure or evacuation. Police Services manages this outdoor broadcast system.

The following individuals, in order of availability, have been trained in the use of the emergency public address broadcast system (Carillon) to send a message to the campus:

- Christina Villalobos, Police Services (x7922);
- Lieutenant Mark Benavidez, Police Services (x3901);
- Captain Fred Fernandez, Police Services (x3961);
- Captain Scott VanScoy, Police Services (x2764);
- Chief Anne Glavin, Police Services (x2201);
- Carmen Chandler, University Advancement (x2129);
- Shante Morgan, University Advancement (x6288);
- Jeff Craig, PPM (x4878)

3. Other division leadership will use the message crafted by Marketing and Communications to notify their respective constituents with special notifications as follows:

- President's Office
 - Notify Chancellor's Office (required if EOC is activated)
 - Notify Director, Intercollegiate Athletics
- IT (in coordination with Marketing and Communications)
 - Broadcast voice mail and e-mail
 - Activate toll-free lines (faculty and staff, students and community)
- Academic Affairs
 - Provost's Office will contact deans and AVPs by telephone (The Library is contacted first and will follow its own protocol)
 - Dean's offices, by telephone or personally, relay message to all department chairs
 - AVPs will, in turn, contact all direct reports
 - During business hours, a standard message (sign) could be downloaded, printed, and posted on classroom doors by departments or by building marshals
 - Notify Individual College Satellite Operations Centers via Academic Affairs Liaison (EOP organization structure)
- Police Services
 - Northridge Academy High School
 - Emergency signage may be placed along the campus perimeter and within the campus to alert to the campus status (evacuation, closed, partial closure, testing of emergency communications).
 - Notify all information booths
 - Activate building marshal system — marshals can notify building occupants of closures
 - Activate the campus CERT team
 - Police officers may be sent out around campus with bullhorns to assist with

evacuations if appropriate and as staffing allows.

- The University Corporation
 - TUC contacts all managed buildings and outlying operations
 - TUC contacts tenants and outsource providers
 - TUC becomes the liaison with EOP for Food Services
- Student Affairs
 - The office of the Vice President of Student Affairs will notify Student Affairs offices

4. **Accommodations for Individuals with Disabilities:**

Each unit has responsibility for assuring communication with individuals with disabilities who are in the facility. In the case of campus closure or evacuation, the building marshals are responsible for locating individuals with physical disabilities in the facility and assisting them to the designated area for evacuation.

5. When the campus is reopened, each of the aforementioned areas will be responsible for canceling their respective procedures.

Annual Review

This protocol needs to be reviewed annually by the Chief of Police as part of the Campus Emergency Operations Plan.

Definitions

Open

All classes and offices function normally.

Partial Closure

In certain low risk situations, the Crisis Action Team may keep the University open but will cancel classes. This action will be determined on a case-by-case basis. Classes that are in session at the time of the decision will be canceled immediately and all students will be dismissed to leave campus without penalty.

Because circumstances vary widely, decisions regarding other faculty and staff activities will be made by the Crisis Action Team on a case-by-case basis.

Closed

- 1) Emergency Operations Center is normally activated in emergency situations.
- 2) All students, faculty, and staff (except essential emergency personnel) leave campus. (The Crisis Action Team will make a separate determination regarding other campus activities, e.g., athletic events, performances, rehearsals, contracts with external organizations, etc.)

3) Essential Emergency Personnel

Each Division is responsible for final determination as to which of its personnel are essential. Essential Personnel are generally defined as the faculty and staff who are required to report to their designated work location, to ensure the operation of essential functions or departments during an emergency or when the University has suspended operations.

Vice Presidents for each division should determine which functions are essential, and have senior management determine how to staff those functions during an emergency or suspension of normal operations. Once the essential staffing plan for a department is determined, the Vice President or his/her designee is responsible for communicating the information to all personnel in the respective division. In some departments, a tier system has been utilized to address the scope of the situation.

The following areas are considered the core essential personnel for the University for the majority of emergencies and critical incidents. Other personnel may also be needed for a particular emergency situation but that determination shall be made by the senior management designee in each of the areas listed in letters b. through e. below.

- a. The Crisis Action Team: Includes: President, Provost and VP for Academic Affairs, VP of Admin. and Finance, VP for Student Affairs and Dean of Students, VP for University Advancement, VP for Information Technology, Executive Director, University Corporation, Chief of Police, Associate VP for Marketing and Communications, and President's Chief of Staff or their designees
- b. Department of Police Services Tier I personnel.
- c. Physical Plant Management Tier I personnel.
- d. Environmental Health and Safety Tier I personnel.
- e. IT Tier I personnel.

Evacuated

- 1) Emergency Operations Center is activated.
- 2) All campus personnel are subject to the directives of Emergency Operations Center Director.
- 3) All campus occupants, except administration specifically assigned as liaisons to the Emergency Operations Center and essential emergency personnel, shall leave campus immediately.
- 4) Buildings will be secured with no reentry permitted until the controlling emergency agency provides clearance.

Shelter in Place

This advisory instructs individuals to seek immediate shelter inside a campus facility or residence hall. This course of action may be required during an emergency situation, such as an act of violence, weather emergency, chemical spill, etc., as directed by emergency personnel. Sheltering in place will keep individuals inside an area that provides more protection.

Any notification to shelter in place will be incident specific and may apply to the entire campus or just certain facilities. As such, the mode of issuing a shelter in place notification will be determined by the emergency team in place (i.e., Crisis Action Team or EOC), using any or all of the communication protocols described in this document.

(rev. June 2014)

The Traffic Flow Plan

The Traffic Flow Plan is based on a campus-wide closure or evacuation but can be adjusted to fit other situations. The staffing is based on a cooperative effort by the entire Police Services Department. As noted on the Traffic Flow Plan legend, traffic control positions can be staffed by police or parking officers. Police and parking vehicles can be utilized to supplement or replace barriers. An organized traffic plan is essential to minimize total gridlock on egress of a campus the size of CSUN. The Traffic Flow Plan will be implemented prior to announcing a campus-wide closure or evacuation when possible.

The watch supervisor will ensure all positions will be filled according to the Traffic Flow Plan when staffing is available. Initially, parking lots G-1, G-3, and G-4 will be placed on a second priority status and will be allowed to self regulate. If positions cannot be filled to cover all priority 1 and priority 2 areas, the supervisor will take into account key traffic migration locations, such as the officer posted in front of the parking lot D-6 south entrance who will assist traffic moving northbound from the “B” parking lots. Pedestrian traffic will also be a factor affecting the flow of traffic. The most impacted areas will occur on Etiwanda as people attempt to get to their vehicles in the B-3 & B-5 parking structures and “B” parking lots.

Parking electronic signs will be posted on the corner of Nordhoff Street and Zelzah Avenue, Nordhoff Street and Darby Avenue, & Plummer Street and Reseda Boulevard. Each electronic sign has the ability to hold up to six rows of eight letters. Each sign will indicate campus closed and student pick-up locations. For example, CAMPUS CLOSED, STUDENT PICK UP, LOT G-3 LOT D-1. In addition, the campus color-based emergency signage program will be implemented with the following signs to be posted as directed by the Chief of Police or his/her designee.

- **ORANGE:** Campus Evacuated – all but essential/emergency personnel must leave immediately
- **RED:** Campus (or area) CLOSED to all but essential/emergency personnel (e.g., for critical incident situations.)
- **YELLOW:** Campus classes and activities CANCELLED by President (e.g., wildfires seriously affecting air quality and personal safety)
- **GREEN:** Campus OPEN and situation back to normal (posted only after Orange, Red or Yellow)

Special Needs Persons

Officers working at assigned positions near locations where children or disabled persons are picked-up shall grant access to parents or care-takers to these locations. Inside the campus core are two locations, the A.S. Children’s Center and Brown Center. Both of these locations can be reached through Plummer Street (east/west) or northbound Lindley Avenue. These locations will be announced for the above listed special access by the shift supervisor during campus evacuations.

Notifications to Community

Prioritizing how the campus community will be notified of the evacuation will depend on the type of the incident. In past incidents of natural causes such as rain or nearby fires, early notifications were provided to those campus entities providing services to the elderly, disabled, children, and those with special needs. Early notifications to these groups (i.e., A.S. Children’s Center, Brown Center, Office of Disability Resources) shall be made prior to the initiation of the traffic control plan and campus notifications, thus

allowing them additional time to prepare for their special needs in parent/care-taker notification and specific departmental closure/evacuation procedures.

Mass Notification Process

The campus has several mass notification systems in place that could assist during a closure or evacuation. The below shall only be utilized as directed by the Chief of Police or her/his designee.

1. Information placed on campus info screen TV monitors.
2. Implementation of the campus color-based emergency signage program.
3. Broadcasted information to be placed over the Carillon’s public announcement (PA) system.
4. KCSN-FM, campus radio station
5. ConnectEd mass notification system
6. Campus Digital Information Sign (Located in parking G-3)
7. Voice mail message to be placed over all campus telephones.
8. Use of the police vehicle external PA systems.
9. Use of the mega horns (i.e., portable PA) in each police vehicle.
10. Use of CSUN Phone Message System
11. Emergency information will stream on the CSUN Home page

Building Closure/Evacuation Check-Off Process

Supervisors coordinating a campus closure/evacuation will use the building closure check-off list to ensure all building locations are given notification. The attached check off list contains bolded entries indicating special consideration when prioritizing the building closure(s) or evacuations. The watch supervisor shall coordinate the action plan in an incident command system, initially determining the appropriate location in which to operate the incident command post in accordance with SEMS/NIMS.

Personnel assigned to give closure or evacuation announcements inside the buildings will read a brief written statement approved by the Chief of Police or her/his designee. The message will be read using a megaphone while walking throughout the building corridors/hallways on each floor. Posting of approved campus closure literature will also be placed on perimeter doors of each building. Once the buildings have been closed and/or evacuated each location will be secured and the shift supervisor will be notified. The shift supervisor will notify the Chief of Police or her/his designee when all the buildings have been closed and/or evacuated.

Parking lot closures will occur after the parking lots become empty. Refer to the Parking Lot Closures document for placement of officers and traffic cones. Entrance Closures locations will be conducted as part of the Traffic Flow Plan, northbound Lindley Avenue from Nordhoff Street, westbound Plummer Street at Darby Avenue, and northbound Bertrand Avenue from Prairie Street.

BUILDING CLOSURES/EVACUATIONS**Note: List notification & closure confirmation times below.****EARLY NOTIFICATION GROUPS**

- 1) Time: _____ ASSOCIATED STUDENTS CHILDREN CENTER (Children)
- 2) Time: _____ BAYRAMIAN HALL / (Center on Disabilities)
- 3) Time: _____ CADAVER ROOM – 1576 JACARANDA HALL
- 4) Time: _____ CHISHOLM HALL / (NCOD - Disabled)
- 5) Time: _____ MONTEREY HALL / (Children, Elderly, and Disabled)
- 6) Time: _____ REDWOOD HALL / (Brown Center – Elderly and Disabled)
- 7) Time: _____ STUDENT HEALTH CENTER
- 8) Time: _____ VIVARIUM - EUCALPTUS HALL 2000

BEAT 1

- 1) Time: _____ AP 710A, 710B, and & 701 Trailers in lot B4
- 2) Time: _____ ARBOR GRILL
- 3) Time: _____ ART AND DESIGN CENTER (Art Gallery)
- 4) Time: _____ ASIAN HOUSE
- 5) Time: _____ BANK
- 6) Time: _____ BAYRAMIAN HALL
- 7) Time: _____ BLACK HOUSE
- 8) Time: _____ CHICANO HOUSE
- 9) Time: _____ CHILD AND FAMILY STUDIES LAB SCHOOL
- 10) Time: _____ CITRUS HALL (Planetarium)
- 11) Time: _____ CYPRESS HALL (Recital Hall)
- 12) Time: _____ EDUCATION (Noski Auditorium)
- 13) Time: _____ EDUCATION ADMINISTRATION
- 14) Time: _____ EUCALYPTUS HALL
- 15) Time: _____ JACARANDA HALL (Johnson Auditorium)
- 16) Time: _____ JEROME RICHFIELD HALL
- 17) Time: _____ JUNIPER HALL
- 18) Time: _____ LITTLE THEATRE
- 19) Time: _____ LIVE OAK HALL
- 20) Time: _____ MAGNOLIA HALL
- 21) Time: _____ MANZANITA HALL (Amer Screening Room)
- 22) Time: _____ MATADOR BOOKSTORE COMPLEX (College of Extended Learning)
- 23) Time: _____ MATADOR HALL (Fitness Center/Nautilus)
- 24) Time: _____ MFA STUDIOS
- 25) Time: _____ NORDHOFF HALL (Campus Theater, Studio Theater, Little Theater)
- 26) Time: _____ OVIATT LIBRARY
- 27) Time: _____ PHYSICAL PLANT MGMT./CORP. YARD
- 28) Time: _____ POLICE SERVICES
- 29) Time: _____ RECITAL HALL
- 30) Time: _____ SAGEBRUSH HALL

- 31) Time: _____ SANTA SUSANA HALL
- 32) Time: _____ SEQUOIA HALL (Marilyn Mangram Center)
- 33) Time: _____ SIERRA HALL
- 34) Time: _____ SIERRA TOWER
- 35) Time: _____ UNIVERSITY HALL
- 36) Time: _____ VALLEY PERFORMING ARTS CENTER

BEAT 2

- 1) Time: _____ BROWN CENTER
- 2) Time: _____ CHAPARRAL HALL
- 3) Time: _____ INTERCOLLEGIATE ATHLETICS OFFICE
- 4) Time: _____ JEANNE CHISHOLM HALL/NCOD
- 5) Time: _____ KLOTZ STUDENT HEALTH CENTER
- 6) Time: _____ MATADOME
- 7) Time: _____ MONTEREY HALL
- 8) Time: _____ PLAZA DEL SOL PERFORMING HALL
- 9) Time: _____ REDWOOD HALL
- 10) Time: _____ UNIVERSITY CLUB
- 11) Time: _____ UNIVERSITY STUDENT UNION (Plaza Del Sol Performance Hall, PUB,
Student Rec Center & Field; Computer Lab, etc.)

BEAT 3

- 12) Time: _____ NORTHRIDGE ACADEMY H.S.
- 13) Time: _____ SATELLITE STUDENT UNION
- 14) Time: _____ UNIVERSITY PARK APARTMENTS
- 15) Time: _____ UNIVERSITY VILLAGE APARTMENTS

PARKING LOT CLOSURES/EVACUATIONS

Note: List confirmation times of complete entrance and lot closures, and deployment of electronic and color-based signage.

Priority 1 Locations:

Proposed parking lot deployment

Time: _____	B-1	Parking Officer
Time: _____	B-2	Cones
Time: _____	B-3	Parking Officer
Time: _____	B-4	Cones
Time: _____	B-5	Parking Officer
Time: _____	B-6	Parking Officer
Time: _____	C-6	Cones
Time: _____	D-1	Cones
Time: _____	D-6	Police Officer (North entrance)
Time: _____	D-6	Cones (South entrance)
Time: _____	E-5	Cones
Time: _____	E-6	Cones
Time: _____	D-1	Cones

Campus Street Entrance Closures:

Time: _____	Lindley Avenue, North of Nordhoff Street
Time: _____	Bertrand Avenue, North of Prairie Street
Time: _____	Bertrand Avenue

Electronic Signs:

Time: _____	Nordhoff Street and Darby Avenue
Time: _____	Nordhoff Street and Zelzah Avenue
Time: _____	Plummer Street and Reseda Boulevard

Color-Coded Signs:

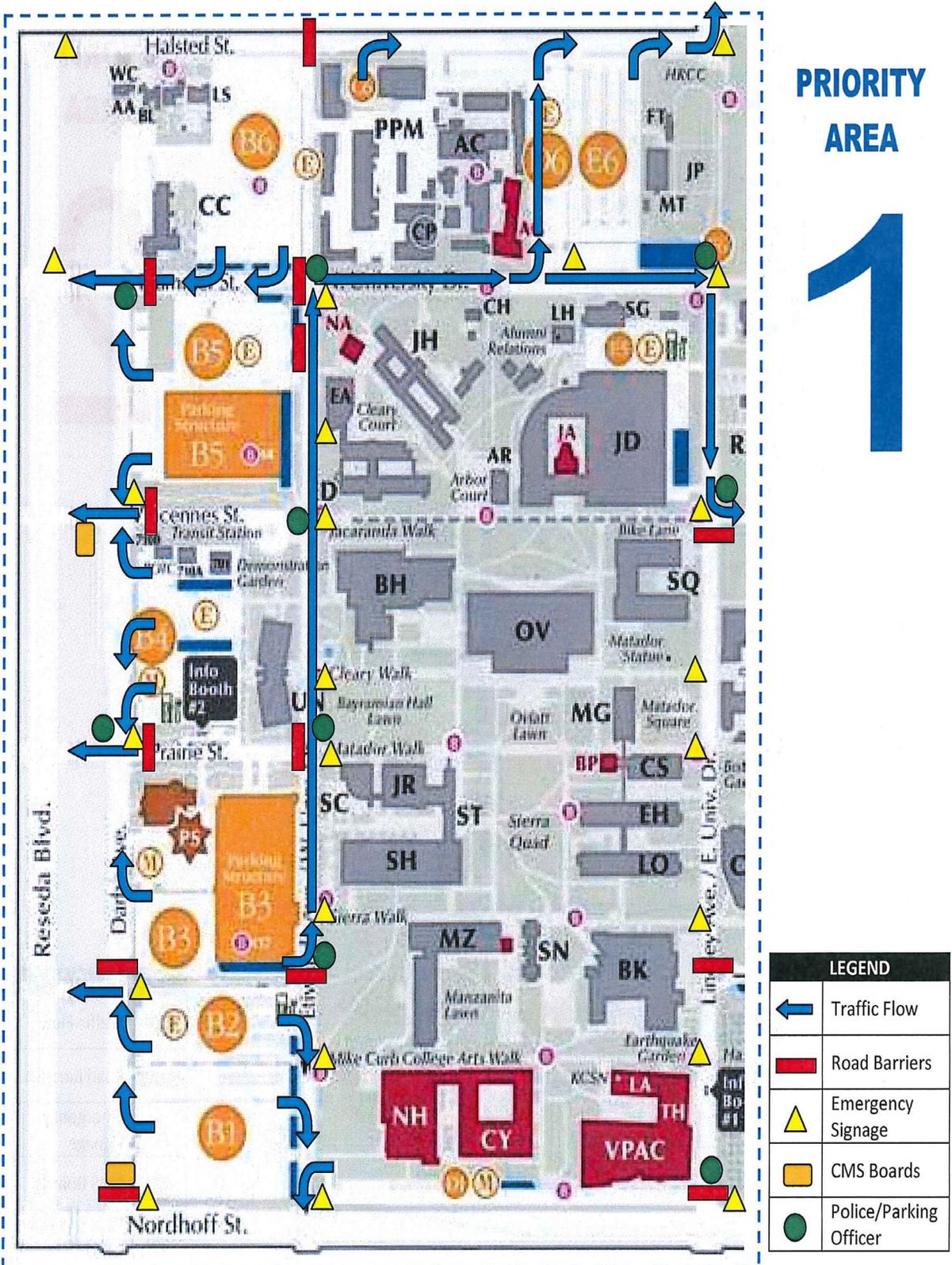
Time: _____	Nordhoff Street and Darby Avenue
Time: _____	Nordhoff Street and Zelzah Avenue
Time: _____	Plummer Street and Reseda Boulevard
Time: _____	Nordhoff Street and Darby Avenue
Time: _____	Nordhoff Street and Zelzah Avenue
Time: _____	Plummer Street and Reseda Boulevard
Time: _____	Nordhoff Street and Darby Avenue
Time: _____	Nordhoff Street and Zelzah Avenue
Time: _____	Plummer Street and Reseda Boulevard

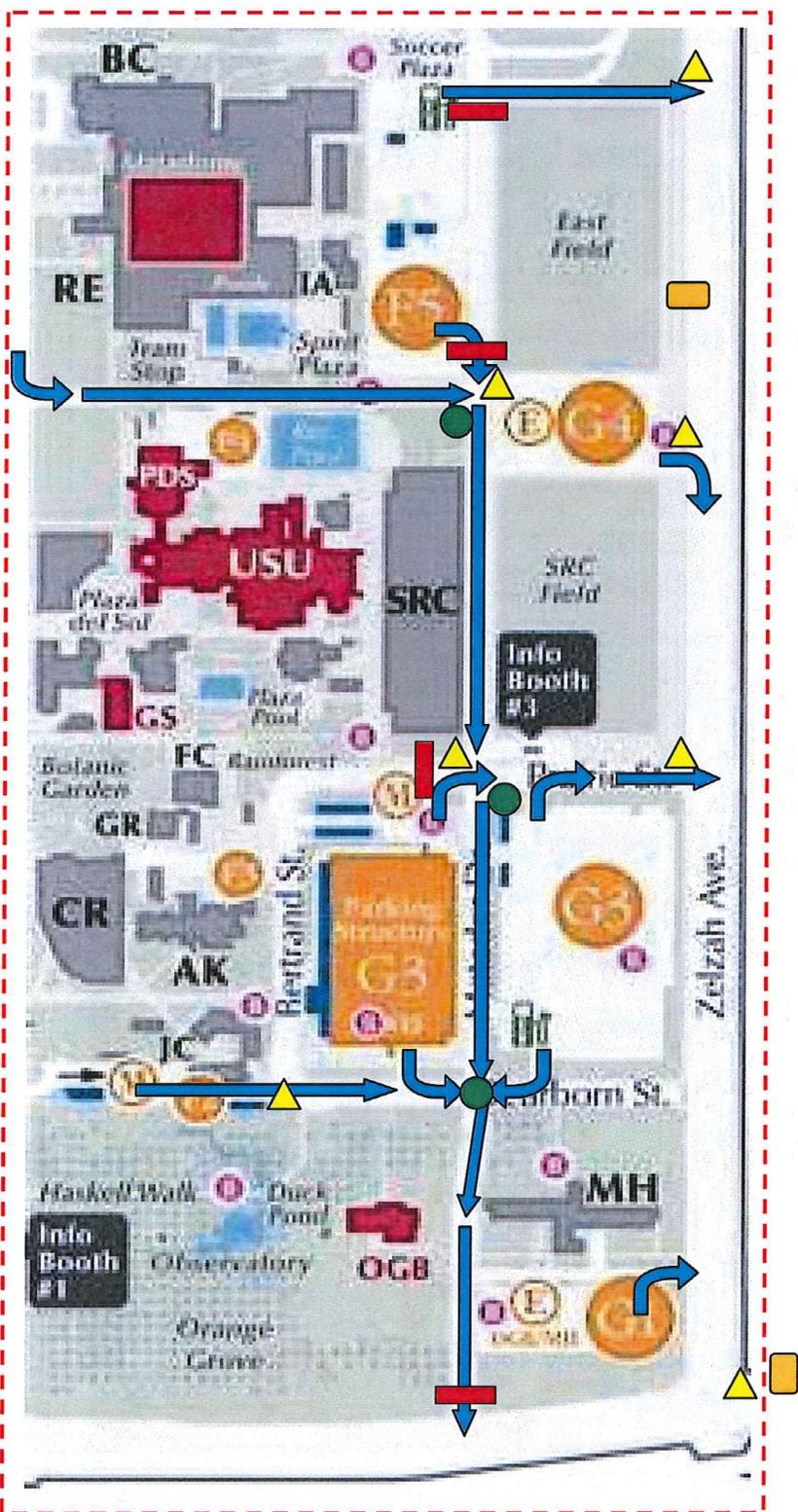
Priority 2 Locations:

Priority 3 Locations:

Time: _____	F-2	Cones
Time: _____	F-4	Cones
Time: _____	F-5	Cones
Time: _____	G-1	Cones
Time: _____	G-3	Parking Officer
Time: _____	G-4	Parking Officer

Time: _____	F-8	Cones
Time: _____	F-9	Cones
Time: _____	F-10	Cones
Time: _____	G-7	Cones
Time: _____	G-8	Cones
Time: _____	G-9	Cones
Time: _____	G-10	Cones
Time: _____	G-12	Cones\

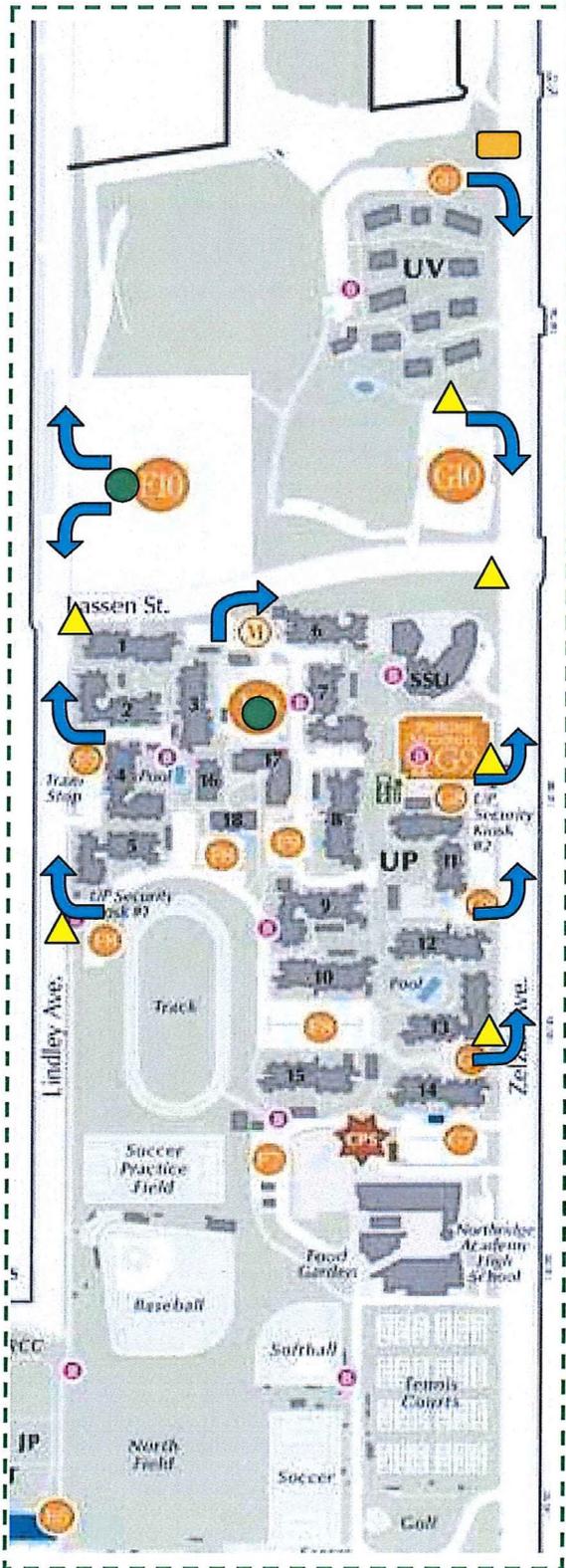




**PRIORITY
AREA**

2

LEGEND	
	Traffic Flow
	Road Barriers
	Emergency Signage
	CMS Boards
	Police/Parking Officer



PRIORITY AREA

3

LEGEND	
	Traffic Flow
	Road Barriers
	Emergency Signage
	CMS Boards
	Police/Parking Officer

Checklist to Administer the Campus Closure or Evacuation Notification

- Designate/coordinate all available emergency personnel.
- Ensure command staff has been notified.
- Coordinate with command staff regarding development of an action plan.
 - a. Understand the situation: gather, record, analyze, and display a clear and accurate picture of the incident evolving at the moment.
 - b. Establish Incident Objectives: determine an effective strategy and formulate and prioritize the incident objectives, which also should include alternative strategies.
 - c. Developing tactical direction and resource assignments: determine the tactical direction and the specific resources needed for implementing the strategy for one operational period. Prior to formal planning meetings, each member of the command and general staff is responsible for gathering the necessary information so that they can successfully and collectively develop the plan.
 - d. Preparing a plan and approve plan: prepare the plan in a format that is appropriate for the size and complexity of the incident. For initial response, this will likely be notes for an oral briefing and oral assignments or orders. For incidents with multiple operational periods more formal written Incident Action Plans are necessary.
 - e. Evaluate and revise the plan: evaluate and revise the plan in order to ensure success. The command team must regularly compare planned progress with actual progress. Adjustments in the plan can then be made as new information emerges or conditions change or adjustments can be implemented in the Incident Action Plan for the next operational period.
 - f. Basically an Incident Action Plan addresses: **What** needs to be done? **Who** will do it? **When** will it get done? **How** will it get done? (resources to get job done) **How** do we communicate the information? **Other** "Need to Know" information.
 - g. Supervisors are to be cognizant of the significant difference between a campus closure and campus evacuation. They shall also ensure that the term "evacuation" is to be used by those making campus notifications after receiving approval to do so by the Chief of Police or her/his designee. Unlike an evacuation order, if a "campus closure" is put into effect, department personnel are not permitted to advise of an evacuation or force community members to evacuate university property.
- Gather the Campus Evacuation Traffic Flow Pattern & Building Closure and Parking Lot Closure documents.
- Create a resource list prior to briefings (i.e., available personnel, vehicles, equipment, supplies).
- Conduct a briefing for all Public Safety and other campus entities assisting with the operation and issue assignments and clarify roles and responsibilities.
- Establish an incident command post.
- Initiate notifications to special needs groups and ensure pickup location access as defined below within this document.
- Notify LAPD Devonshire, Valley Traffic Division and the CHP of closure(s)/evacuations.
- Coordinate pre-set up of campus closure equipment (i.e., barricades, traffic cones, notification signs).
- Coordinate a plan for facility evacuations.
- Set up traffic controls prior to initiating closure(s) and/or evacuations.
- Initiate campus color-based emergency signage program as directed by the Chief of Police or his/her designee.
- Place all public safety communications on emergency traffic only status.

Attachment "D" Continued

- Implement action plan and building notifications as directed by the Chief of Police or his/her designee.
- Enact parking lot closures as lots empty.