

Emergency Operations Planning Guide

For the Division of

Student Affairs



University of California, Santa Cruz

Spring 2004

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SECTION I INTRODUCTION

A. Purpose

Working with the UCSC Emergency Response Plan (Campus Plan), the UCSC Student Affairs Emergency Response Plan (SA Plan) establishes policies, procedures and an organization for the immediate response, aftermath and business recovery needs of the division and the campus.

Campus Plan:

<http://ehs.ucsc.edu/emergency/policy.php>

Student Affairs Plan/ Plans for Facilities and Units:

<http://sa-web.ucsc.edu/disasterprep/>

B. Scope

The SA Plan guides staff response during a major emergency and is the official emergency plan for Student Affairs. While efforts have been made not to duplicate information already existing in the Campus Plan, essential overlapping roles such as that of the building coordinators and unit coordinators are included for the sake of context. Student Affairs' managers and staff are expected to be familiar with both documents.

Nothing in the SA Plan shall be interpreted in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the SA Plan. During an emergency, the organizational structure of the SA Plan replaces the routine organizational structure until the response is deactivated.

C. Authority

The vice chancellor for student affairs publishes the SA Plan and is delegated authority to implement it. Authority is delegated to the associate vice chancellor for student affairs to serve in the place of the vice chancellor.

D. Mission

Student Affairs' staff will respond to an emergency in a safe and timely manner, using both the Campus Plan and the SA Plan. Resources will be used to respond, in order of priority:

Priority I: Life Safety

Priority II: Life Support and Assessment

Priority III: Restoration of General Campus Operations

As responses wind down from Priority I to Priority III, operational control will move back to the routine organizational structure.

SECTION II SADOC

A. Location

The SADOC is located at the Resnet Office (Room 101) of the Housing Administration Building in front of College Eight. If SADOC team members cannot reach this location during an emergency, the back-up location is the 245 Hahn. Both locations will be maintained in a state of readiness for activation.

B. SADOC Goals and Objectives

- Provide a temporary organizational structure that can respond rapidly and appropriately to the rapidly changing requirements of an emergency.
- Provide consistency in command and implementation of the SA Plan
- Activate only those resources needed, depending on the scope of the emergency, including supporting rescue/medical efforts.
- Provide a communications structure that can provide current and up-to-date information to the campus EOC, staff, students and student families.
- Provide for the basic physical needs (food & shelter) and special accommodations for residents and evacuees during recovery for the first 72 hours.
- Assign trained staff to critical functions quickly and efficiently.
- Provide for the rapid recovery of impacted business services.
- Provide accurate documentation for cost recovery.
- Provide timely preparation of recovery and mitigation plans.

C. Non-Working Hours

The SA Plan organizational structure remains the same in the event that a disaster occurs before or after regular office hours, on a holiday, or during a weekend. Its implementation will vary depending on available staffing. Until the proper officials are notified, the individuals assuming the most responsibility will be those officials/individuals of highest rank who are available. These individuals should seek to follow as nearly as possible the guidelines in the SA Plan, while

simultaneously making an effort to notify superior officials of the situation.

SECTION III ACTIVATION

A. Authority to Initiate Plan Activation

The campus EOC will contact Student Affairs, usually the Vice Chancellor, during an emergency which:

- Threatens lives.
- Threatens university property or assets.
- Causes a severe disruption of university programs.

The Associate Vice Chancellor for Student Affairs activates the SADOC, by contacting the SADOC Operations Coordinator, Deputy Coordinator and/or designee(s).

B. Authority to Activate SADOC

The SADOC Operations Coordinator then has the authority and responsibility to activate an appropriate response. Deputy Coordinators are the divisional administrative officer and the chief operating officers.

SECTION IV ORGANIZATION

A. **Campus EOC**

In the event of an emergency, the chancellor or designee will establish the Campus Emergency Operations Center (EOC) at the Fire Station.

B. **SADOC Roles**

Once a campus disaster is declared, the SADOC is activated at the direction of the vice chancellor for student affairs or designee and established by the SADOC Operations Coordinator and Deputy Coordinators or designee.

1. **Operations and Communication**

Leading the response is a divisional team composed of:

SADOC Operations/Deputy Coordinators:

AVC, Student Affairs, Designee
Division Administrative Officer
AVC Student Affairs Chief Operating Officer
CUHS Chief Operating Officer

Branch Leaders:

College Administrative Officer Convener
College Administrative Officer Alternate
Director of Residential and Dining Services
Director of Business and Support Services
Executive Director for Student Life
Executive Director of admissions & University Registrar
Executive Director for Auxiliary & Service Enterprises

2. **Operations Coordinator/Deputy Operations Coordinator**

The Division Administrative Officer serves as Operations Coordinator. The CUHS Chief Operating Officer and AVC, Student Affairs Chief Operating Officer are the Deputy Operations Coordinators. They may delegate duties, as needed.

3. **Branch Leaders**

Directors CAOs and Executive Directors lead branch field teams in assigned areas. All units report to one of these branch leaders.

Branch team leaders report to the SADOc and are responsible for communication and coordination in their assigned area.

4. Building Coordinator(s)

The Building Coordinator develops a **facility** emergency plan and designates an emergency assembly point, in case of evacuation. The Building Coordinator acts as the liaison between the Unit Coordinator and the SADOc. He or she also implements the emergency instructions provided by the EOC.

5. Unit Coordinator(s)

The Unit Coordinator develops a **unit** emergency plan and appoints unit monitors. In the event of an emergency, the Unit Coordinator ensures safe evacuation (with the assistance of the Unit Monitors), assesses injuries to personnel and/or damage to property and provides status reports to the Building Coordinator. ([APPENDIX C & D](#))

6. Unit Monitor(s)

The Unit Monitor observes **persons** in their assigned areas and assists in the safe evacuation of the occupants. Unit Monitors report any injuries or damage to the Unit Coordinator.

7. Role of Employees

Every staff member should read, understand and be familiar with emergency procedures in the Campus Plan, the SA Plan and their individual facility and unit plans. Employees must be prepared to assess situations quickly and carefully and use common sense in determining a course of action. Employees should follow emergency procedures to report fire or other critical emergencies that require immediate attention, establish contact with their Unit Coordinator and, if necessary, evacuate the building in an orderly fashion to the pre-designated emergency assembly areas.

SECTION V SADOC CHECKLISTS

SADOC MANAGER

The vice chancellor for Student Affairs is assigned to the campus EOC, which is located at the firestation. The vice chancellor and/or designee activate the SADOC.

LOCATION	Campus EOC
WHO	Vice Chancellor, Student Affairs Associate Vice Chancellor, Student Affairs Associate Vice Chancellor, CUHS
PRIMARY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Activate the SADOC ▪ Report to and advise the campus EOC
PROCEDURES	<ul style="list-style-type: none"> ▪ Contact the SADOC Operations Coordinator and activate the emergency response plan ▪ Consult with SADOC throughout the response

SECTION V
SADOC CHECKLIST
OPERATIONS COORDINATOR
DEPUTY OPERATIONS COORDINATOR

LOCATION	Resnet Office (Room 101) Housing Administration Building
WHO	Division Administrative Officer Chief Administrative Officer (s)
PRIMARY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Activate and coordinate the SADOC ▪ Determine priorities for response ▪ Determine staffing needs ▪ Communicate with Branch Leaders ▪ Serve as liaison with campus EOC, providing status reports and updates as needed ▪ Make decisions within the SADOC structure ▪ Represent the SADOC as needed to the UCSC Public Information Office ▪ Provide support and assistance to the Operational Manager, with communications and for disseminating information as appropriate ▪ Coordinate and monitor the work of volunteers ▪ Deactivate the SADOC and lead transition to normal operations
PROCEDURES	<ul style="list-style-type: none"> ▪ Contact the SADOC Deputy Operations Coordinator, report to the SADOC and activate the emergency response ▪ Activate all communications structures and test them (phones, radios, faxes, runners) ▪ Contact appropriate Branch Leaders and ask them to activate the needed functions ▪ Assess the overall status of on-duty staff. Ask for a status reports from Branch Leaders ▪ Confer with the campus EOC to determine operational priorities ▪ Ensure that SADOC staff understand priorities and are supporting them ▪ Determine which critical business functions are needed and activate them ▪ Regularly prepare an <i>Emergency Status Report</i> (APPENDIX C) and forward it to the SADOC ▪ Provide information to staff and students as it becomes available by working through the EOC and Public Information Officer ▪ Ensure that logs and notes are retained for assessment and evaluation ▪ Prepare a final summary report

SECTION V
SADOC CHECKLISTS

BRANCH LEADERS

See **APPENDIX B** FOR ORGANIZATIONAL AND CONTACT INFORMATION

LOCATION	Resnet Office (Room 101) Housing Administration Building and/or As Assigned
WHO	Executive Directors, CAOs and Directors
PRIMARY RESPONSIBILITIES	<ul style="list-style-type: none"> ▪ Supervise and coordinate team responses ▪ Track field operations, including reports of on-site staff ▪ Report status to the SADOc
PROCEDURES	<ul style="list-style-type: none"> ▪ Report to the SADOc or assigned location ▪ Maintain current lists of contact information to assist in communication ▪ Gather a roll call of all on-site staff ▪ Determine who is available to respond to the emergency ▪ Report staff who are injured or missing ▪ Ensure that field staff provide critical and regular updates for the SADOc ▪ Ensure that staff DO NOT ENTER BUILDINGS without appropriate clearance ▪ Assess needs for physical and mental health support and report to SADOc ▪ Receive assignments from the SADOc and assign staff, as appropriate ▪ Prepare an initial <i>Emergency Status Report</i> (APPENDIX C) within the first 30 minutes and at least every 2 hours thereafter and forward it to the SADOc <ul style="list-style-type: none"> Ensure that Unit Coordinators, Unit Monitors and Building Coordinators have copies of their Campus Plan duty checklists, http://ehs.ucsc.edu/Emergency/ehs.asp?page=Policy ▪ Check with the SADOc about providing food, water, rest areas and other needed shelter, etc. for field staff ▪ Request needed supplies through the SADOc ▪ Prepare a final summary report

BUILDING COORDINATORS

LOCATION	As Assigned
WHO	As Assigned
PRIMARY RESPONSIBILITIES	The Building Coordinator is responsible for acting as the liaison between the Unit Coordinators and the SADO. He or she is also responsible for implementing the emergency instructions provided by the SADO.

UNIT COORDINATORS

LOCATION	As Assigned
WHO	As Assigned
PRIMARY RESPONSIBILITIES	Is designated by the Unit Head, is responsible for development of a Unit Emergency Plan and the appointment of Unit Monitors . In the event of an emergency, the Unit Coordinator is responsible for ensuring safe evacuation (with the assistance of the Unit Monitors), assessing injuries and damage to unit personnel and property, and providing status reports to the Building Coordinators.

SECTION VI
PLAN UPDATES, TRAINING AND EXERCISES

A. Plan Update

The Office of the Vice Chancellor, Student Affairs will update the Plan annually (January). Updated plans will be distributed to the list on **APPENDIX M**.

B. Staff Orientation

Unit Managers are expected to train new staff and make sure they know the location of the Campus Plan, unit plans and location of emergency supplies and equipment.

C. Staff Training

A tabletop exercise will be held each October at the Student Affairs Unit Manager’s meeting.

Unit managers should schedule a minimum of one evacuation drill per Student Affairs’s building per year. The *Student Affairs Emergency Preparedness Standards Questionnaire/Checklist* (**APPENDIX L**) should be reviewed annually (August) to evaluate readiness

D. Documentation of Training/Annual Calendar

A report of disaster preparedness training or other exercises should be included with the Questionnaire.

TASK	MONTH DUE
Divisional Plan/Template Update	August
Survey of Preparedness Standards	August
Manager’s Table Top Exercise	October

APPENDIX A RADIOS

A. UC Santa Cruz 800 MHz Radio System - Regulations

This system uses radio frequencies allocated by the federal government for public safety use. All radio users are required to follow Federal Communications Commission (FCC) rules and regulations and failure to comply may result in substantial fines. The following regulations are of particular importance and are enforced by the FCC:

- Use of indecent, obscene or profane language is strictly prohibited.
- Use is restricted to the minimum practicable transmission time, using an efficient operating procedure to maximize use of the radio. “CB” type language is considered wasteful and inefficient.
- Use is restricted to the following communications:
 - Any communication related directly to the imminent safety of life and property. Federal law provides such emergency transmission with priority over all other communications.
 - Communications directly related and necessary to those activities that make the licensee eligible for the license, i.e. University business.
 - Communications for testing purposes required for proper radio and system maintenance.
- Make only necessary transmissions. An unnecessary use of the radio may delay another radio user responding to an emergency. The radio system will automatically end after 60 seconds. Consider ground lines if you have a longer message.
- Do not use unnecessary words, such as “please”, “thank you” and “over.” Short acknowledgements, such as “check”, “OK”, and “copy” are more effective.
- All transmissions should be impersonal. Do not use words or inflections that reflect humor, irritation, sarcasm or disgust.
- Speak directly in to the face of the radio using a normal voice. Press the *Push to Talk* button and pause for a moment before speaking. Do not release this button until after you have finished speaking.

B. Calling Another Radio

Use Radio Identifiers (Channels) not personal names when calling another radio. When calling say the radio identifier of the radio being called first, then say your radio identifier. For example, *Housing Common A-1, this is Kresge 6.*

C. Calling Dispatch

To report an emergency, select the Emergency Talkgroup on your radio and announce, *“Control, this is Kresge –3 or (your identifier), reporting an emergency.”* Then, listen to and follow instructions from Dispatch.

D. Talkgroups

Depending on your unit’s needs, radios are pre-programmed. Talk groups include campuswide talk groups, such as EMERGENCY and CAMPUS EVENTS; Student Affairs’ groups such as Housing and the Health Center; special internal talk groups, such as internal CUHS groups; and other campus groups, such as CAMFAC.

APPENDIX B
OPERATIONS AND COMMUNICATIONS TREE
APPENDIX C
EMERGENCY STATUS REPORT

EMERGENCY STATUS REPORT	SADOC 245 Hahn	PH: 459-4446 FAX: 459-3188
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If it is a life-threatening emergency, call 911 or the emergency talk group (A-16, B-16 or C-16)
 Use this form to communicate directly with the SADOC anytime there is new or updated information.

Unit Coordinator: Complete this report and give it to the Building Coordinator.

Building Coordinator: Compile all reports and send immediately to the SADOC.

Unit/Building _____ Date/Time _____

Your Name _____ Your Phone #/Radio _____

Your Location _____ Your unit has been evacuated to: _____

How can you be contacted? _____

*Immediately after an emergency event, perform a **quick primary survey** to account for who is present and who is missing. Communicate this information to the SADOC within **30 minutes**. Perform and communicate information from **secondary surveys every 2 hours** by organizing a search in the **SAFE AREAS** of the structure for missing or trapped occupants.*

PROBLEM	EXACT LOCATION/DETAILS
Y N People Missing, Injured, Trapped? # # #	
Y N Serious Injuries, Fatalities? # #	
Y N First Aid Station Established?	
Y N Fire/Explosion? ___ In Progress? ___ Threat? ___ Extinguished?	
Y N Building Collapse?	
Y N People with Disabilities Evacuated?	
Y N Hazardous Material Spill? ___ In Progress? ___ Threat? ___ Extinguished?	
RESOURCES NEEDED	
Services Functional?	
Y N Electrical?	
Y N Emergency Lighting?	
Y N Telephones?	
Y N Water?	
Y N Elevators?	
Y N Gas?	

No major problem at this time.

APPENDIX D
PERSONNEL STATUS REPORT

Name _____

Title/Job _____

Dept _____

Home/Cell Phone _____

Individual and Family Status _____

Status of living quarters/motor vehicles? _____

Access to alternate living quarters/transportation _____

Supplies needed? _____

Visitation needed? (if so, when, where) _____

Next contact (time, place, number) _____

Identify critical needs/assignments pending _____

Assess ability to return to work and/or assist with the recovery efforts _____

Notes:

Reported by _____ Date/Time _____

Title/Job _____

APPENDIX E
SADOC CONTACT NUMBERS

This page is left blank intentionally. Contact numbers are available only to SADOC members.

APPENDIX F

BUILDING/UNIT COORDINATOR CONTACTS

Building/Unit	Building Coordinator	Phone	FAX	Email	Evacuation Site
	Unit Coordinator	Phone	FAX	Email	
509 Swift Street					
Building Coordinator	Pele Fleming	466-1820	466-1831	pfleming@ucsc.edu	Parking lot
(Alternate Building Coordinator)	Chris Attias	466-1835	466-1831	cattias@ucsc.edu	
Unit Coordinator	Chris Attias	466-1835	466-1831	cattias@ucsc.edu	
ARCenter					
Building Coordinator	Mark Neenan	459 - 1520	459 -3047	neenan@ucsc.edu	Great Meadow Fence
(Alternate Building Coordinator)	Sally Lester	459 - 2552	459 -3047	sal@ucsc.edu	
•ARC Restaurant Vendor					
•EOP					
•STARS	Sally Lester	459 - 2552	459 - 3047	sal@ucsc.edu	
Bay Tree Building					
Building Coordinator	Bob McCampbell	459-4544	459-3265	bob@bookstore.ucsc.edu	Parking Lot Area
(Alternate Building Coordinator)	Brian O'Connor	459-4544	459-3265	brian@bookstore.ucsc.edu	
- African American Resource & Cultural Center	Kristine O'Neil	459-5999	459-2469	krison1@ucsc.edu	
- American Indian Resource Center	Kristine O'Neil	459-5999	459-2469	krison1@ucsc.edu	
- Asian American/Pacific Islander RC	Kristine O'Neil	459-5999	459-2469	krison1@cats.ucsc.edu	
- Bay Tree Bookstore	Bob McCampbell	459-4544	459-3265	bob@bookstore.ucsc.edu	
- Career Center/Conference Rooms	Judy McLaughlin	459-4024	459-4018	judym@ucsc.edu	
- Chicano/Latino Resource Center	Kristine O'Neil	459-5999	459-2469	krison1@ucsc.edu	
Camper Park					
Building Coordinator	Jim Grove	459-5714	459-4418		
(Alternate Building Coordinator)	Susi Nicholson	459-3941	459-4418		
Unit Coordinator	Jim Grove	459-5714	459-4418		
Cardiff House					
Building Coordinator	Roberta Valdez	459-2169	459-3616	rvaldez@ucsc.edu	High Street
(Alternate Building Coordinator)	Beth Rees	459-2291	459-3616	rmrees@ucsc.edu	
Women's Center	Beth Rees	459-2291	459-3616	rmrees@ucsc.edu	

COLLEGES				
- College Eight				
Building Coordinator	Susan Welte	459-2992	459-2362	swelte@ucsc.edu
(Alternate Building Coordinator)	Mary McKinnon	459-5224	459-2362	mamckinn@ucsc.edu
- Colleges Nine/Ten				
Building Coordinator	Deana Slater	459-3122	459-3159	dslater@ucsc.edu
(Alternate Building Coordinator)	Rod Waters	459-3797		watersr@ucsc.edu
- Cowell College				
Building Coordinator	Jim Carter	459-2251	459-5348	ejcarter@ucsc.edu
(Alternate Building Coordinator)	Adrienne Waite	459-3599	459-5348	ajwaite@ucsc.edu
- Crown College				
Building Coordinator	Andrew Park	459-2665	459-5023	drewski@ucsc.edu
(Alternate Building Coordinator)	Alex Belisario	459-2452	459-5023	aabelisa@ucsc.edu
- Kresge College				
Building Coordinator	Mary Sierra	459-2548	459-5377	mjsierra@ucsc.edu
(Alternate Building Coordinator)	Angela Galindo	459-2071	459-5377	goddess_@ucsc.edu
- Merrill College				
Building Coordinator	Maintenance Superv.	459-4031		
(Alternate Building Coordinator)	Proctor	459-2100		
Merrill Unit Coordinator	Allen Bushnell	459-3780	459-5634	bushnell@cats.ucsc.edu
- Oakes College				
Building Coordinator	Mari Otriz-McGuire	459-2796	459-2418	mcmcguir@ucsc.edu
(Alternate Building Coordinator)	Thomas Aguirre	459-5602	459-2418	taguirre@ucsc.edu
- Porter College				
Building Coordinator	Kathryne Cooney	459-5255	459-5216	kmcooney@ucsc.edu
(Alternate Building Coordinator)	Michael Yamauchi-Gleason	459-5015	459-3768	myg@ucsc.edu
- Stevenson College				
Building Coordinator	Jim Carter	459-2638	459-5058	ejcarter@ucsc.edu
(Alternate Building Coordinator)	Rachel Jablon	459-2793	459-5058	rjablon@ucsc.edu
Cardiff House, see Women's Center				
Cookhouse				
Building Coordinator	Mike Barnes	459-3608	459-4452	mjbarnes@ucsc.edu

(Alternate Building Coordinator)					Parking Lot to Left of Cookhouse
Unit Coordinator					
Faculty Housing					
Building Coordinator	Steve Houser	458-3506	458-		
(Alternate Building Coordinator)					
Unit Coordinator					
Family Student Housing					
Building Coordinator	Candace Anderson	459-4079	459-2540	candy@ucsc.edu	
(Alternate Building Coordinator)					
•Child Care Services					
•Community Room					
Hahn Student Services					El Camino Real Bell near Registrar's Office Entry
Building Coordinator	Elise Herrera-Mahoney	459-4448	459-3188	ehm@cats	
(Alternate Building Coord)	Debbie Hall	459-3456	459-3188	debhall@cats	
•Admissions (Hahn)					
•Campus Housing (Student Housing Services)	Patsy Sanders	459-2943	459-3665	psan@ucsc.edu	
•Community Rentals (Student Housing Services)	Jan Kennedy	459-4492	459-5791	jkennedy@ucsc.edu	
•CUHS Central Admin	Susan Girard	459-2275	459-3423	sagirard@ucsc.edu	
•DRC	Paula Canales	459-2089	459-5064	pcanales@ucsc.edu	
•Financial Aid	Flo Queen	459-4342	459-4631	fqueenst@ucsc.edu	
•Registrar	Patrick North	459-2709	459-5051	pwnorth@ucsc.edu	
•Student Affairs Divisional Office	Debbie Hall	459-3456	459-3188	debhall@cats	
•Student Life					
•Summer Session	Connell O'Donovan	459-5373	459-3070	odonovan@ucsc.edu	
Health Center	Robert Antonino	#####	459-3546	rcantoni@ucsc.edu	Upper Parking Lot
Building Coordinator					
(Alternate Building Coord)	Gerry Geringer	#####	459-3546	gggerin@ucsc.edu	
•Counseling & Psychological Services	Diane Wells	459-2829	459-5116	dwells@ucsc.edu	
•Student Health Services	Robert Antonino	459-5623	459-3546	rcantoni@ucsc.edu	
KZSC Radio Center	Michael Bryant	459-3914	459-4734	mbryant@ucsc.edu	
Building Coordinator					
(Alternate Building Coord)	David Espinoza	459-4733	459-4734	dazon@ucsc.edu	
Unit Coordinator	Michael Bryant	459-3914	459-4734	mbryant@ucsc.edu	

McPherson Center					On Plaza, near fountain
Building Coordinator					
(Alternate Building Coordinator)					
Unit Coordinator	Martha Keeler	459-4897	459-3422	mkeeler@ucsc.edu	
OPERS					
Building Coordinator	Diane Fridlund	459-4370	459-4070	dgrfid@ucsc.edu	
(Alternate Building Coordinator)	Robert Irons	459-2422	459-4070	riron@ucsc.edu	
East Field	Dan Wood	459-4743	459-4070	dtwood@ucsc.edu	
West Field					
Wellness Center					
Press Center					Oak Tree on Ocean Si+F157de of Press Center
Building Coordinator	Marlene Olson	459-5360	459-3723	molson@ucsc.edu	
(Alternate Building Coordinator)	Robin Chanin	459-2840	459-3723	rachanin@ucsc.edu	
Unit Coordinator	Marlene Olson	459-5360	459-3723	molson@ucsc.edu	
Student Union	Tara Crowley	459-3166	459-4409	tcrowley@ucsc.edu	Back Parking Lot
Building Coordinator					
(Alternate Building Coordinator)	Diane Brookes	459-1395	459-5559	dbrookes@ucsc.edu	
Redwood Building	John Holloway				
Quarry Plaza	Tara Crowley	459-3166	459-4409	tcrowley@ucsc.edu	
Uppper Quarry					
UCSC Inn					Parking Lot
Building Coordinator	Emily Lefson	466-1359		elefson@ucsc.edu	
(Alternate Building Coordinator)	Jason Kaja	429-7100	421-9978	jkaja@ucsc.edu	
Unit Coordinator	Emily Lefson	466-1359		elefson@ucsc.edu	
University Town Center					Corner of Cathcart & Cedar
Building Coordinator	Mark Cianca	459-4116	459-1608	piobair@ucsc.edu	
(Alternate Building Coordinator)	Mendel Spritzer	459-4260	459-1608	spritzer@ucsc.edu	
Unit Coordinator	Mendel Spritzer	459-4260	459-1608	spritzer@ucsc.edu	
Women's Center					
Building Coordinator	Roberta Valdez	459-2169	459-3616	rvaldez@ucsc.edu	

(Alternate Building Coordinator)	Roberta Valdez	459-2169	459-3616	rvaldez@ucsc.edu	High Street
Unit Coordinator					

APPENDIX G

BUSINESS RECOVERY GUIDELINES

For a reference of how to complete a Business Recovery Plan, please refer to:

During a disaster, as the recovery begins, managers will need to think about:

IT

- Conduct an assessment of IT systems.
- Determine which systems can be restored, estimate needed time, staffing and resources.
- Report findings to the SADOc.
- Follow procedures for recovering systems.
- If systems are not recoverable, advise the SADOc. Determine alternatives or immediate solutions, i.e. buying replacements, manual systems, etc.
- Report damage assessment and the salvage.

LOGISTICS:

- Assess support needed for ongoing operations.
- Assess damage and determine if assets can be salvaged.
- Track resources; coordinate resource requests.
- Coordinate service contracts.
- Support the SADOc with material resources
- Keep track of all operational information.
- Set up and maintain *Situation Status* boards and maps
- Track, monitor and inform the SADOc of all service contracts and purchases activated and associated costs, during the response.

HR/PERSONNEL

- Determine staffing needs and assign staff.
- Ensure that accurate source documents are available for all hours reported as worked.
- Supply accurate records of time sheets, labor requests, costs and expenses.
- Track and record status of all injured or missing staff.
- Review staff rosters and help determine which staff is on-site and who may be available for the next shift.
- Help determine staffing needs around-the-clock, as needed.
- Assign staff.
- Keep records of any staff hired ad hoc in response to the emergency (Damage Payments).
- Check to make sure field staff have needed resources.
- Provide lists of staff and time and attendance forms ([APPENDIX I](#)), as needed.
- Set up an information status board for staff when phones are not working.

- Set up a Worker's Compensation file and begin the initial case report for all injured employees.
- Assist with contacting families, as requested.
- Disseminate information about the availability of food, water, rest areas and other personnel support.
- Assist the campus with FEMA, etc. application.

FINANCIAL

- Track all expenses; provide summary reports to the SADO.
- Assist with damage reports and records for the university's FEMA application (**APPENDIX H**).
- Assign staff and set up a process (**APPENDIX I**) to account for all staff hours worked, including date, specific location, employee name, SSN and Employee ID.
- Track costs for equipment (hours and location), supplies (cost and location), and outside services and contracts (costs and locations worked) (**APPENDIX J & K**).
- Ensure source documents for every cost, including time sheets, shift staffing logs, shift work records, service request records, contracts or purchase orders, invoices or bills and receipts.

APPENDIX H**PRELIMINARY DAMAGE ASSESSMENT***(Bring a completed copy with you to the post disaster meeting.)*

Priority: 1 = Critical, 2 = Important, 3 = Other

BUILDING:			EQUIPMENT/SUPPLIES:				
Foundation	1	2	3	Computers	1	2	3
Exterior Walls	1	2	3	Monitors	1	2	3
Roof	1	2	3	Peripherals	1	2	3
Ancillary Structures	1	2	3	Copiers	1	2	3
Interior Walls	1	2	3	Printers	1	2	3
Floors & Carpet	1	2	3	Calculators	1	2	3
Ceilings	1	2	3	Land Phones	1	2	3
Stairways	1	2	3	Cell Phones	1	2	3
Interior Doors	1	2	3	Radios – Two Way	1	2	3
Exterior Doors	1	2	3	Fax	1	2	3
Windows	1	2	3		1	2	3
Elevators	1	2	3	Supplies	1	2	3
Heating and A/C	1	2	3	Paper	1	2	3
Plumbing	1	2	3	Forms	1	2	3
Electrical	1	2	3		1	2	3
Communication/Networks	1	2	3	Furniture	1	2	3
Fire Alarms	1	2	3		1	2	3
Security Alarms	1	2	3	Kitchen	1	2	3
	1	2	3	Appliances	1	2	3
	1	2	3	Refrigerator	1	2	3
	1	2	3	Coffee Maker	1	2	3
	1	2	3		1	2	3
	1	2	3		1	2	3

NOTE: The official building check is a function of CAMFAC. This report is intended as an initial assessment by the manager.

APPENDIX J
EQUIPMENT/SUPPLIES USE LOG

Only the time the equipment is actually in use is eligible. Equipment purchased to perform disaster-related work will be reimbursed based on usage.

EQUIPMENT	
TYPE OF EQUIPMENT	
MANUFACTURER	
MODEL NUMBER	
HORSEPOWER OR CAPACITY	
DATES USED	
HOURS USED EACH DAY	
EQUIPMENT OPERATOR'S NAME	
RENTED?	Need Vendor Info, PO, Invoice, etc.
MATERIALS & SUPPLIES	
TYPE OF SUPPLY	
UNIT PRICE	
QUANTITY	
TOTAL COST	
DATE(S) USED	
DESCRIPTION	
DATE(S) PURCHASED	
VENDOR	

APPENDIX K

OUTSIDE SERVICES AND CONTRACTS LOG

Contract work to perform disaster-related work is eligible for reimbursement. Generally, contracts must be competitively bid; the University's normal policies and procedures must be followed.

Exception requests (with justification) should go through the SADOc to the campus EOC Logistics Unit and should include instances where emergency work must be completed immediately to reduce the threat to life, public health or safety, or where there exists only a single source to complete the work.

UCSC has existing Purchase Orders that have been opened in advance for most of the work that would need to be done after a disaster. These purchase orders should be used, if possible.

If the work is completed on a lump-sum contract, an invoice and a copy of the contract is needed. If a unit-cost type contract is used (not to be confused with a 'cost plus' contract, which is ordinarily ineligible), the following must be submitted:

1. Invoice
2. Copy of the contract
3. Contractor's detailed breakdown of all costs
4. Contractor's detailed breakdown of equipment used, dates used, hourly rates and hours used. (The requirement to furnish these detailed breakdowns should be included in the contract.)
5. Evidence of contract advertisement
6. Bid list and selection process of the low bid contractor

**APPENDIX L
PREPARATION STANDARDS**

**EMERGENCY PREPAREDNESS STANDARDS
UNIT AND BUILDING PLANS**

UNIT MANAGERS:

PLEASE COMPLETE THE FOLLOWING QUESTIONNAIRE **BY AUGUST 31ST** AND SEND A COPY TO THE SA EOC TEAM, C/O THE DIVISION ADMINISTRATIVE OFFICER.

TRAINING

- YES NO My unit/building reviews facility information for new employees, including location of circuit breakers and other necessary utility shutoffs, location of first aid kits and disaster supplies, location of fire extinguisher, location and types of alarms, and evacuation sites.
- YES NO Evacuation routes are posted by all exits and in elevators.
- YES NO My unit staff have a good understanding of communication standards and challenges (telephones, cell phones, radios, walkie-talkies, etc) and are trained in the location of emergency phone numbers and location of equipment.
- YES NO My unit staff have identified and secured all cabinets and bookshelves to the walls, and has removed all items located overhead that could cause injury.
- YES NO My unit staff have ensured there are no fire hazards in the workplace.
- YES NO New Employees fill out an Employee Emergency Information Form and current employees regularly update their information.
- YES NO At least one staff member for every 25 employees is trained in CPR/First Aid.
- YES NO I plan at least one evacuation drill and one emergency response drill per year.
- YES NO My unit staff know what to do in case of flooding, severe wind, absence of key staff, night or weekend emergencies, etc.
- YES NO My unit staff know what to do in case of flooding, severe wind,
- YES NO My unit staff have information on how to cope for 72 hours if help is not available. See URL:
http://www.redcross.org/services/disaster/0,1082,0_601_00.html

SCORE: (11 Total) Please add the number of Yes and No Answers.

SUPPLIES

- YES NO My unit has a list of needed supplies, including emergency office supplies, which are up to date, safely stored and accessible. See URL:
<http://oasas2.ucsc.edu/sadiv/disasterprep/>

_____ _____ **SCORE:** (1 Total) *Please add the number of Yes and No Answers.*

COMMUNICATION

- YES NO My unit/building has a current written emergency response plan that is posted and updated annually (in October) on the Student Affairs’s web site. See URL:
<http://oasas2.ucsc.edu/sadiv/disasterprep/>

- YES NO My unit has assigned a staff person or unit coordinator to prepare and distribute a phone tree/phone lists of key employees and every member has a current list of contact information.

- YES NO My unit has assigned a staff person or unit coordinator to prepare and distribute a report accounting for students, staff and faculty who work in or visit my unit.

- YES NO Staff have been encouraged to create a *Family Disaster Plan* to make sure that family members and significant others know what to do in an emergency. See URL:
http://www.redcross.org/services/disaster/0,1082,0_601_00.html

- YES NO My staff are aware that in an emergency situation status messages are available from the campus Public Information Officer at 459-4636.

- YES NO My unit is prepared to forward calls to another location if we cannot get to the office/unit.

_____ _____ **SCORE:** (6 Total) *Please add the number of Yes and No Answers.*

Business/Administrative Records

- YES NO My unit has taken preventative steps to protect important administrative records. See URL:
<http://oasas2.ucsc.edu/sadiv/disasterprep/>

- YES NO My unit has a Business Recovery Plan. See URL:
<http://oasas2.ucsc.edu/sadiv/disasterprep/>

YES NO

Staff have a way to back-up computer data frequently and a back-up tape is kept off-site or on a secure server.

SCORE: (3 Total) *Please add the number of Yes and No Answers.*

TOTAL SCORE: (21 Total) *Please add the total number of answers.*

MANAGER FEEDBACK TO EOC TEAM:

Please explain the highlights of your plan and the resources you need to address the 'no' responses.

Scoring Note: These questions are divided into four sections to allow managers to clearly see areas where they may be doing particularly well or need improvement. This score will be used as a baseline to help identify where improvements/resources may be needed.

OTHER RESOURCES:

UCSC Emergency Response Plan

<http://ehs.ucsc.edu/Emergency/ehs.asp?page=Policy>

UCSC Information Asset Management Disaster Preparedness

http://www2.ucsc.edu/iam/Outreach/seminars/Disaster_Prep/Diaster%20Prep_files/frame.htm

UCSC Information Asset Management (IAM)

<http://iam.ucsc.edu/>

American Red Cross

www.redcross.org

Federal Emergency management Agency (FEMA)

www.fema.gov

US Postal Service (USPS)

www.usps.gov

Institute for Business and Home Safety

www.ibhs.org

APPENDIX M PLAN DISTRIBUTION

List all Plan Holders

Title	Name	Phone	Location	Plan #
Chancellor	George Blumenthal	459-4291	Kerr Hall	1
Campus EOC	Jeff Trapp	459-2660	Fire Station	2
Vice Chancellor, Student Affairs	Jean Marie Scott	459-2474	Kerr Hall	3
Vice Chancellor, BAS	Tom Vani	459-3778	Kerr Hall	4
Fire Chief	Chuck Hernandez	459-2343	Fire Station	5
AVC – Student Affairs	Alma Sifuentes	459-4446	245 Hahn	6
AVC – CUHS	Jean Marie Scott	459-1224	Kerr Hall	7
Assistant Vice Chancellor, Bus./Fin.	Elise Herrera-Mahoney	459-4448	245 Hahn	8
Executive Director Admissions & Univ. Registrar	Kevin Browne	459-5779 459-2118	Kerr Hall	9
Executive Director, OPERS	Kathleen Hughes	459-4743 459-2531	OPERS	10
Executive Director Student Academic Support Services	Larry Trujillo	459-3630	229 ARCenter	11
Executive Director Auxiliary & Service Enterprises	Bob McCampbell	459-3239 459-4544	Bay Tree Bookstore	12
CAO Cowell & Stevenson	Jim Carter	459-3642 459-2638	Cowell & Stevenson	13
CAO Crown & Merrill	Alex Belisario	459-4827	Merrill	14
CAO Kresge & Porter	Michael Yamauchi-Gleason	459-2751 459-5015	Kresge & Porter	15
CAO Oakes & Eight	Susan Welte	459-2922 459-2550	Oakes & Eight	16
CAO Nine & Ten	Deana Slater	459-3122 459-5034	Nine & Ten	17
Executive Director – CUHS University Housing Services	Sue Matthews	460-2150 460-2160	Hahn Student Services 2 nd Floor	18
Director – CUHS Facilities & Asset Development	Elise Levinson	466-1833 466-1830	523 Swift Street	20
Director – CUHS Residential and Child Care Early Education Services	David Keller	458-3508 458-3506	Faculty Housing Office	21
Director – Counseling & Psych Svcs	Gary Shoemaker	459-2895 459-2629	Health Center	22
Director – Financial Aid	Ann Draper	459-2963 459-4342	201 Hahn	23
Director – Student Health	Leslie Elkind	459-2426 459-2869	Health Center	24

Director – Career Center	Barbara Bedford	459-4590 359-3283	Bay Tree 3 rd Floor	25
Registrar	Pam Hunt-Carter	459-2749	190 Hahn	26
Director of Campus Orientation	Alex Delgadillo	459-5499 459-5468	Hahn 125	27
Associate Director Admissions	Michael McCawley	459-2374	150 Hahn	28
Director African American RC	Paula Powell	459-3561 459-3207	Bay Tree 3 rd Floor	29
Director Asian Am Pacific Is RC	Nancy Kim	459-3790	Bay Tree 3 rd Floor	30
Director Chicano Latino RC	Rosie Cabrera	459-5606	Bay Tree 3 rd Floor	31
Director GLTBI RC	Deborah Abbott	459-4385 459-2468	GLBTI RC Merrill	32
Dir. American Indian RC	Dennis Tibbets	459-2881	Bay Tree 3 rd Floor	33
Director Women's Center	Roberta Valdez	459-2169 459-2072	Women's Center	34
Director, Student Judicial Affairs	Doug Zuidema	459-4447	245 Hahn	35
Director, SOAR	Sayo Fujioka	459-4869	Student Union	36
Director, Student Media	Marlene Olson	459-5360	ARCenter	37
Athletic Director	Linda Spradley	459-4524	OPERS	38
Director Physical Ed Instruction	Bob Hansen	459-4694	OPERS	39
Director Recreation Prog	Mark McCarroll	459-2668	OPERS	40
Director Wellness Center	Ryan Andrews	459-3970	Wellness Center	41
Director Disability RC	Peggy Church	459-2293	146 Hahn	42
Director, EOP	Michelle Handy	459-2296	ARCenter	43
Director, STARS	Corinne Miller	459-4968	ARCenter	44
Learning Support Services	Holly Cordova		ARCenter	45

APPENDIX N

EMERGENCY SUPPLIES VENDORS

Please contact ald@ucsc.edu to add vendors to this list.

LOCAL

EARTHQUAKE

Alternative Solutions
479-1949

Earthquake Safety Kit
662-0701

Quake Kare, Inc.
FREE Catalog and Evaluation
www.quakekare.com
800-277-3727

Seismic Warning Systems Inc.
5619 Scotts Valley Drive
Scotts Valley, CA
440-1122

FLOOD

Valley Cleaning Restoration

24 Hr
429-6100
722-6100

Bob's Restoration
24 Hr
800-698-3911

DMC Construction
24 Hr
420-1088

Flood Pros
www.flood-pros.com
1-800-304-1313

NON-LOCAL

First Aid Kit Company
(wholesale)
<http://www.first-aid-kit-company.com/pgSurvival.htm>

SafetyMax.Com
<http://www.SafetyMax.com/>
First Aid, Emergency & Safety Products on the Internet.
Specializing in custom supply programs for businesses.

Bradley Company, The
405 El Camino Real #223
Menlo Park, CA 90425
650-323-1854
Business Safety Products, Disaster Cabinets & Kits,

Search & Rescue Kits

Brenton Safety, Inc.

242 Shaw Road
South San Francisco, CA 94080
800-713-4888
safety and first aid supplies, latex/nitrile gloves

Building Education Centers

812 Page Street
Berkeley, CA 94710
510-525-7610
Videos and books on home safety
www.bldgeductr.oeg

Earthquake Protection Services

5337 College Avenue, Ste # 315
Oakland, CA 94618
800-805-8827
QuakeLock Safety Fastening Systems, Survival Kits &
Packs, First Aid, Disaster Supplies

Earth Shakes

Earth Shakes offers a full line of earthquake survival kits and emergency supplies for disaster preparedness. We provide individuals, families, businesses, schools and government agencies emergency kits and products to support the aftermath of major earthquakes, natural disasters like hurricanes, floods, tornadoes and earth changes.
<http://www.earthshakes.com/>

Emergency Lifeline, The

1510 E. Edinger, Ste. D
Santa Ana, CA 92705
800-826-2201
www.disaster-resource.com

Fastening Solutions, Inc.

19458 Ventura Blvd. #6
Tarzana, CA 91356
818-996-1977
Fasteners for Home & Work
www.fasteningsolutions.com

Grainger

4250 Hollis Street
Emeryville, CA 94608
510-653-7200
Safety & Disaster supplies from a wide variety
Of manufacturers
www.grainger.com

Innovative Mechanical Solutions

1700 Myers Street
Oroville, CA 95966
530-533-8088
888-IMS-8088
www.imscustomsheetmetal.com