****

****

**[Department Name]**

**Emergency Response Plan**

**Revised: [Date]**

**Developed by: [Name]**

**TEMPLATE GUIDELINES**

Departmental Emergency Response Planning

Thank you for taking the time to engage in planning for disasters for your department. It is an important process that will help ensure your safety as well as that of your co-workers, department and the entire UCLA community

To develop the Departmental Emergency Response Plan, Deans, Directors, Department Chairs and Administrative Officers should appoint a Departmental Emergency Coordinator (DEC). The department head should delegate the responsibility for the following to the DEC:

* Developing and maintaining the Departmental Emergency Response Plan.
* Coordinating the departmental plan with the overall UCLA Emergency Response Plan.
* Obtaining suitable emergency supplies and equipment to support the plan.
* Appointing suitable floor wardens to assist emergency evacuations.
* Arranging appropriate safety training and information programs for staff and faculty.
* Assisting the department manager during an emergency.
* Activating the department hotline.

In order to make this process as easy as possible, we are providing you (the DEC) with this template. In order to complete and implement it properly, please follow the directions below:

**First:** Read the Document!

* Yellow Text: Instructions and guidelines for completing your plan.
* Green Text: Areas you will need to complete.
* **Tables:** All tables require your input.
* Other text: read and understand these sections.

**Second:** Convene a Committee and Plan!

The best emergency plans are not created in a vacuum since many different stakeholders have varying concerns, information, and ideas. In order to make use of this knowledge, convene a committee to aid in the development and completion of this plan. The process of creating your DERP is just as important as the final document. Convening a team will help to identify the unique needs of the department and any special procedures that may be necessary—the answers to which you cannot find in this template.

**Third:** Finalize and Distribute the Document

To finalize:

* **Delete the yellow text, as well as this introductory section.**
* Make sure that all of the green text reflect information specific to your department. Feel free to remove the green highlight as well.
* **You may delete sections that may not pertain to your department.** This document was designed to be flexible and adaptable to your needs. The template is a guide, designed to assist you in meeting the standards that are mandated by state law or have been adopted as best practices.
* Ensure that all the **tables** have been filled in.
* Lastly, right click on the table of contents. Click “Update Field” and select the “Update the entire table.” You’ve just updated your Table of Contents and you’re ready to go!

To distribute:

In order for an emergency plan to be effective, it must be widely circulated. This document is intended for everyone in your department- from Deans and Department Chairs to Faculty and Staff. Make sure everyone gets a copy and reads it! Consider posting your plan on your department website or making sure everyone has a paper copy at their desk (with their personal emergency kits!).

If you need any help completing your document or need guidance on developing certain sections, please contact the UCLA Emergency Management Office at x56800 or uclaoem@ehs.ucla.edu.

**Record of Changes**

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**Table of Contents**

[Section 1: Introduction 7](#_Toc370905630)

[Purpose 7](#_Toc370905631)

[Scope & Assumptions 7](#_Toc370905632)

[Relationship with the Emergency Action Plan (EAP) 8](#_Toc370905633)

[Section 2: Plan Development, Maintenance, and Implementation 9](#_Toc370905634)

[Plan Development 9](#_Toc370905635)

[Plan Maintenance 9](#_Toc370905636)

[Implementation and Training 10](#_Toc370905637)

[Section 3: Incident Response and Management 11](#_Toc370905638)

[Concept of Operations 11](#_Toc370905639)

[Department Critical Tasks 11](#_Toc370905640)

[Department Emergency Supply Kits 12](#_Toc370905641)

[Recovery from an Emergency 13](#_Toc370905642)

[Emergency Response Structure 13](#_Toc370905643)

[Access and Functional Needs 13](#_Toc370905644)

[Public Employee Disaster Service Worker Designation 14](#_Toc370905645)

[Section 4: Emergency Communications 15](#_Toc370905646)

[Emergency Notification: BruinAlert 15](#_Toc370905647)

[Personnel Accountability and Distribution of Emergency Information 15](#_Toc370905648)

[Department Reporting Procedures 16](#_Toc370905649)

[Departmental Contact Information 17](#_Toc370905650)

[APPENDIX A: GLOSSARY OF ACRONYMS & TERMS 18](#_Toc370905651)

[Appendix B: Incident Response and Specific Hazards 19](#_Toc370905652)

[Power Outage or Failure 20](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905653)

[Fire 21](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905654)

[High Rise Fire Alarm System 22](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905655)

[Hazardous Materials 23](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905656)

[Earthquake 24](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905657)

[Active Shooter and Campus Violence 26](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905658)

[Flooding and Spills 28](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905659)

[Bomb Threats, Suspicious Devices and Explosions 29](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905660)

[Civil Disorder 30](file:///C%3A%5CUsers%5Cjmiller%5CDesktop%5C2013%20DERP%20template%20v2.docx#_Toc370905661)

[Appendix C: Evacuations 31](#_Toc370905662)

[Building Evacuation Instructions 31](#_Toc370905663)

[Assisting People with Access or Functional Needs During an Evacuation 31](#_Toc370905664)

[UCLA Campus Evacuation Map 33](#_Toc370905665)

[APPENDIX D: DEPARTMENT/UNIT OPERATIONAL STATUS REPORT/DETAIL 34](#_Toc370905666)

[APPENDIX D-1: LOSS REPORT--EQUIPMENT 35](#_Toc370905667)

[APPENDIX E: Department Operations Center and Staff 36](#_Toc370905668)

[Department Operations Group 36](#_Toc370905669)

[Activation 37](#_Toc370905670)

[Functions 37](#_Toc370905671)

[Department Operations Center 38](#_Toc370905672)

[Suggested Equipment for a DOC 38](#_Toc370905673)

[Appendix F: Additional Department Name-specific response plans, policies, and procedures. 39](#_Toc370905674)

[Appendix G: Emergency Supply Kit Contents and Locations 40](#_Toc370905675)

[Departmental Emergency Supply Kits 40](#_Toc370905676)

[Personal Emergency Kits 40](#_Toc370905677)

[Departmental Emergency Supply Kit Locations 41](#_Toc370905678)

[Appendix H: Campus Emergency Phone Numbers 42](#_Toc370905679)

# Section 1: Introduction

Every academic and administrative department at UCLA is responsible for emergency and disaster preparation. Part of this preparation includes the development of the Departmental Emergency Response Plan.

The [Department Name] Emergency Response Plan has been developed by the [Department Authorizing Authority] and is meant to compliment the campus Emergency Operations Plan (EOP) and individual workplace Emergency Action Plans (EAPs) in:

* Protecting the lives of students, faculty and staff;
* Protecting University property;
* Protecting the environment, health, and safety of students, faculty, and staff;
* Safeguarding resources related to the Department’s mission;
* Coordinating the unit-level emergency response with campus-wide procedures;
* Implementing specific emergency response activities.

## Purpose

A Departmental Emergency Response Plan (DERP) guides the response of appropriate departmental personnel and resources during a major emergency. The DERP serves as an annex to the Campus Emergency Operations Plan for UCLA. Departmental Emergency Response Plans are framed around statutory compliance with the California Emergency Services Act, the Standardized Emergency Management (SEMS), National Response Framework (NRF), National Incident Management System (NIMS) guidelines, and Higher Education Opportunity Act of 2008 (Public Law 110-315).

The [Department Name] developed this Emergency Response Plan for the protection of its faculty, staff, students, and visitors in the event of an emergency, and to ensure continuity of its mission essential functions during any situation that may disrupt normal operations.

Specifically, this plan has been developed to identify:

* Work rules and policies for response to an emergency
* Appropriate emergency information and training for department personnel.
* Secure storage locations for department first aid and emergency supplies.
* Effective emergency reporting and notification protocols
* Department communication strategies during an emergency (such as a departmental emergency hotline)
* Pre-defined recall procedures for essential personnel.

## Scope & Assumptions

UCLA and the University of California will engage in emergency response operations and will commit resources to save lives, minimize injury to persons, minimize damage to university property, and protect the environment. To do this, emergency response plans and policies are developed by each department, the campus, and the UC as a system. These plans outline how each entity will respond during an emergency or disaster, including the opening of Emergency Operations Centers. Figure 1, below, outlines the emergency operations and plan structure at UCLA.



**Figure 1: UCLA Emergency Organization and Plans**

This plan applies to the [Department Name] and includes all of its personnel and organizational units (divisions, labs, offices, etc.) as follows:

|  |  |
| --- | --- |
| Organizational Unit | Location |
| [Insert Unit] | [Insert Location] |
| [Insert Unit] | [Insert Location] |
| [Insert Unit] | [Insert Location] |
| [Insert Unit] | [Insert Location] |

**Table 1: Department Organizational Units and Locations**

The primary audience for this plan is Deans, Directors, Department Chairs and Administrative Officers, campus emergency building coordinators, supervisors, faculty, and personnel. This plan is an extension of the campus Emergency Operations Plan. This plan is adaptable to all hazards, that is, various scenarios that range from partial or short term to complete disruptions.

An Emergency Response Plan is mandated by the Illness and Injury Prevention Program (IIPP) administered by EH&S. Completion of this template satisfies the requirements of the IIPP.

## Relationship with the Emergency Action Plan (EAP)

The DERP describes the actions to be taken by the department as a whole, including communication strategies after an emergency, assessing status of the department, and relaying critical information. This differs significantly from the workplace Emergency Action Plans that focus on specific life safety, emergency evacuation, and accountability procedures. EAPs are location-based plans and are not influenced in any way by the departments of the people who the plan covers. Departments, however, are encouraged to take an active role in the EAP process and should ensure that there is an EAP completed for every work location in which there are employees.

# Section 2: Plan Development, Maintenance, and Implementation

## Plan Development

All campus departments share the responsibility for emergency and disaster preparation and therefore must create and maintain their own Department Emergency Response Plans (DERP).

To develop and administer the DERP, each Department director must appoint a Departmental Emergency Coordinator (DEC). The DEC serves as the department’s representative for day-to-day emergency management program activities. The DEC also serves as a liaison to the Campus Emergency Operations Center when it is activated. The DEC must have appropriate authority and responsibility to:

* Develop the department response plan
* Coordinate the department plan with the UCLA Emergency Operations Plan.
* Identify and obtain emergency supplies and equipment to support the plan.
* Appoint building and floor monitors to assist emergency evacuations.
* Arrange appropriate safety training and ongoing information programs for staff and faculty.
* Assist the department manager during an emergency.

The [Department Name] administration and the Department Emergency Coordinator play a vital role in both the preparation and the execution of the DERP. The Department Emergency Coordinator will provide assistance to organizational units to ensure effective integration of the policies and guidelines detailed herein into individual plans.

[Department Name]

Emergency Coordinator:

Phone #

Alternate Phone#

Email:

Alternate Emergency Coordinator:

Phone #

Alternate Phone#

Email:

##

## Plan Maintenance

In order for the DERP to be useful during an emergency it must be regularly updated and revised. The creation and regular review of all rosters and forms is extremely important to the health and safety of faculty, staff, students, and visitors. The Department Emergency Coordinator will conduct annual assessments to review and update the Emergency Response Plan and related procedures in accordance with established maintenance and planning requirements outlined below in this section.

Whenever the plan is updated, it should be reissued with the update recorded on the Record of Changes. Any time a change is made to the plan a copy of the updated plan should be forwarded to the Office of Emergency Management at UCLAOEM@ehs.ucla.edu.

|  |  |
| --- | --- |
| **Action** | **Frequency** |
| Inspect Department Emergency Kits | Every 6 months |
| Update/test Emergency Call Tree | Every 6 months |
| Review entire DERP | Annually, in June |
| Distribute plan to employees | With every revision, and to every new hire |

## Implementation and Training

It is the responsibility of the Department Emergency Coordinator to ensure that the DERP is distributed among all department employees and new hires. It is important that all employees are aware of the Department emergency activities, communication processes and expectations since training of employees is the most important aspect of implementation All department personnel should be educated on the usage of the Department-specific and Campus Emergency Response Plans.

All new hires should be presented with an appropriate orientation on the Departmental Emergency Plan, evacuation procedures, fire drills and other information related to the possible hazards that may exist in the workplace. The orientation should also cover elements that convey the individual role and responsibilities an employee has in support of the department’s emergency planning and response procedures.

All employees should maintain a base awareness of emergency response planning and procedures. Employees should be asked to acknowledge their understanding and awareness of these plans and procedures during their annual evaluation and review process, and managers and supervisors should ensure employees under their direction understand what to do in a crisis.

The Deans, Directors, Department Chairs, Administrative Officers and others with supervisory responsibilities under this and other emergency plans should be knowledgeable of the Incident Command System (ICS) and should be trained to a minimum of ICS 100H.E., ICS 200, and NIMS IS-700.a (although higher levels of training are encouraged). Training on these subjects can be arranged through the UCLA Office of Emergency Management or at the [FEMA Independent Study website](http://training.fema.gov/is/).

#

# Section 3: Incident Response and Management

This section explains how the Department will implement its Emergency Response Plan following a major emergency or other disruption in normal operations. This section also explains how the Department will manage its resources to support response and continuity operations.

## Concept of Operations

When an emergency occurs, each employee has a responsibility to evaluate the situation, notify emergency personnel, and implement the emergency response plan. Evaluation involves an immediate assessment of the circumstances to determine the nature of the emergency. Following the evaluation, appropriate emergency and university personnel, including 9-1-1, the Floor Warden(s) or Department Emergency Coordinator should be notified. Lastly, the DERP will be implemented, following all instructions from police, fire, medical, EH&S, or other authorized university personnel.

In accordance with Title 19 of the California State Fire Marshal’s Office, in the event of an emergency, or upon notification of fire, fire alarm or upon orders of an authority having jurisdiction, buildings or structures within the scope of the regulations of the California State Fire Marshall shall be immediately evacuated or occupants shall be relocated in accordance with established plans.

Should an emergency occur and there is no notification, either by alarm or nearby individuals, employees who feels the need to evacuate should relocate themselves in accordance with procedures contained in their Emergency Action Plan. This does not mean that individuals should go home. They should gather in the designated assembly area and wait for further instruction from designated emergency personnel.

The means of evaluation, notification and implementation of the emergency response plan will vary with the type and significance of the emergency. Refer to the Emergency Action Plan for the work area and [Appendix B](#_Appendix_B:_Incident) of this document for specific guidelines to various emergencies. Remember that once Emergency Response personnel have arrived on scene, **ALWAYS follow their instructions.**

## Department Critical Tasks

In order to have a safe and effective emergency response each department and organizational unit must identify critical tasks that must be taken in the moments after an emergency. These tasks should take in to consideration any special circumstances, equipment, or other minutiae that would impact emergency response and should include building and equipment protective measures and the shutdown of critical operations, if necessary.

The following are the Emergency Activities and Tasks to be performed in any incident by [Department Name]:

* **TASK 1: Safe Incident Response**

The Department’s first priority in a major emergency is the protection of its personnel (employees, students, volunteers, student researchers, visitors, etc.), property and the environment. See [Appendix B](#_Appendix_B:_Incident) for incident specific response guidelines to be followed by employees. Specific actions to be taken during an emergency can be found in the Emergency Action Plan for each workspace.

* **TASK 2: Account for Personnel**

During an emergency or disaster, personnel accountability is critical. The workplace Emergency Action Plan will ensure that all individuals are accounted for after an emergency at the designated Assembly Area. If your department has employees in multiple locations, and the emergency has impacted numerous areas on campus, the Department Emergency Coordinator or designee shall initiate procedures to account for departmental personnel and provide information to them. See [Section 4](#_Section_4:_Emergency): Emergency Communications, for more information.

* **TASK 3: Assess Impact**

In the event of an emergency, the Department shall rapidly organize to assess the impacts of the event on its operations and determine needed actions. Each organizational unit shall submit an Operational Status and Loss Report ([Appendix D](#_APPENDIX_D:_DEPARTMENT/UNIT)) to the Department Emergency Coordinator upon activation of this plan. Initial status reports may be verbal or written, depending on the situation and as requested by the Department administrator. The Department Emergency Coordinator will then forward this information to the Campus Emergency Operations Center (See [Section 4](#_Section_4:_Emergency))

* **TASK 4: Activate DOC** (if necessary)

See [Appendix E](#_APPENDIX_E:_Department): DOC activation and Department Operations Group

* **TASK 5: Communicate instructions to personnel**

As soon as possible following an emergency that has necessitated the activation of the Departmental Emergency Response Plan, the Department Emergency Coordinator shall begin the process to notify all employees of the status of the department and specific actions to be taken. This may be done in the form of a phone tree, hotline, website, or some other communication method. See Section 4 of this document for more information.

* **TASK 6: Implement Business Continuity Plan (UC READY) (if necessary)**

Any other department-specific response procedures (such as critical equipment procedures, hazardous material locations, etc.) can be found in [Appendix H](#_Appendix_H:_Campus).

## Department Emergency Supply Kits

Department disaster supply kits are intended for use immediately following a disaster to aid in activities such as light extrication and repair, opening jammed doors (crowbar) and clearing light debris (gloves, dust masks, goggles). The kits also provide food, water, sanitation, and emergency lighting.

It is recommended that each department store emergency supplies in a secure location. These supplies should be checked regularly and perishable items should be replaced as necessary. Staff should also be properly trained and oriented to the supplies on a regular basis. See [Appendix G](#_Appendix_G:_Emergency) for a list of suggested contents for an emergency supply kit and the locations of the kits for the department.

## Recovery from an Emergency

Once the immediate danger to life and property has passed, recovery efforts begin. Two major elements that must be addressed include the concerns of employees and cost recovery.

* Employees will need prompt and accurate answers to their questions about the department’s operational status, safety of the premises and access.
* Thorough documentation is the most important factor in assuring that UCLA obtains the maximum cost recovery possible from federal and state sources. It is important that information on loss and interruption of operations be gathered and passed to the Dean’s Office as quickly as possible.

Each Department and/or organizational unit should outline how it intends to accomplish these and other tasks after an emergency, which may include implementation of a Business Continuity Plan (UC Ready). More information about disaster recovery can be obtained by the Office of Insurance and Risk Management at UCLA.

## Emergency Response Structure

UCLA and the University of California will utilize the principals of the Standardized Emergency Management System (SEMS), which includes the Incident Command System (ICS), and the National Incident Management System (NIMS) in emergency response operations.

It is recommended that all departments on campus structure their emergency response activities around the Incident Command System. Departments can contact the Office of Emergency Management for training information and recommendations regarding the response structure.

## Access and Functional Needs

Any person with a disability, temporary or permanent, or other condition that would require them to need assistance during an evacuation is considered to have “access and functional needs”. Access and functional needs are further defined as anyone who, without the assistance of another person, would have difficulty evacuating or relocating to a safe location, or would slow down evacuation of other occupants within the building.

The privacy and confidentiality of persons with access and functional needs during an evacuation must be respected. As such, individuals cannot be required to disclose they have access and functional needs. Therefore, planning emergency evacuation of persons with access and functional needs must be predicated on self-disclosure. In order to receive assistance, occupants who have access and functional needs during an evacuation must request assistance from their Area/Floor Warden in writing, using the Self-Certification of Access and Functional Needs that can be obtained by their Area, Floor, or Facility Warden. This will ensure that advance arrangements can be made to meet their needs during an emergency. This information will only be used to assist emergency response personnel in locating and assisting persons with access and functional needs during an emergency.

More detailed information regarding procedures for those with Access and Functional Needs can be found in the Floor Warden Manual.

## Public Employee Disaster Service Worker Designation

Per California Government Code ([Sections3100-3109](http://www.leginfo.ca.gov/cgi-bin/displaycode?section=gov&group=03001-04000&file=3100-3109)) all public employees (including those employed by UCLA) are deemed to be Disaster Service Workers (DSW). Public employees are assigned disaster service activities by their superiors to assist the agency in carrying out its responsibilities during times of disaster.

Any public employees performing duties as a disaster service worker shall be considered to be acting within the scope of disaster service duties while assisting any unit of the organization or performing any act contributing to the protection of life or property or mitigating the effects of an emergency. Claims sustained by public employees while performing disaster services shall be filed as worker compensation claims under the same authorities and guidelines as with all employees within their agency.

# Section 4: Emergency Communications

## Emergency Notification: BruinAlert

BruinAlert is the official campus mass notification system for UCLA and is comprised of many independent systems that can alert the UCLA community through the use of audible, visual, and electronic technologies. All campus students, faculty, and staff should be aware of the BruinAlert™ system.

BruinAlert is the official means by which the UCLA campus community will be notified in a major or catastrophic emergency. The system is tested quarterly. It I not used for non-emergency notifications or tests.

UCLA has developed BruinAlert to communicate official, authenticated information during an emergency or crisis situation. The system is comprised of many individual components designed to reach the entire UCLA community. Currently, components include:

* SMS/Text Messaging System
* Mass E-mail alerts
* Outdoor (Audible) Warning Sirens
* Cable Television EAS Scrolling Banner
* AM 1630 Radio Station
* www.ucla.edu
* 1-800-900-UCLA (8252)
* Twitter ([www.twitter.com/UCLABruinAlert](http://www.twitter.com/UCLABruinAlert))
* Facebook

Twitter and Facebook are secondary means for parents, friends, family, etc., to receive validated information from campus officials.

For a list of campus emergency phone numbers see [Appendix H](#_Appendix_H:_Campus).

## Personnel Accountability and Distribution of Emergency Information

When an emergency occurs, a flow of information needs to be established and maintained between the campus administration and the departments, and between the departments and the students, faculty and staff for which it is responsible.

Departments may choose to use a hotline number for employees to call and to post information to their websites for employees to see. The following information should be communicated as promptly as possible:

* Status of employees
* What is the emergency
* What is the assessment of risk
* When and where the emergency occurred
* Areas affected and closed facilities
* University actions and instructions
* Updates as conditions change
* Expected actions of employees (including staff recall)

***During work hours:*** Depending on the nature of the incident, employees may be directed by emergency response personnel to shelter-in-place or to evacuate the primary operating facility. In either situation, the Department Emergency Coordinator, in coordination with the Facility Warden, shall immediately begin procedures to account for all occupants of the impacted facility and assess their status. The Department administrator or his/her designee shall obtain this information from the Department Emergency Coordinator.

If emergency response personnel do not issue evacuation or shelter-in-place orders, or if advanced warning is provided, the Department administrator shall initiate call-tree procedures to account for and provide additional instructions to impacted employees.

***After hours:*** Depending on the situation, the Department administrator shall activate call-tree procedures to account for, notify and alert all personnel of the incident and provide further instructions. If the situation permits, the Department administrator may delay after hour notification and accountability protocols until a more detailed impact assessment is completed and additional information is available.

Supervisors shall maintain current emergency contact information as part of each organizational unit’s call tree and external contact lists for all personnel, contractors, vendors, customers/clients, and other key stakeholders. Supervisors shall regularly review and update contact information and perform periodic call-tree drills and communication tests to ensure contact information is current and communication systems are operational.

INSERT DEPARTMENTAL TELEPHONE TREE HERE

Once the DEC initiates initial emergency notification and accountability protocols, the Department administrator shall then assess the status of the Department and its organizational units impacted by the incident.

## Department Reporting Procedures

Following activation of the DERP, the Department Emergency Coordinator or designee shall provide the Campus Emergency Operations Center with operational status reports as soon as possible after the emergency and at any time when there is a change in status. A copy of this report can be found in [Appendix D](#_APPENDIX_D:_DEPARTMENT/UNIT) of this plan.

The completed status report can be sent to the Campus Emergency Operations Center (CEOC) in the following manner:

Email: UCLAOEM@ehs.ucla.edu

Fax: 310 206-5600

Hand-deliver: Facilities Management, Room 2102A

Phone: 310 206-8276

##

## Departmental Contact Information

**NAME OF DEPARTMENT**

Mailing Address: INSERT MAILING ADDRESS

Building: INSERT BUILDING NAME Mail Code: INSERT MAIL CODE

Department Operations Center/Emergency Headquarters:

Building: INSERT BUILDING NAME Room: INSERT ROOM NUMBER/INFO

Department Administrator: INSERT NAME

Office Phone: INSERT OFFICE # Fax: INSERT FAX #

Home Phone: INSERT HOME PHONE #

Cell Phone: INSERT CELLPHONE # OR OTHER EMERGENCY CONTACT INFO

Email Address: INSERT E-MAIL ADDRESS

Department Emergency Coordinator: INSERT NAME

Office Phone: INSERT OFFICE # Fax: INSERT FAX #

Home Phone: INSERT HOME PHONE #

Cell Phone: INSERT CELLPHONE # OR OTHER EMERGENCY CONTACT INFO

Email Address: INSERT E-MAIL ADDRESS

**DEPARTMENTAL LOCATIONS**

Buildings occupied by this department:

1. Building name or address:

 Unit within your department (if applicable):

 Building Coordinator and phone # at this location:

 Approximate # of employees at this location:

2. Building name or address:

 Unit within your department (if applicable):

 Building Coordinator and phone # at this location:

 Approximate # of employees at this location:

3. Building name or address:

 Unit within your department (if applicable):

 Building Coordinator and phone # at this location:

 Approximate # of employees at this location:

4. Building name or address:

 Unit within your department (if applicable):

 Building Coordinator and phone # at this location:

 Approximate # of employees at this location:

**UPDATED BY:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PLEASE UPDATE THIS FORM ANNUALLY AND SUBMIT TO:**

THE Office of Emergency Management

UCLAOEM@EHS.UCLA.EDU

# APPENDIX A: GLOSSARY OF ACRONYMS & TERMS

**CEOC:** Campus Emergency Operations Center: The location from which centralized emergency management is performed during response and recovery and is one type of multiagency coordinating entity. The CEOC serves as the central point for:

• Coordination of all the jurisdiction’s emergency operations.

• Information gathering and dissemination.

• Coordination with other local governments and the operational area.

**Damage Assessment:** An appraisal or determination of the effects of the disaster on human, physical, economic, and natural resources

**DEC:** Departmental Emergency Coordinator: The department staff person with the responsibility to perform disaster planning tasks and duties, such a DERP maintenance.

**DERP:** Departmental Emergency Response Plan: A document that contains details about each department’s specific plan for emergency response and is intended to complement the campus-wide EOP.

**DSW:** Disaster Service Worker: All public employees are included in the disaster service worker status (including all UCLA employees). Disaster service workers engage in disaster service activities as assigned to them by their superiors or by law during times of emergency.

**DOC:** Department Operations Center: Location where a department can manage its emergency activities (such as emergency call-backs) and coordinate with the CEOC.

**EMPG:** Emergency Management Policy Group: A group of high-level University Officials, including the Chancellor, which convene during an emergency or disaster to make policy-level and strategic decisions.

**EOC:** Emergency Operations Center: See CEOC

**EOP:** Emergency Operations Plan: An all-hazards document that specifies the organizational authorities, relationships, functions, processes, and procedures in place to manage the preparedness for, response to, and recovery from an emergency or disaster event.

**HAZMAT:** Hazardous Materials

**NIMS:** The National Incident Management System: A consistent nationwide approach for Federal, State, local, and tribal governments; the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity

**SEMS:** The Standardized Emergency Management System: As defined in Section 2401 of Title 19 of the California Code of Regulations – A system for managing response to multi-agency and multi-jurisdiction emergencies in California.

# Appendix B: Incident Response and Specific Hazards

*(Departments should revise or edit the hazard information(below) based on existing policies, procedures, standards, or applicable statutes as appropriate (i.e. Workplace safety reporting or Occupational Safety and Hazard Administration (OSHA) standards). This information is to be used in conjunction with the workplace Emergency Action Plan.*

**ACCIDENT REPONSE (LOCALIZED AREA)**:

* Call 911 for assistance
* Notify the Floor Warden(s), Emergency Coordinator and other key personnel
* Administer first aid ONLY if trained to do so
* Do not attempt to move a seriously injured person unless they are in immediate danger

**EMERGENCY RESPONSE (CAMPUS-WIDE)**

Depending on your circumstances and the type of emergency, the first important decision is whether to stay put or get away. Understand and plan for both possibilities and the reasoning behind the plan. Use common sense and available information, including the following response guides, to determine if there is immediate danger. Use available information to assess the situation. In some scenarios, such as hazardous materials spills or police actions, it is safer to remain where you are. In other scenarios, such as fire or earthquake, it is advisable to evacuate your location for a safer space. In any scenario, if you are specifically told to evacuate, do so immediately.

In a large, campus-wide emergency, it may be necessary to set up field command posts to manage local operations and communicate with building evacuees from multiple locations. Field command posts will be staffed by public safety and service departments as dictated by the specific emergency and directed by the manager from each department in conjunction with the Dean. Public safety officials acting as designated Incident Commanders are the defined legal authority for the area(s) they command. In accordance with California Government Code, the Incident Commander’s directions shall be followed at all times. Violations of these orders, directions, and instructions (including disobeying or interfering with an official in their official duties) may be subject to misdemeanor citation, arrest, and/or detention by law enforcement.

In all cases, it is important that communications are maintained at all times between the Department and the Departmental Operations Center (if one is opened) and the Campus Emergency Operations Center (CEOC).

***IF A POWER FAILURE OCCURS:***

## Power Outage or Failure

* Remain calm.

*NOTE: Some rooms are equipped with red light switches. These are emergency lights that will not go off in the event of a power outage. Always keep the red switches in the on position.*

* Keep a flashlight in your desk.
* Provide assistance to visitors and other staff members in your area.
* If you are in an area with no lights, proceed cautiously to an area that has emergency lights.
* Use flashlights to search for guests or staff members caught in unlit areas.
* In public areas, assist guests and escort them to the exits.
* If you are in an elevator, remain calm and press the button with the phone receiver icon at the bottom of the elevator panel.
* Stand-by for instructions from emergency personnel to evacuate the building in the event that the power cannot be restored in a timely manner.
* Call the campus hotline, (**310) 825-9797 (x59797),** UCLA’s 24 hour safety hotline
* Wait for instructions, be patient
* Do not plug additional equipment into the red outlets – they have been designated for the existing loads. Additional loads may cause further problems
* Do not open the doors of refrigerators and freezers unless absolutely necessary so that they will maintain their temperature for longer periods
* Most power outages are resolved quickly
* Evacuation is unlikely

## Fire

*Whenever a fire alarm is activated on your floor, immediately evacuate the building by the nearest emergency exit.*

* Remain calm and activate a fire alarm
* Call 911
* If the fire is small, attempt to put it out with a fire extinguisher if you can do so safely.
* Never allow the fire to come between you and an exit path
* If the fire involves electrical equipment that is active, attempt to unplug the device.
* If you are unable to put the fire out, evacuate by the nearest emergency exit.
* Notify the Floor Warden(s) and Emergency Coordinator
* Support the safety team’s instructions
* Touch closed doors with the back of your hand prior to opening them. If it is hot or if smoke is visible, do not open that door. Seek another exit path.
* If cool, exit carefully
* If there is smoke, crouch near the floor upon exit
* If there is fire, confine it as much as possible by closing doors and windows (do not lock the doors).
* Never use an elevator during a fire evacuation
* Evacuate down stairs, or as a last resort, to the roof
* Do not wear high heel shoes or carry liquids, beverages, or water bottles into the stairwell (fall and slip hazards)
* Do not re-enter building until authorized by emergency personnel
* Wait for the Fire Department to declare the building safe to re-entry.
* Use extinguishers on small fires ONLY if safe to do so – use the **P-A-S-S** method
	+ **P**ull the pin in the handle
	+ **A**im at the BASE of the fire
	+ **S**queeze the nozzle, while employing a
	+ **S**weeping motion

****

## High Rise Fire Alarm System

High- rise buildings, buildings greater than 75 feet, are not intended to have a total evacuation of building occupants upon alarm. A complete evacuation is available, but the operating procedure for this is triggered later in the emergency evacuation plan. The buildings are designed with fire protection engineering features to enable us to have a “defend in place protocol.” Some of these features are:

* Stairs enclosed in a two-hour assembly.
* Floor assemblies are all two-hour assemblies.
* Fire sprinklers.
* Fire standpipes / fire pump. This is the system that extends a water main through the building to the roof that the fire department can connect their hose lines to.
* A voice fire alarm system that provides the fire department the means to direct building occupants during a fire emergency should a total evacuation of the building become necessary.

The high-rise provision for annunciating the fire alarm on the floor of the alarm as well as the floor above and below is permitted by the fire alarm code as well as the fire code.

## Hazardous Materials

**Minor spills in the labs:**

* Follow lab procedures for eyewash, rinse or shower
* Vacate persons in the immediate area if necessary
* Clean the spill ONLY by those with suitable training and equipment (MSDS sheets and spill kits are available in each lab, use these sheets for information and correct procedure)
* Wear protective equipment (goggles, gloves, shoe covers)
* Use the appropriate kit to neutralize and absorb
* Collect waste – seal in proper container and label it clearly
* Call EH&S at **(310) 825-9797 (X59797)** for waste pickup

**Major spills in the labs:**

* Call 911
* Identify yourself, location, material spilled and possible injuries
* Assist injured persons. Isolate contaminated persons
* Avoid contamination or chemical exposure of yourself and others
* Close doors or control access to spill site
* Communicate critical spill information to first responders
* Follow evacuation instructions

**Area-wide HAZMAT Incident (campus or community):**

* Follow instructions precisely; an indoor or alternate outdoor evacuation site may be necessary.

**External Hazardous Material Release (Toxic Cloud):**

* Listen for details on the public address system
* Ensure windows and doors remain closed
* Inform occupants to stay indoors until hazard is declared over
* Ensure maintenance of the safety and comfort of occupants

## Earthquake

***WHEN AN EARTHQUAKE OCCURS:***

* Follow the “Drop, Cover, and Hold” technique by:
	+ Immediately dropping to the ground when you feel the earthquake start
	+ Take cover under a sturdy desk or table
	+ Hold on to the piece of furniture until the shaking stops



* Never run in to, or out of, a building while there is shaking
* Stay away from windows or tall cabinets that could fall

***FOLLOWING AN EARTHQUAKE:***

* Remain calm and be prepared for aftershocks.
* Do not attempt to evacuate from the building until it is safe to do so.
* When walking through the building, move cautiously to avoid damaged stairways, doors or exposed electrical lines.
* Open doors carefully, watch for falling objects or exposed electrical lines, and be prepared for damaged stairways.
* Do not use the elevators.
* Do not use matches or lighters until outside.
* When safe, security officers should conduct a search of the building for anyone who might be trapped or afraid to leave.
* Do not attempt to move injured persons unless there is a danger of further injury from collapsing structure, fire, etc.
* Report to the designated Assembly Area and do not re-enter the building until it is declared safe
* Assess departmental impact and monitor news reports

**Minor Quake (brief rolling motion):**

* + Report hazmat spills to 911, EH&S (310) 825-9797 (x59797) and supervisor
	+ Report any damage to your supervisor/Emergency Coordinator
	+ Be alert for aftershocks, avoid potential falling hazards
	+ Review safety procedures and kit
	+ Await instructions, evacuation is unlikely

**Major Quake (violent shaking):**

* + Report injuries to 9-1-1 and supervisor
	+ Report damage to your supervisor or Emergency Coordinator
	+ Evacuate carefully, be alert for aftershocks
	+ Take emergency supplies
	+ Be alert for damage and hazards
	+ Assist others
	+ Meet at designated assembly area; account for personnel
	+ Move to designated campus evacuation area for instructions
	+ Do not enter buildings until they are examined
	+ Report Departmental status to Emergency Operations Center
	+ Await instructions, be patient, help others

## Active Shooter and Campus Violence

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. **Evacuate: If there is an accessible escape path, attempt to evacuate the premises.**
* Have an escape route and plan in mind
* Evacuate regardless of whether others agree to follow
* Leave your belongings behind
* Help others escape, if possible
* Prevent individuals from entering an area where the active shooter may be
* Keep your hands visible
* Follow the instructions of any police officers
* Do not attempt to move wounded people
* Call 911 when you are safe
1. **Hide out: If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:**
* Be out of the active shooter’s view
* Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
* Not trap you or restrict your options for movement

***To prevent an active shooter from entering your hiding place:***

* Lock the door
* Blockade the door with heavy furniture

***If the active shooter is nearby:***

* Lock the door
* Silence your cell phone and/or pager
* Turn off any source of noise (i.e., radios, televisions)• Hide behind large items (i.e., cabinets, desks)
* Remain quiet

***If evacuation and hiding out are not possible:***

* Remain calm
* Dial 911, if possible, to alert police to the active shooter’s location
* If you cannot speak, leave the line open and allow the dispatcher to listen
1. **Take action against the active shooter -** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
* Acting as aggressively as possible against him/her
* Throwing items and improvising weapons
* Yelling
* Committing to your actions

**How to respond when Law Enforcement arrives**

Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. In order to best assist law enforcement efforts it is important to follow the following steps:

* Remain calm, and follow officers’ instructions
* Put down any items in your hands (i.e., bags, jackets) • Immediately raise hands and spread fingers
* Keep hands visible at all times
* Avoid making quick movements toward officers such as holding on to them for safety
* Avoid pointing, screaming and/or yelling
* Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

**Information to provide to law enforcement or 911 operators:**

* Location of the active shooter
* Number of shooters, if more than one
* Physical description of shooter/s
* Number and type of weapons held by the shooter/s
* Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

***IF A WATER LEAK OCCURS:***

## Flooding and Spills

Serious water damage can occur from a number of sources including burst pipes, clogged drains, broken windows or fire sprinkler systems

* Notify Facilities Trouble Call Center at (310) 825-9236 or building personnel to report the exact location of the leak and if any objects are in imminent danger.
* If there are submerged electrical appliances or outlets in the vicinity of the water, evacuate students, staff and guests.
* If you can safely stop the source of the flooding, do so cautiously.
* Alert occupants on floors beneath the water leak of the potential flooding of their areas.

***IF FLOODING OCCURS:***

* Notify Trouble Call at 310-825-9236 and tell the operator: building name, floor, corridor, room number, area name, source (if known), nature and extent of flood (color, odor, texture).
* If safe to do so, turn off or disconnect electrical devices in the flood area to reduce risk of electrical shocks.
* Protect or remove valuable property that is susceptible to water damage.
* Close doors and seal openings to minimize the spread of water.
* Remain in a safe adjacent area to direct response personnel to the site and others away from the site.
* If liquid is contaminated, area must be secured.

***IF A CHEMICAL SPILL OCCURS:***

* Whenever you discover a spill of potentially toxic materials, evacuate the area including floors beneath
* If the spill is presenting an immediate threat to life safety, call 911 and report the spill details to the operator.
* Notify the lab manager, department administrator, and/or building manager and report the location of the spill and type of chemical involved.
* Consult Material Safety Data Sheets prior to attempting any containment or clean-up.
* Use protective equipment when cleaning up the spill.
* When toxic chemicals contact your skin, remove any clothing and immediately flush the affected area with clear water for fifteen minutes.
* If a chemical splashes in your eye, immediately flush it with clear water for fifteen minutes in the nearest Emergency Eyewash station location.

Notify the administrator for your department and/or the building manager of any damage as soon as possible

***BOMB THREAT*:**

*Explosions can occur from improvised explosive devices (IED), faulty equipment or chemical reactions, creating life threatening conditions.*

## Bomb Threats, Suspicious Devices and Explosions

* Take all bomb threats seriously
* Report threats to UCPD at (310) 825-1491 (x51491) or 911
* Notify supervisor immediately
* Do not search for a device or touch suspicious objects
* If you receive a bomb threat call, try to note:
	+ Caller’s gender, age, unique speech attributes
	+ Indications about where the device is, when it is set to go off, what it looks like, why it was placed
* If a threat was delivered, describe messenger or any suspicious persons in the area
* Evacuation decisions rest with UCPD or the University Administration
* Follow instructions precisely as evacuation may be to an alternate site

***CIVIL DISORDER:***

## Civil Disorder

* Remain calm and evaluate the severity of the situation
* Do not confuse a demonstration with civil disorder. Civil disorder involves felonious behavior (arson, burglary, assault, serious property damage)
* Follow University instructions exactly
* Help the University disseminate accurate information and instructions
* Support an authorized lockdown or evacuation order
* Do not contribute to the spread of rumors
* Obtain updates from University and Department hotlines

# Appendix C: Evacuations

Specific instructions and evacuation routes can be found in the workplace Emergency Action Plan. The following are generic guidelines to be followed for an evacuation of any building.

## Building Evacuation Instructions

* Remain calm. Immediately proceed to the nearest emergency exit and get out of the building.
* Be alert to broken glass, particularly in the lobbies.
* As you evacuate, check for other employees, students or visitors who may be disabled or disoriented and assist them in exiting.
* Take only your keys, purse or emergency supplies that you need. Do not attempt to take large or valuable objects that might slow your progress.
* Shut (but do not lock) doors behind you as you exit.
* Do not use elevators.
* In emergency stairwells, stay to the right side and use the handrails. Remove high-heeled shoes, if possible.
* Floor wardens for each department should ensure that all members of their department evacuate the building, and that they are accounted for at the Assembly Area.
* Do not leave the evacuation site without supervisor’s consent
* Emergency personnel will authorize building re-entry when conditions permit
* If a full campus evacuation is announced, follow instructions precisely to avoid gridlock.
* If it is determined that employees, students or visitors remain inside the building, this information should be conveyed to responding emergency workers. Rescue teams may be sent in only if it is deemed to be safe to proceed

## Assisting People with Access or Functional Needs During an Evacuation

**To Alert Visually Impaired Persons:**

* Announce the type of emergency
* Offer your arm for guidance to lead them. Do not push or pull them
* Tell the person where you are going. Alert them to obstacles you encounter.
* When you reach safety, ask if further help is needed.

**To Alert People with Hearing Limitations:**

* Turn lights on/off to gain person’s attention or
* Indicate directions with gestures or
* Write a note with evacuation directions

**To Evacuate Persons Using Crutches, Canes or Walkers:**

* Evacuate these individuals as injured persons.
* Assist and accompany them to the evacuation assembly area if possible, or
* Use a sturdy chair (or one with wheels) to move the person, or
* Help carry the individual to safety.

**To Evacuate Wheelchair Users:**

* Non-ambulatory persons’ needs and preferences vary.
* Individuals at ground floor locations may exit without help.
* Others have minimal ability to move. Lifting may be dangerous.
* Non-ambulatory wheelchair users may be put in stairwells. Alert emergency responders of their location. The Fire Department will evacuate them.
* Some non-ambulatory persons have respiratory complications. Remove them from smoke and vapors immediately.
* Wheelchair users with electrical respirator get priority assistance.
* Most wheelchairs are too heavy to take down stairs.
* Consult with person to determine best carry options.
* Reunite person with the chair as soon as it is safe to do so.

##

## UCLA Campus Evacuation Map

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# APPENDIX D: DEPARTMENT/UNIT OPERATIONAL STATUS REPORT/DETAIL

**\*\*PLEASE DUPLICATE THIS DOCUMENT AS A BLANK AND PLACE IT IN A SAFE PLACE- YOU MAY NEED MULTIPLE COPIES DURING A DISASTER\*\***

This form must be filled out promptly following a disaster and e-mailed or faxed to:

* INSERT DEPARTMENT HEAD NAME at INSERT EXTENSION # HERE
* The campus EOC, at (310) 206-5600 or UCLAOEM@ehs.ucla.edu

**To: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**From: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Re: Status of Department and Recovery Requirements**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Please check one:**

**🞎 Our department is fully operational.**

**🞎 Our department is partially operational.**

**🞎 Our department is not operational.**

**Physical plant impacts requirements to become operational:**

**Equipment impacts and requirements to become operational:**

**Personnel impact and requirements to become operational:**

# APPENDIX D-1: LOSS REPORT--EQUIPMENT

**\*\*PLEASE DUPLICATE THIS DOCUMENT AS A BLANK AND PLACE IT IN A SAFE PLACE- YOU MAY NEED MULTIPLE COPIES DURING A DISASTER\*\***

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Page: \_\_\_\_\_\_\_\_\_\_

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form is for reporting losses of or damage to office and laboratory equipment, furniture, supplies or materials (including the use of supplies or materials during the emergency).

**Damage Itemization:**

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room: \_\_\_\_\_\_\_\_\_\_ Item: \_\_\_\_\_\_\_\_\_\_\_\_\_

Manufacturer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Model #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UCLA ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Purchased: \_\_\_\_\_\_\_\_\_\_ Cost: \_\_\_\_\_\_\_\_\_\_

Extent of damage (check one) Total loss \_\_\_\_ Repairable \_\_\_\_

Detail of damage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room: \_\_\_\_\_\_\_\_\_\_ Item: \_\_\_\_\_\_\_\_\_\_\_\_\_

Manufacturer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Model #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UCLA ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Purchased: \_\_\_\_\_\_\_\_\_\_ Cost: \_\_\_\_\_\_\_\_\_\_

Extent of damage (check one) Total loss \_\_\_\_ Repairable \_\_\_\_

Detail of damage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room: \_\_\_\_\_\_\_\_\_\_ Item: \_\_\_\_\_\_\_\_\_\_\_\_\_

Manufacturer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Model #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UCLA ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Purchased: \_\_\_\_\_\_\_\_\_\_ Cost: \_\_\_\_\_\_\_\_\_\_

Extent of damage (check one) Total loss \_\_\_\_ Repairable \_\_\_\_

Detail of damage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Building: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room: \_\_\_\_\_\_\_\_\_\_ Item: \_\_\_\_\_\_\_\_\_\_\_\_\_

Manufacturer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Model #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UCLA ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Purchased: \_\_\_\_\_\_\_\_\_\_ Cost: \_\_\_\_\_\_\_\_\_\_

Extent of damage (check one) Total loss \_\_\_\_ Repairable \_\_\_\_

Detail of damage: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# APPENDIX E: Department Operations Center and Staff

## Department Operations Group

Following a disaster, the Department Operations Group may be activated to ensure a coordinated and effective response and management of resources. This may occur concurrently with the other response priorities. The Department Operations Group are pre-designated personnel who, under the direction of the Department Administration coordinate Department-specific emergency response, continuity and recovery activities according to the provisions of this plan, and allocates all necessary emergency resources controlled by the Department.

Members of the Department Operations Group can be found below. This roster includes the names and numbers of people to be notified or recalled during emergencies in order to carry out emergency activities and response.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Building/Room** | **Campus Phone** | **Cell or Pager** |
| Department Director |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Building Coordinator |  |  |  |
|  |  |  |  |
| DECs |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Floor Wardens |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Communications or Language specialty (include language and level) |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Recovery Team |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Updated By: |  | On This Date: |  |

## Activation

The Department Operations Group shall be activated to a level appropriate to the scope of the emergency when:

* There is the existence or threatened existence of a major emergency that impacts the Department.
* The Campus Emergency Operations Center (CEOC) is activated and can be expected to request the status of the department for utilization of support services and activities.

When the decision is made, either by the Department Administrator or Department Emergency Coordinator or designee, to activate the Department Operations Group, the Chief Administrative Officer, in coordination with the activating authority, will notify the Department Operations Group members. The Department Operations Group staff will take further action to notify and mobilize additional personnel, as appropriate, and dispatch resources for which they are responsible.

## Functions

The primary purpose of the Department Operations Group is to ensure that the department has the resources (i.e., personnel, supplies and equipment), needed to support response and recovery activities and to coordinate Department efforts to ensure continuity or the rapid resumption of essential functions following any situation which impacts normal operations. Specifically the group will be tasked with:

* **Action Planning**: Evaluating the situation, developing incident priorities and objectives, selecting strategies, and developing a plan of action; coordinating incident management activities; implementing, evaluating and revising the plan.
* **Information Collection, Analysis and Dissemination**: Collecting, processing and disseminating information; communicating and coordinating emergency public information with all other organizational elements.
* **Resource Management**: Identifying and acquiring needed resources; coordinating, prioritizing and allocating resource requests; and tracking existing or known resources.
* **Communications**: Establishing interoperable communications among all partners as necessary for the response, such as with all organizational units and other constituents.
* **Documentation**: Documentation is used to create historical records, recover costs, address legal and insurance needs, develop mitigation strategies, etc.
	+ Document all actions taken during and after the emergency (e.g., incident and damage assessment, actions taken, resources procured and expended, economic and human impacts, and cost recovery).
	+ Document the names, arrival times, duration of utilizations, departure times, and other information relative to the service of emergency workers, as well as documentation of the injuries, lost or damaged equipment, and all costs associated with the emergency.

## Department Operations Center

A Departmental Operations Center (DOC) is the headquarters where departmental emergency activities and tasks can be performed. These operations may include initiating staff call-backs or informational telephone trees, reporting departmental status updates, and receiving and issuing disaster-related instructions. If your DOC is located in a building that has been evacuated, DO NOT return to the DOC until instructed to do so by officials.

Upon activation, Department Operations Group shall be instructed to report to a pre-designated primary or alternate facility immediately or, for events with warning, at a pre-designated time. This location is known as the Department Operations Center (DOC). A DOC shall remain open for the duration of the emergency, or until deemed unnecessary by the Department administrator or designee.

The [Department Name] Operations Center (DOC) will be located at:

Locations:

Phone #:

Fax #:

Email:

## Suggested Equipment for a DOC

Below are some recommendations for the basic supplies and planning needed to create and support a Departmental Operations Center (DOC) in a medium-sized conference room.   Most of this equipment should be mounted or stored for seismic readiness.

Your budget will determine how you equip the room, but in general, considerations should include at a minimum:

* 1-2 Whiteboards for your walls
* 1-2 laptop computers for data sharing, mapping, online information access, and communication with campus EOC
* a ceiling mounted or free-standing LCD projector to show computer-based data or information
* a television - mounted in a corner of the room (approx. $250-500 for TV, $100 for the mount)
* telephones (1 or more lines)
* Fax machine and printer
* Office supplies (paper, pens, pencils, staplers, and whiteboard (erasable) pens or markers)
* Wall mounted campus map

# Appendix F: Additional Department Name-specific response plans, policies, and procedures.

**Enter any department-specific response sheets (such as hazardous materials inventory and locations, critical equipment procedures, more detailed instructions about laboratory spills, etc) here.**

# Appendix G: Emergency Supply Kit Contents and Locations

## Departmental Emergency Supply Kits

Suggested supplies for a Departmental Emergency Supply Kit include:

* Employee Roster
* First Aid Kit (including gloves and splints)
* Laboratory Kits
* Dust Masks
* Tools (especially a crowbar)
* Communications equipment (including portable AM/FM radios, walkie talkies, and extra batteries)
* Department Emergency Response Plan
* Phone Directory
* Leather gloves
* Hard hats
* Keys required for emergency access
* Sign-making supplies (including markers, thumb tacks, tape, paper, post-its)
* Duct and Caution tape
* Flashlights and batteries
* Light sticks
* Food
* Water
* Whistle
* Change of clothes for those involved in emergency coordination.

This list is meant to serve as a guide only and should be augmented to fit the needs of the department. Please contact the Office of Emergency Management for a consultation.

## Personal Emergency Kits

In addition to the Departmental Emergency Supply Kits, employees are encouraged to assemble personal emergency kits and have them accessible at all times. Suggested items include:

* Flashlights and batteries
* Battery-operated radio
* Sturdy, closed toe shoes
* Backup eyeglasses and prescription medications
* Wrapped snacks
* Water packets/bottles
* Emergency telephone numbers
* Out-of-area emergency contact numbers

## Departmental Emergency Supply Kit Locations

**EMERGENCY KIT INVENTORY LIST**

|  |  |  |
| --- | --- | --- |
| **KIT DESCRIPTION** | **LOCATION** | **Date Last Checked** |
| Departmental Kit |  |  |
| First Aid Kit |  |  |
| Special Tools |  |  |
| OTHER |  |  |
| OTHER |  |  |
| OTHER |  |  |
| OTHER |  |  |
| OTHER |  |  |
| OTHER |  |  |

# Appendix H: Campus Emergency Phone Numbers

### **CAMPUS-WIDE CONTACT NUMBERS**

**Office** **Ext.**

Academic Affairs/Grad Div 53819

Administrative Vice Chancellor 52411

Associate Vice Chancellor, Human Resources 40810

Information Technology Services 62268

Corporate Financial Services 48686

Cultural and Recreation Affairs 53701

Emergency Management Office 56800

Administrative Vice Chancellor 52411

Housing and Hospitality Services 54941

Legal Affairs 61355

Library Administration 51201

Office of Residential Life 53401

UCLA Lab School 51557

Vice Chancellor, Student Affairs 51404

Student Psychological Services 50768

Transportation Services 66317

Dean, University Extension (UNEX) 55551

**Health System Emergency Numbers** **Ext.**

Page Operator 56301

Ronald Reagan Medical Center Emergency Info Hotline 52111

Santa Monica Medical Center Emergency Info Hotline 310-309-5089

**Other Emergency Contact Info** **Ext.**

ASUCLA Information 50611

Campus Emergency Information 800-900-UCLA

Chancellor’s Office 52121

Community Relations 46823

Dean of Students Hotline 53871

Environment, Health and Safety Hotline 59797

Emergency Radio AM 1630

Facilities – Trouble Call Desk 59236

Housing Information 67011

UCPD Dispatch 51491

### **EMERGENCY CONTACT NUMBERS**

EMERGENCY ANNOUNCEMENTS:

UCLA SAFETY INFORMATION HOTLINE: (310) 825-9797 (x5-9797)

UCLA EMERGENCY HOTLINE: 1-(800) 900-UCLA (8252)

UCLA POLICE (310) 825-1491 (x51491)

UCOP EMERGENCY INFO LINE: (866) 272-9009

TO REPORT AN EMERGENCY:

UCLA Police Department: (310) 825-1491 (x51491)

Police, Fire, Ambulance: 911

LA FIRE DEPARTMENT: (800) 688-8000

City of Los Angeles – Police, Fire or Medical Emg: (213) 928-8206/8208

Hazardous Materials Spills: 911

UCLA Utilities and Buildings Damage: (310) 825-9236)

**Campus Emergency Operations Center**

**Main Phone Number (310) 206-8276 (x68276)**

**Main Fax Number (310) 206-5600 (x55600)**

**Main Email Address UCLAOEM@ehs.ucla.edu**

GENERAL INFORMATION & BULLETINS

UCLA Emergency Information (800) 900-UCLA (8252)

UCLA Traffic Information (310) 794-RIDE (x47433)

UCLA Facilities (310) 825-9236 (x59236)

 [www.outages.admin.ucla.edu](http://www.outages.admin.ucla.edu)

 [www.ucla.edu](http://www.ucla.edu)

UCLA AM1630 AM radio (2 mile radius from campus)

UCLA RESOURCES

Counseling

 Student/Faculty Counseling Center (310) 794-0254 (x40254)

 Student Psychological Services (310) 825-0768 (x50768)

 UCLA Psychology Clinic (310) 825-2305 (x52305)

Transportation

 Information, Commuter Assistance (310) 794-RIDE (47433)

Housing Assistance

 Community Housing Office (310) 825-4491 (x54491)

 Business and Finance Housing Office (310) 825-4941 (x54941)