# Emergency and Incident Response Manual

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1. Introduction

Effective emergency management requires that everyone involved has a common goal and clear understanding of their specific role. First, there must be an agreement on the priorities. These priorities are:

- 1. life
- 2. environment
- 3. property

Clearly, the well being and safety of life is the first priority. Once life is lost, it cannot be recovered. Secondary is the environment. Although it may be possible to return the environment to its original state, it may take a tremendous amount of time, energy and resources. Property is probably the easiest to “recover”.

The second important facet of emergency management is to understand that emergency operations planning activities includes more than recovery. These activities are:

- 1. mitigation- eliminate or reduce the risk from hazards
- 2. preparedness- establishing a plan on how to respond to an incident or emergency
- 3. response- putting response plans in action in an effort to protect life, environment and property
- 4. recovery- restoring and rebuilding to return to “normal” conditions.

This manual focuses on the response component of emergency management and utilizes the Incident Command System (ICS) structure which contains the following branches:

**Critical Functions**

**Incident Commander**: overall responsibility, sets objectives  
**Public Information Officer**: conducts media briefings, handles VIPs  
**Liaison**: maintains contact with anyone who can assist in management of the incident  
**Safety Officer**: ensure the safety of personnel and ensure that operations are conducted in a safe manner  
**Operations**: hands-on responders  
**Planning & Intelligence**: gather field information, plan for the future  
**Logistics**: obtain necessary items and equipment  
**Administration & Finance**: pay for items, account for all paperwork

Key reminders about the ICS structure:

- ICS is a team effort
- Incident commander activates only the branches that are needed for a specific incident
- Responders need to be flexible enough to assume multiple jobs or different tasks.
2. Purpose

This manual provides guidance to Facilities Services’ (FS) personnel in responding to campus emergencies. For purposes of this manual, emergencies are categorized as Facilities Incidents or Major Emergencies.

**Facilities Incidents:**
- Do not necessarily pose an immediate danger to life or health
- Do not necessarily involve emergency/police/paramedic services
- Are typically addressed or resolved by Facilities organizations
- Examples: sewage spills, broken water main, roof leaks.

**Major Emergencies:**
- Pose an immediate danger to life or health or
- Impact the campus as a whole or
- Require the evacuation of entire buildings or
- Require assistance from Department of Public Safety, and/or city and county emergency services.

Facilities Incidents will typically be resolved by Facilities organizations and generally do not require assistance from other departments. The Facilities manager or supervisor will assume the role of incident commander and Facilities personnel will operate under the operations branch of the ICS.

For major emergencies, Department of Public Safety will typically assume the role of Incident Commander until the responsibility is relinquished to a city or county emergency services entity. Facilities Services will provide the necessary support as requested by the Incident Commander.

3. Scope

This manual covers:
- Facilities incident and emergency response
- Response procedures for regular work hours of operation and after hours

4. Responsibilities and Resources

- The following responsibilities apply to Facilities personnel who have a direct role in a facilities incident or major emergency response. All other personnel should follow the instructions provided in the department emergency action plan and Public Safety's Emergency Response Manual ([http://www.csus.edu/police/erm.stm](http://www.csus.edu/police/erm.stm)) as appropriate.
- Note that the main responsibilities are general in nature. Specifics will be determined at each event and will be dependent on the type of event, available personnel and other variables.
- The assembly locations are typically for major emergency situations. For facilities incidents, it is not necessary to meet at the assembly points but it is important to be accessible via Nextel communication. For both types of emergencies, the Incident Commander will determine which teams will be activated based on the response needs.
- During work hours, response teams will be organized from personnel that are currently on shift. After hours, it will be the managers’ or supervisors’ responsibility to organize a response team from the first, second, and third shift, weekend personnel, or personnel called via the emergency call list.
- Although Environmental Health and Safety (EHS) is not organizationally a part of Facilities Services, the personnel will continue to provide safety and health consultation during incident and emergency response. EHS will provide support in areas of hazardous materials, employee safety and other health and safety issues.
Response teams will not engage or participate in:
  o The search and rescue of personnel or
  o The search or attempt to dispose of explosive devices or
  o Administer CPR/FA, unless currently certified.

<table>
<thead>
<tr>
<th>Response Team</th>
<th>Main Responsibilities</th>
</tr>
</thead>
</table>
| Automotive Services           | • Provide support for Facilities Services vehicles, equipment and emergency generators  
                                • In coordination with Customer Service, control the use of emergency vehicles through the authority of the administrator in charge |
| Building Trades               | • Assemble at Custodial Warehouse  
                                • Radio contact via the Manager or designee  
                                • On call for instructions from Customer Service or the Emergency Operations Center (EOC)          |
| Custodial Services            | • Assemble at Custodial Warehouse supervisor’s office  
                                • Radio contact via the Manager of Custodial Services or designee  
                                • On call for instructions from Customer Service or the EOC  
                                • Set up perimeter control inside buildings  
                                • Assist with a variety of clean up operations |
| Customer Service              | • Contact and assign personnel, based upon the needs, skills and resources identified and requested by Department of Public Safety or other controlling authority  
                                • Dispatch FS managers and additional help as necessary  
                                • Issue keys for campus buildings and, in coordination with the Automotive Services Team; control the use of vehicles as appropriate |
| Engineering Services          | • Assemble at Central Plant  
                                • Radio contact via the Manager or designee  
                                • On call for instructions from Customer Service or the EOC |
| Environmental Health and Safety| • Position themselves with Facilities managers, Department of Public Safety and/or other emergency personnel  
                                • Advise as to the presence of hazardous, biological, chemical or radioactive materials  
                                • Recommend proper handling of hazards and hazardous materials |
| Grounds                       | • Assemble near the Manager of Grounds and Landscape Services office  
                                • Radio contact via the Manager of Grounds and Landscape Services or designee  
                                • Provide equipment and personnel to clear and repair campus roadways and paths  
                                • Assist with variety of clean up operations  
                                • Set up perimeter control outside of buildings |
| Housing Facilities Services   | • Will split during major emergencies and assist/integrate with the appropriate Campus Services Team  
                                • In a major emergency, all Housing Custodians will respond as the Custodial Services Team, Housing Grounds Workers as the Campus Grounds Team, Building Services Engineers as the Engineering Services Team, and Housing Facilities Maintenance Mechanics and Workers as the Building Trades Team |
| Integrated Waste Management and Moving Services | • Will assist other teams as needed  
                                • Radio contact via the manager of Integrated Waste Management and Moving Services  
                                • On call for instructions from Customer Services or EOC  
                                • Will coordinate/contact service provider for debris removal |
| Team 900                      | • Provide assistance with asbestos related emergencies, as needed |
A stocked response trailer is parked at Facilities Services Solar Charging Station. Managers and Supervisors have access to the trailer. Key access is also accessible by contacting Customer Service. The Manager of Building Trades has responsibility for inventory maintenance. The trailer should be replenished after each incident to ensure that supplies are always available. Requests for replacement of supplies should be submitted to the Manager of Building Trades.

5. Communication

Facilities Services utilizes Nextel telephones as the main form of communication. Direct connect (push to talk) is the primary method of communication. Should the Nextel service become unavailable, response team members shall revert to Nextel’s direct talk (walkie-talkie) feature. Each response team is assigned a common direct talk channel. See appendix A for channel assignments and activation/deactivation instructions. Personnel should confirm the assigned channel with the team leader and periodically activate direct talk to ensure that members know how to activate the feature.

Communication is a critical component of incident and emergency response. Communication between response teams is important but must also extend to upper administration. Based on the severity of the incident or emergency, the Incident Commander will determine which administrator or program manager will need to be notified.

EHS will be responsible for any required reporting to regulatory agencies. If needed, the Incident Commander or the designee shall ensure that EHS is provided with sufficient information to relay to the appropriate regulatory agency.

Reporting of incident and emergencies is handled differently depending on the time of the incident.

- **During work hours**, incidents and emergencies should be reported directly to Customer Service (278-6242) or Department of Public Safety, (911 on campus landline phone, 278-6851 on cell phone or non-campus phone).
- **Housing and Residential Life** incidents and emergencies should be reported directly to Housing Facilities Services (278-6656), the Housing Office (278-6655) or to the Department of Public Safety, (911 on campus landline phone, 278-6851 on cell phone or non-campus phone).
- **After hours**, incidents and emergencies should be reported to either Central Plant (278-6130) or Department of Public Safety. Central Plant and Department of Public Safety will utilize the FS emergency call list to notify the appropriate personnel. Calls made to Customer Service after hours are directly forwarded to Central Plant.
- **Housing and Residential Life** incidents and emergencies should be reported directly to the Department of Public Safety, (911 on campus landline phone, 278-6851 on cell phone or non-campus phone).

6. Facilities Incident Response

This section addresses Facilities Services’ response to on-campus emergencies of a limited scope which affect the physical plant of the campus and where trained Facilities Services personnel are expected to respond, but generally do not require the Department of Public Safety, City Fire Department or emergency medical services. Examples of Facilities Incidents include a burst water pipe, a sewage line break, major electrical problems, gas line leak or a steam system leak. See Appendix B for detailed procedure.

Managers, supervisors, EHS technical staff, and Response Team(s) shall be trained in emergency response actions as outlined in “Main Responsibilities” table, as well as the campus required NIMS and/or SEMS training and shall be issued keys commensurate with their responsibilities. If the response team that typically would be assigned the work is not available, the appropriate manager and/or supervisor will direct
available personnel to secure an area prior to or concurrent with beginning the repair/restoration work. On an as needed basis, other response teams may be organized from campus' first, second, and third shift, weekend personnel or personnel called in via the emergency call list.

Upon activation of the ICS, the highest level FS administrator, who is available, will assume the role of the Incident Commander until s/he delegates the responsibility to someone else.

7. Major Emergency Response

During a major emergency response, Department of Public Safety assumes the role of the Incident Commander. Facilities personnel will follow the directions and priorities set by the IC. Facilities personnel must be prepared to address incidents and emergencies such as:

- Fire
- Flood
- Earthquakes
- Utility Failures

8. Campus-wide Emergency Response

During a campus-wide emergency, it is very likely that the Emergency Operations Center will be activated. The EOC commander will assume the role of Incident Commander and multiple branches of the ICS may be activated. It is the EOC commander’s decision as to which branches will be activated. Facilities role will typically be the Operations branch of the ICS. The Facilities operations’ role is similar in an incident, major and campus-wide emergency response: contain/control the emergency and repair/restore facility related services.

9. Appendices

Appendix A: Nextel Channel Assignments
Appendix B: Incident Response Procedure
Appendix C: Major and Campus-wide Emergency Response Guidelines
Appendix D: Response Trailer Inventory
## Appendix A

### Nextel Channel Assignments

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>All Mgmt Services</td>
<td>RMS</td>
<td>All Eng. Svcs</td>
<td>B.T. Manager and all Supervisors</td>
<td>All Housing &amp; Res Life</td>
<td>All Customer Svc</td>
<td>All Grounds</td>
<td>All Custodial</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>AVP Facilities Services</td>
<td>EHS</td>
<td>Electrical Operations</td>
<td>HRL Facilities Mgr &amp; Sup's</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Dir. Facilities and Utilities</td>
<td>Plumbing Operations</td>
<td>HRL Maintenance Staff</td>
<td></td>
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<tr>
<td>4</td>
<td>Dir. Custodial and Grounds</td>
<td>Multi-Craft Operations</td>
<td>HRL Building Service Engineers</td>
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</tr>
<tr>
<td>5</td>
<td>Dir. Planning and Design</td>
<td>Lock Shop Operations</td>
<td>HRL Grounds Staff</td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>Dir. Admin Services</td>
<td>Misc. Personnel</td>
<td>HRL Custodial Staff</td>
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<tr>
<td>7</td>
<td>Manager, Building Trades</td>
<td>Misc. Personnel</td>
<td></td>
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<tr>
<td>8</td>
<td>Manager, Engineering Services</td>
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<tr>
<td>9</td>
<td>Manager, Custodial Services</td>
<td></td>
<td></td>
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<tr>
<td>10</td>
<td>Manager, Grounds</td>
<td></td>
<td></td>
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<tr>
<td>11</td>
<td>IWM&amp;MS Manager</td>
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<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Manager, Residential Life</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>13</td>
<td>Manager, Customer Service</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

To **activate** Direct Talk: Go to Main Menu, select “more”, select Direct Talk then select “Go to Direct Talk.”

To **change** Channel and Code, select edit.

To **exit** Direct Talk, go back to Main Menu and select Direct Talk Options, select “Exit Direct Talk”.
Appendix B

Incident Response Procedure

General Incident Response Procedure (During Regular Work Hours)

Incidents should be addressed in the following order:

A. Report of incident is received at Customer Service. Customer Service shall collect all available details of the incident from the reporting party.

B. Depending on the severity and urgency of the incident, Customer Service will notify the initial responder who is:
   1) The appropriate supervisor or
   2) The appropriate manager and/or designee and
   3) Member of EHS Technical Staff, if needed.

C. The initial responder will assume the role of incident commander when arriving on the scene and shall conduct a rapid assessment of incident including identifying:
   - potential and imminent hazards
   - safety concerns for responders
   - status of critical infrastructure (i.e. utilities, communication systems)
   - status of critical facilities (i.e. adjacent buildings, bridge)
   - potential for cascading events (i.e. power outage causes biology freezers to defrost leading to decomposing biological materials that sicken employees)
   - risks of damage to environment (i.e. sewage flowing into river)
   - equipment and resources needed to secure, contain and control the incident.

D. The incident commander will:
   1) Notify Customer Service
   2) Request that the necessary response teams be activated based on the specific incident;
   3) Designate an operation supervisor/lead if necessary;
   4) Provide summary of event details and remediation efforts to appropriate administrator;
   5) Oversee repair, clean up or remediation effort;
   6) Direct notification of other campus entities as required.

E. Onsite response team shall:
   1) Move quickly to the site, picking up a pre-positioned trailer of supplies en route, if needed
   2) Set up a security or containment area around the site under the direction of the operations supervisor/lead. If no operation supervisor/lead has arrived, the first responder will use his/her own judgment to establish the secured area.
   3) Remain on site until the area has been declared safe to enter (to begin repair or restoration), or relieved, by the incident commander.

General Incident Response Procedure (After Hours)

A. Report of incident is received at Central Plant or Department of Public Safety. Details of the incident are collected from the reporting party.

B. Central Plant or Department of Public Safety will utilize the Facilities emergency contact list to notify the appropriate personnel.

C. The Initial Responder will follow steps in section C (above) and notify the appropriate manager.

D. The manager will assume the role of Incident Commander and will proceed with appropriate steps in section D (above).
Appendix C

Major and Campus-wide Emergency Response Guidelines

Introduction:
Since each emergency may require different types of response actions, general guidelines seemed the most appropriate way to address these types of emergencies. The first person to arrive will serve as the incident commander (IC) until relieved by a representative who has appropriate IC authority. The goals are to contain and control the effects of the incident and to minimize and reduce damage. The response actions should be tailored to protect life, environment and property.

In these types of emergencies, Department of Public Safety will typically assume the role of Incident Commander and Facilities Services will provide the necessary operational support. The following questions are designed to assist in assessment, evaluation, planning and execution of the appropriate response.

Approach
- Is my safety at jeopardy if I approach the incident?
- What personal protective equipment do I need to approach the incident?
- Have I approached the incident from an upwind, uphill and/or upstream direction?
- Where is the incident command post located?
- Where is my team leader located and how can I communicate with him/her?

Assessment (surveying and evaluating the emergency)
- What are the imminent hazards?
- What is the main concern or type of incident (fire, chemical spill, flood, etc.)?
- What is the severity of the emergency?
- What perimeter security and traffic control is needed?
- What equipment is needed to isolate the scene and deny entry?
- If there are victims, what support is needed (search and rescue, medical, management of severely injured or dead)?
- What protective actions are needed (evacuation, shelter in place)?
- What critical infrastructure (i.e. lights, heat, and utilities) need to either be turned off to minimize damage/hazard or can be safely restored to provide support in the response actions?
- What is the status of critical facilities such as other buildings, medical providers, and police station?
- What is the risk of damage from the hazard?
- What resources (people and equipment) do I need to mobilize?
- What campus personnel need to be notified?
- What outside agencies need to be notified to provide support?

Response
Develop an action plan consistent with the nature of the emergency. The goal is to gain control and minimize effects of the emergency in order to protect lives, and minimize damage to the environment and to property.
## Appendix D
### Response Trailer Inventory

<table>
<thead>
<tr>
<th>Item</th>
<th>Current Inventory* (date: May 2008)</th>
<th>Minimum Inventory Thresholds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Personal Protective Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boots, Rubber</td>
<td>6 Pr (8,9,10,10,11,11)</td>
<td></td>
</tr>
<tr>
<td>Dust Mask</td>
<td>1 BX</td>
<td>Individual Quantity 36</td>
</tr>
<tr>
<td>Ear Plugs</td>
<td>12 Pkgs</td>
<td>50 pair</td>
</tr>
<tr>
<td>Face Shield</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>Gloves, Latex</td>
<td>2 pair</td>
<td>100 pair</td>
</tr>
<tr>
<td>Gloves, Leather</td>
<td>9 pairs</td>
<td>24 pair</td>
</tr>
<tr>
<td>Goggles, Plastic</td>
<td>4 each</td>
<td>12</td>
</tr>
<tr>
<td>Hard Hat</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>PPE Cleaning Pad</td>
<td>1 BX</td>
<td>1 pkg of 100</td>
</tr>
<tr>
<td>Safety Vest</td>
<td>2 each</td>
<td>12</td>
</tr>
<tr>
<td>Safety Vest for ICS</td>
<td>1 Each (6 colored vests)</td>
<td></td>
</tr>
<tr>
<td>Tyvek Suits</td>
<td>4</td>
<td>24</td>
</tr>
<tr>
<td>Absorbent</td>
<td>1.5 bags</td>
<td>3 25# bags</td>
</tr>
<tr>
<td>Barricades</td>
<td>6 each</td>
<td>8</td>
</tr>
<tr>
<td>Blood Bourne Pathogen kit</td>
<td>7 each</td>
<td>6</td>
</tr>
<tr>
<td>Broom 24”</td>
<td>3 each</td>
<td>4</td>
</tr>
<tr>
<td>Bull Horn</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Caution Tape</td>
<td>5 rolls</td>
<td>5</td>
</tr>
<tr>
<td>Detour Sign</td>
<td>1 each</td>
<td>0</td>
</tr>
<tr>
<td>Duct Tape</td>
<td>0</td>
<td>4 rolls</td>
</tr>
<tr>
<td>First Aid Kit</td>
<td>0</td>
<td>1 kit</td>
</tr>
<tr>
<td>Flashlights (no batteries)</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>Hand Sanitizer Wipes</td>
<td>0</td>
<td>2 boxes (100 per box)</td>
</tr>
<tr>
<td>Hazardous Material Disposal Bags</td>
<td>20 Bags</td>
<td>50</td>
</tr>
<tr>
<td>Hose – soft 1’</td>
<td>1’</td>
<td>1</td>
</tr>
<tr>
<td>PIG Drain cover, 48”X48”</td>
<td>1 each</td>
<td>2</td>
</tr>
<tr>
<td>PIG Drain cover, 18”X18”</td>
<td>1 each</td>
<td>3</td>
</tr>
<tr>
<td>PIG202 3” Dia. PIG socks</td>
<td>3 each</td>
<td>10 10’ Segments</td>
</tr>
<tr>
<td>Road closed sign</td>
<td>5 each</td>
<td>4</td>
</tr>
<tr>
<td>Rope 1/2”</td>
<td>0</td>
<td>200’</td>
</tr>
<tr>
<td>Shovel (scoop)</td>
<td>6 each</td>
<td>6</td>
</tr>
<tr>
<td>Spare Batteries (for flashlights)</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>Squeegee 36” (push)</td>
<td>1 each</td>
<td>4</td>
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<tr>
<td>Stanchion</td>
<td>6 each</td>
<td>6</td>
</tr>
<tr>
<td>Stanchion Base</td>
<td>9 each</td>
<td>6</td>
</tr>
<tr>
<td>Traffic Cone</td>
<td>1 each</td>
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</tbody>
</table>

*Note: Most current inventory will be maintained by the Manager of Building Trades and may be posted inside the trailer.*