

# Campus Crisis & Emergency Management Plan

JANUARY 2024



UC Law San Francisco

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# I. INTRODUCTION

College and University campus communities across the Nation face a diverse, complex, and challenging all-hazards threat environment. Within this highly dynamic environment, the size, frequency, and scope of actualized threats and hazards will vary from incident to incident. Hence, effective response to and recovery from a wide array of potential incident scenarios involves a combination of key factors, including: 1) a scalable, flexible, and integrated organizing structure; 2) pre-established and well-rehearsed internal and external communications and coordination processes and procedures; 3) a wide variety of tailorable organizational capabilities and resources; and 4) the means to leverage additional external support, as warranted by the situation.

A crisis or emergency oftentimes can happen suddenly with little-to-no advance warning, creating a situation in which normal operational and support services for a college or university campus community may be extremely stressed or even overwhelmed. In such situations, it is imperative that campus leaders and managers, faculty, administrative staff, and students operate according to a common plan of action that clearly articulates the campus response structure, organizational and individual roles and responsibilities within that structure, and a pre-defined set of operational communications and coordination protocols that can be further tailored to address a wide array of potential incident types.

## A. PURPOSE / SCOPE OF PLAN

This University of California, College of the Law San Francisco (UC Law SF) Crisis and Emergency Management Plan (CEMP) outlines the organizational structure, processes, and procedures for managing crisis and emergency situations that threaten the health and safety of the campus community, cause harm to UC Law SF physical property and information systems, significantly disrupt campus programs and activities; and/or pose significant reputational or financial risk. The CEMP applies to the entire UC Law SF campus community across a broad range of crisis and emergency situations, including those that can be managed internally with available campus capabilities and resources, as well as those where some degree of external coordination and support will be required. This CEMP supersedes all previous emergency response and recovery plans developed by UC Law SF or its predecessor organization.

The organizing structure, organizational roles and responsibilities, and communication/coordination processes and procedures described in this CEMP can be implemented fully or selectively in the context of an emerging or actualized threat or hazard. Implementation of the structures and procedures described herein allows for a scaled response, delivery of specifically tailored resources and capabilities, and a level of coordination appropriate to the incident situation.



## B. PLANNING ASSUMPTIONS

Emergency planning involves a commonly accepted set of assumed operational conditions that provide a foundation for establishing crisis and emergency protocols and procedures. These are commonly referred to as "Planning Assumptions" and generally reflect worst-case conditions across incident types. For UC Law SF, worst-case conditions are represented by a regional level natural disaster characterized by potentially significant loss of life and injury, severe infrastructure damage/disruption, major environmental damage, and the need to establish and maintain effective internal and external communication and coordination channels and resource support. Using this natural disaster model, the planning assumptions incorporated into this CEMP include the following:

- Crises or emergencies may occur at any time of the day or night, weekend, or holiday, with little or no advance warning.
- Critical lifeline utilities may be interrupted, including water, electrical power, natural gas, ground-based and cellular communications, and information systems/internet access.
- Regional and local public services and resource support may not be immediately available.
- Key transportation nodes and arteries such as major roads, overpasses, bridges, and local streets may be damaged.
- Buildings and structures on campus and in the surrounding area may be damaged.
- Significant fatalities/injuries may be expected.
- Normal suppliers may not be able to deliver materials.
- Contact with family and other external stakeholders may be interrupted.
- Faculty, staff, students, and visitors may become confined to the campus, as off-campus travel conditions may be unsafe. Alternatively, conditions on campus may be unsafe and prompt a mass evacuation situation.
- Safety conditions permitting, the University will need to conduct its own initial rapid situational analysis, damage assessment, and deployment of on-site resources and management of emergency operations. These responsibilities may change upon the arrival of emergency first responders and/or utility damage assessment crews.

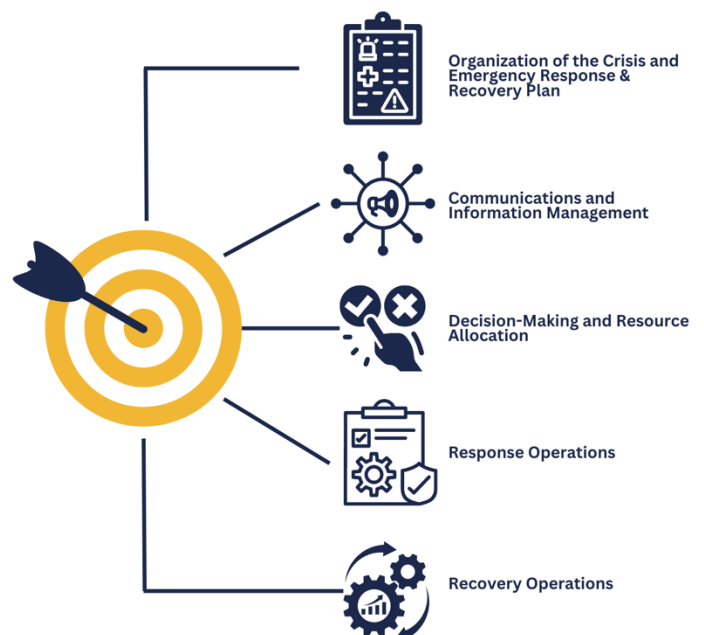
## C. PLAN OBJECTIVES

### Objectives:

The overarching objectives that underpin this CEMP are described below.

### CEMP Organization:

- Provide an easy-to-follow plan design in which users can quickly determine their individual and sub-organizational authorities, roles, responsibilities, and primary tasks.
- Provide clear guidelines for the most critical functions and coordination responsibilities necessary to support an emergency response.
- Link and coordinate processes, actions, and the exchange of critical information into an efficient and time-sensitive overall response architecture.



**Communications and Information Management:**

- Clearly articulate processes/protocols both for receipt and transmission of urgent information and messages internal and external to the campus community.
- Identify points of contact during crisis and emergency situations in which normal communication channels are interrupted.
- Detail 24-hour communication services for voice, data, and operational systems.
- Establish processes/protocols to enable the collection and synthesis of all crisis/emergency-related information necessary for internal/external notifications, operational coordination, public messaging, documentation, and post-incident analysis.

**Decision-Making and Resource Allocation:**

- Define and implement an integrated multi-level organizational structure for incident response and recovery, along with clear decision-making and resource allocation processes tailorable to the severity of the threat/incident and corresponding incident response and recovery needs.

**Response Operations:**

- Establish and implement a comprehensive, commonly understood set of processes and protocols to enable a scalable response to campus crisis and emergency situations.
- Establish and implement supplemental protocols that account for novel considerations associated with individual incident types.

**Recovery Operations:**

- Establish criteria and a process for a phased transition of response operations to normal campus operations as conditions permit.
- Support the implementation of business continuity and resumption plans and processes, as needed.
- Provide documentation and information to support the Federal Emergency Management Agency (FEMA) disaster assistance program application process, in coordination with city, county, and state emergency management officials, as appropriate.

**D. PLAN ACTIVATION LEVELS**

This CEMP operates in a scalable manner based on three distinct Levels of Activation as described below. The authority to declare a Level 2 or Level 3 activation rests solely with the Chancellor and Dean of UC Law SF or designee.

Activation Level	Event and Impact Description	Response Team Activation
1	<p><b>A minor, localized department or building incident</b>, contained to a single area (e.g., kitchen facility, loading dock, etc.) and easily managed utilizing existing department-level response plans and resources. Examples include: minor injuries and medical issues, minor security breach, property theft, small-scale protests, fire alarms, building power failures, broken pipes, minor hazardous materials spills, etc. These types of problems normally are addressed by the Office of Safety and Emergency Preparedness and/or the Engineering Division on a routine basis using department-specific standard operating procedures (SOPs). Incidents at this level are closely monitored and the response is dictated by the level of risk involved. Additional resources may be required in some unique circumstances.</p> <p>The UC Law SF CEMP is not activated.</p>	<p>IC: Yes EOC: No CEMPT: No</p>
2	<p><b>A major emergency that disrupts sizable portions of the campus, and that may affect life safety or mission-critical functions.</b> Examples include: major fire, bomb threat, major security breaches, building evacuation, natural gas or propane leak, major hazardous materials spill, power failure in multiple buildings, entrapment in building or equipment, major weather event, etc. Such situations normally are handled by the existing safety and security structures (e.g., Safety and Emergency Preparedness, Security, Engineering, etc.). However, off-campus emergency response resources such as the SF fire or police departments may be required to assist in such situations.</p>	<p>IC: Yes EOC: Maybe CEMPT: Maybe</p>
3	<p><b>A catastrophic disaster</b> that results in widespread damage and/or injuries and that overwhelms available campus emergency response capabilities and resources. Examples include: major earthquake, active shooter, mass casualty incident of any type, large-scale violent civil disturbances, etc. Such situations may also involve external community-based incidents that disrupt campus operations and activities. In addition to full activation of all coordinating structures and process outlined in the CEMP, external outside emergency resources from local and state agencies will be required to help manage the situation.</p> <p>If a Level 2 or a Level 3 emergency is declared, it may become necessary to restrict access to specific areas on campus to only authorized personnel. Only those designated individuals with assigned crisis response duties will be allowed to enter an area or building affected by an incident. Access restrictions will be communicated through appropriate channels, including via the UC Law SF mass notification system.</p>	<p>IC: Yes EOC: Yes CEMPT: Yes</p>
<p>Incident Command (IC) Emergency Operations Center (EOC) Crisis and Emergency Management Policy Team (CEMPT)</p>		



## II. CRISIS AND EMERGENCY RESPONSE & RECOVERY ORGANIZATION

The Chancellor and Dean of UC Law SF is ultimately responsible for the effective management of any crisis or emergency situation that might occur on or affect the campus, campus community, and campus operations. He is assisted in carrying out this important responsibility by a scalable crisis and emergency response and recovery organizational structure comprised of three fully integrated sub-organizational layers:

1. The Crisis and Emergency Management Policy Team (CEMPT)
2. The Emergency Operations Center (EOC) Team and EOC
3. The Tactical Incident Command (IC) Team





## 1. CRISIS AND EMERGENCY MANAGEMENT POLICY TEAM (CEMPT)

The CEMPT is the senior most team responsible for developing an overall strategy and set of priorities, providing overall strategic direction, and making strategic-level decisions during a campus crisis or emergency situation. CEMPT members do not respond to the scene, nor do they manage the tactical-level response to an incident.

The Chancellor and Dean of UC Law SF serves as the leader and activating official for the CEMPT. The CEMPT may be activated in the event of a Level 2 or 3 crisis/emergency whenever executive policy issues must be addressed during a situation affecting the UC Law SF campus community. In situations in which the Chancellor and Dean is absent from campus, or otherwise unavailable, the UC Law SF Chief Operating Officer (COO) will assume his duties and responsibilities as detailed in this CEMP.

The CEMPT may convene in either a physical or virtual setting depending on the incident. The primary physical location for the CEMPT is the Chancellor and Dean's Conference Room, 200 McAllister, 3rd floor. If this location is unavailable or inaccessible, a secondary location will be identified and communicated to team members.

The CEMPT's principal roles and responsibilities are to:

- Define and approve UC Law SF Crisis and Emergency Management Policy.
- Assess overall scope of an emerging threat/incident and declare a Campus State of Emergency.
- Approve overall incident response and recovery priorities and strategies.
- Communicate with the Board of Trustees, Mayor of San Francisco (SF), SF Chief of Police, SF Fire Chief, other senior city, state, and/or federal government officials, etc.
- Approve and direct the release of public information communications and instructions.
- Determine UC Law SF program and activity closures and resumptions.
- Plan and prioritize long term recovery objectives and strategies.

The CEMPT membership comprises the following:

- Chancellor and Dean (CEMPT Leader)
- Assistant Chancellor and Chief of Staff
- Provost and Academic Dean
- Chief Financial Officer
- Chief Operating Officer
- Chief Development Officer
- Chief Human Resources Officer
- General Counsel
- Associate Dean for Library and Technology
- Senior Assistant Dean of Enrollment
- Dean of Students
- Chief Communications Officer
- Director of Safety and Emergency Preparedness

## 2. EMERGENCY OPERATIONS CENTER (EOC) TEAM

The EOC Team is the second element of the UC Law SF crisis and emergency response and recovery organizational structure. When activated, the EOC Team serves as the operational arm of the CEMPT and provides direct support and situational awareness to this body as an incident evolves. In this role, the EOC Team assesses an actualized threat or incident as it unfolds, creates plans to implement the priorities and strategies established by the CEMPT, and tracks the progress of incident response and recovery efforts as they evolve over time, adjusting such efforts as necessary to achieve incident objectives. Additionally, the EOC Team is responsible for gathering and synthesizing information from the various on- and off-campus entities engaged in the incident response and recovery effort and develops and maintains situational awareness and a common operating picture to inform decision making at all levels of the UC Law SF crisis and emergency response organization. This responsibility also includes serving as the single point of interface with the tactical level IC and ensuring coordination of University-wide response and recovery efforts between on-scene responders, departments, executive management, and external entities engaged in incident response and recovery operations.

### **Roles and Responsibilities:**

- Determines the initial scope and impact of the incident.
- Establishes and maintains ongoing situational awareness and a common operating picture.
- Communicates critical information and instructions and coordinates response and recovery activities across the UC Law SF crisis and emergency response organization.
- Supports implementation of the priorities and strategies developed by the CEMPT.
- Deploys and coordinates UC Law SF resources and equipment to support the needs of the Tactical IC.
- Monitors and reevaluates conditions and the ongoing status of response and recovery operations.
- Conducts operational-level coordination with government agencies (e.g., SFPD, SFFD, city and county emergency management officials, etc.) and external resources.
- Implements and monitors recovery operations.

### **Membership:**

The EOC Team membership includes a tailorable support team and pre-identified liaisons/representatives from the offices/divisions represented on the CEMPT. EOC staffing is determined on an incident-specific basis aligned to the CEMP activation levels as described above. The COO serves as the EOC Team leader and acts as the primary interface with both the CEMPT and the on-scene Tactical IC. The COO, in consultation with the Director, Safety and Emergency Preparedness, sets position specific EOC team staffing requirements based on the nature of the incident at hand. For larger-scale activations, in addition to liaisons representing the principal CEMPT membership, the EOC Team may include a variety of functionally aligned support staff such as one or more administrative specialists, planners, logistics coordinators, IT coordinators, public information officers, etc.

### **Emergency Operations Center (EOC):**

When activated (either virtually or physically), the EOC serves as the central operational hub for information management and coordination in support of incident response and recovery efforts. The primary EOC location is the 3rd floor of the 200 McAllister building. The secondary location is the 5th floor of the 333 Golden Gate building. The COO and Director of Safety and Emergency Preparedness are responsible for ensuring these facility locations are appropriately equipped to support EOC operations. If both these pre-designated locations are inaccessible or unavailable, the COO and Director of Safety and Emergency Preparedness will consult with one another to designate an alternate location or convene designated EOC staff in a virtual setting. Once a crisis or emergency is declared and the EOC is activated, it will be staffed as directed by the UC Law SF Chancellor and Dean or COO.



The EOC (regardless of location) will have the following capabilities:

- Multi-line VOIP phone with access to all lines.
- POTS back up analog phones.
- Computers and printers with monitors/display screens.
- Campus computer network and Internet connectivity.
- Cable/satellite TV access.
- Reflector Vests.
- First Aid Equipment.
- Roster of personnel with contact numbers.
- Current student database with contact numbers.
- Campus maps and blueprints of campus buildings.
- Primary and backup power supply.
- Copies of mutual assistance agreements and memoranda of agreement with local government agencies/jurisdictions.

**EOC Activation Levels**

EOC activation is aligned with the three CEMP activation levels as described above. The level of EOC operations, staffing, and resource coordination will be determined based on the scope, scale, and complexity of a given threat or incident.

EOC Activation Level	Emergency Situation Description	EOC Activation
1	<p><b>Level 1 – Alert/Advisory</b></p> <p>The emergency situation is managed using departmental response plans and resources. While the EOC typically is not activated, appropriate EOC personnel (as determined by the COO and Director of Public Safety and Emergency Preparedness) may be notified, placed on alert status, and provided periodic updates on the situation.</p>	No EOC Activation
2	<p><b>Level 2 – Partial EOC Activation</b></p> <p>The crisis or emergency situation cannot be managed using departmental procedures or resources and is of a magnitude such as to affect multiple campus entities and departmental-level plans. The EOC is partially activated (virtually or physically) and necessary EOC staffing decisions are made by the EOC Leader in consultation with the Director of Safety and Emergency Preparedness. Such decisions depend directly on the severity and circumstances surrounding the incident. EOC positions are filled to effectively and efficiently coordinate and support the college’s response.</p>	Partial EOC Activation
3	<p><b>Level 3 – Full EOC Activation</b></p> <p>A major crisis or emergency occurs that affects multiple constituencies and campus operations. The EOC is activated virtually, or physically in either its primary or secondary location or other designated location depending on the situation. All EOC positions are activated and designated emergency staff should report for duty as directed.</p>	Full EOC Activation



### 3. TACTICAL INCIDENT COMMAND (IC) TEAM

The Tactical IC Team is the third element of the UC Law SF crisis and emergency response and recovery organizational structure. The Tactical IC Team is responsible for the on-scene management of a crisis or emergency as it unfolds. This responsibility includes the direction of UC LAW SF departmental-level resources and capabilities called to respond to the incident scene. It also includes direct interface with external first responders (e.g., fire police, emergency services, public works, environmental protection, IT support technicians, etc.) requested to support an emerging threat or incident on campus or otherwise affecting the UC Law SF campus and/or its operations. The Tactical IC Team Leader is designated by the UC Law SF COO. The Director of Safety and Emergency Preparedness likely will be designated to serve in the capacity in most crisis or emergency situations. In the context of a cyber-focused emergency, the Director of IT Services would likely be designated as the Tactical IC lead.

The Tactical IC Team Leader interfaces directly with the EOC (when activated) and provides ongoing updates to the EOC Team Lead as the incident unfolds. The Tactical IC Team Leader also is responsible for generating resource requests to the EOC to address unmet needs as the incident evolves. If the EOC is not activated, the Tactical IC Team Leader coordinates directly with the COO to identify and address unmet needs.

Depending on the size, scope, and complexity of the emerging threat or incident, tactical command and control of campus and external response resources may be transitioned to an external agency such as SFPD or SFFD (e.g., active shooter or mass casualty situations).

The Tactical IC Team Leader generally will establish an incident command post (ICP) at a safe location near the scene of the incident to facilitate the direction and coordination of on-scene response activities. The ICP also serves as a contact point for arriving responders and supporting resources internal and external to the campus; communications with the EOC (if activated); requesting resources from other responding organizations; and providing necessary emergency services (i.e., medical care and mass care). The size and scope of an ICP will vary based on the specifics of the crisis or emergency at hand. For larger-scale emergencies, the ICP will require the following.

- Barricades, barrier tape, and signs marking for the scene.
- Portable hand radios (minimum of two with extra batteries) and cellular phones.
- Laptop computers and printers.
- Portable public address system.
- First aid kit.
- Local telephone directory
- Campus diagrams and building blueprints.
- Emergency lighting.
- High visibility vests.
- ICP location marker or other suitable means of ICP identification.



### III. OFFICE AND DEPARTMENTAL ROLES AND RESPONSIBILITIES

The following UC Law SF offices and departments have roles and responsibilities, capabilities, and resources critical to the success of the University's approach to crisis and emergency management.

#### A. OFFICE OF THE DEAN AND CHANCELLOR

##### Office of the Dean and Chancellor

- Overall management of any crisis or emergency situation that might occur on or affect the UC Law SF campus community, property and/or operations.
- Executing his ultimate authority to declare a state of emergency for the UC Law SF campus, make other key decisions, and provide direction, as required, to facilitate successful crisis and emergency response and recovery operations.
- Executing his responsibilities as CEMPT Leader.
- Conducting communications and coordination with senior local, state, and federal government leaders and regulatory authorities and private sector officials to meet incident needs.
- Executing his role as official UC Law SF spokesperson when so designated based on the crisis or emergency at hand.

#### B. OFFICE OF THE ACADEMIC DEAN

##### Office of the Academic Dean

- Coordinates faculty resources to support the EOC, when activated.
- Identifies and resolves instructional and research issues related to the crisis or emergency situation.
- Supports implementation of the incident-specific crisis communications strategy, in coordination with the COO and Office of Communications.
- Based on incident impacts, reschedules, and relocates classes as necessary with the assistance of the Provost or other Academic Deans.

#### C. OFFICE OF STUDENT SERVICES

##### Office of Student Services

- Coordinates student services resources to support the EOC, when activated.
- In coordination with the Office of Operations and Office of Housing, assesses and coordinates mass care and housing operations (including temporary shelters) in support of residential students and stranded off-campus students.
- In coordination with the Office of Operations, assesses and coordinates support for large group off-Campus evacuation, including medical support, as required.
- Assesses and coordinates dining services for dislocated personnel, emergency workers, and others as needed.



- Tracks and reports the number, type, and disposition of injuries and fatalities and coordinates related information sharing with Human Resources.
- In coordination with the Office of Operations, coordinates with Carbon Health responders and the EOC to provide first aid services, medical triage, trauma support and other services for those with minor injuries.
- Tracks and reports on status of Carbon Health services.
- In coordination with the Office of Operations, requests transportation resources for immediate emergency medical transportation (if paramedics are delayed).
- Supports requests from the Director of Safety and Emergency Preparedness to provide first aid support at mass care and shelter locations.
- In coordination with the Office of Communications, coordinates student notification and information updates, including event cancelations, campus closures, movement restrictions, etc.
- In coordination with the Office of Communications, communicates with parents regarding the crisis or emergency situation.
- Coordinates with the San Francisco Department of Health and Human Services.
- Coordinates mental health and crisis counseling support and assists faculty, staff, and students in coping with the crisis or emergency.

## D. OFFICE OF HOUSING

### Office of Housing:

- Coordinates housing resources to support the EOC, when activated.
- In coordination with the Office of Student Services, determines immediate housing needs for students based and develops plans for emergency housing and food services for students affected by a crisis or emergency.
- Coordinates with the EOC to address all needs or services that are not available from the Housing Staff that may require emergency procurement.

## E. OFFICE OF OPERATIONS

### Office of Operations:

- Coordinates operations resources to support the EOC, when activated.
- In conjunction with the EOC, when activated, coordinates with municipal, state, and federal agencies; utility and service providers; and other key external to support incident needs.
- Assesses and takes action to mitigate or coordinate the mitigation of emergency conditions and provide emergency equipment to support response and recovery efforts.
- Provides site- and building-specific information and key access to buildings to support response and recovery efforts.
- In coordination with the Office of Engineering, identifies scope of loss, conducts structural evaluations, and provides repair estimates.
- Arranges for outfitting of temporary quarters for displaced staff.
- Coordinates use of on and/or off-campus facilities for use as a staging area, temporary shelter, and/or temporary morgue.
- In concert with CIT, coordinates temporary telephone and computer hookups.
- Assists Security in creating a safety perimeter at the site of the incident.
- Coordinates with Emergency Medical Services (EMS) to provide the capability to treat immediate injuries and establish an on-scene medical command in multi-injury situations.

## F. OFFICE OF ENGINEERING

### Office of Engineering:

- Coordinates the engineering resources to support the EOC, when activated.
- Conducts assessments and compiles information on physical building operations, known status of building services and utilities, condition of roadways and grounds and other damage incurred, and operational information.
- Develops action plans for the priority restoration of buildings and building control systems, supporting utilities and services, physical building operations, environmental remediation, etc.
- Provides ongoing communication and coordination between the Engineering Team and the EOC, if activated.

## G. OFFICE OF SAFETY AND EMERGENCY PREPAREDNESS

### Office of Safety and Emergency Preparedness:

- Coordinates safety and security resources to support the EOC and facilitates coordination between Security and the EOC, when activated.
- Communicates with all elements of the UC LAW SF crisis and emergency response and recovery organization, as needed.
- Facilitates access to law enforcement analysis and intelligence.
- In concert with other responding agencies, manages crowd control, evacuation, site security, and mobile communications.
- Establishes and maintains communication and liaison with locally based fire, police, and EMS responders.
- Provides reporting on the status of the emergency response, including the type, number, and location/status of resources deployed.
- Provides action plans for specific safety- and security-related emergency response operations, including:
  - Staging area and inner/outer perimeter establishment and management, as appropriate.
  - Search and rescue of trapped victims.
  - Large structural fires.
  - Law enforcement and crime investigation.
  - Security and individual protection.
  - Evacuation or relocation.
  - Traffic control, access, and egress.
  - Police support to other operations.
- Provides ongoing coordination between the Fire, Police, and EMS response and the EOC.
- Coordinates with the San Francisco Medical Examiner's office in situations involving mass fatalities.

## H. OFFICE OF COMMUNICATIONS

### Office of Communications:

In coordination with the direction of the COO:

- Coordinates communications resources to support the EOC, when activated.
- Oversees media coordination activities, including news conferences, interviews, and press releases.
- Assists the designated official UC Law SF spokesperson in responding to specific inquiries and coordinate press interaction.
- Develops and coordinates, as appropriate, pre-scripted messages mapped to individual incident types to facilitate timely message dissemination during crisis and emergency situations.
- Prepares crisis and emergency-related news releases, employee bulletins, and basic content for recorded messages.
- Following message content and dissemination approval by Chancellor and Dean or designee and/or the CEMPT (if activated), oversees the collection, preparation, and dissemination of information via phone, internet, text, email, emergency notification system, information bulletins, digital signage, and Special Information Hot Line to:
  - University faculty and staff
  - Students
  - Families
  - News media
  - External response and recovery partners
  - Public
- Develops and implements rumor control procedures.
- Assists the Academic and Administration Departments with disseminating information regarding the resumption of programs, alternative classes/schedules, etc.
- Activates additional resources to augment UC LAW SF emergency communications capability during crisis and emergency situations.
- Coordinates with the Office of IT to have a recorded message posted on the Special Information Hot Line, if activated.
- Coordinates with city, county, and state Joint Information Centers (JICs), if activated, and facilitates inclusion of UC Law SF information into JIC updates and media releases, as appropriate.
- Coordinates with local and state government officials to include UC Law SF information in state Emergency Alert System (EAS) messages. Includes information such as:
  - UC Law SF operational status (open/closed/suspended operations) for normal (work/business) until (day/time).
  - Staff instructions (e.g., report to work/stay home/call this number).
  - UC LAW SF contact information.
- Coordinates with the Office of Safety and Emergency Preparedness to ensure news media representatives are not allowed into the University EOC or any other restricted area of the University.



## I. OFFICE OF INFORMATION TECHNOLOGY (OIT)

### Office of Information Technology (OIT):

- Coordinates IT resources to support the EOC, when activated.
- Provides internal communications on campus, along with the ability to communicate off- campus including phone and internet services.
- Ensures all UC Law SF telecommunications and network communications are available and operational.
- Maintains and relays updated and current information regarding all UC Law SF IT systems during crisis and emergency situations.
- Staff's campus operator station that maintains contact with the EOC Team on a real time basis.
- Provides main campus operator station overnight message that is updated to reflect current situation and direct callers to website to obtain further information.
- Establishes and tests telecommunications in specified areas to ensure contact can be maintained with off campus personnel.
- Maintains Plain Old Telephone Service (POTS) - analog hard lines which maintain power when the buildings lose power.
  - Chancellors and Dean's Office
  - 333 Security Lobby Desk
  - 200 Security Lobby Desk
  - 198 Security Lobby Desk

## J. OFFICE OF HUMAN RESOURCES

### Office of Human Resources:

- Coordinates office resources to support the EOC, when activated.
- Maintains the general status and personnel files of UC Law SF University faculty and staff.
- Monitors reports of injuries and fatalities.
- Manages state and federal inquiries and other issues regarding the status of UC Law SF employees.
- Coordinates with the appropriate administrator to determine how to communicate the need for volunteer help to employees and disseminate information on volunteer reporting location(s).
- Establishes a center for receiving and assigning volunteers for those situations where volunteer help is needed.
- Monitors and tracks the assignment of volunteers and ensures volunteers are supplied with food, water, and sanitation.
- Coordinates activities with Student Health Services, counseling staff, and the Residential Office.
- Coordinates with the Office of Finance to establish contractual services agreements if temporary services are needed from skilled labor or emergency hires.
- Supports the Office of Finance regarding cost/benefits and payroll issues that arise during a crisis or emergency situation.
- In coordination with the Office of Communications, prepares communications for employees regarding payroll related and other issues related to the crisis or emergency situation.

## K. OFFICE OF FINANCE

### Office of Finance:

- Coordinates finance resources to support the EOC, when activated.
- Activates and manages the emergency accounting function and the emergency account system in support of crisis and emergency response and recovery operations.
- Records expenses related to the crisis or emergency situation for inclusion in cost summary report provided to the EOC Team Leader.
- Responds to payroll related issues that arise during a crisis or emergency situation.
- Supports and assists the Office of Procurement in activities related to the crisis or emergency situation, as requested.
- Prepares and maintains insurance documentation files and manages the insurance claims process.
- Assesses the risk and liability to UC Law SF and emergency responders based on the nature of the crisis or emergency situation at hand.
- Provides recommendations, as needed, to manage identified risk and liability exposure.
- Establishes a process for reporting and gathering information, if immediate investigation and reporting is needed for injury reports and claims.
- Ensures procedures are followed in reporting injuries and casualties to appropriate staff and agencies.
- Protects the confidentiality of victims and injured parties.

## L. OFFICE OF PURCHASING

### Office of Purchasing:

- Coordinates purchasing resources to support the EOC, when activated.
- In coordination with the Office of Operations, assesses and anticipates the needs for the emergency response, including fuel, food, personnel, equipment, vehicles, maintenance and services supplies, and any other services.
- Activates emergency procurement processes, coordinates with other departments/offices and the EOC, and manages the procurement, delivery, distribution, and tracking of contracted support needed for response and recovery operations, including supplies, equipment, materials, and services.
- Establishes vendor selection criteria and processes, if outside resources will be needed, leveraging existing listings of pre-qualified vendors wherever possible to fulfill this requirement.
- Coordinates and supports documentation of emergency procurement in conjunction with Office of Finance personnel.

## IV. PLAN CONCEPT OF OPERATIONS

This section provides information regarding the major components of the UC Law SF crisis and emergency management “life cycle”:

- Discovery, Assessment, and Notification
- Activation and Mobilization
- Ongoing Operations
- Deactivation and Demobilization
- Post-incident Assessment

### A. DISCOVERY, ASSESSMENT, AND NOTIFICATION:

The discovery of an emerging threat or incident in progress may come about in various ways, including, but not limited to the following:

- Calls from local 911 centers, police and fire departments, local hospitals, etc. to campus safety/security officials.
- Reporting from local/regional law enforcement threat intelligence fusion centers.
- Campus community member notifications to campus security 24-hour security desk.
- Security and fire alarm technologies.
- Campus community social media.
- Late-breaking real-time news coverage.

Threat or incident information received by any UC Law SF campus community member, or answering service, external organization, or members of the public should be reported immediately to 911 and Campus Security (415) 565-4600. Following this preliminary threat/incident notification, the following pre-defined response sequence will be initiated:

- Campus Security will make appropriate fire, police, and/or life safety/medical rescue calls.
- Campus Security will notify the Director of Safety and Emergency Preparedness.
- Director of Safety and Emergency Preparedness will notify the COO, once crisis/emergency conditions are verified preliminarily.
- For situations that meet Level 1 Emergency Activation criteria, the Director of Safety and Emergency Preparedness or COO will send an electronic notification (e.g., e-mail, text, mass notification system alert) providing details on the situation to relevant members of the CEMPT and continue to monitor the situation in concert with the responding campus office/department or external partner(s). Updates will be provided to the CEMPT as needed until the threat/incident situation is resolved.
- For situations that meet Level 2 or 3 Emergency Activation criteria, the Director of Safety and Emergency Preparedness or COO will contact the UC Law SF Chancellor and Dean or designee. In consultation with the COO, the Chancellor and Dean or designee will declare a Level 2 or 3 emergency, based on the initial situational assessment.
- Communications between the between the Chancellor and Dean or designee, COO, Director of Safety and Emergency Preparedness, and relevant members of the CEMPT will be conducted via multiple redundant systems: cellular phone, landline telephone, text, Microsoft Teams, email, Everbridge mass notification system, etc.

## B. ACTIVATION AND MOBILIZATION:

### CEMPT:

- If the UC LAW SF Chancellor and Dean or designee declares a Level 2 or 3 emergency, the COO or Director of Safety and Emergency Preparedness will initiate a mass notification to all members of the CEMPT to convene in person at the main CEMPT meeting location, or designated alternate location if the primary location is not accessible. A virtual link will be established to facilitate a timelier CEMPT response, particularly in the context of crisis and emergency situations occurring after normal operating hours. The virtual option can also be used to enable participation of CEMPT members who may be out of the area at the time of the incident.
- Once convened, the COO or Director of Safety and Emergency Preparedness will provide an incident overview briefing to the CEMPT including confirmation of the operating location and composition of the Tactical IC. CEMPT members will then further assess the situation, confirm the emergency level designation and extent of activation of the EOC Team (full or partial), establish initial response priorities/strategies, and determine the need to pass initial threat or incident information to the UC Law SF campus community via the college's mass notification system or other means of communication, including electronic signage.
- In addition to the established CEMPT membership, other University officials or subject matter experts may be contacted to participate in the initial CEMPT incident assessment discussion and follow-on CEMPT meetings to provide input on the unfolding situation.
- The Chancellor and Dean or designee will establish an appropriate cadence for follow-on CEMPT meetings to provide an ongoing forum for information updates, course of action and resource support deliberation, chart the progress of specific response and recovery activities, and identify additional requirements for communication and coordination.

### EOC Team:

- Once the EOC Team activation level and staffing requirements have been established, the COO or Director of Safety and Emergency Preparedness will initiate a mass notification system communication to the EOC Team. This notification will include identification of EOC staff/liason positions that will be activated, reporting instructions and confirmation of primary and alternate reporting locations, and a virtual link to facilitate EOC Team intrateam communications while the EOC is being established.
- Once established, the EOC will serve as the central location where the activated EOC Team staff members will gather, receive an incident in-brief, and assume their roles and responsibilities under the CEMP, including development of an initial Incident Action Plan that supports the priorities and strategies developed by the CEMPT.
- The initial actions of the EOC Team will focus on containing the crisis/emergency situation, gathering, and verifying information, positioning and anticipating additional resources needed to address further developments or implications of the emergency.
- The EOC Team Leader will set an initial operational period, or time frame in which measurable incident objectives are to be achieved. All response activities and work assignments will be planned, coordinated, and delegated by the EOC Team Leader. The EOC Team Leader will designate an individual to serve as Deputy EOC Team Leader to support the efficient management of EOC operations, particularly in situations in which the Team Leader is called upon to support CEMPT activities.
- Individual EOC Team members will be responsible for conducting additional reach back to their parent organizations, as needed, to bring in additional subject matter expertise, support course of action development, provide an understanding of resources available, and support the implementation of operational strategies as necessary to meet the needs of the response and recovery effort.

**Tactical IC Team:**

- Upon discovery of an emerging threat or incident impacting or potentially impacting the UC LAW SF campus community, facilities, and/or operations, the Director of Safety and Emergency Preparedness will quickly act to establish an ICP to enable the safe management of on-scene activities, including gathering additional information about the incident, identifying and requesting response resources, and interfacing with arriving external responders such as local fire, police, EMS, public works, etc.
- The Director of Safety and Emergency Preparedness typically serves as the Tactical IC Team Leader for most scenarios that could impact the UC Law SF campus. The Director will designate a Deputy Tactical IC Team Leader to ensure continuity in leadership and mission focus during periods when the primary Tactical IC Lead may be unavailable to supervise ICP activities.
- The ICP will be staffed in a scalable manner by appropriate UC Law SF personnel and external responders based on the nature of the threat or incident. Transfer of Tactical IC Team Leader responsibilities to an external responder organization may be necessary in certain incident scenarios where there is a potential for extensive harm to the campus community, facilities, or operations.
- The Tactical IC Team Leader will maintain continuous communication and coordination with the EOC Team Leader through the incident response.
- The Tactical IC Team Leader may be required to provide situational updates directly to the CEMPT, in close coordination with the COO/EOC Team Leader.

**C. ONGOING OPERATIONS:**

Once established, the Chancellor and Dean, EOC Team leader, and Tactical IC Team Leader will establish the operational cadence for their respective elements of the UC Law SF Crisis and Emergency Response Organization. This includes periodic updates, course of action development sessions, decision briefings, ongoing internal and external communications and coordination, and up channel incident status updates and reporting.

Most Level 2 and Level 3 activations will require an extended period of response and recovery operations to bring the incident to closure. In situations in which response and recovery efforts will span multiple days, the EOC Team Leader and Tactical IC Team Leader will evaluate the situation and define necessary operational periods and shift change time frames (e.g., 8 or 12 hours). At every shift change, off-boarding EOC Team and Tactical IC members will work with the incoming staff for an appropriate time frame to gain an understanding of the response and recovery effort and the priorities established for the subsequent operational period (at least 1 hour). The off-boarding shift members are to ensure they are able to rest and get refreshed for their next shift.

**D. DEACTIVATION AND DEMOBILIZATION:**

The CEMPT, advised by the EOC Team Leader, will determine when to deactivate or partially deactivate the activated elements of the UC Law SF Crisis and Emergency Response and Recovery organization and begin transition to normal campus operations. Partial deactivation may be appropriate for those situations in which near-term response operations have met their objectives and are brought to closure. Some incidents, particularly those that involve severe impacts to the campus population and physical property may require continued activation of emergency staff to support longer-term recovery needs. In such situations, elements of the UC Law SF crisis and emergency management response and recovery organization may down-size or partially demobilize to function as a part-time entity that meets together periodically to support longer-term recovery planning and implementation.

Following appropriate authorization by the CEMPT, the EOC Team Leader will notify all EOC and Tactical IC Team positions of the deactivation decision and timetable. All EOC Team and Tactical IC Team staff will develop and present a transition plan to the EOC Team Leader describing how their actions and communications will be managed and reported as they are transitioned to normal operations. All EOC Team and Tactical IC members will ensure that any required forms or documentation is completed prior to deactivation. All documentation and forms will be provided to the EOC Team Leader and Director of Safety and Emergency Preparedness, respectively. Such documentation will be maintained by the UC Law SF Office of Operations for a period of three years following the activation for the crisis/emergency response and recovery effort.

#### **E. POST-INCIDENT ASSESSMENT:**

Once the decision has been made to deactivate the UC Law SF Crisis and Emergency Response and Recovery organization, the Chancellor and Dean of UC Law SF will designate an Emergency Assessment Leader for each of the three principal levels of this organization. In turn, the Director for Safety and Emergency Preparedness will serve as the overall Emergency Assessment Coordinator and will be responsible for assigning after-action reporting tasks to each sub-element Emergency Assessment Leader. Within 30 days, the Director for Safety and Emergency preparedness will provide a consolidated report and briefing to the CEMPT identifying key information and lessons learned during the response and recovery effort, along with corresponding areas for improvement. All after-action report documentation will be provided to the Office of Operations and maintained by the College University for a period of three years following the conclusion of the incident.

## V. CRISIS AND EMERGENCY COMMUNICATIONS

### A. GENERAL ASSUMPTIONS:

The following assumptions provide the basis for UC Law SF crisis communication policy:



UC Law SF is located in downtown San Francisco, where it is subject to a considerable degree of media scrutiny, including situations that begin off campus but have "spillover" effects that transfer onto the University campus.



The public is calling for more accountability in higher education, and news coverage has become more investigative in nature.



Public perception is a key factor in the support UC Law SF receives from constituents, alumni, donors, and the community. The University's image and reputation are factors that directly affect its ability to attract and retain qualified students, faculty and staff and attract donor funding.



Although crises and emergencies can pose a threat to UC Law SF's public image, they also present an opportunity for communicating a message that reflects favorably upon the campus community.



UC Law SF can best safeguard its reputation by adopting a proactive approach to crisis and emergency communications.



As part of the overall communication strategy, it is important to report information regarding emergency response in order to reassure the campus community that the situation is under control.



"Rumor control" must be a major aspect of the University's crisis communications focus.



Public feedback should be used as a measure of the effectiveness of crisis communication efforts.



The use of threat-specific, pre-scripted messaging is key to time-sensitive initial crisis and emergency communications.

## B. CRISIS COMMUNICATION POLICY

The UC Law SF leadership is committed to taking a proactive approach to crisis and emergency communications. This involves ensuring the timely, accurate, and frequent dissemination of pertinent information regarding an emerging threat or incident, along with information on the strategies being implemented to address the situation and protect the campus community and property from harm. Adopting a proactive approach with respect to both UC Law SF's extensive internal and external stakeholder communities, including the media, is critical in successful management of crisis and emergencies management regardless of the nature of the threat or incident at hand.

Disclosing information as soon as it is available and verified can be an extremely effective strategy, since it keeps the institution on the initiative and quickly eliminates the "breaking news" interest in a story. It also helps mitigate against the spread of misinformation, a situation that is ever more particularly in the context of the dynamic world of social media. This technique often summarily diffuses a media crisis, even when the subject is unpleasant or potentially embarrassing.

The UC Law SF COO is the lead official responsible for developing and implementing all-threats crisis and emergency communication strategies; the COO is supported by the Office of Communications in this effort. Final approval of such strategies rests with the Chancellor and Dean or designee, in consultation with the CEMPT, when activated.

## C. CRISIS PREVENTION

The COO, supported by the Office of Communications, will maintain regular contact with UC Law SF vice presidents, deans, directors, department heads, campus security, faculty, staff, and student leaders, advising the appropriate administrator(s) when internal issues or developments appear likely to lead to public relations issues, real or perceived.

Similarly, administrators will regularly notify the COO and Office of Communications of internal developments that have the potential to escalate into media crises.

The Office of Communications also will monitor local, state, and national news coverage of higher education, advising the COO and appropriate administrator(s) of issues and/or trends that might lead to negative or uninformed stories.

## D. CRISIS RESPONSE

At the onset of an emerging threat or incident, news is likely to spread quickly and make included significant inaccuracies and/or speculation. Hence, timely and accurate communication with the campus community and key external audiences using various means to "get the word out" during a crisis or emergency situation is essential.

When a crisis happens, the Director of the Office of Communications, in coordination with the COO, will gather and verify information about the crisis or emergency, assess its severity, and develop strategies concerning how information is to be released, who should speak for the institution, who is to be notified and by what means such notification will be conveyed. Such strategies are subject to review and approval by the Chancellor and Dean, in consultation with the CEMPT, when activated. The use of pre-scripted messages corresponding to specific incident types is encouraged to enhance the rapidity of initial messaging efforts.

The Director of the Office of Communications, in coordination with the COO, also determines the schedule and manner in which information is released. The dissemination of verified information as quickly as possible to relevant internal and external audiences is a key goal.



The following protocols will be used to govern the communications aspects of UC Law SF crisis and emergency response and recovery:

- The UC LAW SF COO, supported by the Office of Communications, will coordinate official communications and stakeholder engagement activities, both on and off-campus, including with the media. This includes working with various offices and departments to gather accurate information regarding the situation and details of the College's response and progress towards recovery.
- The Director of the Office of Communications will develop threat-specific, pre-scripted messaging to facilitate time-sensitive initial crisis and emergency communication. Messaging approval and release authority rests with the Chancellor and Dean, or designee in conjunction with the CEMPT, if activated.
- As necessary, electronic alerts and notifications, broadcast emails, and/or broadcast phone messages will be sent out to faculty, staff and/or students.
- Information will be displayed on the UC Law SF website and social media and campus digital signage screens.
- Special messages and updates will be available on the special Intranet, social media, and emergency hotline, if activated.
- Office of Communications personnel, supported by the Office of Student Services, will staff the emergency phone banks, when activated.
- Decisions on campus closings or delays will be made and communicated to appropriate audiences no later than midnight the night before a scheduled work or class day.
- If necessary, in consultation with the Chancellor and Dean or CEMPT (if activated), the Office of Communications will establish a media operations center to support regular media engagement during a crisis or emergency situation.

## E. COMMUNICATIONS SYSTEMS AND TECHNOLOGIES

UC Law SF uses a variety of technical systems and platforms to support its crisis and emergency communications efforts, including the following:

- Mass notification system (Everbridge)
- UC Law SF website
- Social media and instant messaging
- Recorded telephone messages on the University's Information Line
- Special announcements sent to the UC Law SF community
- On-campus digital signage
- Radio, television, and internet-based information releases

## VI. FAMILY ASSISTANCE SERVICES

### A. FAMILY ASSISTANCE CALL CENTER (FACC):

In the event of a major emergency or disaster affecting the UC Law SF campus community, it may be necessary to establish a FACC. The purpose of the FACC is to provide a means to share available information to persons inquiring about family and friends during a crisis or emergency situation. It is also designed to address an anticipated surge in call volume made to 911 Emergency Dispatch. The decision to activate a FACC rests with the CEMPT. Following such a decision, the Dean of Students or designee will serve as the FACC Coordinator responsible for activating, establishing, and managing the FACC. The FACC Coordinator will staff the FACC with pre-designated, pre-trained Office of Student Services and Office of Communications personnel or via a pre-established third-party contract service. The FACC Coordinator or designee is responsible for designing and developing training materials to assist FACC staff in handling the types of calls that are received.

FACC-related messaging will be closely coordinated between the FACC, Office of Operations, and the Office of Communications. The FACC primary and alternate operating location will be determined based on the nature of the crisis or emergency situation. The equipment necessary to support FACC operations includes a network switch and four telephone sets. This equipment will be inspected and tested on a frequent basis as determined by the Dean of Students or designee.

Baseline FACC operational procedures include the following:

- Once the CEMPT makes the decision to activate the FACC, the Dean or Students or designee will be contacted and notified as such and of his designation as FACC Coordinator. The Office of Communications and the Office of Operations will also be notified of the decision to activate the FACC.
- The FACC Coordinator will contact pre-designated FACC staff or third-party contract support to advise them of FACC activation and instruct them to report to the Coordinator at the primary or alternate FACC location. Once all have arrived, the FACC will begin operations.
- The FACC Coordinator will record a message on the UC Law SF central information line that will link those callers seeking information on the emergency situation to the FACC extensions.
- Public announcements will be made through local media advising of the availability of the UC Law SF central information line for those seeking information or assistance.
- The FACC Coordinator will engage with the Office of Communications to develop and provides updates to FACC-related message content, including Frequently Asked Questions (FAQs) and pre-coordinated answers. All FACC message content will be approved by the COO.
- The FACC will remain operational until the CEMPT, in consultation with the FACC Coordinator, make a decision to cease operations based on the status of the emergency and the volume of calls.

### B. FAMILY ASSISTANCE SERVICES CENTER (FASC):

Certain types of crisis and emergency situations may generate the need to accommodate a large influx of family members to the UC Law SF campus and provide them a dedicated venue to support their information needs and address other concerns, beyond the resources provided by the FACC. For instance, in the aftermath of a mass casualty incident on campus it is reasonable to expect a potentially large influx of friends and family that will be traumatized some degree and may require a variety of services to support them in their time in need. In these situations, the CEMPT may direct the activation and establishment of a FASC to provide the services detailed in the table below.

**Family Assistance Services Center (FASC)**

Service	Description	Office of Primary Responsibility
Welcome/Hospitality	Welcoming families to campus, acclimating them to the FASC and to other campus locations, introducing them to the services available, and providing them with both printed materials and access to online information.	Student Services/Operations
Information Sharing	Providing the venue to enable timely, accurate, and compassionate information exchanges with the family members. This will range from group communications from UC Law SF or external officials to individual communication from either the College or external parties relative to the specific family situation.	Operations/Communications
Health Counseling Services	Delivery of basic first aid and health care services by healthcare professionals. Grief and emotional counseling services delivered by professionals with expertise in emergency response.	Human Resources
Food & Beverage	Providing light meals and snacks/beverages	Student Services
Child Care	Providing basic childcare during times when parents are in informational meetings or counseling sessions, as needed.	Human Resources
Interpretation/Translation	Accessing translation/interpretation services to ensure adequate communication with any non-English-speaking family members, as needed	Human Resources
Hotel/Lodging Assistance	Identifying convenient contacts to arrange lodging and other travel accommodations. Anthony Travel will be used as the travel consultant.	Student Services
Communications Needs	Providing access to telephones, computers, or other needs for family members or external parties to communicate with others outside of campus.	Information Technology
Benefits Explanations	Providing information regarding benefits and other information pertinent to the incident situation (e.g., insurance/salary issues for injured faculty and staff and families, impacts on degree award, memorial planning, etc.	Human Resources

Following a CEMPT decision to activate a FASC, the Dean of Students or designee will serve as the FASC Coordinator responsible for activating, establishing, and managing the FACC. The FASC Coordinator will staff the FACC with pre-designated, pre-trained volunteers from a number of UC Law SF offices and departments, potentially supplemented with resources provided by a pre-established third-party contract service. The FASC Coordinator or designee, in coordination with other relevant University offices and departments, is responsible for designing and developing training materials to assist FASC staff in handling the types of calls that are received. FASC-related information sharing will be closely coordinated between the FACC, Office of Operations, and the Office of Communications. The FASC primary and alternate operating location will be determined based on the nature of the crisis or emergency situation.

Baseline FASC operational procedures include the following:

- Once the CEMPT makes the decision to activate the FASC, the Dean or Students or designee will be contacted and notified as such and of his designation as FACC Coordinator. All College offices/departments pre-designated to support FASC operations will also be notified of the decision to activate the FACC.
- The FASC Coordinator will contact pre-designated FASC staff or third-party contract support to advise them of FASC activation and instruct them to report to the Coordinator at the primary or alternate FASC location. Once all have arrived, the FASC will begin operations.
- The FASC Coordinator will record a message on the UC Law SF central information line that will link those callers seeking information on the emergency situation to the FACC extensions and provide additional information regarding the FASC and associated services.
- Public announcements will be made through local media advising of the availability of the UC Law SF central information line for those seeking information or assistance provided by the FASC.
- The FASC will remain operational until the CEMPT, in consultation with the FACC Coordinator, make a decision to cease operations based on the status of the emergency.

#### **Family Educational Rights and Privacy Act (FERPA) Disclosure Guidance:**

The Family Educational Rights and Privacy Act (FERPA) is a U.S. federal law that protects the privacy of student education records. Enacted in 1974, FERPA applies to all educational institutions that receive federal funding. The key provisions of FERPA include granting parents and eligible students the right to access and control their educational records, ensuring the confidentiality of these records, and restricting the disclosure of personally identifiable information without consent. FERPA aims to strike a balance between the need for information sharing within the educational system and the protection of students' privacy rights.

**In accordance with 34 CFR 99.31 (a)(10) and 34 CFR 99.36, disclosures made under the health or safety provision must be “in connection with an emergency,” which means it must be related to an actual, impending, or imminent emergency, such as a natural disaster, a terrorist attack, a campus shooting, or the outbreak of an epidemic disease.**

## VII. CRISIS AND EMERGENCY PREPAREDNESS

The Chancellor and Dean’s intent is for the UC Law SF campus community – including leadership, faculty, staff, and students – to be prepared to respond to and recover from a wide array of crisis and emergency situations affecting the campus. This CEMP has been developed to identify, define, and document the key components of the University’s crisis and emergency posture so that when a threat or incident occurs, the key framework for proactively addressing the situation and its impacts is well understood and ready to be activated.

### A. ROLES AND RESPONSIBILITIES

#### **COO and Director for Safety and Emergency Preparedness:**

The UC Law SF COO and Director of Safety and Emergency Preparedness will work together as a team to provide continuity and day-to-day emergency preparedness program oversight and management and inform leadership decisions relative to continuous program improvement.

#### **CEMPT:**

During “steady-state” operations, the CEMPT will engage senior leaders and functional area managers from across the University to establish strategic guidance, set annual emergency preparedness program priorities and objectives, provide a sounding board for emergency preparedness program functional leadership, and lend broad experience to the review of after-action reports from exercises, actualized threats, and best-practices from peer institutions and colleagues. CEMPT members provide leadership within their respective functional areas of responsibility and help spur coordination across functional areas to enable the emergency preparedness program to build upon past success while bringing new ideas and approaches to the table. The CEMPT meets periodically to receive briefings and meetings and when needed to address emergency program needs, including review and approval of new initiatives and activities.

### B. TRAINING AND EXERCISES

Comprehensive and continuous training and exercising is essential to building an understanding of understanding and successful implementing the CEMP. Accordingly, the Director of Safety and Emergency Preparedness will develop and coordinate the implementation of an annual emergency preparedness training and exercise program for the UC Law SF campus community. This annual plan will be reviewed and approved by the CEMPT. Annual training will cover the key organizational elements of the CEMP and the basics of the Incident Command System (ICS), as well as role-based training commensurate with position-specific responsibilities detailed in the plan.

A variety of workshops, exercises and drills may be used to test and evaluate the ability of the various aspects of the campus community to successfully execute their crisis and emergency management roles and responsibilities against a diverse spectrum of potential incident scenarios.

#### **Individual/Team-based Training:**

Specialized training can be used to assist individuals/teams in advancing their planning or familiarity with their specific roles and responsibilities during crisis and emergency situations. Training materials will be developed and tailored to meet the needs of the CEMPT, EOC Team, Tactical IC Team, and various functionally based teams for use in refreshing existing team members or orienting new team members. Tailored trainings will be provided annually for each tier of the

UC SF Law Crisis and Emergency Response Organization. Additionally, crisis and emergency-related training will be provided to incoming students as part of the UC Law SF orientation program, with annual refresher training thereafter.

### **Tabletop Exercises:**

TTXs are discussion-based activities that leverage a hypothetical scenario, intended to generate a dialogue around various pre-identified key issues to facilitate a conceptual understanding of the issues, identify key roles and responsibilities, examine specific incident management strategies and/or achieve a common understanding regarding plans, policies, procedures or technologies.

This type of exercise can be conducted with portions or all of the CEMPT, EOC Team, or functionally based support teams or a combination of multiple teams present and is typically facilitated by an external party. A CEMPT- TTX will be conducted annually.

### **Drills:**

Drills are operations-based activities designed to validate a specific function or capability within a single organization, often employed to validate a single operation or function. They also can be used to provide training on new equipment, validate procedures, or practice and maintain current team skills. Examples included fire and building evacuation drills. A comprehensive campus-wide fire drill will be conducted annually during the fall semester.

### **Functional Exercises:**

Functional exercises are operations-based activities designed to validate and evaluate capabilities, multiple functions and/or sub-functions, or interdependent groups of activities within or across a single aspect or operating component of an organization. Functional exercises are structured based on a realistic, real-time environment; however, actual movement of resources is usually simulated.

Facilitators can use this format to create an environment similar to that which may exist in a major campus emergency. Several scenarios of various levels and complexities may unfold over the duration of the exercise. An EOC Team Level functional exercise will be conducted on a biennial basis.

### **Full-Scale Exercises:**

Full-scale exercises are operations-based activities that are typically the most complex and resource-intensive of the preparedness event types likely involving multiple, interconnected operating components and the real-time interaction of participants internal and external to an organization, along with the actual and movement of resources to support exercise objectives. The focus of a full-scale exercise typically is on implementing and analyzing plans, policies, procedures and technologies that have been developed in discussion-based activities and honed during previous, smaller-scale preparedness events. A full-scale exercise activity will be conducted on a triennial basis.

### **Equipment/Service Testing:**

Equipment and services used to support campus crisis and emergency management activities must be tested periodically in a simulated environment. Such testing may be conducted quarterly, semi-annually, or annually, depending on the equipment, maintenance schedule, and support requirements. Equipment includes mass notification systems, alarm and security systems, threat alert and notification systems, and any broadcast systems expected to be used to communicate during an emergency.



## IIX. PLAN ONGOING REVIEW AND MAINTENANCE

The Director of Safety and Emergency Preparedness is responsible for the overall management and maintenance of the CEMP. The CEMP is meant to be a living document, accounting for ongoing assessment and refinement of requirements and opportunities relevant to the evolving UC LAW SF risk and operating environments. It will be reviewed and updated biennially, supplemented by the issuance of out-of-cycle addenda, as required, to address “pop-up” concerns or organizational changes and after-action reporting/lessons learned from real-world threat/incident response, exercises and drills, and ongoing CEMP implementation. Additionally, certain elements of the CEMP, such as EOC team rosters and emergency contact lists, will require more frequent updating. The Director of Safety and Emergency Preparedness will review this material quarterly and update as necessary.



UC Law San Francisco

# APPENDIX 1

## Emergency Response & Hazard Specific Guidelines



JANUARY 2024

**ON-CAMPUS EMERGENCIES**  
**415-565-4600 OR 9-1-1**



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## PURPOSE STATEMENT

The UC LAW SF Emergency Action Plan was created to provide a guide for the University Community in an effort to save lives, protect property, and ensure the continued operations UC Law SF through the means of preparedness, education, and individual readiness. This plan is a guide to assist in critical incidents. Because crisis and emergency situations are varied and unpredictable, the basic guidelines detailed in this appendix should be implemented in a flexible manner and tailored to the situation at hand.

## INTRODUCTION

The information provided in this appendix is intended to assist University of California Law San Francisco (UC Law SF) campus community members (students, faculty, and staff) in taking appropriate actions in response to different emergencies that may affect the University. All campus community members should be familiar with the contents of this appendix and ensure that it is immediately available to them for quick reference should a major emergency occur.

Certain sections of this appendix contain blank spaces that should be filled in with critical information or point of contact information most pertinent to the individual user. Key point of contact information for on-campus and off-campus emergency responders and others with key emergency responsibilities is provided in Appendix 2 and Appendix 3, respectively.

In a major emergency, the 911 lines may be overwhelmed. If you need immediate emergency assistance, persist in your efforts to reach a 911 operator. As a secondary option, contact Campus Security at (415) 565-4600. Campus Security is available seven days a week, 24 hours a day at the Academe 198 McAllister Building.

In the event of a major crisis or emergency affecting the university (a Level 2 or 3 emergency as defined in the CEMP), the UC Law SF Emergency Operations Center (EOC) will be activated and appropriately staffed to help address the situation. The EOC will work closely with Tactical Incident Command in responding to and recovering from such situations.

All UC Law SF campus community members should become familiar with their Building Emergency Plans (BEPs). The BEPs provide information on building Evacuation and Shelter in Place. They also provide information on the University's designated Emergency Assembly Area (EEA) in the event that a building-specific or campus-wide evacuation becomes necessary.

In the event of an emergency closure of the University or suspension of on-campus activities, contact appropriate department heads or Campus Security at (415) 565-4600.

To receive campus emergency information, including hazard alerts, warnings, and protective action guidance:

- Ensure your personal contact information is appropriately registered in UC Law SF's Mass Notification System (Everbridge).
- Call UC Law SF Security at (415) 565-4600.
- For area-wide emergency information, follow reports on "Emergency Alert System" radio, local government information networks (including social media), and television news broadcasts.

***For questions or comments regarding this appendix, please contact the UC Law SF Director of Safety and Emergency Preparedness.***



**YOUR BUILDING INFORMATION**

Building Name: \_\_\_\_\_

Building 9-1-1- Address: \_\_\_\_\_  
 \_\_\_\_\_

Point of Contact Person	Name:	Phone Number:
Direct Supervisor:		
Department Head:		
In Case of Emergency:		
Building Security:		

**Emergency Evacuation Assembly Locations**

Primary: \_\_\_\_\_

Secondary: \_\_\_\_\_

**Severe Weather Shelter Locations**

Primary: \_\_\_\_\_

Secondary: \_\_\_\_\_

**Notes:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## PREPARING FOR EMERGENCIES

In larger-scale emergencies that may impact the entire campus and/or community, first responders may not be able to reach you quickly. As a result, there are several simple steps that you can take to be prepared to handle emergencies on your own. In order to be prepared, you should:

- Know what emergencies can impact you (your family and roommates) and have a plan for each. Be sure to include pets and those with special needs.
- Always identify two exits in any building that you frequent.
- Be sure that the appropriate University offices/departments have your correct current address, home phone number, and emergency notification information. If you expect to stay somewhere other than your home during an emergency, be sure the appropriate University officials know how to reach you.
- Update your emergency contact information in Everbridge to facilitate receipt of information via the University's Mass Notification system.
- At a minimum, have an emergency kit in your car and/or office with a flashlight, whistle, small first aid kit, and other items to sustain you for extended time periods.
- Keep your car's gas tank at least half full at all times.
- Be sure you have plenty of gas to get to your destination; expect major traffic delays.
- Have enough cash on hand for several days' needs.
- Keep adequate prescription medications on hand.
- In your home emergency kit, always keep at least a 72-hour supply of food (pre-cooked canned goods, granola bars, etc.) and emergency water (minimum 1 gallon per person per day).
- If applicable, remember pet food, diapers, a spare pair of prescription glasses.
- Regularly check the batteries in your portable radios, smoke detectors, cell phones and flashlights and keep extra batteries on hand or purchase a crank-type radio and flashlights.
- Be sure the fire extinguishers in your home and car are properly charged.
- Keep a change of clothes in your car and at work.
- Think about how you will communicate with family and friends during an emergency when cell phone systems may be overwhelmed – try texting and/or establishing an out-of-town emergency phone contact who family and friends can call to check in and relay messages.
- If you have children, talk with your school or day care provider about their emergency procedures.
- It may be difficult to remember all the phone numbers you have entered into your cell phone. Keep a printed list of phone numbers for family, friends, and other contacts in case your cell phone is inoperable, the battery is dead, or your phone is lost.
- Program emergency contact numbers in your cellphone using ICE, ICE2, ICE3 (in case of emergency).
- If you normally use public transportation, consider making arrangements to ride with someone else as a contingency plan if public transportation is unavailable.
- If a decision is made to close the University or suspend key activities on campus, go directly to your planned destination via a familiar, well-traveled route. Do not make stops or side trips. When you get there, notify a relative or friend that you have arrived.
- If you are in doubt about whether to report to work, call UC Law SF Security at (415)565-4600 for an updated status of University operations.



## EMERGENCY COMMUNICATIONS

UC Law SF uses a layered communications strategy to communicate with faculty, staff, students, and community members in the event of an emergency. At the onset of an incident, such as a situation involving fire or a bomb threat, you will likely receive information through a limited number of sources (e.g., Everbridge, loudspeakers, on campus digital information displays, texts, etc.).

Everbridge is the University's mass notification system. It allows University officials to deliver messages to UC Law SF faculty, staff, and students in the event of a life-threatening or other emergency situation on campus. If the University Mass Notification system is activated, you will receive emergency notifications via the contact points listed in your UC Law SF directory records. This should include: your office phone, text messaging on your cell phone, email address and/or your home phone, if listed. Voice mail messages will be delivered to the phone numbers you provide if the number is not answered.

Note: Not all messages may arrive at the same time. SMS text messages to your cell phone typically are the most rapid form of delivery. Text messaging may be more effective during an emergency as it may still function even when voice communication via cell phones will not.

When receiving an emergency alert, follow the instructions immediately:

For example, "Shelter in Place" means you must seek immediate shelter inside the building where you are currently located; if you are instructed to "evacuate" an area or building, you should do so immediately and proceed to the designated Evacuation Assembly Area (EAA).

Call Campus Security (415)565-4600 for updated information: The University also will provide updated information to the appropriate media outlets.



## UNIVERSITY SECURITY

UC Law SF's Campus Security Authorities (CSAs) are the Director of Safety and Emergency Preparedness, the Dean of Students, the Director of Student Services, the Title IX Coordinator, and the Public Safety Ambassadors.

UC Law SF's CSA's have a strong working relationship with neighboring jurisdictions. On a regular basis, the departments may share information and equipment, assist with investigations, and provide patrol assistance when needed.

The CSA provides a full range of security services 24 hours a day, seven days a week. Public Safety Ambassador patrol the campus during normal campus hours and have agreements with the surrounding law enforcement agencies to provide services as well.

### What should I know about reporting a crime?

If you are a victim of a crime or witness a crime taking place, report the incident and/or any suspicious person immediately to Campus Security or 911. Provide as much information as possible including:

- Nature of the incident.
- Whether the incident is in progress.
- Location of the incident.
- Description of suspect(s) involved.
- Whether the suspect is armed.
- Description of any vehicle involved.
- Follow instructions and stay on the line until an officer arrives and, if possible, protect the crime scene.

### What services are provided by Campus Security?

- Patrol services
- Criminal investigations
- Crime prevention
- Vehicle unlocking
- Vehicle battery jump
- Safety escort

### What safety tips are good to know?

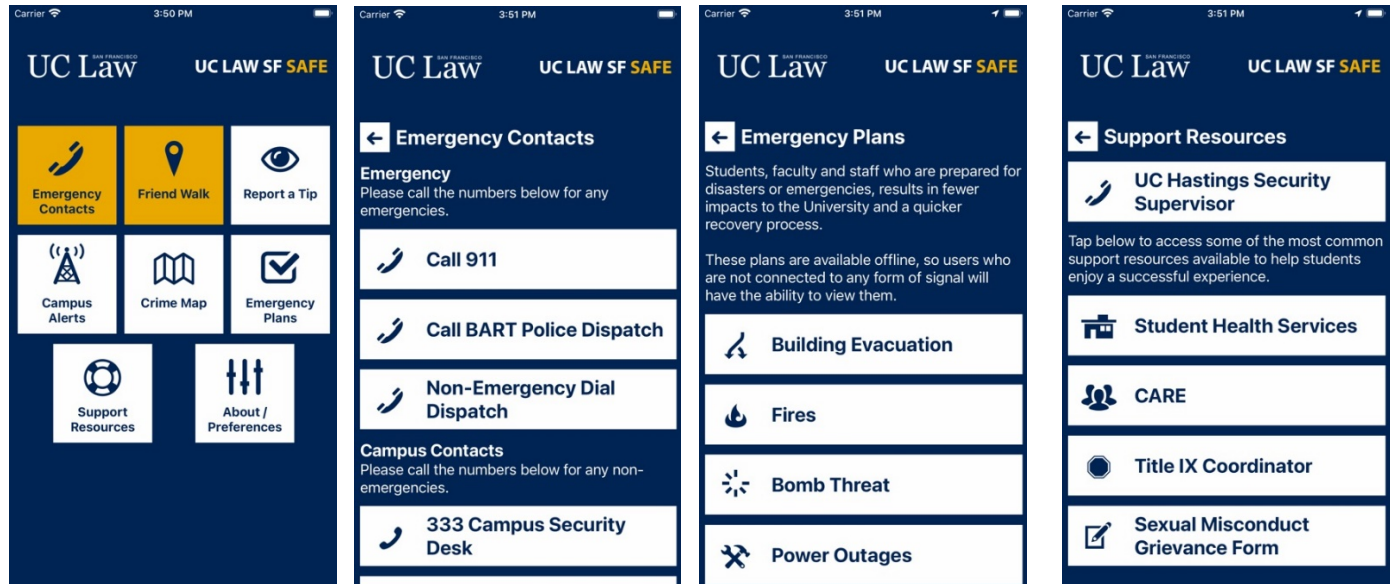
- Walk to your vehicle in pairs or in a group.
- Vary your routine; use a different route, come and go at different times.
- Follow a well-lit pathway or roadway.
- Be aware of your surroundings. Watch for suspicious people or activities.
- Be aware of the locations of all Emergency Call Boxes on campus. Use them if you are concerned or feel your safety is in jeopardy.
- When you enter your vehicle, lock all the doors, and turn on your headlights. This will allow you to see anyone outside in the dark.
- If you are unfamiliar with the parking garage, drive through it and check it first. If you don't feel safe, go elsewhere, and wait for someone else to arrive.
- Have your keys in your hand so that you don't have to search for them when you reach your vehicle.
- When you know that you will be returning to your vehicle late at night, try to pick a well-lit area to park.
- Before getting into your vehicle, visually inspect the interior for anything suspicious.
- See something, say something!
- If you suspect that someone is following you, drive to the nearest open public place, or local police department.



**SAFE App – UC Law SF**

The free UC Law SF SAFE app provides students, faculty, staff, and visitors with a direct connection to Campus Security so everyone can easily communicate their safety needs. It’s easy-to- use features help you stay safe every day and enable us to provide better protection for you. UC Law SF SAFE app users automatically receive alerts and other broadcasts initiated by Campus Security.

Download the UC Law SF SAFE app to your cell phone. It is the official safety app of UC Law SF. Download from Google Play or the App Store. The app features emergency contacts, crisis alerts, location services features, in-app tip reporting, and much more.



**Reporting an Emergency**

To report all emergencies related to police, fire, chemical spills, or medical assistance, dial 911 from any campus telephone or a cell phone to contact emergency services. When 911 is dialed, the dispatcher receives information on a computer screen identifying the location where the call originated. When dialing from a cell phone, you will have to provide the dispatcher with the location. To contact the San Francisco Police Department directly for emergencies, dial (415) 553-8090 or, as always, whenever in doubt, dial 911.

**Blue Towers**

Blue towers are located in the UC Law SF parking garage. Pressing the service button will automatically contact 911 and activate an emergency camera display of the blue tower. All calls will be responded to.

**Elevator Phones**

Phones in elevators dial directly to the elevator emergency call center.





## TIMELY WARNINGS AND EMERGENCY NOTIFICATIONS

### Timely Warnings (Crime Alerts)

In 1990, the U.S. Congress enacted the Crime Awareness and Campus Security Act, which requires postsecondary institutions to disclose campus crime statistics and security information. The act was renamed the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act in 1998 in memory of a student who was slain in her dorm room in 1986.

The Clery Act requires higher education institutions to give timely warnings of crimes that represent a threat to the safety of students or employees, and to make public their campus security policies. It also requires that crime data be collected, reported, and disseminated to the campus community and the U.S. Department of Education. The act is intended to provide students and their families, as higher education consumers, with accurate, complete, and timely information about safety on campus so they can make informed decisions.

Timely Warnings are used to notify the campus community of any Clery Act-identified crime that poses a serious or continuing threat to the campus community, except in situations where issuing the crime alert would compromise law enforcement efforts to address the crime. These warnings are sent as soon as the information is available to enable people to protect themselves and/or their property.

All available information, both public and confidential, will be taken into consideration when determining if a serious or continuing threat exists. Those considerations include, but are not limited to, the relationship between victims and perpetrators, whether an arrest has been made that mitigates the threat and the amount of time that has passed between the commission of the crime and Campus Security being notified of the crime. Each case will be evaluated on an individual basis.

The University may not necessarily issue crime alerts for every Clery Act criminal incident that is reported unless that specific incident poses a continuing threat to the community.

### Informational Emails

Informational emails may be sent to make the University community aware of situations that do not merit a Timely Warning but would otherwise be of interest to the University community. Examples of situations that may result in the distribution of an informational email are when a crime or incident occurs outside of UC Law SF's Clery geography or when an incident occurs that is not a Clery qualifying crime but is nevertheless a safety concern.

### Emergency Notifications: Everbridge

The University will immediately notify the campus community of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students, faculty, staff, or visitors occurring on campus. In those instances, the University will, without delay, and taking into account the safety of the community, determine the content of the notification and activate the mass notification emergency alert system, Everbridge.

Everbridge is the primary emergency messaging system that delivers text messages, voice calls, e-mails, and desktop computer alerts directly to your cell phone, if registered in the system, or desktop computer in the event of severe weather, campus emergency, emergency evacuation, or other campus emergency.

Students, faculty, and staff must manually register their cell phone number(s) in the Everbridge System at <https://uchastings.force.com/UCH Profile>. UC Law SAFE app will receive alerts through the app as well.

Everbridge will only be used in the event of severe weather, a campus emergency, or other situation in which the University believes your wellbeing may be in danger and some type of action is required of you. The system is not used for routine communications.



## CLERY ACT

The Clery Act requires UC Law SF to:

- Publish a Daily Crime Log.
- Collect data on the frequency of Clery Qualifying crimes that occur within Clery geography and publish the data in an Annual Security Report.
- Identify and train Campus Security Authorities (CSAs) on their reporting obligations under the Clery Act.
- Send Crime Alerts and Emergency Notifications when a situation poses a danger to the campus community.

### Reporting a Crime

If you are the victim or witness to a crime, you have the responsibility to report it immediately to the police. UC Law SF community members are encouraged to report all crimes or any suspicious activity accurately and promptly to the police or to UC Law SF Public Safety Ambassadors (“Public Safety Ambassadors”), even when the victim of a crime elects or is unable to make such a report.

Students and employees who report crimes may aid in averting crimes and in the apprehension of suspects, as well as allow UC Law SF to initiate a Timely Warning and to include the information in the annual statistics disclosure. Most importantly, prompt reporting will help maintain a safe and secure campus environment.

### Via Telephone

In an emergency, dial 911 from any UC Law SF campus phone or your cell phone. Whenever in doubt, dial 911. When needing to report a crime in a non-emergency situation dial San Francisco Police Department’s non-emergency number (415) 553- 0123. All crimes that occur on campus should be reported to Campus Security. This helps ensure that incidents are properly included in the annual Disclosure of Crime Statistics and that a Crime Alert can be issued when necessary. Whenever possible, the actual victim or witness should make contact with the Police Department. First-hand information is always more accurate and complete.

### Online

If you wish to report an incident of receiving annoying phone calls, petty theft, vandalism or lost property, this can be done online at: <https://www.sanfranciscospolice.org/get-service/police-reports/file-police-report>.



## ALL HAZARDS EMERGENCY PREPAREDNESS

There are many benefits to planning ahead for disasters. The most important benefits are staying safe and helping the community recover. By preparing in advance for an emergency, you can:

- Help keep other people safe.
- Limit property damage.
- Know what to do during and after a disaster.
- Support community resilience and preparedness.
- Help the campus community get back up and running after a disaster.

### Preparing for Emergencies



#### KNOW YOUR RISKS

Understand the risks you and the campus community face. UC Law SF's campus faces many types of hazards. It is important to learn the risks specific to the campus and buildings. Know how and when to take action before, during, and after different hazards.



#### MAKE A PLAN

Make a communications plan and prepare for both evacuating and sheltering in place. Prepare for your unique needs with customized plans and supplies. In addition, use your social networks to help friends and family prepare and participate in community-wide emergency preparedness activities.



#### TAKE ACTION

Put your plan into action. Be ready and able to face emergencies, no matter where you are and when they occur. Practice your emergency plans, take advantage of emergency alert and warning systems, and explore ways to serve the campus community.

### Basic Protective Actions for All Emergencies

Remember to be inclusive in your disaster planning and consider the needs of the elderly, and those with disabilities or access and functional needs. Also, be sure to consider your transportation and communication needs, recognizing that a disaster may impact normal route and transportation methods and the ability to use cellular telephones.

**Many disasters happen with little or no warning.** You need to be ready with the appropriate skills and knowledge to act immediately—often before you have instructions from authorities. After an event, it is important to first assess the situation before deciding to stay or change your location.

**Assess the Situation** – When something happens without warning, take a few seconds to figure out your most effective next steps. The goal is to be safe and stay out of harm's way.

**Decide to Stay or Change Locations** – The next step is to stay in your current location or move to another location. In some instances, such as a hazardous material release outdoors, it may be best to stay indoors. In an armed assailant incident, it may be best to run to another location.

## ARMED ASSAILANTS / SHOOTING INCIDENTS

If an armed assailant has entered the campus area and threatened violence and/or started shooting, UC Law SF may enter into a lockdown mode. Please note, these situations are highly unpredictable. With this in mind, the following recommendations derive from U.S. Department of Homeland Security guidelines based on best practices. Altering responses may be necessary depending on the situation. Remember that others are likely to follow your lead.

### **RUN and escape, if possible.**

- Getting away from the shooter or shooters is the top priority.
- Leave your belongings behind and get away.
- Help others escape, if possible, but evacuate regardless of whether others agree to follow.
- Warn and prevent individuals from entering an area where the active shooter may be.
- Call Campus Security when you are safe, and describe shooter, location, and weapons.

### **HIDE, if escape is not possible.**

- Get out of the shooter's view and stay very quiet.
- Silence all electronic devices and make sure they won't vibrate.
- Lock and block doors, close blinds, and turn off lights.
- Don't hide in groups- spread out along walls or hide separately to make it more difficult for the shooter.
- Try to communicate with police silently through text message or social media- so they know geo-tagged location, or by putting a sign in a window.
- Stay in place until law enforcement gives you the all clear.
- Your hiding place should be out of the shooter's view and provide protection if shots are fired in your direction.

### **FIGHT as an absolute last resort.**

- Commit to your actions and act as aggressively as possible against him/her.
- Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc. to distract and disarm the shooter.
- Be prepared to cause severe or lethal injury to the shooter.
- Throw items and improvise weapons.

### **AFTER an Active Shooter Incident:**

- Keep hands visible and empty.
- Know that law enforcement's first task is to end the incident, and they may have to pass injured along the way.
- Follow law enforcement instructions and evacuate in the direction they come from.
- Officers may be armed with rifles, shotguns, and/or handguns and may use pepper spray or tear gas to control the situation.
- Officers will shout commands and may push individuals to the ground for their safety.
- Remain inside the secure area, so long as it remains safe to do so.
- Law enforcement will locate, contain, and stop the assailant.
- The safest place for you to be is in a locked/barricaded room.
- The assailant may not flee when law enforcement enters the building, but instead may target arriving officers.
- Officers usually arrive in teams of four.
- Officers may wear uniforms or tactical equipment like bulletproof vests or helmets.



- Officers may be armed with rifles, shotguns, and/or handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and may push individuals to the ground.
- Take care of yourself first, and then you may be able to help the wounded before first responders arrive.
- If the injured are in immediate danger, help get them to safety.
- While you wait for first responder to arrive, provide first aid- apply direct pressure to wounded and use tourniquets if you have been trained to do so.
- Turn wounded people onto their sides if they are unconscious and keep them warm.

### **Lockdown Procedures**

If you are inside a building and you hear gunfire or receive an emergency message signifying a lockdown, please follow these steps:

1. Go to the nearest room, office, or closet.
2. Close and lock the door.
3. If possible, cover the door or windows.
4. Place whatever you can in front of the door to prevent anyone from entering.
5. Place books in the front and back of your shirt to protect against gunfire.
6. Stay quiet and stay out of view.
7. DO NOT answer the door.
8. If you hear gunfire or have pertinent information to the situation, notify Campus Security or 911. Do this ONLY if it is reasonably safe to do so.
9. Information to share:
  - a. Your name.
  - b. Location of the incident (as specific as possible).
  - c. Number of known shooters.
  - d. Identification of the shooter.
  - e. Type of weapon (handgun, rifle, etc.).
  - f. Your current location.
  - g. Location of known victims.
10. Stay barricaded inside the room, closet, etc. until you're escorted out by an emergency official or given an "all clear" notification message.
11. If you are outside of a building, run off campus and seek shelter.

### **Police Response**

Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter. Early on in the incident medical treatment may be impossible to deliver to victims because their main goal is stopping the shooter. Try to remain as calm as possible so as not to interfere with police operations. Once the area has been secured, rescue teams will arrive to provide assistance to those injured.

## BIOTERRORISM

Biological agents are organisms or toxins that can kill or incapacitate people, livestock, and crops. A biological attack is the deliberate release of germs or other biological substances that can make you sick.

There are three basic groups of biological agents that could likely be used as weapons: bacteria, viruses, and toxins. Biological agents can be dispersed by spraying them into the air, person-to-person contact, infecting animals that carry the disease to humans and by contaminating food and water.

### Before a Biological Threat

A biological attack may or may not be immediately obvious. In most cases local health care workers will report a pattern of unusual illness or there will be a wave of sick people seeking emergency medical attention. The public would be alerted through an emergency radio or TV broadcast, or some other signal used in your community, such as a telephone call or a home visit from an emergency response worker.

### During a Biological Threat

The first evidence of an attack may be when you notice symptoms of the disease caused by exposure to an agent. In the event of a biological attack, public health officials may not immediately be able to provide information on what you should do. It will take time to determine exactly what the illness is, how it should be treated, and who is in danger.

Follow these guidelines during a biological threat:

- Watch TV, listen to the radio, or check the Internet for official news and information including signs and symptoms of the disease, areas in danger, if medications or vaccinations are being distributed and where you should seek medical attention if you become ill.
- If you become aware of an unusual and suspicious substance, quickly get away.
- Cover your mouth and nose with layers of fabric that can filter the air but still allow breathing. Examples include two to three layers of cotton such as a t-shirt, handkerchief, or towel.
- Depending on the situation, wear a face mask to reduce inhaling or spreading germs.
- If you have been exposed to a biological agent, remove and bag your clothes and personal items. Follow official instructions for disposal of contaminated items.
- Wash yourself with soap and water and put on clean clothes.
- Contact authorities and seek medical assistance. You may be advised to stay away from others or even quarantined.
- If your symptoms match those described and you are in the group considered at risk, immediately seek emergency medical attention.
- Follow instructions of doctors and other public health officials.
- If the disease is contagious expect to receive medical evaluation and treatment.
- For non-contagious diseases, expect to receive medical evaluation and treatment.
- In a declared biological emergency or developing epidemic avoid crowds.
- Wash your hands with soap and water frequently.
- Do not share food or utensils.

### After a Biological Threat

Pay close attention to all official warnings and instructions on how to proceed. The delivery of medical services for a biological event may be handled differently to respond to increased demand.

The basic public health procedures and medical protocols for handling exposure to biological agents are the same as for any infectious disease. It is important for you to pay attention to official instructions via radio, television, and emergency alert systems.

Visit the [Centers for Disease Control and Prevention](#) for a complete list of potential agents/diseases and appropriate treatments.



## BOMB THREAT

Bomb threats can be classified into two categories:

- **The Hoax Caller:** These threats are generally motivated to create an atmosphere of panic and chaos. Generally, the motive of these callers is to disrupt the normal activities and operations of the location where the explosive device is alleged to be placed.
- **The Credible Caller:** This caller believes that an explosive device has been or will be placed, and he or she wants to warn of the threat to minimize personal injuries or property damage. The caller may be the person placing the bomb or someone who has become aware of information they believe to be credible.

### Bomb Threat Methods

Most of the time, bomb threats occur over the phone; however, these threats can also be made via letters, e-mail, and suspicious packages.

**The Phone Threat:** Telephone bomb threats are the most common. A person receiving a bomb threat by phone SHOULD NOT disconnect the caller. Keep the caller on the phone as long as possible and get as much information as possible. Once the call is finished report the call and information to Campus Security. Information you should obtain:

- When will the bomb explode?
- Where is the bomb located?
- What kind of bomb is it?
- Who is (are) the targets?
- Who is the caller and how can he or she be reached?
- Why was the bomb placed there?

**The Letter Threat:** Bomb threats can be received via letter or in another form of writing. If you receive such correspondence, keep all materials, and contact Campus Security immediately. The person opening the letter should handle the document as little as possible.

**The E-Mail Threat:** E-mail is becoming a more and more frequent source of harassing communication. Although e-mail is not very private, experienced persons can create e-mail accounts under fictitious names and use public computers to send threats. A person receiving a bomb threat via e-mail should contact Campus Security immediately. Do not delete the message.

**The Suspicious Package, Letter or Other Item:** Any unusual object or even a strange vehicle should be immediately reported to Campus Security. See Suspicious Package Section on page 39 of this plan.

### What to do if you receive a bomb threat:

- Keep calm and keep the caller on the line as long as possible. Ask the caller to repeat the message. Record as much of the spoken words made by the caller as possible.
- Ask the caller for the exact location and time of possible detonation (if this information was not provided).
- Pay particular attention for any strange or peculiar noises, such as motors running, background music and type of music, and any other noises which might give even a remote clue as to the place from which the call is being made.

- Listen closely to the voice (male or female), quality of the voice (calm or excited), accents and speech impediments. DO NOT HANG UP THE PHONE UNTIL THE CALLER HAS DISCONNECTED.
- Call Campus Security immediately when the call has been completed, giving as much information as possible. Campus Security will disseminate the information to the University Community.
- If the bomb threat is directed to your building, notify the Dean of Students or other appropriate directors, and proceed with an orderly evacuation of all building occupants.
- Assemble at an area at least 500 feet away from the building or other location as directed by Campus Security.
- Preserve any written, electronic, or recorded communications related to the bomb threat for investigation by Campus Security.





**Bomb Threat Checklist**

The exact wording of the threat: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Number at which the call was received: \_\_\_\_\_ Time: \_\_\_\_\_  
 Length of call: \_\_\_\_\_ Date: \_\_\_\_\_

**Questions to ask the Caller:**

When is the bombing going to explode? \_\_\_\_\_  
 What is the exact location of the threat? \_\_\_\_\_  
 Where is the bomb right now? \_\_\_\_\_  
 What does the bomb look like? \_\_\_\_\_  
 What kind of bomb is it? \_\_\_\_\_  
 What will cause the bomb to explode? \_\_\_\_\_  
 Did you place the bomb? \_\_\_\_\_  
 Why? \_\_\_\_\_  
 What is your name? \_\_\_\_\_  
 What is your address? \_\_\_\_\_  
 Number at which the call was received: \_\_\_\_\_ Time: \_\_\_\_\_  
 Length of call: \_\_\_\_\_ Date: \_\_\_\_\_

Caller's Gender: \_\_\_\_\_ Caller's Race: \_\_\_\_\_

**Caller's Language:**

- Well spoken (educated)       Irrational       Taped
- Foul       Incoherent       Message Read

**Caller's Voice:**

- Calm       Lisp       Laughter       Slurred
- Nasal       Slow       Familiar       Normal
- Angry       Raspy Soft Deep       Clear Throat       Disguised
- Stutter       Distinct       Whispered
- Excited       Loud       Accent
- Cracking Voice       Raged       Crying

If voice is familiar, who did it sound like? \_\_\_\_\_

**Background Sounds:**

- Street       Animal Noises       Office Machinery       Music
- House       Motor       Static       Factory Machinery
- Disguised       Clear       PA System       Long Distance
- Booth       Voices       Local       Other

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ Phone: \_\_\_\_\_

**Note:** This report should be given only to law enforcement who will interview the person completing the form. After the conversation, call Campus Security IMMEDIATELY and follow instructions. DO NOT discuss the details of the threat with anyone except your direct supervisor.



## CIVIL DISTURBANCE OR DEMONSTRATION

Although infrequent, the UC Law SF campus may experience civil disturbances originating on or off campus as individuals express their first amendment rights to free speech. In the event a civil disturbance occurs, please be aware of the following information:

### General Guidelines:

- Avoid the area of disturbance.
- Avoid provoking or obstructing the demonstrators. Stay away from glass doors or windows. If a class or lecture is disrupted, the offending person(s) should be requested to leave. If they refuse, call Campus Security.
- If you are instructed to evacuate, and it is safe to do so, secure your work area, log off computers, and secure sensitive files.
- Activate registered cell phones to receive campus emergency notifications that may be sent through the University Mass Notification system. Stand by for periodic updates.

### **If a riot or other civil disturbance develops in the immediate vicinity of the campus or encroaches onto UC Law SF property:**

- If it is safe to do so, leave your building and the immediate vicinity of the disturbance.
- If Campus Security staff directs faculty, staff, and students to remain indoors, refer to the "Shelter in Place" procedures.
- Do not attempt to confront or talk with the individuals causing the disturbance. Campus Security and local police personnel will handle any interaction with involved individuals.

### **If a riot or other civil disturbance develops within the community, but is not in the immediate vicinity of UC Law SF:**

- Campus Security will provide the UC Law SF campus community with relevant information as it becomes available. Information will include the areas affected, road closures, and the severity of the situation.
- If you are told that a disturbance has escalated and public safety has become an issue, faculty, and staff may be asked to leave the campus.
- Follow the instructions given to you by your supervisor.
- Do not spread rumors.

### **If instructed to leave campus:**

- Drive carefully. Extra caution is required any time you are excited, worried, or distracted by an emergency.
- Watch for bicycles, pedestrians, and emergency vehicles.
- Expect traffic and mass transit back-ups and delays; Be patient.
- Follow traffic directions from Campus Security or other safety officials.
- If normal exits are blocked, you will be directed to an alternate route.
- Traffic signals might not be working, use 4-way stop signs traffic rules.
- If you are in doubt about whether to report back to campus, call your supervisor.

For area information, follow reports on "Emergency Alert System" radio stations and local television stations.



## CRIMINAL, DISRUPTIVE, OR THREATENING BEHAVIOR

All members of the campus community are asked to assist in making the campus safe by being alert to suspicious situations and promptly reporting them. If you observe a criminal act or are a victim, immediately notify Campus Security.

### What information do I need to have readily available when reporting?

- Nature of the incident.
- Location of the incident.
- Description of the person or persons involved. Description of property involved.

### What do I need to do after reporting the suspicious activity, criminal act, or violent behavior?

- If possible, stay on the phone as long as possible with security and keep a visual on the suspect. When officers arrive, assist by supplying them with all additional information.

### Disruptive or Threatening Behavior

Disruptive or threatening behavior is any behavior that interferes with students, faculty, or staff and their access to an appropriate and/or safe educational or work environment. Some examples are behavior that draws inappropriate attention to oneself, verbal outbursts, words, or actions that may cause others to fear for their safety.

- Threats may be statements of intention or expressions of strong emotion. They can be indirect or indirect, verbal, or nonverbal. Shaking a fist or pounding the desk, throwing things, and showing a weapon or things that could be used as a weapon are all examples of nonverbal threats.
- Verbal threats may be indirect expressions of frustration or anger directed toward a person or office or they may be direct statements of the intention to harm. These situations are complex, and it is not expected that individuals will be able to assess whether the threat is serious and might actually lead to harm. However, it is expected that UC Law SF employees consider any threat or display of hate as potentially serious.

Most people who commit violent acts exhibit warning signs. It is important to take seriously any of the behaviors or words discussed above as potential threats and to consult appropriate trained personnel to assess the risk and plan interventions.

### How to respond:

Disruptive/threatening behavior should not be ignored. It is important to remain calm. Tell the person that such behavior is inappropriate and that there are consequences for failing to alter or improve the disruptive behavior. Many disruptive situations involve anger. Often it is best to wait out the initial outburst before addressing the individual. If you feel threatened, seek to remove yourself from the situation and NOTIFY Campus Security.

- NOTIFY Campus Security if there is a threat to the safety of anyone.
- Actively listen.
- Allow the person to vent and talk out the problem.
- Explain what type of behavior is acceptable.
- Trust your instincts.
- Focus only on what you can control.
- Suggest and assist with finding resources to help resolve the problem.



- The nearest employee to the person demonstrating signs of violence should notify the first available supervisor.
- A supervisor or person with counseling skills should attempt to de-conflict the situation.
- To reduce the threat of harm to additional victims, keep other employees away from confrontation area and attempt to prevent additional people from entering the area where a violent person is being disruptive.
- Employees in the area should be relocated or evacuated to prevent potential harm.



## CYBER INCIDENTS

Often times, we may not realize that our actions online might put us, our families, and even our country at risk. Learning about the dangers online and taking action to protect ourselves is the first step in making the Internet a safer place for everyone. Cybersecurity is a shared responsibility and we each have a role to play.

Cybersecurity involves preventing, detecting, and responding to cyber incidents. Unlike physical threats that prompt immediate action—like stop, drop, and roll in the event of a fire—cyber threats are often difficult to identify and comprehend. Among these dangers are viruses erasing entire computer systems, intruders breaking into computer systems and altering files, intruders using your computer or device to harm others, or intruders stealing confidential information. The spectrum of cyber risks is limitless. Threats, some more serious and sophisticated than others, can have wide-ranging effects on the individual, community, organizational, and national level. These risks include:

- Organized cybercrime, state-sponsored hackers, and cyber espionage can pose national security risks to our country.
- Transportation, power, and other services may be disrupted by large scale cyber incidents. The extent of the disruption is highly uncertain as it will be determined by many unknown factors such as the target and size of the incident.
- Vulnerability to data breach and loss increases if an organization's network is compromised. Information about a company, its employees, and its customers could be at risk.
- Individually owned devices such as computers, tablets, mobile phones, and gaming systems that connect to the Internet are vulnerable to intrusion. Personal information may be at risk without proper security.

### Before a Cyber Incident:

You can increase your chances of avoiding cyber risks by setting up the proper controls. The following are things you can do to protect yourself and UC Law SF property before a cyber-incident occurs.

- Only connect to the Internet over secure, password-protected networks.
- Do not click on links or pop-ups, open attachments, or respond to emails from strangers.
- Always enter a URL by hand instead of following links if you are unsure of the sender.
- Do not respond to online requests for Personally Identifiable Information (PII); most organizations - banks, universities, companies, etc. - do not ask for your personal information over the Internet.
- Review the privacy settings on your social media accounts.
- Trust your gut; if you think an offer is too good to be true, then it probably is.
- Password protect all devices that connect to the Internet and user accounts.
- Do not use the same password twice; choose a password that means something to you and you only; change your passwords on a regular basis.
- If you see something suspicious, NOTIFY Campus Security.

### During a Cyber Incident:

#### **Immediate Actions:**

- Check to make sure the software on all of your systems is up to date.
- Run a scan to make sure your system is not infected or acting suspiciously.
- If you find a problem, disconnect your device from the Internet and perform a full system restore.
- REPORT the incident to Campus Security and the UC Law SF IT Department. You might have revealed sensitive information about your organization.



**Immediate Actions if your Personally Identifiable Information (PII) is compromised:**

PII is information that can be used to uniquely identify, contact, or locate a single person. PII includes but is not limited to:

- Full Name.
- Social security number.
- Address.
- Date of birth.
- Driver's License Number.
- Vehicle registration plate number.
- Credit card numbers.

**If you believe your PII is compromised:**

- Immediately change all passwords; financial passwords first. If you used the same password for multiple resources, make sure to change it for each account, and do not use that password in the future.
- If you believe the compromise was caused by malicious code, disconnect your computer from the Internet.
- Contact companies, including banks, where you have accounts as well as credit reporting companies. Depending what information was stolen, you may need to contact other agencies.
- Close any accounts that may have been compromised. Watch for any unexplainable or unauthorized charges to your accounts.
- NOTIFY Campus Security.

## EARTHQUAKES

Earthquakes are sudden rolling or shaking events caused by movement under the earth's surface. Earthquakes happen along cracks in the earth's surface, called fault lines, and can be felt over large areas, although they usually last less than one minute. Earthquakes cannot be predicted. The State of California is especially at risk for earthquakes. Earthquakes can happen at any time of the year.

### During an Earthquake:

#### **If you are inside a building:**

Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.

- Drop down onto your hands and knees so the earthquake doesn't knock you down.
- Drop to the ground.
- Cover your head and neck with your arms to protect yourself from falling debris.
  - If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
  - If there is low furniture or an interior wall or corner nearby, and the path is clear, these may also provide some additional cover.
  - Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.
- Hold on to any sturdy covering so you can move with it until the shaking stops. Stay where you are until the shaking stops.

#### **If getting safely to the floor to take cover won't be possible:**

- Identify an inside corner of the room away from windows and objects that could fall on you. The Earthquake Country Alliance advises getting as low as possible to the floor. People who use wheelchairs or other mobility devices should lock their wheels and remain seated until the shaking stops. Protect your head and neck with your arms, a pillow, a book, or whatever is available.

#### **If you are outside when you feel the shaking:**

- If you are outdoors when the shaking starts, move away from buildings, streetlights, and utility wires. Once in the open, "Drop, Cover, and Hold On." Stay there until the shaking stops. This might not be possible in a city environment, so you may need to duck inside a building to avoid falling debris.

#### **If you are in a moving vehicle when you feel the shaking:**

- If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.



**After an Earthquake:**

- When the shaking stops, look around. If there is a clear path to safety, leave the building and go to an open space away from damaged areas.
- If you are trapped, do not move about, or kick up dust.
- If you have a cell phone with you, use it to call or text for help.
- Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you.
- Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- Be prepared to "Drop, Cover, and Hold on" in the likely event of aftershocks.





## ELEVATOR ENTRAPMENT / MALFUNCTION

Regular maintenance of all elevators located in University buildings is conducted to minimize the chance of failure. However, if you are in an elevator and it should fail for any reason, you should be aware that the elevator car will not fall, you will not run out of oxygen, and emergency lights in each car will activate for your safety. Elevators have mechanical safety brakes that are designed to operate in all situations, even during power failures. In the event of a power outage, the elevator should return to a pre-designated floor and the doors will open automatically.

### If the elevator malfunctions while you are inside:

- Do not try to force the doors open or attempt to get out of the elevator on your own.
- Use the emergency call button in the elevator to report situation. Give the dispatcher the following information:
  - Name of the building.
  - Building location.
  - Location within the building of malfunctioning elevator.
  - Where the elevator car is stopped, if known.
  - Whether a medical emergency exists for anyone inside the elevator.

### Note: Wait until the dispatcher advises you to disconnect.

- Assist other passengers in remaining calm.
- After the incident notify the building manager or facilities contact.

## EXPLOSION

### Before an Explosion:

The following are things you can do to protect yourself in the event of an explosion:

- Build an Emergency Supply Kit.
- Learn what to do in case of bomb threats or receiving suspicious packages and letters.
- Ensure your friends and co-workers have up-to-date information about any medical needs you may have and how to contact designated beneficiaries or emergency contacts.

### During an Explosion:

- Get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways.
- Do not use elevators.
- Stay low if there is smoke. Do not stop to retrieve personal possessions or make phone calls.
- Check for fire and other hazards.
- Once you are out, do not stand in front of windows, glass doors or other potentially hazardous areas.
- If you are trapped in debris, use a flashlight, whistle, or tap on pipes to signal your location to rescuers.
- Shout only as a last resort to avoid inhaling dangerous dust.
- Cover your nose and mouth with anything you have on hand.

### After an Explosion:

- There may be significant numbers of casualties or damage to buildings and infrastructure.
- Expect heavy law enforcement involvement at local, state, and federal levels.
- Health and mental health resources in the affected communities can be strained to their limits, maybe even overwhelmed.
- Extensive media coverage, strong public fear and international implications and consequences.
- Follow procedures for emergency evacuation and do not attempt to re-enter the building until told it is safe to do so.

## FIRE

All incidents of unintentional/non-control burn fires will be reported to the Campus Security immediately whether Fire Department response is required or not. All Department heads, building security, and supervisors will ensure that their employees are aware of the location of the fire extinguishers and fire alarm pull boxes in their work area(s). All employees should be made aware of emergency evacuation routes for their work area, the location of the fire exits, windows (if applicable) and reminded not to use elevators in the event of fire.

### What should I do if I discover a fire?

- ACTIVATE THE FIRE ALARM SYSTEM by pulling one of the pull stations that are located along the exit routes IF the alarm is not already sounding.
- FOLLOW YOUR EVACUATION ROUTE and evacuate the building through the nearest exit. DO NOT USE ELEVATORS.
- PROCEED to the pre-determined outdoor assembly area for the building.
- The building coordinator can assist in explaining where the assembly area is located.
- CALL Campus Security to report the fire.
- REMAIN OUTSIDE in the assembly area until you have been told to re-enter the building by the emergency personnel in charge.

### What do I need to know about portable fire extinguishers?

- Portable fire extinguishers are installed in every building.
- Familiarize yourself with the locations of the fire extinguishers and receive hands-on training.

### When should I use a portable fire extinguisher?

Attempt to use fire extinguishers ONLY if the following apply:

- The fire is small and can be contained safely with a fire extinguisher.
- The exit is clear and there is no imminent peril.
- The proper extinguisher is readily available.
- You are comfortable with doing so.

### How do I use a fire extinguisher?

P - pull the pin

A - aim low

S - squeeze

S - sweep



## FLOOD AND WATER DAMAGE

Serious water damage can occur from many sources: burst pipes, fire sprinkler activation, clogged drains, broken skylights and windows, construction projects, major rainstorms, water main breaks, or loss of power to sump pumps.

### If a Water Leak Occurs:

Call Campus Security (415) 565-4600 and give the following information:

- Your name.
- Telephone number.
- Location of the leak (building, floor, room number, etc.).
- Severity of the leak.
- Indicate whether any people or equipment are involved or are in imminent danger.

**If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously.**

- If there are electrical appliances or outlets near the leak, avoid contact.
- If there is any possible danger, evacuate the area.
- If you can do so safely:
  - Secure vital equipment, records, and hazardous materials by moving them to higher, safer ground.
  - Shut off all non-essential electrical equipment.
  - Locate those persons with special needs and provide assistance if possible. Otherwise, provide their location to emergency responders.
- Consult the Evacuation Procedures section of this plan for additional information.
- Do not return to the building until instructed to do so by Campus Security.
- Request assistance with flood clean-up.

## HAZARDOUS MATERIALS INCIDENTS

Hazardous chemicals are utilized on campus in some locations. Also, tractor trailers and contractors that may be traveling on or near campus may have hazardous chemicals that may threaten the environment of the campus in the event of a spill. The following steps will be taken in the event of a chemical or radiation spill.

Hazardous materials come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials. These substances are most often released as a result of transportation accidents or because of chemical accidents in plants.

### During a Hazardous Materials Incident:

**NOTIFY Campus Security of any hazardous materials incidents.**

If you are:	Then:
<b>Asked to evacuate</b>	<ul style="list-style-type: none"> <li>• Do so immediately.</li> <li>• Follow the routes recommended by public safety officials--shortcuts may not be safe. Leave at once.</li> <li>• If you have time, minimize contamination in the area by closing all windows, shutting all vents, and turning off attic fans.</li> <li>• Take pre-assembled disaster supplies.</li> <li>• Remember to help others who may require special assistance, including elderly people and people with access and functional needs.</li> </ul>
<b>Caught Outside</b>	<ul style="list-style-type: none"> <li>• Stay upstream, uphill, and upwind! In general, try to go at least one- half mile (usually 8-10 city blocks) from the danger area. Move away from the accident scene and help keep others away.</li> <li>• Do not walk into or touch any spilled liquids, airborne mists, or condensed solid chemical deposits. Try not to inhale gases, fumes, and smoke. If possible, cover your mouth with a cloth while leaving the area.</li> <li>• Stay away from accident victims until the hazardous material has been identified.</li> </ul>
<b>In a motor vehicle</b>	<ul style="list-style-type: none"> <li>• Stop and seek shelter in a permanent building. If you must remain in your car, keep car windows and vents closed and shut off the air conditioner and heater.</li> </ul>
<b>Requested to stay indoors</b>	<ul style="list-style-type: none"> <li>• Close and lock all exterior doors and windows. Close vents, and as many interior doors as possible.</li> <li>• Turn off air conditioners and ventilation systems. In large buildings, set ventilation systems to 100 percent recirculation so that no outside air is drawn into the building. If this is not possible, ventilation systems should be turned off.</li> <li>• Go into a pre-selected shelter room. This room should be above ground and have the fewest openings to the outside.</li> <li>• Seal gaps under doorways and windows with wet towels or plastic sheeting and duct tape.</li> <li>• Seal gaps around window and air conditioning units, bathroom and exhaust fans and vents.</li> <li>• Use material to fill cracks and holes in the room, such as those around pipes.</li> <li>• If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel. Avoid eating or drinking any food or water that may be contaminated.</li> </ul>



## HOSTAGE SITUATION

UC Law SF is considered a safe campus. However, in the event of an individual holding people against their will, it is important to be familiar with the following procedures to improve the likelihood of a favorable resolution to the situation.

### If you hear or see a hostage situation:

- Immediately remove yourself from danger if possible.
- Notify the police by calling 911 and providing the following information:
  - Location of incident.
  - Number and description of hostage takers.
  - Number and description of hostages.
  - Your name, location, and phone number.

**Note: Do not hang up until the dispatcher advises you to disconnect.**

### If you are taken hostage:

- Remain calm, be polite and cooperate with your captors.
- Speak normally.
- Observe the captors and try to memorize their physical traits, clothing or other details that can help provide a description.
- Try to establish a relationship with your captors and get them to know you. You want the captor to think of you as a person not as an object. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try to stay low to the ground or behind cover away from windows or doors.
- Do not attempt to escape unless there is an extremely good chance of survival.
- Do not complain, avoid being belligerent and comply with instructions.
- Do not draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
- If possible, dial 911 and leave the connection open with the phone on mute.

## MEDICAL EMERGENCIES

Medical emergencies may occur at any time and without warning. AEDs are strategically installed in university buildings to be used during a cardiac emergency. Campus Security is responsible for coordinating the response efforts of fire and ambulance emergency services.

### What do I do if there is a medical emergency occurring or one has occurred?

- Call Campus Security
- Campus Security will notify the local fire and/or ambulance service.
- Provide your name, location, number of people injured, and description of the medical emergency.
- Stay on the phone for instructions on what to do.
- Stay calm and keep the patient calm as well.
- Located and obtain an AED/First Responder Kit and use accordingly.

### Cardiopulmonary Resuscitation (CPR)

- Check the scene and the person. Make sure the scene is safe, then tap the person on the shoulder and shout "Are you OK?" to ascertain whether or not the individual needs help.
- Call Campus Security for assistance. If it's evident that the person needs help, call (or ask a bystander to call), then send someone to get an AED. (If an AED is unavailable, or a there is no bystander to access it, stay with the victim, call for help and begin administering assistance.)
- Open the airway. With the person lying on his or her back, tilt the head back slightly to lift the chin.
- Check for breathing. Listen carefully, for no more than 10 seconds, for sounds of breathing. (Occasional gasping sounds do not equate to breathing.) If there is no breathing begin CPR.

### CPR Steps:

- **Push hard, push fast.** Place your hands, one on top of the other, in the middle of the chest. Use your body weight to help you administer compressions that are at least 2 inches deep and delivered at a rate of at least 100 compressions per minute.
- **Deliver rescue breaths.** With the person's head tilted back slightly and the chin lifted, pinch the nose shut and place your mouth over the person's mouth to make a complete seal. Blow into the person's mouth to make the chest rise. Deliver two rescue breaths, then continue compressions.
- **Continue CPR steps.** Keep performing cycles of chest compressions and breathing until the person exhibits signs of life, such as breathing, an AED becomes available, or EMS or a trained medical responder arrives on scene.



### American Red Cross AED Use Steps

Automated external defibrillators can help save lives during sudden cardiac arrest. However, even after training, remembering the steps to use an AED the right way can be difficult. The following AED steps should be used when caring for a non-breathing adult. After checking the scene and ensuring that the person needs help, you should ask a bystander to call for help, then:

<b>1</b>	Turn on the AED and follow the visual and/or audio prompts.
<b>2</b>	Open the person's shirt and wipe his or her bare chest dry. If the person is wearing any medication patches, you should use a gloved (if possible) hand to remove the patches before wiping the person's chest.
<b>3</b>	Attach the AED pads and plug in the connector (if necessary).
<b>4</b>	Make sure no one is, including you, is touching the person. Tell everyone to "stand clear."
<b>5</b>	Push the "analyze" button (if necessary) and allow the AED to analyze the person's heart rhythm.
<b>6</b>	If the AED recommends that you deliver a shock to the person, make sure that no one, including you, is touching the person – and tell everyone to "stand clear." Once clear, press the "shock" button.
<b>7</b>	Begin CPR after delivering the shock. Or, if no shock is advised, begin CPR. Perform 2 minutes (about 5 cycles) of CPR and continue to follow the AED's prompts. If you notice obvious signs of life, discontinue CPR, and monitor breathing for any changes in condition.





## PANDEMIC

A global outbreak occurs when a new influenza virus or other infectious disease appears in the human population. Because people have little or no immunity to the new strain, serious illness can occur, and the virus can spread easily and rapidly from person to person with no vaccine immediately available.

In the event of a pandemic outbreak in the United States, campus officials will work closely with follow the guidance provided by the San Francisco County Public Health Department and the U.S. Centers for Disease Control and Prevention, to determine the best course of action to reduce the risk of infection.

In the event that a pandemic poses a threat to the University community, campus officials will issue regular updates through the use of the web, email, telephone, and other media, depending upon their continued availability. Advisories to staff members will be issued UC Law SF's Pandemic Response Team. There also will be regular updates via the university's home page <http://www.UC Law SF.edu>.

### Before a Pandemic

- Store a two-week supply of water and food. During a pandemic, if you cannot get to a store, or if stores are out of supplies, it is important to have extra supplies on hand. This can be useful in other types of emergencies, such as power outages and disasters.
- Regularly check your regular prescription drugs to ensure you have a continuous supply.
- Keep nonprescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, and fluids with electrolytes.
- Get copies and maintain electronic versions of health records from doctors, hospitals, pharmacies, and other sources and store them, for personal reference. HHS provides an online tool intended to help people locate and access their electronic health records from a variety of sources. <http://healthit.gov/bluebutton>.

### During a Pandemic

#### **Limit the Spread of Germs and Prevent Infection**

- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- If possible, stay home from work, school, and errands when you are sick. You will help prevent others from catching your illness.
- Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Washing your hands often will help protect you from germs.
- Avoid touching your eyes, nose, or mouth. Germs are often spread when a person touches something that is contaminated and then touches his/her eyes, nose, or mouth.
- Practice other good health habits. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.



## POWER OUTAGES

Extended power outages may impact the whole community. A power outage may: disrupt communications, water, and transportation, result in classes and University operations being suspended, cause food spoilage and water contamination, and prevent the use of some medical devices.

### How to Prepare in Advance:

- Take an inventory of the items you need that rely on electricity.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Find out how long medication can be stored at higher temperatures and get specific guidance for any medications that are critical for life.
- Plan for batteries and other alternatives to meet your needs when the power goes out.
- Sign up for UC Law SF Alerts. Monitor weather reports.
- Determine whether your office and/or home phone will work in a power outage and how long battery backup will last.
- Review the supplies that are available in case of a power outage. Have flashlights with extra batteries. Have enough nonperishable food and water.
- Use a thermometer in the refrigerator and freezer so that you can know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged and gas tanks full.

### How to Survive During:

- Keep freezers and refrigerators closed. The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer.
- Maintain food supplies that do not require refrigeration.
- Avoid carbon monoxide poisoning. Generators, camp stoves, or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home or office.
- Go to a community location with power if heat or cold is extreme.
- Turn off or disconnect appliances, equipment, or electronics. Power may return with momentary "surges" or "spikes" that can cause damage.
- Consider installing Carbon Monoxide (CO) detectors inside if you will be using a generator.



## RADIOLOGICAL RELEASE

A radiological incident might include: powerplant accidents, transportation accidents, misplacement of radioactive materials, deliberate contamination, and explosion of a nuclear weapon or explosion of a radiological dispersion device (RDD).

### Preparing for the Emergency:

- Be aware of radiological hazards near the workplace and along evacuation routes. For example, Medical radiological materials handlers, nuclear waste transportation routes and nuclear power plants.
- Identify primary and alternate shelter-in-place locations and evacuation routes.
- Identify the telephone numbers of the local hazmat response team with radiation monitoring capability, fire department with decontamination capability and hospital with radiation treatment capabilities.

### Details on Radiological Incidents:

- If a radiation release occurs, it may only be detected after medical symptoms occur and the area is tested with radiation survey meters. The area should be decontaminated before being reoccupied.
- Individuals who might have been exposed will need to be examined and treated. It is important to keep track of who visited the location of the release. Logs, security video and employee recollections should be reviewed to identify these individuals.
- Radioactive materials emit Alpha and Beta radiation which can be blocked by skin or clothing. Beta can cause skin burns. The greatest danger of Alpha and Beta radiation is ingestion into the stomach or lungs.
- The most dangerous form of radiation is Gamma rays. It can cause radiation sickness and can penetrate through people and most building materials except for several inches of dense metals (like lead) or several feet of earth or concrete.
- Radiation can easily be detected by survey meters, dosimeters, and new technology warning detectors in use by Homeland Security agencies.
- Protection from Radiation can be provided by shielding, distance from the source, decreasing the time exposed or allowing time to pass - causing many forms of radiation to decrease (or decay).
- Although radioactive materials - power plant fuel, weapons, and medical waste, are transported around the country, the chances of an accident are low because of procedures, route restrictions and structural integrity of the transport vehicles.
- Nuclear weapons create damage through blast, (with disintegration), heat and fire, enormous air pressure (causing structural collapse and propelling fires, debris, and broken glass), Electro-Magnetic Pulse (or EMP which damages electronic equipment and communications) direct radiation and fallout.
- If there is warning before an explosion, time can be used to improvise shelter. If evacuation is chosen, be aware people might panic and be caught in traffic or caught in the open.
- The first sign of a detonation will be a bright flash of light. Hit the ground, and "Duck and Cover". Try to get under a heavy piece of furniture, behind solid structure, head downstairs and get away from windows. This will reduce the chance of injury from the blast, heat, wind, and flying debris; which will quickly follow.
- Shelter versus Evacuate decisions should be based upon adequacy of shelter (including shielding, ability to improve shielding, food, and water) versus means to evacuate (considering roads, debris, traffic and available vehicles). In either case, decision factors will include blast size, proximity, casualties, wind speed/direction, estimated arrival time and quantity of fallout.
- Radiological "Dirty bombs" create significantly less blast and radiation than nuclear weapons. The area of radiation will be smaller but will still require decontamination.



## SEVERE WEATHER

Local emergency management agencies and Campus Security will monitor the National Weather Service for severe weather. In the event that the severe weather is in the immediate area, notification will be made via the UC Law SF Mass Notification System.

### Thunderstorms and Lightning

All thunderstorms are dangerous. Every thunderstorm produces lightning. While lightning fatalities have decreased over the past 30 years, lightning continues to be one of the top three storm-related killers in the United States.

If thunderstorm and lightning are occurring in your area, you should:

- Avoid contact with corded phones and devices including those plugged into electric for recharging. Cordless and wireless phones not connected to wall outlets are OK to use.
- Avoid contact with electrical equipment or cords. Unplug appliances and other electrical items such as computers and turn off air conditioners. Power surges from lightning can cause serious damage.
- Avoid contact with plumbing. Do not wash your hands, do not take a shower, do not wash dishes, and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
- Stay away from windows and doors and stay off balconies.
- Do not lie on concrete floors and do not lean against concrete walls.
- Avoid natural lightning rods such as a tall, isolated tree in an open area or utility poles.
- Take shelter in a sturdy building. Avoid small structures in open areas.
- Avoid contact with anything metal-motorcycles, bicycles, bike racks.
- If you are driving, try to safely exit the roadway and park. Stay in the vehicle and turn on the emergency flashers until the heavy rain ends. Avoid touching metal or other surfaces that conduct electricity in and outside the vehicle.



## SUSPICIOUS ACTIVITY REPORTING

It takes a community to protect a community. **If You See Something, Say Something** is a national campaign that raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity to state and local law enforcement.

### What is suspicious activity?

Suspicious activity is any observed behavior that could indicate terrorism or terrorism-related crime. This includes, but is not limited to:

- **Unusual items/situations:** A vehicle parked in an odd location, a package/luggage is unattended, an open window/door that is usually closed, or other out-of-the-ordinary situation.
- **Eliciting information:** A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- **Observation/surveillance:** Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

Some of these activities could be innocent—it's up to law enforcement to determine whether the behavior warrants investigation. The activities above are not all-inclusive but have been compiled based on studies of pre-operational aspects of both successful and thwarted terrorist events over several years.

### Protecting Privacy and Civil Liberties

The See Something, Say Something campaign respects citizens' privacy, civil rights, and civil liberties by emphasizing behavior, rather than appearance, in identifying suspicious activity.

Factors such as race, ethnicity, and/or religious affiliation are not suspicious. The public should only report suspicious behavior and situations (e.g., an unattended backpack or package, or someone breaking into a restricted area). Only reports documenting behavior that is reasonably indicative of criminal activity related to terrorism will be shared with federal partners:

### How to Report Suspicious Activity:

Public safety is everyone's responsibility. If you see suspicious activity, report it to the Campus Security or a person of authority. Describe specifically what you observed:

- Who or what you saw.
- When you saw it.
- Where it occurred.
- Why it's suspicious.

## SUSPICIOUS PACKAGES AND LETTERS

Mail and package delivery to each department should be screened for suspicious letters and/or packages. Some common features of threat letters/packages include the following, but the presence of one or more of these elements does not always mean that the package is suspicious. Evaluation depends upon the judgment of the individual screening the mail.

### Potential Elements of Suspicion:

- Fictitious, unfamiliar or no return address.
- Handwritten or poorly typed address, misspelling of common words.
- Address to a title only or an incorrect title.
- Excessive postage, string, or tape on package.
- Restrictive markings such as "Confidential", "Personal", etc.
- Excessive weight and/or feel of a powdery or foreign substance.
- Discoloration or stains.
- Do Not Open or Handle.
- Suspicious letters and packages should not be opened and should not be handled any more than is absolutely necessary. If there is nothing leaking from the suspicious item leave it alone and **CALL CAMPUS SECURITY or 911**. Keep others away from the area.

### Letter or Package Claiming Contamination:

- If you open a letter/package with information that claims to have contaminated you, but there is no substance seen or felt in the envelope or on the letter, the chances are that you have not been contaminated. CALL Campus Security and tell them exactly what has happened. They will dispatch the appropriate personnel to your location to follow-up on your possible exposure and to document what has taken place. Secure the area until security personnel arrive. Do not handle the suspicious item anymore.

### Letter or Package with a Foreign Substance:

- If you open a letter/package that claims to have contaminated you or there is some sort of foreign substance in the envelope or package, place the letter back into the envelope/package and close it back up. The person that opened the envelope/package and anyone who came in contact with the envelope/package or its contents after it was opened should immediately leave the room and wash their hands with soap and water. Remove any clothing that has the substance on it and place the contaminated clothing in a plastic trash bag. Then wash your hands with soap and water. CALL Campus Security to report the incident.

### The Risk will be Evaluated and Further Measures Taken If Necessary:

- Campus Security and the local Fire Department can evaluate the risk to those in the room at the time of potential exposure as well as any impact on the remainder of the building. Based upon that risk assessment, further emergency measures may be implemented as necessary. If the risk is found to be minimal, other areas of the facility will not be disrupted and any necessary actions to return the area involved to normal activity will begin as soon as possible.



## UTILITY FAILURE

In the event of an electrical or plumbing failure, flooding, water leak, natural gas, or propane leak call Campus Security. Campus Security will coordinate with Facilities/Engineering and other appropriate departments as needed.

### **What should I do if the utility failure causes or has the potential to cause serious danger to persons or property?**

- NOTIFY Campus Security.
- EVACUATE the building.
- NOTIFY building security and others in the immediate area as you are exiting the building.

### **What should I do if the buildings power is turned off and the building is not equipped with a generator or emergency lighting?**

- When the electricity is turned off in a building, smoke detectors and fire alert systems no longer function. Those buildings with generators are equipped to have egress lighting and should be evacuated.
- NOTIFY Building Security.
- Wait for instructions on what to do from Campus Security.

### **What should I do if I smell propane or natural gas?**

- LEAVE the area immediately.
- KEEP others out of area.
- NOTIFY Campus Security.
- EVACUATE the building.
- DO NOT PULL THE FIRE ALARM!
- NOTIFY building security and others as you are exiting the building.

If the utility failure is widespread Campus Security or other University administrators may order the building or area evacuated until the problem has been corrected.



UC Law San Francisco

# APPENDIX 2

## Emergency Contact Information



JANUARY 2024

**ON-CAMPUS EMERGENCIES**  
**415-565-4600 OR 9-1-1**



## APPENDIX 2. EMERGENCY CONTACT INFORMATION

<u>Contact</u>	<u>Additional Information</u>	<u>Telephone No.</u>
<b>For All Campus Emergencies</b>		
Noah Skinner	Director of Safety & Emergency Preparedness	415-581-8873 (o) 310-913-4364 (c)
Rhiannon Bailard	Chief Operating Officer	415-581-8858 (o)
<b>UC Law SF Security (all security lines roll to the 24/7 number on the third ring)</b>		
24/7 Security Officer Line		(415) 565-4600
<b>Information Technology</b>		
IT Email	Email	helpdesk@uclawsf.edu
IT Phone	Emergency Phone Number	415-565-4625
<b>Facility Operations</b>		
Assistant Chief Engineer	Chris Hernandez	650-922-8073
Chief Engineer	Kyle Cursi	415-603-1952
<b>EXTERNAL RESPONSE AGENCIES</b>		
<b>Law Enforcement</b>		
Local Police (SFPD)	Emergency	911
Local Police (SFPD)	Non-Emergency	(415) 553-0123
Bomb Threat (SFPD)	Bomb Unit	911
<b>Fire/Hazmat</b>		
Local Fire Dept. (SFFD)	Emergency	911
Local Station: San Francisco Fire Department Station 3	Non-Emergency	(415) 558-3200
CHEMTREC	National – toll free	1-800-424-9300
National Response Center	National – toll free	1-800-424-8802
<b>Medical</b>		
Ambulance/EMS		911
Poison Control Center		1-800-222-1222
National Suicide Hotline		1-800-273-8255
Centers for Disease Control and Prevention (CDC)	Bioterror and Disease Info 24-hour Emergency Operations Center	1-888-246-2675 (770) 488-7100
Employee Asst. Prog. (EAP)	EAP/MHN – 24 HR LINE	1-800-327-0556
<b>Utilities</b>		
PG&E Power		1-800-743-5000
<b>Other Agencies</b>		
American Red Cross	Local Chapter	(415) 427-8000
OSHA	Emergency Reporting	1-800-321-6742
<b>OES/FEMA</b>		
OES (SF)	1011 Turk St.	(415) 487-5000
FEMA Operations Center		1-800-634-7084