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## Housing Department Operation Center (DOC)

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The Housing DOC is responsible for providing food and emergency shelter to disaster victims. In extreme emergencies, on-campus personnel or volunteer services may be required. Activity includes both providing care and shelter to campus community and the use of campus facilities for sheltering of disaster victims from the adjacent community.

### American Red Cross

The American Red Cross, as mandated by Federal Law 36-USC-3 and reaffirmed in Public Law 93-288 (Federal Disaster Relief Act of 1974), provides disaster relief in peace time. Such relief is provided on a cooperative basis with state and local governments and other private relief organizations to provide emergency mass care to persons.

At the state level, the Statement of Operational Relationships between the American Red Cross and the California Office of Emergency Services (OES), and the Memorandum of Understanding between the American Red Cross and the California Department of Social Services, establish the operating relationships between these agencies. The major responsibilities of the Red Cross, included in the Statement of Operational Relationships, for emergency mass care are:

- ◆ Emergency lodging for disaster victims in public or private buildings.
- ◆ Food and clothing for persons in emergency mass care facilities.
- ◆ Food for disaster workers if normal commercial feeding facilities are not available.
- ◆ Registration and inquiry service.

### Campus

The Campus Housing DOC is responsible for coordinating with the Red Cross and local government officials. Responsibilities include:

- ◆ Determine on-campus requirements for care and shelter and reporting through established channels.

### **Housing DOC**

- ◆ Request assistance from the Red Cross and local government through established channels.
- ◆ Designate campus facilities for use in mass care operations for members of the community, or for others, if requested through the mutual aid system.
- ◆ Coordinate with neighboring jurisdictions for mass care of the campus community if evacuation of the campus is required or if damage to campus facilities precludes mass care on campus.
- ◆ Coordinate with the Red Cross on Registration and Inquiry activities.

### **County and City**

The County and City Care and Shelter Coordinators are responsible for coordinating local government resources, requesting and responding to mutual aid forces, and providing support to the Red Cross.

### **Operational Area**

The County Director of Social Services (or similar agency) is the Operational Area Care and Shelter Coordinator and has the overall responsibility for coordinating care and shelter operations within the county. The Coordinator will submit requests for support to the Mutual Aid Region Care and Shelter Coordinator.

### **Mutual Aid Region**

The OES Mutual Aid Region Care and Shelter Coordinator (representative of the State Department of Social Services) coordinates care and shelter operations within the Region and will submit requests for support to the State Director of Care and Shelter.

**State**

The Director of the State Department of Social Services serves as the State Director of Care and Shelter and has the overall responsibility for coordinating State-wide care and shelter operations and support requirements.

Other State agencies have varied capabilities and responsibilities for providing support to such operations. All support will be dependent upon availability and, in some instances, the proximity of the supporting agency's facilities to a given jurisdiction or jurisdictions.

- ◆ California Maritime Academy (Vallejo).
- ◆ Department of Corrections.
- ◆ Department of Parks and Recreation.
- ◆ Department of Rehabilitation.
- ◆ Department of Youth Authority.
- ◆ Department of Forestry.
- ◆ Military Department (California National Guard).
- ◆ Department of Motor Vehicles.
- ◆ Department of Aging.

**Registration and Inquiry Operations**

In peace time, the Red Cross has responsibility for Registration and Inquiry (Disaster Welfare Inquiry) operations. The Red Cross has trained Disaster Welfare Cadres, a system to recruit volunteer workers, and a tested program to handle mass inquiries. During most disasters, a Registration and Inquiry Center is established in the Red Cross Chapter office located near the disaster or in an office nearby. However, in large-scale disasters where the Red Cross has established a Headquarters for Disaster Operations, the Center will be located there or nearby.

Often there is a delay between the onset of a disaster, the time that a Registration and Inquiry Center can be set up and staffed, and the time that it takes to identify residences that may have been damaged or destroyed. A temporary moratorium on inquiries may be declared until the system becomes operational.

Communications are established between the Center and shelters, hospitals and coroners' offices or morgues. Registration lists and location changes are sent to the Center daily, if possible, or more often if practical and necessary. Most inquiry and response information is sent by fax in order to provide a written record of the communications. Although every effort is made to locate all victims, some persons whose homes may have been damaged will relocate but not register. For this reason, records will seldom, if ever, be complete. Public information broadcasts advising people to register and to notify relatives of their location, however, will assist inquiry operations.

### **Lodging Operations**

In large disasters, any suitable building other than those being used for other emergency functions may be used for lodging.

Schools are the facilities most preferred by the Red Cross for lodging because they are public facilities and can accommodate a large number of persons. Churches also are appropriate because they usually are large and often have kitchens and dining facilities.

Arrangements should be made in advance for use of campus facilities and with owners or managers of other facilities for use in disasters. Arrangements also should be made during a disaster, if possible, for backup shelter should the threat change location (for example, a wind shift after a hazardous material spill).

When possible, most of the lodging operations will be performed by personnel normally associated with the facility.

Pets, with the exception of Guide Dogs, will not be allowed in lodging facilities, but will be cared for in animal shelters or veterinarians' facilities.

Only minimal health needs will be attended to in lodging facilities. If possible, sick persons will be transferred to medical facilities.

### **Feeding Operations**

Plans will be made for mobile feeding, to include feeding at the scene of the disaster; providing refreshment services at hospital waiting rooms, morgues and places where disaster victims and emergency workers congregate; and delivering food to persons in isolated areas.

In most disasters, it is expected that a central facility will be set up for mass feeding and that most of the feeding operations will be performed by personnel associated with that facility. Where possible, personnel of feeding establishments will manage the mass feeding operations.

Plans should be made for possible use of campus facilities for mass feeding for the campus and others.

### **Position: Housing DOC Director**

**Position Responsibility:** Coordinate and provide food and emergency shelter to disaster/emergency victims. Activity includes both providing care and shelter to campus community and the use of facilities for sheltering victims from adjacent community.

#### **Duty—Checklist:**

- ◆ Assign a staff person to the campus EOC as liaison.
- ◆ Obtain briefing from Logistics Section chief and the EOC Director.
- ◆ Determine what numbers of campus community members (students, faculty and staff) will require emergency care and shelter.

- ◆ Determine which designated campus facility (facilities) will be needed for emergency care and shelter.
- ◆ Coordinate with volunteers and volunteer organizations; report coordination activity to EOC.
- ◆ Activate campus care centers as needed.
- ◆ Alert basic staff and have them recruit additional volunteers.
- ◆ Arrange building for operation, or outside area, place signs, etc.
- ◆ Obtain required supplies.
- ◆ Arrange for food for shelterees.
- ◆ Set up check-in and information stations.
- ◆ Coordinate for communications to link mass care centers to EOC.
- ◆ Make plans to deactivate care centers as emergency lessens or other temporary housing becomes available.
- ◆ Maintain records and logs.

## **Academic Affairs Department Operation Center (DOC)**

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The Academic Affairs DOC is responsible for pre-emergency planning activities to ensure the academic process returns to a state of normalcy after an emergency. During an emergency, Academic Affairs DOC is responsible for establishing liaison with the campus Emergency Operations Center to ensure accurate communications is disseminated to academic affairs employees regarding the status of the academic process, including but not limited to:

- ◆ The effect the emergency has had on the academic schedule.
- ◆ The status of faculty and academic facilities.

### **Position: Academic Affairs DOC Director**

**Position Responsibility:** Coordinate emergency activities with the academic community; i.e., Deans, Department heads and faculty. Provide input if alternative classrooms and other resources are needed. Restore the academic process.

#### **Duty—Checklist:**

- ◆ Report to the Academic Affairs Department Operation Center.
- ◆ Assign a staff person to campus EOC as liaison.
- ◆ Obtain briefing.
- ◆ Establish communications with academic Vice President, Deans and Department heads.
- ◆ Continually update EOC liaison of situation at academic offices, classrooms and facilities.
- ◆ Communicate recommended protective actions to Deans and Department heads; i.e., cancellation of classes, closure of campus, evacuation, etc.
- ◆ Communicate instructions.

- ◆ If alternative classrooms/offices are needed, coordinate with academic administration, procurement, finance, etc., for resources.
- ◆ Coordinate with information officer regarding community announcement concerning status of the academic process, plans, etc.
- ◆ Maintain records and logs.

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**Counseling Department Operation Center (DOC)**

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**Position: Counseling DOC Director**

**Position Responsibility:** Provide for and coordinate Counseling sessions for first responders, victims (staff, faculty, students), emergency managers during emergency response, management and recovery phases of emergency. Professional counseling staff are essential personnel in any campus emergency, and will serve a vital role in campus emergency response.

**Duty—Checklist:**

- ◆ Report to the Counseling Department Operation Center. The DOC will be in the Health Center, Room 205 (if the building is determined to be safe).
- ◆ Appoint staff member to campus EOC as liaison.
- ◆ Establish communications with campus EOC and Counseling staff through phone/in-person contact with counseling staff members.
- ◆ Activate call-back procedures, if necessary, through contact with the office manager and assistant. Support personnel, in order of call-up, will include psychology interns, faculty and staff on campus, and community volunteers.
- ◆ Obtain briefing from Operations Section Chief and/or EOC Director.
- ◆ Communicate with Counseling liaison staff member at campus EOC.
- ◆ Conduct on-site counseling sessions during emergency-recover process in the field, if necessary.
- ◆ If requested, conduct counseling sessions with campus EOC staff.
- ◆ Determine if outside agency/agencies are needed to conduct “after emergency” counseling sessions. If so,

support will be requested from the Organization of Counseling Center Directors in Higher Education. The contact person is Dr. Don Graham, Director of Counseling, CSU Chico, 916/895-6344.

- ◆ Establish on-going counseling sessions after emergencies.
- ◆ Provide counseling sessions for first responders, emergency managers' families, if requested.
- ◆ Maintain log, including activities, services provided.
- ◆ Participate in action plan and after-emergency action plan formulation; i.e., services to be provided, offered.

## Law Enforcement Department Operation Center (DOC)

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The Law Enforcement DOC is responsible for:

- ◆ Coordinating campus law enforcement and traffic control operations.
- ◆ Coordinating law enforcement and traffic control support to other functions.
- ◆ Maintaining communications with field commands.
- ◆ Evaluating status reports and determining priorities for commitment of law enforcement resources.
- ◆ Determining the need for additional assistance and submitting requests for mutual aid through established channels.

In the event campus is closed or a portion thereof, control points will be established to ensure that only authorized personnel are permitted to enter, pass through or remain within controlled areas.

Criteria for allowing entry into closed areas will be established for each incident. Two basic options are available:

- ◆ *No Access*—Prohibits public from entering the closed area. Authorized personnel; i.e., local, state and federal emergency personnel, will be allowed entry to perform emergency work as necessary. Media representatives will be allowed access on a controlled basis.
- ◆ *Limited Access*—Allows persons into closed area according to criteria established by the Incident Manager. Entry criteria should define the persons who will be allowed entry and whether motor vehicles are allowed. All persons allowed access will be required to sign a waiver of liability and to complete an entry permit.

Penal Code Section 409.5 (Authority of Peace Officers to Close Areas in Emergencies) indicates that any unauthorized

person who willfully and knowingly enters an area closed by a peace officer and who willfully remains within such area after receiving notice to evacuate or leave shall be guilty of a misdemeanor.

Nothing in Penal Code Section 409.5 prevents a duly authorized representative of any news service, newspaper, radio or television station or network from entering a closed area.

A pass system will be established for entry and exit of secured areas. A record will be maintained of all vehicles and personnel who enter a closed area.

If hazardous conditions are present in the closed area, all personnel will be advised of the conditions and of appropriate precautions.

**Position: Law Enforcement DOC Director**

**Position Responsibility:** Provide personnel and maintain law and order at the university. Deploy adequate personnel for the security of the university grounds; assign personnel for general traffic control; set priorities; conduct initial hazard analysis. When requested, conduct other emergency response assignments as directed.

**Duty—Checklist:**

- ◆ Determine the nature and seriousness of the incident.
- ◆ If a major disaster or emergency exists, activate emergency operations procedures.
- ◆ Report to the Law Enforcement DOC.
- ◆ Assign staff person to EOC as liaison.
- ◆ Obtain briefing from EOC Director and Operations Section Chief.
- ◆ Brief Operations Section Chief on situations in the field.

- ◆ Initiate call-back procedures for university police personnel if required.
- ◆ Determine ongoing needs, request additional resources, as necessary, and report logistical problems.
- ◆ Continually update Operations Section Chief and/or EOC Director regarding unusual occurrences, the status of the incident situations, and when action plans are accomplished.
- ◆ Participate in the preparation of action plans.
- ◆ Request mutual aid if necessary.
- ◆ Coordinate with surrounding law enforcement agencies.
- ◆ Assure that records/logs of call, assignments and actions are maintained.
- ◆ If protective action is evacuation, coordinate field activities.
- ◆ If protective action is campus closure, coordinate lock-down procedures and street closure procedures.
- ◆ When requested, secure operation and forward the necessary messages, reports and logs to the Operations Section Chief.
- ◆ Participate in the development of an after-action report.