



## **Multi-Hazard Emergency Response Plan**

EOC Management Team  
Roles and Responsibilities  
Procedures and Forms

February 2008

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# Multi-Hazard Emergency Response Plan

## Introduction

This document contained herein was undertaken by Chapman University in order to identify, plan and implement key structural components of a campus emergency response plan. The disaster plan includes four broad but essential components:

1. Planning
2. Mitigation
3. Response
4. Recovery

Planning and mitigation are essential in emergency and disaster planning, not only to provide awareness of the organization's risks but to reduce the potential impacts of untoward events. The emergency planning process requires an ongoing review of the organization's potential for significant emergencies and the adequacy of internal operations to respond and recover.

It is imperative that organizations maintain and update their knowledge of evolving governmental agency requirements and programs in order to maximize emergency response efforts and, in a large disaster, access all recovery assistance available. To assist with this, the plan provides emergency planning information resources. These include public agency (California and Federal) websites as well as other related resource sites and documents.

## Major Hazard Categories

A study by the California Office of Emergency Services (OES) categorized types of disasters and quantified the number of disasters California counties have incurred between 1950 and 1997. Orange County sustained 28 disasters over that period of time and included in the types were:

1. Earthquakes	3	13. Epidemic	1
2. Floods	9	14. Dam Failure	0
3. Wildland Fires	3	15. Agricultural	2
4. Urban Fires	1		
5. Medical Disaster	0		
6. Drought	0		
7. Weather Storms	5		
8. Civil Disturbance	0		
9. Transport Type	0		
10. Landslide	2		
11. Hazardous Material	0		
12. Energy Shortage	2		

This number was one of the seven highest among California counties. The (City of) Orange Fire Department identified the department's hazard priorities that provide the basis of their emergency response plan. They are listed below, along with the likelihood of occurrence and the hazard level they represent (both categorized from 1-10, with 10 being the most likely and the most significant potential outcome). They are:

<b>Hazard/Disaster Priority</b>	<b>Likelihood</b>	<b>Hazard Level</b>
1. Earthquake	8	10
2. Urban Fire	8	9
3. Flood (dam failure)	7	8
4. Hazardous Material/Chemical (includes railway spill, highway/underground jet fuel line rupture)	7	8
5. Wind	8	7
6. Terrorism	6	8
7. Epidemic	5	7
8. Landslide / Mudslide	6	6

#### Organization of the Plan

The plan utilizes the combination of accepted emergency response practices, ICS (Incident Command System), and SEMS/NIMS (Standardized Emergency Management System /National Incident Management System). The SEMS structure is incorporated as a means to simplify interactions with all agencies involved in emergency response and disaster preparedness. All federal and state agencies are required to utilize this structure and FEMA (the Federal Emergency Management Agency) requires its use as one condition of re-imbusement eligibility.

Because the plan provides a continuum of levels of activation, it can be utilized for incidents ranging from those of limited outcome, site, or problem, up to and including large events with potential for large loss.

#### Plan Components

1. Chapman Emergency Response Continuum
2. List of Emergency Response Personnel: EOC and Field
3. Emergency Operations Center (EOC) and Teams
4. EOC Position Descriptions by Team
5. EOC Forms, Reports, Checklists
6. Field Positions
7. Field Positions: Forms, Reports, Checklists

## Plan Implementation Steps

1. Plan adoption, assignment of responsibilities, and training
2. Campus resources and supplies for emergencies
3. Communication methods and plan
4. Implementing work groups (for response enhancement and plan evolution)

# Summary of Functional Responsibilities

## Emergency Plan Positions

### 1. President

Director of Chapman Emergency Operations, top level policy and decision-making; as indicated in a large scale disaster or emergency, authorizes the activation of the Emergency Response Plan that allows for the expenditure of funds and allocation of Chapman resources for emergency response. Declares the Disaster (in consultation with EOC Management or Pre-Activation Team.)

### 2. Pre-Activation Team

This designated team of senior emergency management members is responsible for determining, in conjunction with Chapman's President:

- the state of campus emergency after notification from Public Dispatch
- the level of plan activation after initial response has occurred
- when to open the EOC and the level of staffing needed

### 3. Senior Operations Group

Designated by the President, this group provides strategic policy direction for recovery planning. Provides direction and executive leadership for public information or media broadcasts (some activities may be delegated to EOC Manager). Advises the President on large funding expenditures, capital improvement and reconstruction projects. Sets priorities for and authorizes recovery plan.

### 4. Public Information Officer

As directed by the President and in coordination with EOC Management, prepares and provides official information for release to news agencies, radio, television, campus students, staff, off-site message centers, etc. Handles all media contact. If necessary, coordinates with State Office Emergency Services (OES), County of Orange and City of Orange prior to releases and announcements. Provides internal Chapman communications pertaining to operations. Disseminates clear information about expectations of students, faculty and employees. May continue to operate during recovery phase. Implements and updates the off-site information messages and official information for parental notification or inquiry.

### 5. Recovery Team (and Federal Emergency Management Agency (FEMA) Documentation)

Designated by the President and EOC Manager, this team of representatives from key departments is responsible for recovery and resumption of business operations, major reconstruction/capital improvement programs and FEMA disaster relief application process (as appropriate). Does not report to the Emergency Operations Center (EOC), but becomes available as soon as the critical emergency phase subsides.

## **6. Emergency Operations Center (EOC) Manager**

Manages and provides direction for EOC operations and coordination. Acts as contact for the President, Public Information Officer, and all outside agencies. Communicates with local, county and state agencies as needed to coordinate overall operations. Maintains the overall "Big Picture" focus and produces a status report for the President daily while EOC is operated. Convenes and directs the Recovery Team as the emergency subsides. Handles EOC staff issues and policy regarding EOC operations. Provides fiscal authorization for expenditures as provided by delegation policy.

## **7. Operations Team Leader**

Manages the field operations section including Public Safety, EH&S, Zone Coordination, Medical, Care and Shelter, Communications and Facilities. Responsible for the overall coordination and efficient use of field resources in emergency response. Prioritizes field operations and coordinates effective utilization of multi-agency and departmental response. Appoints position staffing for EOC Operations positions that are not filled by primary or alternates. Appoints and directs the Chapman field incident commanders. Coordinates with the EOC Manager in contacting outside agencies for assistance and/or mutual aid. May act as Public Safety position in coordination of outside agencies. . Has primary authority for establishing priority for field response and resource allocation. May request Orange City Fire representative in the EOC. Coordinates all multi-agency incidents in which the Public Safety position acts as the incident Coordinator. In conjunction with the assigned team member, manages all Priority 1 incidents (Life Safety).

## **8. Public Safety**

Manages Public Safety and Fire operations within the EOC. Works with Public Safety Dispatch and Operations Team Leader and may communicate directly with Chapman field incident commanders and units. Coordinates incidents that are assigned by Operations Team Leader.

## **9. Environmental Health and Safety**

Coordinator and director of field safety operations, including checking the status and containment of all hazardous materials, hazardous conditions, and worker safety. Also investigates injury and death reports for Worker's Compensation (Personnel/Volunteers position). Advises on personal protection and safety equipment for field workers. Communicates directly with field teams and may contact County of Orange Health Department to obtain emergency updates. Interacts with agencies responding to Chapman's request for assistance.

## **10. Zones Position**

Establishes and updates communication with all Zone Captains, obtains initial reports on building evacuation, damage, hazardous conditions, evacuation progress, injuries, and other emergency response issues. Provides information to Operations Team Leader who assigns incidents to team members in the EOC. Maintains phone/radio/runner contact with Zone Captains during emergency response phase.

## **11. Medical Operations**

Coordinates all Chapman field medical emergency response including field triage/medical treatment sites, medical transportation, first aid, deaths, and casualty counts. Coordinates the allocation of medical resources. Acts as medical liaison for all external medical resources and agencies providing medical support. May be assigned to assist in coordinating Priority 1 incidents as directed by Operations Team Leader.

## **12. Care and Shelter Operations**

Coordinates the care and sheltering of large groups and manages the organized release of students and others from campus, who are not involved in emergency response operations. Coordinates the food service, a campus message center, crisis counseling, and related social services for those sheltered and (if onsite, agency emergency workers). Integrates efforts with Food / Water position in provision of sites for meals.

## **13. Communications**

Provides technical and staff assistance to EOC communications including field radios, computers, network, and telephone system. Staffs the EOC fax machine and provides runners to deliver messages in the EOC and on-campus. Provides back-up monitoring of Chapman radio channel information to document accurate information. Assists with dispatch of field units if requested. Also serves as staff support for the EOC Management, (both during the acute phase of EOC activity and ongoing), advising on availability of and recovery activities related to computer network, e-mail, essential software programs.

## **14. Facilities**

Coordinates (in conjunction with Emergency Repair & Construction position) emergency repair and restoration operations for all campus utilities and emergency support facilities. Checks all utilities for safety and operational status. Coordinates with outside public utilities as needed. Assists with provision of emergency power and support for all field operations and the EOC. Assists Inspections position in Planning & Engineering Team with building inspections as requested. Performs small repair jobs with departmental staff.

## **15. Planning and Engineering Team Leader**

Provides overall coordination and direction for the Planning and Engineering section of the EOC. Responsible for receiving, evaluating, and analyzing all event information and providing accurate, updated status reports to the EOC Management and field operations. Assigns team positions for Situation Status, Inspections, Damage Assessment, and Repair/Emergency Construction if positions are unfilled by primary and/or alternates in the EOC. Responsible for prioritizing and completing initial and structural engineering inspections of affected buildings (through Inspections position). Responsible for assisting with recovery activities involving major repair, construction once immediate emergency is over.

## **16. Situation Status**

Receives and maintains updated status from EOC staff members and other Team Leaders regarding all field operations, damage assessment information, numbers of people injured, sheltered, and evacuated. Maintains updated information about external events, including weather information that may affect field operations. Posts all information on maps and status boards in the EOC. Identifies inaccuracies and inconsistencies in reports and clarifies miscommunications. Prepares updated reports for Planning & Engineering Team Leader to give to EOC Manager.

## **17. Inspections**

Coordinates and directs the preliminary inspection of all campus buildings (and other hazard conditions that may require mitigation or emergency repair). Sets up a Field Inspection Office for coordination of inspections. Assigns teams and (with Team Leader) sets priorities. Ensures that inspections are documented with adequate photographic documentation and that inspectors have appropriate supplies. Receives preliminary reports of hazards, unsafe conditions and building status, and provides information to Situation Status and Damage Assessment. Manages initial field inspections (in conjunction with Facilities position on Operations Team). Coordinates with contract structural engineers for structural inspections. Provides for re-occupancy of buildings and notifies Team Leader / EOC Manager of usable facilities.

## **18. Damage Assessment**

Inputs all initial and updated structural damage information from field inspection reports into damage assessment spreadsheet. Inputs estimates of non-structural asset damage separately. Initial data may come from Zone Status Reports from EOC Zones position. Requests updated estimates as initial and structural inspection begin. Provides damage assessment updates to the Planning and Engineering Team Leader and EOC Management for local disaster agencies.

## **19. Repair/Emergency Construction**

Sets up and manages emergency maintenance, repair and construction projects as authorized by the EOC Management through the Planning & Engineering Team Leader. Develops a repair/construction plan by priority. Begins documentation for Federal Emergency Management Agency disaster program requirements regarding hazard mitigation, emergency repair, and recovery projects.

## **20. Resources Team Leader**

Directs the Resources Team Provides that provides procurement, delivery, set-up and management of food service, equipment, supplies, personnel, emergency hires, and transportation services while the EOC is open until the emergency phase ends. Manages the emergency contract and purchase order system. Coordinates with Accounting position and Planning & Budget position in record keeping and funding authorization. Maintains all

documentation of purchases, services procured, staff hours utilized for emergency work, emergency staff hiring, etc. for FEMA documentation.

## **21. Food/Water Supplies**

Provides for all meals and water service for field response personnel, persons in Chapman shelters, the EOC and others. May use Chapman resources or contract for catering. Keeps track of all purchase orders and invoices and coordinates with Accounting for FEMA record keeping. Works in coordination with the Care and Shelter position on the Operations Team.

## **22. Contracts, Equipment and Supplies**

Acts as procurement officer for all requests for contracts, equipment and supplies requested by EOC Incident Coordinators and Management. Manages all contracts and purchase orders. Coordinates with accounting position for record keeping and Planning and Budget position for funding authorization.

## **23. Personnel and Volunteers**

Maintains records of status of all Chapman employees, and coordinates with Operations Team to determine the status of employees on campus. Implements a volunteer and staff assignment center and arranges for intake and assignment of volunteers and non-assigned Chapman staff who will work during the emergency. Maintains records of hours worked, and hires temporary workers. Documents injuries to staff or volunteers working during the emergency and initiates appropriate workers' compensation claim procedures. Maintains copies of staffing records for potential FEMA disaster program funding eligibility and evaluation of final personnel costs.

## **24. Transportation/Vehicles**

Maintains inventory of all available transportation and support (fuel, supplies, and drivers). Arranges for large group off-campus transportation, i.e., school buses, public transit, etc. While in the EOC, monitors all external transportation systems including air travel, freeways, AMTRAK, etc. Updates Team Leader and Situation Status. Provides pick up service as requested for VIPs.

## **25. Finance Team Leader**

Manages and directs the Finance Team, coordinates with the EOC Manager for funding authorization. Provides routine updates to EOC Manager/Management on total disaster expenditures, and for planning and budgeting. Determines level of staffing for Finance Team in EOC for acute phase of emergency. Ensures adequate accounting and budget expertise available in EOC to set up emergency accounting and finance measures and advise EOC Management and Team Leaders.

## **26. Planning and Budget**

Monitors authorized spending and identifies existing sources of funding for emergency operations. Recommends budget and funding plans for recovery expenses. Supports Finance Team Leader in providing finance alternatives for priorities set by Senior Operations Group and EOC Management.

## **27. Accounting / Audit**

Provides accounting expertise and documentation of all emergency expenses including labor, benefits, purchases and contracts. Provides auditing of all expenditures to verify budget account, invoices, and documentation. Supports Finance Team Leader in setting up an Emergency Accounting system to track losses for recovery.

## **28. FEMA Documentation & Recovery**

Although described as a single position while the EOC is open, the FEMA Documentation and Recovery position becomes a team effort upon closure of the EOC. This position, in the EOC, creates a Recovery / FEMA Documentation Binder which includes all documentation of emergency response expenses. It identifies, if the emergency rises to the level of declared emergency/disaster, the FEMA Post-Disaster Briefing time and location, and attends, representing Chapman University. The position acts as an initial liaison with FEMA / State for recovery application processes. The position acts to maintain all the source documentation files.

## **29. Zone Captain / Coordinator**

During a large-scale emergency, Zone Coordinators are responsible for coordinating evacuation of and accounting for, building occupants. They act as the central reporting position for building coordinators and occupants of buildings within their assigned physical zone. Activities include:

- Receive reports from Building Coordinators and relay information to EOC regarding:
  - status of evacuees, including number and any staff remaining in building
  - initial damage to buildings as reported by building coordinator (upon exiting building)
  - medical or transportation needs of evacuees
  - hazards
- Act to limit access to hazardous areas as directed by EOC Operations Team or Leader
- Direct evacuees according to EOC instructions, including information about:
  - release from evacuation site
  - food/water access
  - transportation
  - return to buildings

### **30. Building Coordinator**

Ensures the safe evacuation of building occupants to a pre-designated evacuation site. Accounts for all staff in building after evacuees have reached evacuation site. Ensures evacuees remain at site until released. During an emergency, establishes communication with and reports evacuation status, injury status, hazard status of building/area, to Zone Coordinator. Participates in pre-emergency evacuation drills to improve evacuation effectiveness and staff knowledge.

### **31. Public Safety Dispatch**

Responsible for receiving and transmitting all information regarding a reported incident affecting Chapman University. Receives, clarifies and transmits reports of campus emergencies to Pre-Activation Team. Notifies and informs appropriate response personnel and/or management as indicated by policy/procedure. Implements call-back procedures as needed or instructed.

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

### **Primary Location:**

#### **Fish Interfaith Center / Wallace All Faiths' Chapel**

ADDRESS: 155 E. University Drive  
Orange, CA 92866

CAMPUS MAP: Building No. 8 located in Zone 2

YEAR BUILT: 2004

### **Alternate Location:**

#### **Oliphant Hall / Crean Orchestral Recital Hall**

ADDRESS: 267 E. Palm Avenue  
Orange, CA 92866

CAMPUS MAP: Building No. 17 located in Zone 3

YEAR BUILT: 2004

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- If electric power is out, coordinate with Operations Team Facilities position to arrange for emergency power.
  - If water service is out, coordinate with the Operations Team Facilities position or Resources Support to arrange for drinking water and temporary sanitary facilities for the EOC.
  - Establish an EOC access point. Assign a staff person the responsibility of controlling the EOC access point. Provide this person with the **EOC Sign-In Sheet**. Determine who is allowed within the EOC. Make sure that anyone entering the EOC signs in and is known or provided with EOC identification.
  - Assign available staff to assist with the set-up of the furniture and equipment for the EOC.
  - Obtain a summary of responding staff from Public Safety Dispatch. If the primary or alternate Team Leaders are not available, appoint staff to temporarily fill these positions. Have the Team Leaders follow up on the notification of their team staff. Team Leaders arriving at the EOC should check in with EOC Management to be briefed on the situation.
  - Ensure that all necessary communication systems are activated with the assistance of the Operations Team Leader including radios, phones, fax and computers, if available.
4. Establish a reporting frequency schedule with the President to update him on the emergency status and response activities. Use the **EOC Management Summary Report** form if needed.
  5. If the President has not already done so, and one is indicated, request an official "Declaration of a State of Campus Emergency."
  6. If there is a Declaration of Campus Emergency, provide a report by telephone, fax and/or radio to the following agencies:
 

	<b>Phone</b>
• City of Orange EOC	(# 911 until EOC is set up)
• County of Orange EOC	714-628-7008
• State Warning Center	916-262-1621
  7. **If Chapman is in need of Mutual Aid**, (upon receipt of requests from Team Leaders) make the appropriate official request as follows:

All requests for Mutual Aid should be made via the **Mutual Aid Worksheet** and are to be coordinated by EOC Management. EOC Management monitors ALL requests for Mutual Aid by reviewing all **Mutual Aid Worksheets**.

Mutual Aid pertains to Public Agencies only. Public resources cannot be used for private sector uses, unless directed by the GOVERNOR'S OFFICE for public health and safety. Mutual Aid does not include receiving private sector resources unless under contract with FEMA or STATE Office of Emergency Services (OES) and provided under existing Mutual Aid agreements and disaster assistance programs. The private sector can contract with Chapman or may donate to Chapman, but can only participate in Mutual Aid via FEMA or Office of Emergency Services.

Remember to provide on-campus management of Mutual Aid resources if they are provided, and to regard Mutual Aid personnel in the same manner as Chapman field employees. Chapman may be responsible for any care and shelter needs of Mutual Aid or other non-Chapman personnel on campus.

Coordinate with the Personnel/Volunteers position, who will obtain names, social security numbers, and work assignment hours on campus, emergency contact information, and employer information on all Mutual Aid personnel. This information will be needed for FEMA Documentation as well as in case of any worker's compensation claims.

If mutual aid is requested by another University or entity for Chapman assistance, determine if the university can respond. Mutual Aid can be provided to:

- City of Orange
- County of Orange
- State Warning Center

Mutual Aid can be provided to the above if Chapman is able to meet current and anticipated operational requirements.

8. Establish briefing schedules for your EOC teams and give Team Leaders advance notice to prepare summaries of team information to you.
9. Assist the PIO, approving and directing Chapman information that is to be cleared for release. If you need media assistance in the field, coordinate requests with the PIO and the Student Affairs representative. Assist the PIO with providing information to the County of Orange EOC for Emergency Broadcast System (EBS) messages.
10. At regular intervals, every two to four hours or after every major event, provide a general update and briefing to the entire EOC. This can be done with a Team Leader staff meeting in which the Team Leaders then brief their teams, or, as a

presentation to the entire EOC staff. It is extremely important for all EOC staff to be aware of major incidents and operations.

11. Prior to the end of every shift of operation, advise the Team Leaders to have the **FEMA Documentation Reports** prepared. Copies of these reports are to be forwarded by the Team Leaders to the Financial Team Leader.
12. Coordinate with the President and Student Affairs position, on all major policy decisions for the campus and the PIO on the handling and release of sensitive information. Keep the EOC staff informed of communication from the President.
13. Act as liaison with the President for emergency operations and the transition to recovery operations. As emergency response operations de-activate, assist with the restoration of services and normal operations. Emergency resources may be needed during this time of transition. If the resources are Mutual Aid, contact the sending agency and request approval for assignment and use for recovery operations.
14. De-activate the EOC as directed by the President or as emergency operations subside. Maintain a file on the EOC activities for after-action reference. Collect information from Team Leaders after their positions are de-activated. This file should be maintained for a minimum of one year or until all related issues including, FEMA funding, Worker's Compensation cases, etc. are concluded.

## ***Public Information Officer - Roles and Responsibilities***

### **Primary Responsibilities**

- Media contact and coordination
- Public information statements and releases
- Coordination of media releases with City of Orange, County of Orange, State Office of Emergency Services (OES)
- Field Public Information Teams
- Rumor control and correction of misinformation
- Employee communication
- Off-site 800 number messages for students, parents

### **Support Responsibilities:**

- Coordinates with EOC Management
- Provides updates to EOC Management regarding external events

### **Reports to:**

- President/EOC Manager

### **Procedures:**

1. Report to the EOC, sign in at the access point and staff the Public Information Officer position. Check in with EOC Management. Start your **EOC Activity Log**.
2. Activate and test communication systems for your position, including radios, telephone, cellular, and fax.

Set up a minimum of two separate telephone lines:

- A. Incoming media inquiry
  - B. Internal (secure) communications
3. The Chapman spokesperson is the President, Executive Vice President, any of the Vice Presidents, or if none of the above are available, as directed by the EOC management. Continually brief and update the Chapman spokesperson with accurate and timely information that has been cleared by the President and/or EOC management for release.

4. Begin the **Media Contact Log**. Record all contacts with media and provide copies or summaries of all information released.

5. Media Releases:

A. Chapman Media Releases - Prepare media releases regarding the university's status, known damage assessment and information to be broadcast as important public information messages. All media releases **MUST** be cleared by the Chapman spokesperson and/or the EOC management. Send approved media releases by fax and mail or other available means to media list members. Include all affected and interested outside agencies such as City of Orange, Orange County, State OES, and other campuses, as appropriate. Circulate or post media releases for the EOC, employees and other interested parties as needed. Be prepared for media contact and request for interviews as soon as releases are received by the media. Maintain file copies of all releases and log the releases on the PIO Log.

B. Joint Emergency Public Information Broadcasts - If communications systems are disrupted, Chapman should participate with the Orange County Emergency Broadcast System or with the joint local, state and federal Public Information Officer (PIO) center. If such a center has been activated, Chapman should send a Public Information Officer (PIO) liaison directly to the center to coordinate joint agency news conferences and media releases. The liaison is responsible for ensuring the accuracy and completeness of Chapman information included in joint agency release and for coordinating with Chapman spokesperson at joint conferences. Maintain file copies of all releases.

6. Field Requests for Media Control:

Begin an **EOC Field Assignment Log** to record assignment of any PIO field personnel. Submit a copy to the EOC management once per shift or when requested.

Large scale or high profile incidents on the Chapman campus may attract media personnel directly to the scene rather than to a media contact at the EOC. Field personnel will request assistance with the media via EOC operations. The PIO will dispatch a field public information team which will include a spokesperson and an assistant. If media control has become a serious field concern, the media team will also include Public Safety escort.

California State Penal Code Section 409.5b provides the right to access by the media to any incident with public access (this does NOT include the EOC or other sensitive operational management areas). The only restrictive authority to limit media access at an incident is for the protection of a crime scene or to safeguard lives and limit further property damage. However, at a field incident, if an appropriate area has been designated for the media, most media representatives will follow Public Safety guidelines and cooperate in order to gain access to information and good camera scenes

The following guidelines will assist field personnel and field public information teams in working with the media at the scene of an incident:

- A. All employees and Chapman representatives should be professional and polite at **ALL** times with **ALL** members of the media. There is no such thing as "OFF THE RECORD" and any observed or overheard communication or action may result in a media report.
- B. If contacted by the media, employees are to request (politely and firmly) that the media wait for the Chapman spokesperson who should arrive at any minute. The employees should immediately contact supervisors or the EOC and request the field public information team.
- C. If security is important, mark access to the incident, barricade with yellow tape and post guards. A special area for the media can be designated and signs posted indicating the media zone. The media will expect visual access for camera shots and personal contact with a Chapman spokesperson at this location.
- D. Field Public Information teams will also need to maintain a **Media Contact Log** to record all contacts with media including interviews and information releases to the media. They must also provide copies or summaries of all information released. All information given during interviews should have prior clearance for release by the EOC management. Field teams should be informed to refrain from speculation and not to release names of victims or affected parties unless advised to do so or if the information has already been contained in a written media release.

7. Rumor Control and Correction of Misinformation:

Monitor all news broadcasts, radio and television, and newspaper articles with stories about Chapman. Note ANY inaccuracies, unsubstantiated rumors and/or incomplete information that may cause problems. Respond with a WRITTEN correction via fax and mail or runner. Most news agencies will correct previous statements if provided appropriate information. This will reduce and/or eliminate future problems caused by Media inaccuracies. Send copies of corrections to all interested parties and media contacts, as many media stories are repeated by different media agencies who may not notice a correction in a later broadcast. As with all media releases, maintain file copies of corrections in the event the misinformation is perpetuated or becomes an issue after the incident.

8. Employee Communication:

Employees are often the last to know accurate and timely information regarding major incidents that affect them. This often results in the development of rumors and/or ill feelings as employees are left "out of the loop". Timely updates can be as simple as posting copies of news releases, or can be daily informational memos summarizing events and providing true information to employees.

If the E-Mail network is operational, the PIO can use this medium to communicate to all on-line employees. This is good for a medium to large event that arouses curiosity but has little impact to most employees.

The distribution of memoranda by hand or home mail is a very effective method of informing employees about large scale events that involve serious disruption of the campus and/or serious injuries or deaths. This personal method can be followed up with daily, weekly and monthly posted updates until full recovery.

9. Complete message templates for the off-site 800 number that will provide information to students, parents and others. Obtain approval for messages from EOC Management, and update messages as indicated by changing events and EOC Management direction. Messages should include:
  - Status of the campus
  - Status of students and how to obtain information about specific persons
  - Class closures or schedule changes
  - The time of the next update
10. Determine 12 hour shift manpower needs and plan for on-going operations.
11. Coordinate with EOC management, the President, the Senior Operational Group, and the Recovery Team for short term and long term recovery operations.
12. De-activate your position in the EOC as directed by the EOC Management.
13. Keep copies of all of your logs, reports, messages and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team Leader.

## ***EOC Student Life - Roles and Responsibilities***

### **Primary Responsibilities:**

- Student Life response and recovery planning
- Consultation and coordination with EOC Management for essential planning and response related to students
- Liaison with external student assistance/funding agencies
- Status reports to EOC Management, President, Public Information Officer (PIO ) as requested or indicated, for information related to students needs and services and response

### **Support Responsibilities:**

- Chapman Executive Policy and Planning re: Student Life programs
- EOC Management, Senior Operations Group

### **Reports to:**

- EOC Management

### **Procedures:**

1. Set up work area near EOC Management / PIO. Ensure that any assigned communication equipment is functioning and set up. Request assistance from the Operations Team Leader as needed for this.
2. Begin your **EOC Activity Log**. Document your actions.
3. Check in with EOC Management and obtain an update of the situation. Specifically determine the known scope of the problem and whether it involves locations/buildings where students would normally be found (at the particular time of day). Consult with EOC Management to determine additional Student Life staff that may be needed in the EOC or field.
4. Contact needed staff within Student Life function (call-back phone numbers list) and request their presence.
5. Assemble needed information sources, documents, data, etc. related to student life activities, including:
  - List of students, their parents addresses, phone numbers, and zip codes
  - If possible, determine the names, number, and onsite residence locations of handicapped students. Provide information to EOC management in the event

these students require physical assistance during the event. Follow-up to ensure the safe evacuation of said students, if evacuation is needed.

- External agency / peer organization information related to student needs and assistance  
(Ensure that you have names, phone numbers, or websites of essential agencies, e.g. Department of Education that may be providing assistance to students and campuses as a result of a major event). Monitor websites and information coming from agencies that may provide these services.
6. Establish a briefing schedule for any Student Life employees who are assisting you in the EOC or in the field. Ask this staff for updated status of their activities and ensure the dissemination of this information within your group. Also, time the updates to ensure you are receiving this information and providing it to EOC Management to include in its routine updates (to EOC participants and Senior Operations Group. **Work with EOC Management and President to ensure that information provided to external agencies (including news) about Chapman is approved and provided only by one of the above, or the PIO.**
  7. Communicate essential information to any field personnel assisting you, including the location of the EOC, how to communicate with you in the EOC, food and shelter locations, medical treatment information, transportation information, work schedule, etc. (Check with Personnel/Volunteers position to determine how to document staff work assignments, hours worked).
  8. As emergency response operations de-activate, assist with the restoration of services and normal operations.
  9. De-activate the EOC as directed by the President or as emergency operations subside. Maintain a file on the EOC activities for after-action reference, for up to one year. Provide this information, as needed, to the recovery team.

## **Operations Team Position Descriptions**

## ***Operations Team Leader - Roles and Responsibilities***

### **Primary Responsibilities:**

- All field operations
- EOC Operations Team
- Liaison with EOC Planning, Resources and Financial Team Leaders
- Multi-department field response
- Multi-agency coordination

### **Support Responsibilities:**

- EOC Management
- Field inspections

**Reports To: EOC Manager**

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management. Check communications for your position, including radios, telephone, computer (if available) and fax. Start the **EOC Activity Log** for your position.
2. Coordinate with EOC Management to ensure that Public Safety Dispatch has notified the Operation Team members to report to the EOC.
  - If the primary and alternate EOC staff for the Operations Team positions is not available, assign staff to temporarily fill the positions. Provide temporarily assigned staff with a copy of EOC procedures for their position and brief them on their duties.
3. Have all team members complete an **EOC Field Time Sheet** and give a copy to you. From these Logs, prepare an initial **Field Personnel Summary**. Maintain this report throughout the emergency, updating for each new shift, or as directed by EOC management. Forward copies to EOC Management.
4. Ensure that each EOC Operations team member has adequate radio, telephone, and cellular communications for operations. Direct the Communications section to assist in communications with the field (e.g. runners) if any of the EOC positions become overwhelmed.

5. Immediately begin an assessment of the emergency and the operational needs of the campus. Identify separate incidents and determine the immediate level of response and the type of resources that will be needed. To do this, complete the following:

- Review all **First Reports of Incident** from your team members. (*Look for duplicate reports of the same Incident, and if found, combine them into one.*)
- If no written Incident reports have been completed, meet with your team members and obtain verbal information they have obtained from the field.
- Assign the incident the next available Incident # from the **Incident Log**. Place this # on all forms relating to this incident including:
  1. The **First Report of Incident**
  2. The **Incident Status Report**
- Complete the entry on the Incident Log, including the priority level and type of response assigned.

**Priority Levels:**

Priority 1	Life safety & rescue (managed by Ops Team Leader)
Priority 2	Secure unsafe building/area
Priority 3	Urgent Field Operations
Priority 4	Non-urgent or Recovery

- Assign an Incident Coordinator to the Incident (within the EOC). Manage Priority 1 incidents (Life Safety) yourself. Assign a team member to work with you and maintain the incident forms for these events.
  - Assign other incidents to an EOC team member to coordinate. Most often this will be someone on your team, but may include members from other teams. Planning or Resources team members often will be needed to support the response effort. Instruct the coordinator to update the Situation Status position and you routinely and to request resources through you.
  - For all incidents, ensure that status updates are given to you, to the Zones position, and the Situation Status position for posting to the Situation Status board.
6. Assign a Field Command Post, Commander, and staging area for field units, or document the existing ones if they are adequate. Communicate with the response agencies to identify incidents, priorities and Chapman functions.

- Direct the incident response through the assigned EOC Incident Coordinator. Coordinate all requests for outside assistance through EOC Management.
7. Direct the Zones position to keep the affected Zone Captain informed of the incident response and other operational functions that are occurring in the zone.
  8. Advise the Planning and Engineering Team Leader of incident response and other operational functions in the Zone.
  9. Analyze all field operations for potential hazards in order to maintain the safest operation possible. Work with the EH&S position to resolve safety issues. Advise Situation Status, Operations Team members, EOC management and other Team Leaders.
  10. Work with the Care & Shelter position to provide resources. Obtain Care & Shelter Reports for each established shelter site. Forward all necessary information and updates to Situation Status.
  11. Represent the Operations Team to EOC Management. Routinely update EOC Management on:
    - The status of field operations and incidents
    - Requests for agency assistance or mutual aid
    - Operational needs
  12. Refer to and coordinate through EOC Management any field necessities that cannot be met with current resources and/or policy decisions that must be made in order to proceed with field operations. EOC management will coordinate with the Financial Support team and / or the President for policy level decisions.
  13. Work with Operations Team members to establish a schedule for reporting updates.
  14. Obtain updates regarding the status of building inspections from the Planning and Engineering Team Leader.
  15. Work with the Resource Support Team Leader to ensure that necessary resources are being procured and delivered. Provide information to the Personnel/Volunteers, and the Transportation sections.
  16. Work with the Financial Support Team Leader to ensure that requests for resources are not being delayed due to funding or other budget issues. If so, work with EOC Management for funding and or other purchase authorizations.
  17. Collect all **FEMA Documentation Forms** with attachments from Operations Team members. Forward all **FEMA Documentation Forms** to EOC management. Coordinate with EOC Management to ensure that all information is provided for the required documentation for the Recovery and FEMA Documentation Team.

18. When no longer needed, de-activate Operations positions in the EOC, with the concurrence of EOC Management.
19. Keep copies of all of your logs, reports, messages and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed.

## ***Care and Shelter - Roles and Responsibilities***

### **Primary Responsibilities:**

- Large group care and identification of those sheltered
- Temporary sheltering (overnight or several days)
- Organized release from campus (students)
- Large group off-campus evacuation
- Large group food service
- Crisis counseling - immediate
- Message center
- Student and employee assistance services

### **Support Responsibilities:**

- Field medical treatment centers  
(when co-located with Care and Sheltering)
- Field command centers  
(when co-located with Care and Sheltering)
- Field personnel support  
(primarily meals and rest areas)

### **Reports to:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and Operations Team Leader. Activate and test the communication systems for your position, including radios, telephones, cellular and fax. Staff your position and start your **EOC Activity Log**.
2. Check with the Operations Team Leader and coordinate with Public Safety position, Zones and Medical Position to determine if care and sheltering centers need to be established for:
  - Building Evacuees
  - Students
  - Visiting Public
  - Employees
  - Field Response Personnel
3. If directed by the Operations Team Leader, set up one or more Care & Shelter Centers on campus. Initial shelters may be for students and employees who are evacuated from buildings, children from day care centers who have been evacuated and others who may have become separated from their companions. Assign a shelter manager and support

staff for each shelter site after determining the number of people to be sheltered at each shelter site.

Note: These shelters may just be temporary and be aware that shelters may include:

- First Aid and Triage Screening Area
- Medical Transportation Staging Area
- Message Center

Prepare a **Care & Shelter Report** for each Care & Shelter site being set up (You may need to complete the next few items before you can fully complete the Shelter Report) and forward a copy to the Operations Team Leader. This report should be updated as directed by the Operations Team Leader or at least once every shift. Check to see that the updated information is posted with Situation Status and is available to all operations positions in the EOC.

Also, if you have staff in the field you need to complete a **Field Shelter Staffing Log** (to identify available staffing by shift), and forward a copy to the Operations Team Leader.

4. Make a list of all items that will be needed for each shelter to become fully operational. Forward the list to the Operations Team Leader and coordinate with Resources Support to provide estimates on supplies currently available on campus and on supplies that will need to be purchased. Provide the estimates, including costs to the Operations Team Leader for final approval before establishing long term shelters. Retain copies of all requests.
5. Coordinate with the Operations Team Leader to define a policy for shelter operations, based on the nature of the situation, and establish the following:
  - Sign in log (and capability) for all persons at shelter (including date & time)
  - Length of time people will be sheltered
  - Shelter Management
  - Services to be provided
  - Release policy (i.e., individual initiative - no controls, release sign out log, etc.)
  - Non-campus persons in shelters
  - Mutual aid assistance (to be provided or not)
  - Information to be released to the media
  - Maximum budget
6. Based on the information acquired above, obtain approval for the shelters to be opened.
7. Prepare updates of shelter status as directed, or at least once each shift. Forward a copy of all updates to the Operations Team Leader. Check to see that the updated information is posted with Situation Status and is available to all operations positions in the EOC.

8. Maintain communication with Shelter managers. Coordinate with Resources Support Team to ensure that requests for staff assistance and supplies are answered. Maintain accurate records of all supplies ordered and delivered.
9. Coordinate with the Operations Team Leader to determine additional support needs for field personnel, including: Public Safety, Safety, Zone Captains, Inspection Teams and outside agency personnel assigned to Chapman. Do not close shelter operations while other field operations are continuing or without full concurrence from EOC Management.
10. Coordinate with the Operations Team Leader to provide accurate and appropriate information regarding Shelters for public release. Remember that any information posted on campus is considered public. The media may want to cover shelter operations. If so, coordinate with the Operations Team Leader to request PIO assistance in the field. Refer all media inquiries to the PIO and EOC management.
11. For each day of response for each incident, have the **FEMA Documentation Form**, prepared by yourself or the field supervisor staff. Information should include documentation of expenses as well as completion of the **EOC Field Time Sheet**. When completed give to the team leader.
12. Plan for on-going operations. Remember that shelters will need to be staffed twenty-four hours if opened as night shelters.
13. Forward any reports of injuries and other special needs to the Operations Team Medical position in the EOC. Reports involving injuries to employees or volunteers should also be copied and sent immediately to the Volunteers position in Resource Support Team.
14. De-activate your position in the EOC as directed by the Operations Team Leader.
15. Keep copies of all of your logs, reports, messages and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team Leader.

## ***Medical Operations - Roles and Responsibilities***

### **Primary Responsibilities:**

- Triage site designation, oversight
- Coordination of field medical operations
- First aid and triage screening
- Medical transportation
- Casualty accounting

### **Support Responsibilities:**

- Care and shelter operations
- Environmental decontamination

### **Reports to:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and telephone, cellular and fax. Staff your position and start your **EOC Activity Log**.
2. Establish communication with field medical operations, if any have been set up.
3. Meet with the Operations Team Leader to obtain status reports of all incidents and Chapman field operations. Obtain a briefing from the Team Leader and/or the EOC Operations Team positions to learn of injuries. These include:
  - Zone position's **Zone Status Report**
  - EH&S position
  - Facilities position
  - Public Safety position

Contact Student Health office and establish the reporting process to you in the EOC.

4. Medical Operations Sites: Coordinate with the Operations Team Leader to determine the need for and establish (if not already done so by responding agency medical personnel) field sites for:
  - First Aid and Triage Screening
  - Coroner Staging Area
  - Medical Transportation Staging Area

Remember that this may be done in conjunction with the Care & Shelter Sites. Check with Operations Team Leader to make sure that any site you select is not near hazards or hampered by Public Safety, police, or fire operations.

The Primary Site is: \_\_\_\_\_

Alternate Site is: \_\_\_\_\_

Check with the Operations Team Leader to ensure buildings have been inspected and deemed safe for intended uses, and have appropriate utilities prior to setting up operations. If neither of the sites is available, coordinate with the Operations Team Leader to identify and select alternate field triage or treatment sites.

5. Assign an administrative person to manage each field site and have this person get the names of all Chapman first-aid personnel in the field at the Campus. With this information, prepare an **EOC Field Time Sheet**, (or have this person complete the form and send it to you), and forward a copy to the Operations Team Leader for each shift during the disaster.
6. Establish communication directly with field personnel either by telephone, radio or runners. Determine equipment, supply, and additional personnel needs, and if you don't have enough, let the Operations Team Leader know. Coordinate with the Resources Support Team Leader, Operations Team Leader and the field staff to procure, deliver, and receive all needed supplies. Also, coordinate with the Resources Team Leader and the Transportation position to arrange for all non-emergency medical transportation for the injured.
6. If you receive reports from your field staff regarding major incidents occurring in the field, report these to the Operations Team Leader, using the **First Report of Incident Form**. If directed by the Operations Team Leader, work with the Incident Coordinator assigned to manage the Incident.
7. If additional medical personnel are needed at the field sites on campus, notify the Operations Team Leader. If you have established pre-event contacts to respond to a disaster, coordinate with the Operations Team Leader to request these resources.
8. Direct the field sites to maintain accurate records of the following:
  - Names and addresses of patients
  - Description of injuries and treatments including supplies used
  - Disposition of patients (e.g., released, transported to..., etc.)
  - Name of attending physician, if available

Have all records forwarded to you in the EOC at the end of each day of operation. Forward a copy of injury and treatment information to the Personnel / Volunteers position for workers' compensation reporting, safety reports, and permanent files.

9. **Advise field staff NOT to release the names of injured or other information to anyone, especially the media.** Inquiries are to be directed to EOC Management. If the media is persistent at field sites, notify the Operations Team Leader and the PIO.
10. Assist the Operations Team leader and Situation Status with estimating the number of casualties. Use these estimates to plan for continuing medical operations and services.
11. Identify meals and other personnel support needs for field Medical Personnel. Coordinate with Food/Water position on the Resources Support Team for food/water and other items if food is to be delivered to personnel in the field.
12. Determine 12-hour shift manpower needs and plan for on-going operations using the **EOC Field Time Sheet**. Plan for closing field medical / triage sites as directed by EOC Management. Coordinate with the Operations Team Leader to update **Incident Status Reports** on a regular basis.
13. For each day of response for each incident, have the **FEMA Documentation Form**, prepared by yourself or the field supervisor staff. Attach supporting (itemized) documentation to each daily **FEMA Form** (e.g. **EOC Field Time Sheets** with names, hours worked, SSN, etc.). Forward copies to the Operations Team Leader, and maintain one for your records.
14. De-activate your position in the EOC as directed by the Operations Team Leader.
15. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team leader.

## ***Zones Position - Roles and Responsibilities***

### **Primary Responsibilities:**

- Zone Status Reports
- Communication with Zone Captains
- Relaying information between Zones and the EOC sections

### **Support Responsibilities:**

- Facility Inspection Reports
- Evacuation Control information
- Medical Operations information
- Search and Rescue information

### **Reports to:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Operations Team Leader. Check communications for your position, including radios, telephone, cellular, and fax. Staff your position and start your **EOC Activity Log**. Begin the following procedures:

- A. Make contact with someone on your radio channel to verify that it is working. Then tell all units to monitor the channel and make the following announcement:  
(Say this entire message twice)

"THIS IS THE ZONE COORDINATOR IN THE CHAPMAN EOC. THIS IS THE ZONE DISASTER CHANNEL. ALL ZONE CAPTAINS ARE TO USE THIS CHANNEL. NO ONE ELSE IS AUTHORIZED TO USE THIS CHANNEL UNTIL FURTHER NOTICE."

"ATTENTION ALL ZONE CAPTAINS, PLEASE STAND BY FOR THE ZONE CAPTAIN ROLL CALL. WHEN I CALL YOUR ZONE, PLEASE RESPOND WITH YOUR NAME AND LOCATION OF YOUR COMMAND POST. IF YOU HAVE EMERGENCY INFORMATION, PLEASE ADVISE BUT WAIT UNTIL THE ROLL CALL IS COMPLETED."

- B. Use the List of the Zones in the **Zone Status Report** and conduct your roll call.

(MONITOR YOUR RADIO FOR EMERGENCY CALLS FROM ZONE CAPTAINS. ALWAYS BREAK INTO LENGTHY RADIO MESSAGES AND ASK IF THERE IS ANY EMERGENCY TRAFFIC. NEVER LEAVE THE CHANNEL UNATTENDED.)

3. Routinely repeat your roll call and ask for zone status updates. Remember that the Zone Captains may send runners to the EOC with written reports in addition to radio messages. Check to see if written reports have been delivered and update your Zone Status Summary Report, as needed.

When you receive reports from the Zones regarding major incidents occurring in the field, report these on the **First Report of Incident** Form. Do not make judgments regarding the priority of these events when you give them to the Team Leader; however, do obtain as much information as you can and write it on the form.

The Team Leader will assign a team member to coordinate the Incident and this person is responsible for giving it to Situation Status any related information. For Incidents involving Life Safety, the Team Leader will manage the Incident, and work with an assistant who will help. This Team Leader Support person will keep a log of all Incidents and who is coordinating them. This person will post information to the Situation Status board for Incidents the Team Leader is managing. Check for Incident's updated information on the Situation Status Board, which is completed by Situation Status or ask the Incident Coordinator for updates.

4. Begin obtaining zone reports and clarify any information that you do not understand or is not clear. Use the **Zone Status Report** form to record information and give updated information to the appropriate Incident Coordinator, (The Team Leader will assign someone, usually on the Operations Team). When requested by the Team Leader, forward the **Zone Status Reports** to the assigned Incident Coordinator and Situation Status position. Depending upon who is assigned, you will need to update the following positions as new information comes in from the Zone Captains.

Public Safety  
Environmental Health and Safety  
Medical  
Care and Shelter  
Facilities  
Inspections  
Situation Status

5. Receive requests and forward all messages between the EOC and the ZONE CAPTAINS. This is one of your most important responsibilities. You are to maintain communication between the Zone Captains and the EOC. If a Zone Captain does not respond to the Roll Call or at any time during the emergency response, immediately notify the Operations Team Leader. Conduct a Zone Captain roll call as needed to check on the status of the Zone Captains.

6. Coordinate with the Zone Captains to update your **Zone Status Report** information on a regular basis. Make sure updates are posted to Situation Status by the appropriate Incident Coordinator.
7. Identify the number of meals needed, location, time and other personnel support needed for Zone Captains and Building Coordinators remaining in the Zones. Coordinate with the Operations Team Leader for food/water and other items if food is to be delivered to personnel in the field, or identify for them any Chapman shelters set up which will be serving food.
8. Determine 12 hour shift manpower needs, notify the Operations Team Leader if Zone Captains need relief or replacement.
9. De-activate your positions in the EOC as directed by the Operations Team Leader.
10. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team leader.

## ***Environmental Health & Safety - Roles and Responsibilities***

### **Primary Responsibilities:**

- Hazardous materials containment and response
- Hazardous conditions control
- Worker safety, personal protection and accident/injury prevention
- Injury and death casualty reports and documentation

### **Support Responsibilities:**

- Facility inspections
- Evacuation control
- Medical operations
- Search and rescue
- Emergency transportation

### **Reports To:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Operations Team Leader. Check communications (equipment) for your position, including radios, telephone, cellular, and fax. Staff your position and start your **EOC Activity Log**.
2. Obtain the number and contact information about any external police/fire agencies on campus who are involved with safety operations. Provide this information to:
  - Operations Team Leader
  - Situation Status
  - Operations Team members who are coordinating the incident
3. Meet with the Operations Team Leader to obtain status reports of all incidents and field operations. If the Team Leader is unavailable, or if directed to do so, obtain briefings from the following EOC Operations Team positions:
  - Zones position (Zone Status Report)
  - Medical
  - Facilities
4. If you are assigned any field staff, complete and update the **EOC Field Time Sheets** for each shift; forward the completed information to the Operations Team Leader.

5. If directed by the Operations Team Leader, establish communication directly with field incident commanders. (If you have field staff, notify your field staff if you are directing field operations directly from the EOC.)
6. If you receive any initial reports of safety Incidents directly from any field incident personnel, complete a **First Report of Incident**, detailing the problems and needs. Give the completed form to the Operations Team Leader and be prepared to coordinate the Incident response if assigned to do so by Operations Team Leader.
7. Update the Operations Team Leader when the incident is stabilized or you require Team Leader assistance to proceed. Directly update Situation Status regularly on each Incident you personally are coordinating.
8. Use the unique Incident number assigned by the Team Leader on all written material relating to that Incident.
9. Assess all field incidents for safety needs and ensure that adequate safety equipment is provided to field inspection teams and field workers.
10. If you have been assigned field staff, identify the number of meals needed, location, time and other support needs. Coordinate with Resources Support team for food/water and other items if food is to be delivered to personnel in the field. Coordinate efforts with Public Safety as necessary.
11. Prepare or provide an Environmental Health and Safety operations status report every four hours, or as directed by your team leader. This includes a status report for each major incident that you are involved in.
12. De-activate your position in the EOC as directed by the Operations Team Leader.
13. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team leader.

## ***Communications - Roles and Responsibilities***

### **Primary Responsibilities:**

- Communications support for EOC Operations
- Message delivery (runners)
- Staff assistance to EOC Management
- EOC Fax communications and operation
- EOC TV Operation /News Updates

### **Support Responsibilities:**

- Situation Status

### **Reports to:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Operations Team Leader to see if you are needed immediately for any communications emergencies. If so, do as directed. If not, continue with the following procedures. Staff your position and start your **EOC Activity Log**.
2. Activate and test all communication systems. Provide technical support to all EOC and field operations to ensure reliable radio and telephone capabilities. Provide runners to assist all EOC and field operations. Test pay phones on Campus to determine operability. (Absence of a dial tone does not necessarily mean it is inoperable.)
3. Set up the fax machine. Assign staff to send and receive fax messages and log them. Set up a message center, with an **EOC Message Log**. Send, receive, log, and deliver all messages as directed by EOC Management and requested by EOC staff.
  - A. Assign a unique and consecutive number to all messages (as indicated on the **EOC Message Log**).
  - B. Log information including sender's fax # and name.
  - C. Deliver messages as requested.
  - D. For radio/telephone messages, keep a copy of written message or notes and attach to the message log for documentation purposes.
4. Set up televisions. Videotape news updates, as necessary, to record and play back important information.
5. Monitor and as directed or requested, provide radio operator (dispatch) services for Chapman frequencies. EOC staff may become overwhelmed with duties and not have time to conduct radio conversations. Deliver exact messages, do not edit or re-formulate messages, even if you do not understand them. Repeat message back to caller or sender to ensure accuracy of message.

6. Provide runners to assist all EOC and field operations. Contact the Operations Team Leader to request personnel. The Operations Team Leader or EOC Management will contact Resources Support Team (specifically Personnel/Volunteers position) to request personnel. Receive and direct runners and messages from the field. If you have assigned runners to work in the field, complete an **EOC Field Time Sheet** and forward a copy to Operation Team Leader.
7. Provide staff assistance for EOC Management and for EOC operations.
8. Determine shift manpower needs (shift times will be designated by EOC Management) and plan for long term operations for as long as the EOC is activated. Use the **EOC Field Time Sheet** to plan for field staffing needs.
9. For each day of response for each incident, prepare (with the help of field supervisor staff) the **FEMA Documentation Form**. Attach supporting (itemized) documentation to each daily **FEMA Documentation Form** (e.g. **EOC Field Time Sheets** with names, hours worked, SSN, etc.). Forward copies to the Operations Team Leader, and maintain one for your records.
10. De-activate your position in the EOC as directed by the Operations Team Leader.
11. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team Leader

## ***Facilities - Roles and Responsibilities***

### **Primary Responsibilities:**

- Campus Utilities
- Emergency Generators
- Facility Inspections
- Restoration of Services

### **Support Responsibilities:**

- Communications
- All field operations
- Recovery operations
- Transportation

### **Reports to:**

- Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Operations Team Leader. Activate and test communication systems for your position, including radios, telephone, cellular, and fax. Staff your position and start your **EOC Activity Log**.
2. Meet with the Operations Team Leader to obtain status reports of all incidents and Chapman field operations.

Establish radio contact with field units. Check on the status of field teams which are pre-assigned to inspect and assess all essential lifeline utilities. Prepare an **EOC Field Time Sheet**. Forward a copy of this report to the Operations Team Leader.

3. Identify all major areas of utility damage or non-service. Determine needs, estimated time for restoring services, and estimated cost to repair. Prepare a **Utilities Status Log** and forward copies to the Operations Team Leader, Situation Status, and Damage Assessment position. Update as needed, but no less than every 4 hours. Check to see that the Situation Status board is updated with your report. Before restoring electrical power or natural gas, check with the Operations Team Leader to confirm there is no fire hazard and to determine field operations priorities.
4. If you receive reports from your field staff regarding major incidents occurring in the field, report these to the Operations Team Leader, using the **First Report of Incident Form**. If directed by the Operations Team Leader, work with the Incident Coordinator assigned to manage the Incident.

5. Provide technical support to all EOC and field operations to ensure essential lifeline support services, including emergency power, water, and communications. Contact outside utilities and contractors as needed. Keep facilities field personnel updated on all other critical operations.
6. Coordinate full restoration of services based upon priorities set by the Operations Team Leader in conjunction with EOC Management. Provide estimates of availability of service to critical Chapman facilities. Update Situation Status and Damage Assessment as requested by team leader.
7. Identify number of meals needed, location, time, and other personnel support needs. Contact Resources Support for water and other items if food is to be delivered to Public Safety staff, city police and fire officers in the field, or know the locations of shelters if food is to be provided there.
8. For each day of response, prepare a **FEMA Documentation Form** or have field supervisor complete. Attach documentation of damage and repairs, including photographs of damaged utilities for use by the FEMA Documentation Team. Forward completed copies of the **FEMA Documentation Form** to the Operations Team Leader daily.
9. Determine manpower needs for the shift, (shift times assigned by EOC Management) and plan for long term operations depending upon the severity of damage. Use the **EOC Field Time Sheet** to identify field staffing for each shift.
10. De-activate your position in the EOC as directed by the Operations Team Leader.
11. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team Leader.

## ***Public Safety Position – Roles and Responsibilities***

### **Primary Responsibilities:**

Campus Patrol  
Traffic Control: Fire  
Field Incident  
Search and Rescue  
Perimeter Access Control  
Agency Response Coordination

### **Support Responsibilities:**

Emergency Transportation  
Medical Transportation  
Facility Inspections  
VIP Escort

### **Reports to:**

Operations Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and Operations Team Leader. Check communication systems for your position, including radios, telephone, cellular, computer and fax. Staff your position and start your **EOC Activity Log**.
2. Establish communication with Public Safety Dispatch and get the number and assignment of all Public Safety field staff. Also get the number and status of all Fire units on-site at the Chapman Campus. Prepare an **EOC Field Time Sheet** for Chapman staff in the field, and forward a copy to the Operations Team Leader. You may not have individual names of field personnel available for this report. Complete all information available.
3. Obtain a briefing from the Operations Team Leader about the status of all incidents and Chapman field operations. If Operations Team Leader is unavailable, obtain briefings from the following:

- Zone Coordinator (Zone Status Report)
- EH&S
- Medical
- Facilities

4. Receive reports of Incidents and requests for field resources directly from field incident personnel or via Dispatch. For each major field Incident, complete a **First Report of Incident**, detailing the problems and needs. Give the information (and form if completed) to the Operations Team Leader and be prepared to coordinate the Incident response if assigned to do so by Operations Team Leader.

*Depending on the type of incident, the Operations (OPS) Team Leader will assign someone in the EOC (usually from the Operations Team) to be the EOC Incident Coordinator.*

For each Incident you are assigned to coordinate, determine the Priority Level (see below) and maintain the **Incident Status Report** to document the status of the Incident.

**Priority Levels:**

Priority 1	Life safety & rescue (managed by Ops Team Leader)
Priority 2	Secure unsafe building/area
Priority 3	Urgent Field Operations
Priority 4	Non-urgent or Recovery

5. Update the Team Leader when the incident is stabilized or your require Team Leader assistance to proceed. Directly update Situation Status regularly on each Incident you personally are coordinating.

Use the Chapman Incident number assigned by the Team Leader on all written material relating to that Incident.

6. Based upon identified priority needs, coordinate with Public Safety Dispatch to assign field personnel. Update the **EOC Field Time Sheet**, (or have it updated by dispatcher) and forward it to the Operations Team Leader.
7. Establish communication directly with field incident commanders if needed. Notify Public Safety Dispatch if you will be directing Public Safety field operations directly from the EOC.

8. For wide-spread emergencies, if mutual aid requests are made, they should be made with the County of Orange EOC and must be coordinated with the Operations Team Leader through EOC Management. Complete the **Mutual Aid Worksheet** for all Mutual Aid requests. Forward copies of the worksheet to the Operations Team Leader.
9. If not already completed by Public Safety Dispatch, request and allocate any needed fire first responders from Orange County Fire Department. If fire incidents are major, request a Fire Department representative for the EOC.
10. Continue to keep updated on the status of all committed units, and potential personnel needs. Also, determine 12 hour shift manpower, update the **EOC Field Time Sheet**, and assign shift staffing.
11. Identify number of meals needed, location, times, and other personnel support needs. Contact Resources Support for water and other items if food is to be delivered to public safety positions, police and fire officers in the field.
12. Coordinate with the other Operations Team members (especially Team Leader and Situation Status) to make sure all field personnel are aware of critical Public Safety operations.
13. For each day of response for each incident, have the **FEMA Documentation Form**, prepared by yourself or the field supervisor. You will need to give copies of this form to the field supervisors and to the representatives of any fire and mutual aid personnel. Attach supporting (itemized) documentation to each daily **FEMA Form** (e.g. **EOC Field Time Sheets** with names, hours worked, SSN, etc.). Forward copies to the Operations Team Leader, and maintain one for your records.
14. De-activate your position in the EOC as directed by the Operations Team Leader.
15. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by the EOC Operations Team Leader.

# **Planning and Engineering Team Position Descriptions**

## ***Planning Team Leader - Roles and Responsibilities***

### **Primary Responsibilities:**

- All field inspections and status / damage assessment information
- Planning for short and long term service restoration
- EOC Planning Team functions
- Liaison with Operations, Resources, and Financial EOC Teams

### **Support Responsibilities:**

- EOC Management
- Field operations
- Recovery documentation (including FEMA if declared disaster)

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management. Check communications for your position, including radios, telephone, cellular, and fax. Start the **EOC Activity Log** for your position.
2. Ensure that Public Safety dispatch has notified the Planning & Engineering Team staff to report to the EOC. If the primary and alternate EOC staff for these positions is not available, assign staff to temporarily fill the positions in the EOC. Check the EOC communications (phones, radios, etc.) for your EOC team staff. If communications systems are overwhelmed or not available, your team may need assistance from runners. Request runners from Operations Team Communications position or if unavailable, from the Personnel/Volunteer Position in the Resources Support Team.
3. Immediately request information regarding the status of the emergency and the Operations team needs from the Operations Team Leader. The Operations Team Leader will identify separate incidents and field hazards.
4. Work with the Inspections position to assign Inspection Teams to inspect the priority buildings. (In addition to the pre-determined list of priority buildings, the Operations Team Leader will assign other priority buildings based upon the incidents reported.)
5. Assist the Inspections Position get the Field Inspection Office (FIO) set up and staffed. Make sure communication (phone, radio, or runner) is available from the EOC Inspections Position to the FIO. Assist the Inspections Position in providing adequate manpower to do inspections. If necessary, request additional inspectors from EOC Management.
4. Remain updated on field incident status with your Situation Status Position. Assist your Situation Status Position in verification of information coming from the field. It is exceptionally important to eliminate erroneous information and rumor.

Information that will come to the Situation Status Position will include:

- field hazards
- injuries
- the status of specific incidents
- available resources
- and the status of campus facilities

This information will arrive in reports (radio, phone or runners) from Zone Captains to the Zone Coordinator, as well as from Facilities field staff to the Facilities and Public Safety Positions in the Operations Team. The Operations Team members will provide the information directly to the Situation Status position on your team for posting.

5. Advise Situation Status and EOC Management on any external issues that potentially affect Chapman operations and recovery (e.g., forecasted bad weather, disruption of transportation services, unavailability of utility services, etc.).
6. Coordinate with the Operations Team Leader and EH&S position to ensure that field Inspection Teams do not enter any buildings which may have chemical spills or other potential hazards inside.
7. Also, coordinate with the Operations Team Leader when making repair assignments to ensure repair operations do not conflict with, placed in physical jeopardy, or otherwise hamper emergency incidents in the field. Use the **EOC Field Assignment Log** to identify any added field staffing.
8. Ask the Inspections position what buildings have been inspected and maintain a list of "usable buildings." Have this list posted by Situation Status.
9. As inspections are completed, make sure the Inspections position provides continuing updates of damage assessment estimates (% of damage to buildings from Inspections position) to the Damage Assessment Position.  
  
(Be aware that partial information should not be released publicly as it may adversely affect total appropriations for damage assistance after the emergency.)
10. Summarize your team's information on a routine basis to EOC Management in order to assist EOC Management with preparing status reports for the President. Provide EOC Management factual information to be included in media releases and other transmitted reports.
11. Meet with EOC Management routinely to determine your team's needs (both in the EOC and field) for the next hours and days of operation, including staffing needs.
12. Assist with identifying usable facilities and the priority of repairs and restoration once recovery operations begin.

13. With the Repair/Emergency Construction position, develop a short term plan for immediate-need, debris-removal, and repair projects. Provide documentation and photos of all projects (site or building-based) already completed or to be completed, that are being done on an emergency basis. These documents will be required documentation if FEMA allows re-imbursement. They may also be necessary for insurance recovery. They should include:
  - \*Staff hours on projects
  - \*Supplies and equipment purchased for project
  - \*Equipment rentals utilized by the project
  - \*Force account equipment used
  - \*Emergency contracts
  - \*Debris removal and maintenance costs
14. Represent the Planning & Engineering Team to EOC Management. Make regular updates to EOC Management and Situation Status on progress of field Inspections, Damage Assessment estimates, and emergency construction plan.
15. Refer to and coordinate with EOC Management for field needs that cannot be met with current resources and/or policy decisions that must be made in order to proceed with inspections and repair projects. The EOC Management will coordinate with the President for policy level decisions.
16. Work with the Resources Support Team Leader to ensure that necessary resources are being procured and delivered. Provide information to the Personnel/Volunteers and the Transportation position.
17. Work with the Financial Support Team Leader to ensure that requests for resources are not being delayed due to funding or other budget issues. If so, work with EOC Management for funding and or other purchase authorizations.
18. Coordinate with EOC Management to ensure that all information is available to create required documentation for the FEMA application process. Make sure the Inspections, and Repair/Emergency Construction Positions have completed the **FEMA Documentation Form** for each day of operation. Make copies and give to EOC Management.
19. When no longer needed de-activate the positions of your EOC team with the concurrence of EOC Management.
20. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Damage Assessment - Roles and Responsibilities***

### **Primary Responsibilities:**

- Damage assessment report

### **Support Responsibilities:**

- Situation Status
- Repair and construction
- Inspections
- Chapman recovery plan

### **Reports to:**

- Planning Team Leader

1. Report to the EOC and sign in at the access point. Check in with EOC manager/management and the Planning and Engineering Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check with the Planning Team Leader, and Inspections position for status reports from the zones and initial reports of building damage. Receive estimates of percent (%) damage to buildings from the Planning Team Inspections position. If inspections haven't begun yet, make initial entries into the **Damage Assessment Spreadsheet** based upon the Zones position Zone Status Report.
3. Anticipate changes in damage estimates when buildings are re-surveyed. Enter these changes into spreadsheet. Forward information to all Planning Team positions. Update information as new inspections or re-inspections change original estimates.
4. Check with the Facilities position for reports of damage to utilities not associated with buildings. Input estimates of damage and/or repair costs into a utilities spreadsheet or list.
5. Assist your Team Leader and EOC management identify buildings that have been inspected and have \$ dollar amount damage.
6. Release no information regarding damage or financial losses related to the disaster to the media unless directed by EOC management or PIO. (Information is restricted to internal Chapman reports only.)
7. De-activate your position in the EOC as directed by the Planning Team Leader.
8. Keep copies of all of your logs, reports, messages and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC management.

## ***Repair / Emergency Construction - Roles and Responsibilities***

### **Primary Responsibilities:**

- Urgent and immediate repair jobs
- Emergency construction contracts

### **Support Responsibilities:**

- Situation Status
- Damage assessment report
- Chapman recovery plan

### **Reports to:**

- Planning and Engineering Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Planning & Engineering Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check with your Team Leader, Inspections, Facilities, and the Zones positions for initial reports of building and facility damage. Urgent repair priorities will be designated by your team leader (in coordination with EOC Management).
3. Coordinate with the Facilities position in EOC to identify repair jobs that cannot be performed by the Facilities Department. Coordinate with Facilities position in the EOC to procure emergency contract services and supplies. Coordinate with the Resources Support Team for supplies and emergency contract procedures. Assign a Chapman job manager if facilities department does not have sufficient staff. Establish a complete job/project file for each project site to use for documentation. Use the **EOC Field Assignment Logs** to identify field staffing, completing one for each shift. For all assigned field staff, have a **Field Time Sheet** completed and forwarded to you (or the appropriate reporting position in the EOC) for each shift. Forward copies of all documentation to your Team leader.

Note: If the project is over \$\_\_\_\_\_ (check current FEMA \$values), FEMA requires a three competitive bid process for reimbursement eligibility. The bid process does not have to be formal, it can be fax or verbal quotes. Document the bid process with copies of contracts and purchase orders that are forwarded to your Team Leader.

4. Receive reports from Inspections position and Damage Assessment position on individual building damage. Based on the Damage Assessment report, estimate repair, construction projects and costs. For each maintenance, repair, and construction project, determine if the job can be handled by existing Chapman staff, small contract or large

construction project. Coordinate with Planning and Budget to identify budget funding, if available.

5. Coordinate with your Team Leader to develop a plan or a proposal for repair and construction projects for the campus. Provide the following detail for each project and estimate the total costs:

Project:

Location:

Priority: (Emergency, Urgent, Non-Urgent)

Maintenance (Clean-up, non-structural)

Repair Non-structural, equipment

Small construction (less than \$ \_\_\_\_ current FEMA maximum)

Large Construction (more than \$ \_\_\_\_ current FEMA maximum)

Chapman staff or Outside Contract

Budget and Account

Estimated Cost

Photos (many) of Site, damage, etc.

6. Forward the above-proposed plan to your Team Leader, EOC Management and the Finance Team Leader. Revise or update the document as more information becomes available.
7. Establish a project file for each project and include the following :

Project Name/Description

Location

Chapman Project Number

Chapman Project Manager / Contact Information

Account Number

Date/Time

Copy of the Zone Captain Report

Copy of the Preliminary Building Safety Report

Description of Damage (if not included above)

Copy of any Inspection Reports

Original Copies of Emergency Construction Work (shoring, debris removal, etc.)

Original or copies of Repair/Construction Estimates, Bids and other repair costs documents

Photographs of damage and repairs

Project Approval and Chapman documentation

Copies of Invoices, Purchase Orders and other payment documents related to contracts or work on the project.

8. Prepare a **FEMA Documentation Form** for each day of operations. Forward a copy of the **FEMA Documentation Form** with all supporting attachments (above) to your Team Leader and maintain one for your records.
9. Release no information regarding financial losses related to disaster to the media unless directed by EOC Management or the Planning Team Leader. Information distribution is restricted to internal Chapman recipients only.
10. De-activate your position in the EOC as directed by the Planning & Engineering Team Leader.
11. Coordinate with EOC Management after the EOC is de-activated to provide file information for the ongoing FEMA application and documentation process. The project files will contain the necessary background information for the FEMA reimbursement process. Some of the information may be needed for the actual application. The file itself may be subject to audit by the FEMA inspectors who are required to verify projected expenses. The project manager assigned to each project will need to maintain all records in the files throughout the re-construction and FEMA reimbursement process which may take as long as one year. **It is your responsibility to preserve the file information after the EOC is closed.**
12. Keep copies of all of your logs, personal messages, reports and any other related information you managed (other than the above files) while you worked in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Inspections - Roles and Responsibilities***

### **Primary Responsibilities:**

- Building inspections
- Preliminary inspection reports
- Determining occupancy status of buildings
- Determining repair status of buildings

### **Support Responsibilities:**

- Search and Rescue
- Damage assessment reports
- Situation Status
- Chapman recovery plan

### **Reports to:**

Planning Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Planning & Engineering Team Leader. Check your communication systems, including radio, telephone, cellular telephone, and fax. If the telephones are not working, request runners from Communications position to assist with messages to the Field Inspections Office (FIO). Staff your position and start your **EOC Activity Log**.
2. Check with Situation Status and Zone Coordinator for:
  - Zone Status Reports
  - Initial reports of building damage
  - Status of utility outages
  - Hazardous conditions in the field
3. Advise your Team Leader when the Field Inspection Office Coordinator (FIOC) has set up a Field Inspection Office (FIO). If there is no assigned Field Inspection Coordinator, assign one to set up the field office. The FIOC should notify you by telephone or by runner that the office has been established. The pre-designated sites are:
  - Primary:
  - Alternate:
4. Determine your inspection manpower needs. Notify your Team Leader if additional inspectors will be needed. If so, fill out the **Mutual Aid Worksheet** and forward it to your Team Leader. Be prepared to coordinate all on-campus operations for Mutual Aid Inspection services.

*Note: Make sure to identify any/all Mutual Aid Inspections workers on site to the Personnel/Volunteer position through completion of an **EOC Field Assignment Log** described below. Or, if contracted inspection services are requested, make sure you notify the FIOC and identify the number, names of contracted staff who will be coming on campus. Provide the contracted staff with identification, provided by the Personnel/Volunteer position.*

5. Check with the FIOC to verify that the Inspection Teams will have adequate safety and field equipment. (See attached lists of equipment.) Ensure that each team has an official Chapman representative authorized by the University to make posting and occupancy decisions.

Have the FIOC complete an **EOC Field Assignment Log** identifying all personnel working from the FIO (including Mutual Aid Inspectors) and forward a copy of this report to you. Give this to your Team Leader.

Coordinate with the Operations Team Leader and review hazard postings on Situation Status (Sit Stat) Board to ensure that field Inspection Teams do not enter any buildings that may have chemical spills or other potential hazards inside.

6. As directed by your Team Leader, gather the immediate building inspection priorities from the Operations Team Leader for the *preliminary building inspections*. The building inspection priorities will be identified from the following:
  - Life Safety - *Search and Rescue*
  - Urgent usage - *Medical Treatment, Care and Shelter* (Buildings that are critical to use during the disaster)
  - Potential hazards - *Labs, etc.*
  - (Obvious) extremely unsafe or hazardous buildings - *Posting & Taping* (Reserve worst-case structural inspections for contract structural engineers to check first)
7. The Operations Team Leader will identify the **initial** priority list for building inspections. Establishment of the building inspection priority lists is based on the criteria above and the **Inspection Priority List**.
8. Notify the FIOC to dispatch Inspection Teams by Zone. Coordinate with the Operations Team Leader and the Planning Team Leader to verify that the Zones are ready for inspections. (Advise the EOC Zones Position to notify each Zone Captain that Inspection Teams will be arriving at their Zone command posts.) Instruct the Zone Captains to request the Building Coordinators' help in the inspection teams, if needed.
9. Request initial and updated Preliminary Building Inspection and Structural Engineering Evaluation information from the field (FIOC). Record this information on the **Building Inspection Log**. Keep track of which buildings have been inspected on this list. Update frequently. Forward information to Situation Status, Operations Team Leader, and other Planning & Engineering Team positions.

10. The **Building Inspection Log** will also assist the Damage Assessment position by providing continuing updates of damage assessment estimates (% of damage to buildings). (Be aware that partial information should not be publicly released as it may adversely affect total appropriations for damage assistance after the emergency.) Be sure to include statements qualifying whatever damage estimates are released for use.
11. Identify number of meals needed, location, times, and other personnel support needs for the field Inspection Teams and Field Inspection Office. Coordinate with the Food/Water Position in the Resources Support Team to provide for food/water etc., if food is to be delivered to personnel in the field.
12. As authorized by EOC Management, have the contract structural engineers and other members of the Field Inspection Teams conduct detailed damage assessment inspections of damaged buildings. Update damage assessment reports. Work with Repair/Emergency Construction to develop a repair and construction plan for the Recovery Team. Coordinate with Planning and Budget to identify existing funding for repair, maintenance, and small construction projects.
13. Prepare a **FEMA Documentation Form** for each day of operations. Forward a copy of the **FEMA Documentation Form** and all supporting attachments to your Team Leader and maintain one for your records.
14. Avoid giving reports containing dollar estimates of damages to the media. (Until a full and final estimate is made, dollar amounts are restricted to internal Chapman reports only.)
15. De-activate your position in the EOC as directed by the Planning & Engineering Team Leader. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## **SAFETY AND PERSONAL PROTECTIVE EQUIPMENT FOR FIELD INSPECTION TEAMS**

- Dust Masks/Handkerchiefs
- Safety Glasses/Goggles
- Hard Hats
- Heavy Jackets
- Heavy Leather or Non-Absorbing Gloves
- Steel-Toed Boots or Heavy Shoes
- Denim or Other Sturdy Pants
- Safety Vests
- Arm Band or Official Identification Badge
- Flashlights and Extra Batteries
- Radios/Walkie-Talkies
- Knee Pads
- Rain Gear

## **FIELD EQUIPMENT FOR FIELD INSPECTION TEAMS**

- Clipboard
- Pens/Pencils
- Adequate Supply of All Required Forms and Placards
- ATC resource documents
- Extra Paper/Notebook
- Backpack
- Flashlight and Extra Batteries
- Camera (preferably digital) with Flash, and extra batteries
- Tape Measure / digital measuring devices
- Pocket Knife
- Yellow Warning Tape
- Staple Gun/Thumbtacks/Tape for Posting Placards
- Bottled drinking water and protein bars

## ***Situation Status - Roles and Responsibilities***

### **Primary Responsibilities:**

- Post Situation Status information in EOC
- Keep records and documentation of all EOC activities
- Identifying inaccuracies and conflicting information and reports
- Prepare EOC reports for EOC Management
- Monitor media reports and essential planning information including: Weather, major incidents in the Orange County region, and other factors that may affect Chapman operations

### **Support Responsibilities:**

- Public information and rumor control
- Damage assessment

### **Reports to:**

- Planning and Engineering Team Leader

### **Procedures:**

1. Report to the EOC, sign in at the access point, and staff the Situation Status position. Check in with the Planning and Engineering Team Leader. Start your **EOC Activity Log**.
2. When you first arrive, check with your Team Leader about incident reports from the Operations Team Leader. If there are no reports provided from the Operations Team Leader, check with the Operations Team members:
  - Public Safety
  - EH&S
  - Zone Coordinator
  - Medical
  - Care and Shelter
  - Facilities
3. Obtain all information to post to the board directly from the Operations Team. Post all information regarding:

- Major incidents (see Operations Team Leader and reports from that position, and use the **Operations Status Board Form** for posting this to the status board)
- Status of utilities and buildings affected
- Number of casualties, persons sheltered, and preliminary zone status reports
- Related information such as weather reports and regional traffic conditions
- Buildings inspected (obtain from the Inspections Position on your team.)

Also use a (large) Chapman map to indicate locations of field resources and operations areas including:

- Field medical triage or treatment centers
- Care and shelter areas
- Multi-agency staging area
- Field command posts
- Volunteer check-in site

The information must be posted clearly and concisely in order for EOC staff and management to track the status of all emergency operations and inspections on campus.

5. Keep copies and a chronology of posted information, if possible. A good method is to photograph the Status Board at regular intervals with a digital camera. This may be needed for event reconstruction and reporting purposes.
6. Identify, investigate, and clarify conflicting reports or information that cannot be verified. Advise Operations Team Leader of any issues that may affect field operations (which you may learn about from your Team Leader or others). Advise Operations Team Leader of conflicting reports or inconsistencies in information.
7. If requested, assist EOC Management and your Team Leader with obtaining updates for inclusion in EOC Management's Status Report.
8. At the direction of your Team Leader and EOC Management, assist the Public Information Team with verification of information to be released to the public and/or media. Assist with control of rumors and misinformation.
9. If directed to talk with the media, avoid giving dollar estimates of damage until a complete and final estimate is made. (Dollar amounts are restricted to internal Chapman reports only-or for reporting to disaster agencies for the disaster declaration process).
10. Monitor regional news broadcasts via radio and television (if available). If you have access to the Web, the following sites will provide weather, local hazards,

agency recovery operations, etc. Update the Operations Team Leader and EOC Management.

9. Plan for Situation Status staffing needs as long as the EOC is activated. (Use **EOC Field Assignment Log** as needed)
10. De-activate your position in the EOC as directed by the Planning & Engineering Team Leader.
11. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## **Resources Management Team Position Descriptions**

## ***Resources Team Leader - Roles and Responsibilities***

### **Primary Responsibilities:**

- Procurement /delivery of resources to support EOC and field operations
- Emergency contracts for services
- EOC Resources Support Team
- Personnel and emergency hires
- Transportation management

### **Support Responsibilities:**

- EOC Management
- Field operations
- Field inspections
- Emergency repair and construction
- FEMA documentation and recovery

### **Reports to:**

- EOC Manager

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management. Check communications for your position and your team including: telephone, any available cellular telephone, computers, and access to the EOC fax machine. Start the **EOC Activity Log** for your position.
2. Ensure that Public Safety Dispatch has notified the Resource Team to report to the EOC. If the primary and alternate EOC staff for the Resources Team positions are not available, assign staff to temporarily fill the positions. Check the EOC communication systems for your team staff. If communication systems are overwhelmed or not available, your team may need assistance from runners. Request runners from Operations Team Communications position.
3. Immediately obtain an assessment of the status of the emergency and the operational needs of the campus. This information will be available from Situation Status postings, Operations Team Leader, and from the Planning & Engineering Team Leader.
4. Identify the status and availability of all on-campus resources including food, water, supplies, equipment, etc.
5. Maintain an inventory of available resources and be prepared to begin procurement of supplies that are anticipated to be needed by all Teams. Obtain priority purchase

requests from Operations Team Leader and EOC Management. Work on a basis of priority, as well as availability.

6. If you receive reports from your field staff regarding major incidents occurring in the field, report these to the Operations Team Leader, using the **First Report of Incident Form**. If requested by the Operations Team Leader, work with the Incident Coordinator assigned to manage the Incident and provide resources needed.

The Operations Team Leader will identify priority Levels based upon the following:

**Priority Levels:**

Priority 1	Life safety & rescue
Priority 2	Secure unsafe building/area
Priority 3	Urgent Field Operations
Priority 4	Non-urgent or Recovery

Refer to and coordinate with the EOC Management for resource needs that cannot be met with current resources and/or policy decision that must be made in order to proceed with procurement, contracts, and emergency hires. EOC Management will coordinate with the President for policy level decisions.

7. Identify the status and availability of all Chapman employees who may be able to assist with the emergency response efforts (begin with a report from Personnel/Volunteers position and a disaster personnel resource list from EOC Management).
8. Check with EOC Management to determine if there is a need for employing or assigning students for emergency response efforts. If so, work with the Personnel/Volunteers position to identify a "Human Resources Pool" in both numbers and capabilities. If such a pool of staff is established, coordinate with the Operations Team Leader to determine immediate priority assignments for them and to make sure they have access to Care and Sheltering services.
9. Establish the Disaster purchase order, contract, and invoice system for all procurements performed by your Team. If you are unable to access the existing Chapman purchase order system, set up a manual process and coordinate with the Financial Support Team Leader. Make sure that all documents produced by your team have accounting and other budget numbers that are consistent with the Financial Disaster Accounting system. Provide a copy of all purchase orders or contract documents to the following:
  - EOC position that ordered the purchase or contract
  - Finance team Leader for Accounting Files

Keep the originals for your records.

10. Collect **FEMA Documentation Forms** from team members. Attach copies of purchase orders, or contracts and forward to EOC Management.

11. Verify funding authorization for large expenses or potentially extensive contracts with EOC Management. Ensure and verify funding authorization if total purchases and contracts are about to exceed any designated disaster authorization limits.
12. Work with the Operations Team and the Planning Team Leaders to identify requests for resources and to plan for needs for as long as emergency operations are anticipated.
13. Coordinate with the Operations Team and Planning Team Leaders to ensure that all resources, including volunteers and other human resources, are being procured and delivered appropriately in the field.
14. Support the Operations Team with any requested documentation for Workers' Compensation and other risk management issues.
15. When they are no longer needed, de-activate your team positions in the EOC with the concurrence of EOC Management.
16. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC management.

## ***Contracts / Equipment / Supplies - Roles and Responsibilities***

### **Primary Responsibilities:**

- Emergency procurement
- Equipment delivery and set-up
- Supplies delivery
- Emergency contracts and purchase orders

### **Support Responsibilities:**

- Food and Water Position
- Planning and Budget
- Accounting and Audit

### **Reports to:**

- Resources Support Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access control point. Check in with EOC Management and the Resources Support Team Leader. Start your **EOC Activity Log** for your position.
2. Check the communications for your position, including telephone, cellular telephone, and access to the EOC fax. If you have a PC and printer system, check with your Team Leader and EOC Management for electric power capacity. If the power is out, or a PC is not available, you will need to work with a paper system. If you are not able to communicate with field people or outside vendors, you may need to request assistance from the Communications Position in Operations. Forward requests for assistance to your Team Leader who will coordinate with the Operations Team Leader.
3. For field needs, check with Situation Status, the Operations Team Leader as well as Public Safety, EH&S, Medical, Zones, Care & Shelter, and the Planning & Engineering Team Leader.
4. Check with the Care and Shelter Position to determine shelter needs. Check with Facilities position to verify power and water capabilities for shelters.
5. Check with EOC Management to determine the requirements of the EOC.
6. Assign equipment delivery and setup staff. (Use **EOC Field Assignment Log** for field staffing and forward copy to your Team Leader). Contact Personnel/Volunteers position for staff resources, if needed. Also, identify delivery sites and advise Situation Status position for posting.

7. Check on-campus supplies first. Other resources are:
    - Rental Agencies
    - Mutual Aid from County of Orange or City of Orange (must be requested through EOC Management)
    - Mutual Aid from other campuses
    - Hardware Stores
    - Industrial Supply Outlets
    - Medical and Safety Supply Outlets
    - Construction Support Supplies (Portable Toilets, etc.)
    - Hospitals, Medical Centers and Doctor's Offices
    - School Districts
  8. Develop a plan for procurement, delivery, and set-up of equipment and supplies.
  9. Coordinate with your Team Leader to set up the process for preparing purchase order and contracts documents in the EOC. Your system includes the purchase order numbering system. Coordinate with the Finance Team Leader and Accounting and Audit Position for the Disaster Account numbers. Make sure that all documents are marked with all numbers. Provide copies of purchase orders and contracts to:
    - EOC Position who ordered the procurement (if it was not you)
    - Accounting and Audit Position
- Keep originals for your own files or as directed by your Team Leader. In any case, keep a copy for your own files.
10. For each day of EOC operations, prepare a **FEMA Documentation Form** for any expenses that your position generated. This includes procurements, contract documents, supplies, or equipment, and any other expenditures. Forward copies of all **FEMA Documentation Forms** with attachments to your team leader.
  11. Check with the Resources Support Team Leader to plan for ongoing operations.
  12. De-activate your position in the EOC as directed by the Resources Support Team Leader.
  13. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Personnel / Volunteers - Roles and Responsibilities***

### **Primary Responsibilities:**

- Maintain status of Chapman personnel
- Coordinate Volunteers
- Maintain records of hours worked
- Maintain records of mutual aid (for personnel-related)
- Personnel operations
- Hire temporary workers

### **Support Responsibilities:**

- EOC Management
- Planning and Budget
- FEMA documentation
- Accounting and Audit

### **Reports to:**

- Resources Support Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Resources Support Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check the communications for your position, including telephone, any cellular telephone and access to the EOC fax. If you have a PC/notebook computer and printer system available, check with your Team Leader and EOC Management for electric power capacity. If the power is out, you may not be able to use the PC.
3. Identify all Chapman employees (who are on campus and working during the disaster), and to keep track of individuals, assignments, hours worked, and status.

To accomplish this, begin by checking with all EOC Team Leaders for the numbers and identities of all Chapman employees working on campus in the Disaster Response (request copies of their completed **Field Assignment Logs** for this purpose) .

4. Prepare a list of all employees who are actually working, not those available to work. If you have access to the Chapman personnel records or a report, you should be able to identify the position, Social Security number, employee number, and hourly rates of each employee.
5. Identify the Volunteer Staging Site. Check with Situation Status to determine if your pre-designated site is available and any hazards that may exist. If it is available, next

evaluate Chapman employees on campus who are not working during the disaster. (The goal is to identify who wants to work and those who do not want to or cannot).

To do this, notify the Zones Position to contact all Zone Coordinators and request any unassigned Chapman staff who can work the disaster, to check in at the assigned Volunteer Staging site. Use other means of communication available at the time e.g.:

- If available, individual or group paging
- Phones or cell phones
- Local radio / television announcement

5. Establish the Volunteer Staging Site by coordinating with EOC Management and the Operations Team Leader. Assign a coordinator at this site. Set up a temporary assignment procedure, and ascertain the following for each person seeking assignment:

- Chapman employee?
- Non-Chapman employee volunteer?
- Other agency Mutual - Aid worker?

6. If they are a Chapman employee and not pre-assigned to disaster response duties, obtain:

- Their normal Chapman work assignment (job code or title)
- Social Security #
- Chapman employee number

For those who are not employees, (such as local residents, or for Mutual Aid workers\* from other agencies) obtain:

- Driver's license or other I.D.
- Address, phone
- Social Security #
- ID of agency (if they are mutual aid volunteers from a recognized State/federal agency)

7. Assign a Personnel/Volunteer representative to the Mutual Aid Staging Area, and obtain information there as possible. (Check location with the Operations Team Leader).

8. At the Personnel/Volunteer staging site, ensure that any non-Chapman volunteers report to the staging area daily for assignment, and provide all volunteers the following:

- SOME TYPE OF IDENTIFICATION (Badge, arm band, etc.)
- Their assignment location on campus (provide a Chapman map if possible)
- The person they are to report to on campus
- Work assignment
- Shift or hours they are expected to work

- For Chapman employees, complete time cards or other method of documenting hours worked (have signed by supervisor at assignment location)
9. Remember that this is essentially a voluntary assignment for employees of Chapman. Not all Chapman employees will want to volunteer to work in the assignments given to them as they may have concerns for family, etc. Check with EOC Management for a sheltering policy regarding such employees. Consider a release or discharge from the campus shelter for employees who will not volunteer for assignment.
  10. As directed by EOC Management and your Team Leader, check with the Contracts/Equipment & Supplies Position to identify all contracted services on site. Help to make sure that contracted labor are notified of and have access to Care & Shelter services for meals.
  11. Coordinate with EOC Management for requests for Chapman mutual aid labor (this means any Chapman employees who assist other entities). Keep records of:
    - Chapman employee names
    - Social security numbers and employee ID #
    - Emergency contact numbers
    - Home and work addresses
    - Hours worked for all employees sent to other agencies in mutual aid operations.
  12. As directed by EOC Management, hire temporary workers for specific jobs on campus during the disaster response. If Chapman students are to be hired, coordinate with EOC Management and the Student Affairs position.
 

If you do not have access to the personnel office and equipment, you will need to develop a temporary system for receiving applications and hiring individuals. Remember that all labor laws, workers' compensation and Cal/OSHA regulations will still be in effect for overtime, safety, injury, and job training requirements.

Another option is to hire a temporary agency to perform the service of hiring for Chapman. Your contract can be with the temporary agency, in which case the employees do not work directly for Chapman.
  13. For each day of operation in the EOC, provide a list of Chapman employees who worked on campus, to EOC Management, the Accounting and Audit Position. If requested, assist Accounting with the estimated calculation of labor and benefit expenses for the disaster response.
  14. For each day of EOC operations, prepare a **FEMA Documentation Form** for any expenses that your position has generated. This includes procurements, contract documents, supplies, **EOC Field Assignment Logs**, and any other expenditures. Forward copies of all **FEMA Documentation Forms** with attachments to your Team Leader.

15. Check with the Resources Support Team Leader to plan for ongoing operations.
16. De-activate your position in the EOC as directed by your Resources Support Team Leader.
17. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Transportation - Roles and Responsibilities***

### **Primary Responsibilities:**

- Transportation on and off Campus
- Transportation support (fuel, drivers)

### **Support Responsibilities:**

- Equipment delivery
- Supply delivery
- Evacuation
- Medical transportation

### **Reports to:**

- Resources Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Resources Team Leader. Check the communications for your position, including telephone, cellular telephone, and access to the EOC fax. Staff your position and start your **EOC Activity Log**.
2. Check with Resources Team Leader and Operations Team Leader for field and EOC transportation requirements.
3. Check with Facilities position in EOC for status of Chapman vehicles and fuel supplies. Calculate supply requirements and current availability.
4. Determine the number and types of usable vehicles on campus and appropriate use for the needs identified. Include private vehicles of staff and employees, if available. Develop a list of vehicle inventory and fuel needs.
5. Coordinating with your Team Leader and based upon priorities set by Operations Team Leader and EOC Management, make preliminary assignments and have vehicles available for operational needs, including Medical transportation, supply/resource delivery, and VIP transportation. (If applicable, use **EOC Field Assignment Log** for field staffing.)
6. Coordinate with the Resources Team Leader if mutual aid is needed for mass transportation, i.e., school buses and public transportation.
7. Check with local gas stations for fuel supply and availability. If emergency power is needed to operate gas pumps, check with the Facilities position to see if Chapman can provide generators in order to purchase gas. Obtain emergency purchase orders from Contracts/Equipment and Supplies Position in EOC.

8. Check with Situation Status postings for media reports on status of public transportation, air travel at John Wayne Airport, and status of major freeways and transportation corridors. Be prepared to arrange for air flights and airport pick up for Chapman management and VIPs. Obtain authorization of funding from the Contracts/Equipment and Supplies Position or from EOC Management.
9. For each day of EOC operations, prepare a **FEMA Documentation Form** for any expenses that your position generated. This includes procurements, contract documents, supplies, **EOC Field Assignment Logs**, and any other expenditures. Forward copies of all **FEMA Documentation Forms** with attachments to your team leader.
10. Check with the Resources Team Leader to plan for ongoing operations.
11. De-activate your position in the EOC as directed by the Resources Team Leader.
12. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Food and Water - Roles and Responsibilities***

### **Primary Responsibilities:**

- Field personnel food service
- EOC staff food service
- Care and Shelter food service

### **Support Responsibilities:**

- Planning and Budget
- Accounting and Audit

### **Reports to:**

- Resources Support Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access control point. Check in with EOC Management and the Resources Support Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check the communications for your position, including telephone, any cellular telephone, and your access to the EOC fax. If you have available a PC and printer system, check with your Team Leader and EOC management for electric power capacity. If you are not able to communicate with field people or outside vendors with your phone, you may need to request assistance from the Communications Position in Operations. Forward requests for assistance to your Team Leader who will coordinate with the Operations Team Leader.
3. Check with Situation Status, the Operations Team Leader, and the Planning & Engineering Team Leader to determine the number of Chapman field personnel who will need meals and water.
4. Check with the Care and Shelter position to determine the food and water needs of the shelters. Check with Utilities to verify power and water capabilities.
5. Check with EOC Management to determine the food service requirements of the EOC.
6. Assign food delivery and serving staff. Contact Personnel/Volunteers position for staff resources, if needed. Complete an **EOC Field Assignment Log** for any employees/volunteers working for you in this capacity at the beginning of each shift, and give a copy to your Team Leader.
7. Check with on-campus supplies first. If utilities are available, food may be prepared in the kitchens and delivered hot to the field and shelter sites. Other resources are:
  - Fast Food Restaurants

- Grocery Stores
- Local Restaurants on Emergency Power
- On Campus Barbecues or Grills
- Rental of Camping Trailers or Other Portable Kitchens

8. Develop a plan for procurement, delivery, and serving of food.

For purchases and contracts, coordinate with the Contracts/Equipment and Supplies Position to obtain a purchase order and account number. Make sure that all documents are marked with all numbers. Provide copies of purchase orders and contracts to:

- EOC Position who ordered the supplies (if it was not you)
- Contracts/Equipment and Supplies Position
- Accounting and Audit Position

Keep originals for your own files and other copies as directed by your Team Leader.

9. For each day of EOC operations, prepare a **FEMA Documentation Form** for any expenses that your position generated. This includes procurements, contract documents, supplies, **EOC Field Assignment Logs**, and any other expenditures. Forward copies of all **FEMA Documentation Forms**, with attachments, to your team leader.

10. Work with the Resources Support Team Leader to plan for ongoing operations.

11. De-activate your position in the EOC as directed by the Resources Support Team Leader.

12. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## **Finance Team Position Descriptions**

## ***Finance Team Leader - Roles and Responsibilities***

### **Primary Responsibilities:**

- Accounting of all emergency expenses
- Fiscal analysis to determine total expenses, funding authorization and funding sources

### **Support Responsibilities:**

- EOC Management
- Field operations
- Field inspections
- Emergency repair and construction
- Procurement, contracts and hires
- FEMA documentation and recovery

### **Reports to:**

- EOC Manager

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and staff your position. Start the **EOC Activity Log** for your position.
2. Check the communications and computer equipment for your position and your team. You should have at least one telephone. Check with EOC Management regarding a PC and printer. If you and your team have not brought these items and you do not have access to a computer in the EOC, you will need to set up a manual accounting system.
3. Check with EOC Management to see that the Finance Team have been notified to report to the EOC (the Accounting and Audit position and the Planning & Budget position). If the primary and alternate EOC staff for these positions is not available, make temporary assignments.
4. Immediately obtain a briefing on the status of the emergency and extent of operations. This information will be available from the Situation Status position and postings, the Operations Team Leader, the Planning Team Leader, and from EOC Management.
5. Establish the Disaster Accounting System for the EOC. Provide EOC Management and each of the other Team Leaders in the EOC with:
  - A. Disaster Account Number

B. Additional numbers for function, in some cases, may be the same as department numbers. In others, e.g. for Care and Shelter Operations, which are not normally found at Chapman, you will need to assign the function to a department or create a special number for the specific function.

C. Additional numbers by expense category:

1. Labor/benefits
2. Leases/Rentals
3. Outside Services (Contracts)
4. Purchases and Procurement
5. Capital Purchases
6. by (damaged) Building – damage mitigation/repair/re-construction

For each day of the disaster, each position in the EOC is responsible for compiling the information requested on the **FEMA Documentation Form**. The forms will be forwarded to your (Finance) Team each day. Maintain a file for these records. Attached to the FEMA forms, should be supporting documents. Instruct all EOC positions to provide your team with the originals or copies of these supporting documents:

- \* Labor records
- \* Purchase orders
- \* Invoices
- \* Contract documents
- \* Other documentation of disaster expenses

6. Verify funding authorization for the disaster with EOC Management. Work with EOC Management to authorize spending thresholds. As soon as possible, determine an estimated total of expenditures. Notify EOC Manager when disaster authorization spending limits are about to be reached.
7. Work with the Resources Team Leader to set up a system of documentation for the smooth processing and accounting of all purchases and expenditures. Ensure that copies or originals of all documentation have been forwarded to the Accounting and Audit position.
8. Refer to and coordinate with EOC Management for policy decisions that must be made in order to proceed with disaster expenditures. EOC Management will coordinate with the President for policy level decisions.
9. Work with Planning and Budget position to analyze the budget and other resources for funding opportunities. Make recommendations to EOC Management regarding financial decisions that support the disaster operations.
10. Your team may be assigned the responsibility for compiling a post-disaster **FEMA Documentation Binder**. If Chapman is eligible for FEMA assistance, you will need the information provided on the forms to prepare the required calculations for the FEMA application and documentation.

Remember that FEMA may change specific requirements or update forms and you must review whatever information is released by FEMA immediately after the disaster

(generally within a week to ten days). Follow the latest rules in preparing Chapman documentation. FEMA will hold public meetings to present current information and provide dates for the application process. You will want to attend all meetings and contact the FEMA Disaster Field Office for information.

FEMA requires costs to be accounted by site-specific activities. Each site is assigned a Disaster Survey Report Number (DSR) by FEMA. It is unknown if the entire campus would be one DSR or if individual buildings will each have a DSR until FEMA does an on-site inspection.) All costs are then documented to the DSR number. Therefore, you will need to review the **FEMA Documentation Forms** from each EOC position and identify the actual site for the expenditures. This may not be easy if costs were used for several sites. Use your judgment and estimate if the detail on sites is not available. Additionally, photographs are the best documentation of damage and response and reconstruction costs. Coordinate with EOC Management to obtain photographs to support costs.

Not all costs are eligible for reimbursement. You will need to check with FEMA for the guidelines after each disaster to determine if EOC staff costs, medical response costs, and care & shelter costs will be allowed in the application. Generally, expenses for physical damage and reconstruction are eligible. Further, if it becomes too complicated to reconstruct the Chapman (force account) labor and benefits records, you may want to delete these costs from the application to streamline the review and approval process. Contracted and vended services will usually, at your request, provide detailed breakdown of costs with invoices that you can use as documentation.

11. When they are no longer needed, de-activate your team with the concurrence of EOC Management.
12. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***Planning and Budgeting - Roles and Responsibilities***

### **Primary Responsibilities:**

- Monitor authorized spending
- Budget planning to identify existing sources of funding
- Recommend budget and funding plans for emergency and recovery expenses

### **Support Responsibilities:**

- EOC Management
- Accounting & Audit
- EOC Positions and Resources Support

### **Reports to:**

- Finance Team Leader

### **Procedures:**

1. Report to the EOC and sign in at the access point. Check in with EOC Management and the Finance Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check with your Team Leader regarding telephone and any available PC/notebook and printer. There may be a telephone assigned to you or you may need to share your Team phone extension.
3. Check with Accounting & Audit position to determine total spending thus far.
4. Review existing Chapman budget to identify existing sources of funding for disaster recovery expenditures.
5. Review authorized spending thresholds and determine remaining funding available.
6. Meet with the Finance Team Leader to project expenses for emergency/disaster operations. This projection will be based on:
  - The projected time the EOC will continue to be activated
  - The numbers and length of time people will be sheltered
  - The total estimate for emergency contracts, services, labor, and benefits for Chapman employees, temporary workers, contractors, etc.
7. Develop a plan with recommendations for continued authorization of expenses, funding accounts, and budget management. Present the plan to EOC Management as soon as possible.

8. Continue Planning & Budget functions as directed by the Finance Team Leader and EOC Management.
9. De-activate your position in the EOC as directed by the Financial Support Team Leader.
10. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management

## ***Accounting / Audit - Roles and Responsibilities***

### **Primary Responsibilities:**

- Accounting documentation of all emergency expenses including labor, benefits, purchases and contracts
- Auditing of all expenditures to verify budget account, invoices and documentation

### **Support Responsibilities:**

- EOC Manager's Report
- FEMA Documentation
- Planning & Budget

### **Reports to:**

- Finance Team Leader

### **Procedures:**

1. Report to the EOC, and sign in at the access point. Check in with EOC Management and the Financial Support Team Leader. Staff your position and start your **EOC Activity Log**.
2. Check with your Team Leader regarding telephone, and the availability of any PC and printer systems. There may be a telephone assigned to you or you may need to share the team extension. Also, you may have a PC system for accounting or you may need to work with a manual system, especially if the power is out.
3. Follow the direction of your Team Leader for implementing the disaster accounting system. Set up the accounting and auditing process for the system including:
  - Itemization of all expenses
  - Documentation files containing originals or copies of all expenditures (This can be by account # or by EOC position, whatever system is easier for you to track). Make sure that there is a document to support each expenditure.
4. Receive and file all forms, invoices, purchase orders, and other documentation related to disaster recovery expenses.
5. As requested by your Team Leader and/or EOC Management, provide estimates of the expenses being incurred related to the disaster. Additionally, for each day, prepare a daily summary of expenses and the total (to date) accumulated disaster costs. Forward this information to your Team Leader.

6. Work with Planning & Budget position to continue the accounting function for future authorized expenses, and to effect a smooth transition for accounting when operations return to normal.
7. Maintain a central **FEMA Documentation** file which will initially consist of **FEMA Documentation Forms** prepared by each EOC position. These forms should be backed up by copies of specific supporting documents from each EOC position. The expenses on the **FEMA Documentation Forms** should contain itemization of the EOC expenses as well as all purchases, etc. that were done by the field staff.

Compare the information on the forms with your files. Update your account files and revise the estimates of total disaster expenditures to include expenses incurred in the field that were not accounted for in the EOC.

Audit both sets of files to verify that you have an original or a copy of a source document (invoice, purchase order, etc.) for each expense. This will be a requirement for a FEMA application. Be aware that source documents may be audited by FEMA inspectors and copies may be required with the application submittal. Coordinate with your Team Leader in the management of all FEMA related documentation.

8. Check with your Finance Team Leader to plan for ongoing operations.
9. De-activate your position in the EOC as directed by the Finance Team Leader.
10. Keep copies of all of your logs, reports, messages, and any other documents you used and received in the EOC for your own records. Keep these copies for a period of one year or as directed by EOC Management.

## ***FEMA Documentation and Recovery - Roles and Responsibilities***

### **Primary Responsibilities:**

- FEMA Documentation Binder
- FEMA Post-Disaster Briefing
- FEMA Application Process
- Source Documentation Files

### **Support Responsibilities:**

- EOC Manager FEMA Report Forms

### **Reports to:**

- Finance Team Manager

### **Procedures:**

1. Report to the EOC, sign in and check in with your team leader and the EOC Manager.
2. Coordinate with the EOC Manager to obtain copies of the **FEMA Documentation Forms** prepared by the EOC staff and by field personnel. There should be a **FEMA Documentation Form** for every EOC position and each field department for each day of emergency operations.
3. Review the General Instructions and all examples in the FEMA Documentation Binder.
4. After major incidents have subsided, contact the City of Orange, County of Orange or State OES to obtain information on the FEMA Post-Disaster Briefing meeting (usually within two weeks after a federally declared disaster). The deadline to file is within 30 days. Make arrangements to attend and bring a representative from Accounting to attend the briefing. Be prepared to submit the Notice of Interest form at the briefing.
5. Continue to follow the guidelines in the FEMA materials you will be given at the FEMA Briefing. Update, as needed, if new forms are provided at the briefing.
6. Make sure that you have a valid source document on file to substantiate any and all expenses listed in your application.
7. Keep a duplicate of the FEMA Documentation Binder ready for inspection and review during the application and reimbursement process. Maintain the records for a minimum of seven years after the final payment if eligibility is approved by FEMA.

## Charts



### Building List by Zones

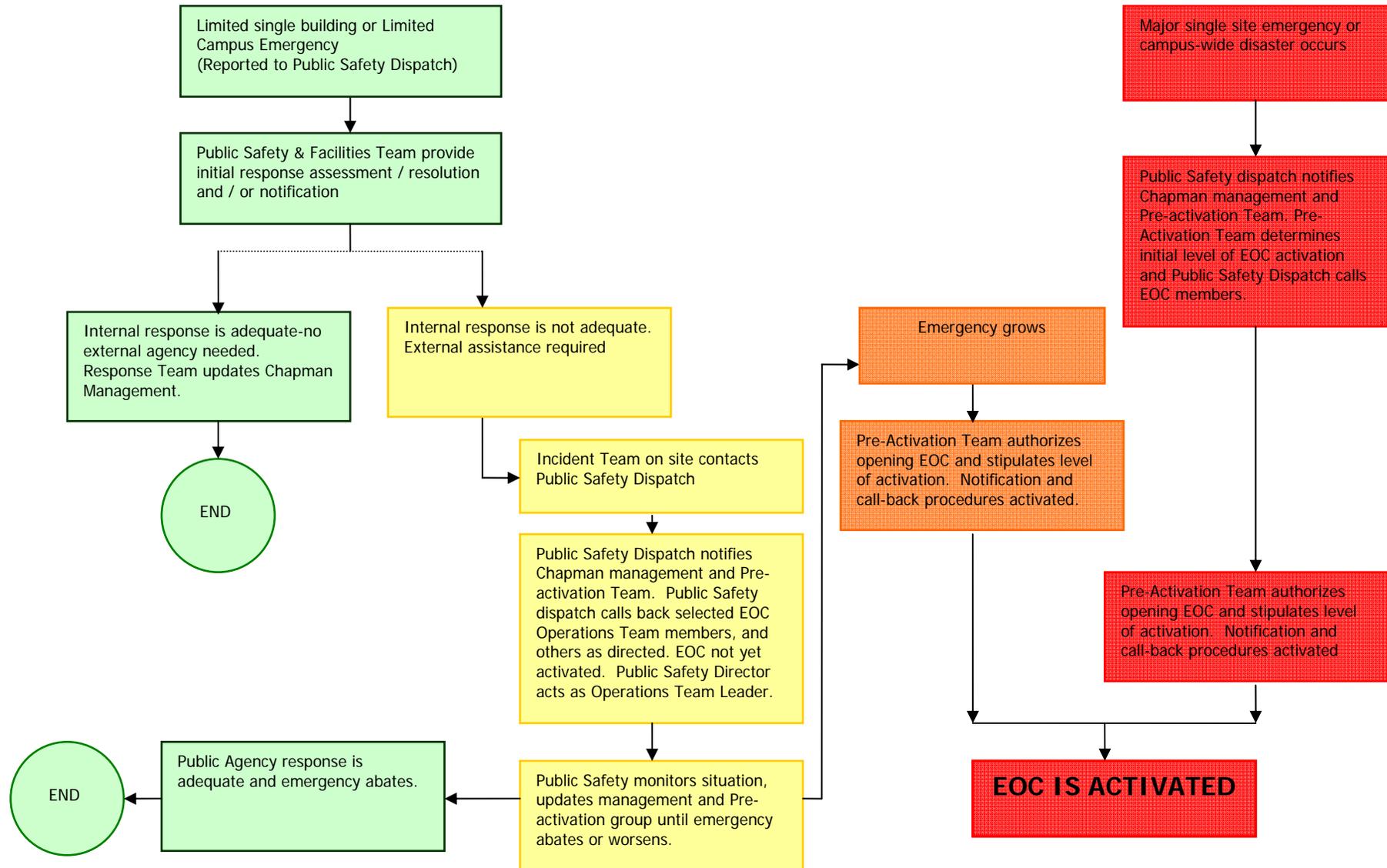
<b>Zone 1</b>			<b>Zone 2</b>			<b>Zone 3</b>		
<b>Zone Evacuation Site: SHS</b>			<b>Zone Evacuation Site: WMS</b>			<b>Zone Evacuation Site: ORG</b>		
Building No.	Evac Site	Occupancy	Building No.	Evac Site	Occupancy	Building No.	Evac Site	Occupancy
25	SHS	Alumni House & Parent Relations	8	ORG	Beckman Hall	15	ARG	Argyros Forum
29	SHS	Bhathal Student Services Center	7	ORG	Demille Hall	10	MEM	Bertea Hall
26	SHS	HR Employment Services	17	ORG	Fish Interfaith Center	14	HSH	Hashinger Science Center
27	SHS	Student Health Services	1	WMS	Memorial Hall	16	ORG	Hutton Sports Center
22	SHS	Cortese Elder Law Center	21	PUB	Public Safety	12	FLD	Leatherby Libraries
28	SHS	Kennedy Hall (Law School)	30	YRD	Publications House	13	HSH	Moulton Arts Center/Gallery
P7	SHS	Barrera Parking Structure	4	WMS	Reeves Hall	11	MEM	Oliphant Hall
24	SHS	Center for Global Education	5	WMS	Roosevelt Hall	P10	ARG	Lastinger Athletic Parking Structure
23	SHS	Legal Affairs	2	WMS	Smith Hall	9	WMS	Wilkinson Hall
			43	MCH	Children's Center (First United Methodist Church)			

<b>Zone 4</b>			<b>Zone 5</b>			<b>Legend: Evac Sites</b>	
<b>Zone Evacuation Site: BRD</b>			<b>Zone Evacuation Site: KNT</b>				
Building No.	Evac Site	Occupancy	Building No.	Evac Site	Occupancy		
41	BRD	Morlan Hall (North and South)	33	KNT	Partridge Dance Center	ARG	Argyros Forum Lot
37	BRD	Braden Hall	31	KNT	Knott Studios (Dodge College)	BRD	North Braden Hall Lot
36	BRD	Davis Apartments				CHS	No/So Child Study Lot (Next to Miller Parking Structure)
40	MOR	Harris Apartments	35a	PLM	Purchasing and University Services & Facilities Mgmt/Campus Planning	PP	Panther Plaza
38	CHS	Henley Hall				HSH	Hashinger Hall Lot
42	BRD	Glass Residence Hall	35b	PLM	Information Systems and Technology	KNT	Marion Knott Studio Lot
P4	BRD	Miller Parking Structure				MCH	Methodist Church Lot
39	CHS	Pralle-Sodaro Hall				MEM	Memorial Hall Lot
n/a	YRD	University Houses				MOR	North Morlan Hall Lot
n/a	SHS	Glassell Apartments				ORG	Orange Street Lot
						PLM	Palm Industrial Lot -625 W.
						PUB	Public Safety Lot
						SHS	Student Health Services Lot
						WMS	Williams Lawn
						YRD	Yard of each House

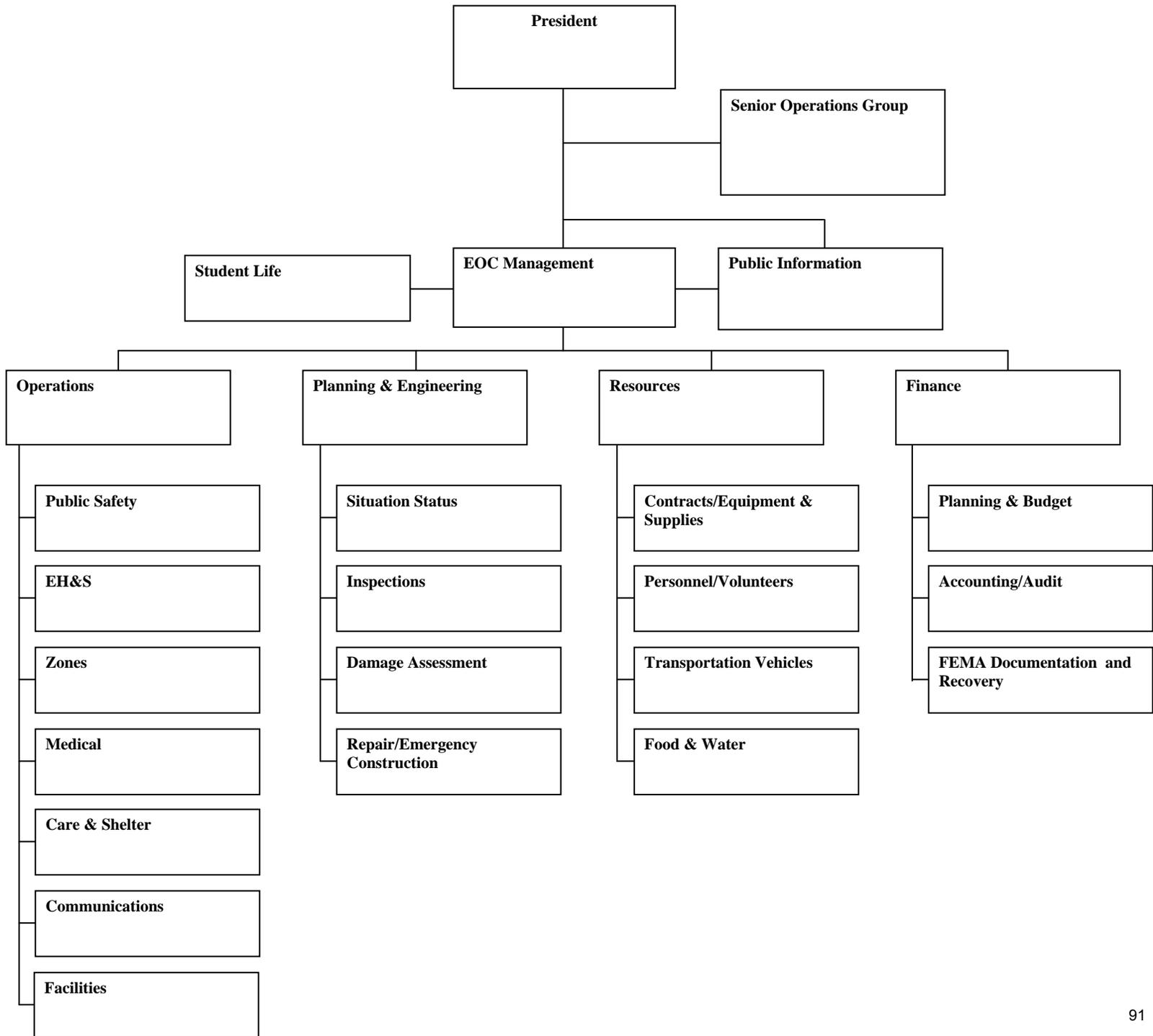
## Single Incident

## Single Incident with Escalation Plan Activation Continuum

## Major Incident / Emergency







# Forms

(click on any of the below major headings to link to the related forms)

## [EOC Management Forms](#)

- EOC Management Summary Report
- EOC Public Information Log

## [EOC Planning Team Forms](#)

- Rapid Evaluation Safety Assessment Form
- Detailed Evaluation Safety Assessment Form
- Damage Assessment Form
- Building Inspections Log
- Inspection Priority List

## [EOC Operations Team Forms](#)

- First Report of Incident Form
- EOC Activity Log
- Field Time Sheets
- Building Inspections Log
- Care and Shelter Staffing Log
- Utilities Status Log
- Incident Status Report
- Message Log
- Field Personnel Summary
- Operations Incident Log
- Phone Log
- Zone Status Report

## [Public Safety Dispatch Forms](#)

- Call-Back Procedure Form
- Level of Activation Form
- Pre-Activation Team Questionnaire

## [Finance Team Forms](#)

- FEMA Documentation Form – Equipment
- FEMA Documentation Form – Force Accounts
- FEMA Documentation Form – Materials and Contracts



## **EOC Management Forms**

(the below forms can be found on the following pages)

- **EOC Management Summary Report**
- **EOC Public Information Log**

<b>FROM</b> CHAPMAN UNIVERSITY EOC			REPORT PREPARED BY:			
REPORTING PERIOD:	FROM	TO				
DATE:						
TIME:						
<b>EOC DEGREE OF ACTIVATION</b>	<b>DECLARATION OF STATE OF EMERGENCY</b>		<b>AGENCIES NOTIFIED</b>			
<input type="checkbox"/> FULL <input type="checkbox"/> PARTIAL	<input type="checkbox"/> YES Date_____Time_____ <input type="checkbox"/> NO		<input type="checkbox"/> City of Orange <input type="checkbox"/> County of Orange <input type="checkbox"/> State Warning Center <input type="checkbox"/> Other_____			
<b>EMERGENCY RESPONSE ASSISTANCE</b>						
AGENCIES RESPONDING TO CHAPMAN			REQUESTS PENDING:			
<b>EMPLOYEE, STUDENT &amp; VISITOR STATUS</b>						
INJURIES		Shelter Location	Occupancy	# Occupants	Estimated # Employees on Campus	Estimated # Students on Campus
MINOR: _____						
MAJOR: _____						
HOSPITALIZED: _____					Estimated # Visitors on Campus	
DEATHS: _____						
<b>RESOURCE NEEDS &amp; MAJOR CONCERNS</b>						
RESOURCES NEEDED IN THE NEXT _____ HOUR(S)			MAJOR CONCERNS & ISSUES			
<b>CURRENT DAMAGE ASSESSMENT ESTIMATES</b>						
CURRENT ESTIMATED COST OF						
STRUCTURAL DAMAGE: \$						
PERSONNEL: \$						
EMERGENCY SUPPLIES: \$						
CONTRACTS: \$						
EQUIPMENT: \$						
<b>CURRENT ESTIMATED TOTAL COST: \$</b>						
<b>USE REVERSE SIDE TO DETAIL SPECIFIC MAJOR INCIDENTS</b>						

Use: EOC Management's report to local or other Disaster Coordinating Agencies.





↪ **EOC Planning Team Forms**

(the below forms can be found on the following pages)

- **Rapid Evaluation Safety Assessment Form**
- **Detailed Evaluation Safety Assessment Form**
- **Damage Assessment Form**
- **Building Inspections Log**
- **Inspection Priority List**

# ATC-20 Rapid Evaluation Safety Assessment Form

## Inspection

Inspector ID: \_\_\_\_\_ Inspection date and time: \_\_\_\_\_  AM  PM  
 Affiliation: \_\_\_\_\_ Areas inspected:  Exterior only  Exterior and interior

## Building Description

Building name: \_\_\_\_\_ Address: \_\_\_\_\_  
 Building contact/phone: \_\_\_\_\_  
 Number of stories above ground: \_\_\_\_\_ below ground: \_\_\_\_\_  
 Approx. "Footprint area" (square feet): \_\_\_\_\_  
 Number of residential units: \_\_\_\_\_  
 Number of residential units not habitable: \_\_\_\_\_

Type of Construction  
 Wood frame  Concrete shear wall  
 Steel frame  Unreinforced masonry  
 Tilt-up concrete  Reinforced masonry  
 Concrete frame  Other: \_\_\_\_\_

Primary Occupancy  
 Dwelling  Commercial  Government  
 Other residential  Offices  Historic  
 Public assembly  Industrial  School  
 Emergency services  Other: \_\_\_\_\_

## Evaluation

Investigate the building for the conditions below and check the appropriate column. Estimated Building Damage (excluding contents)

Observed Conditions:	Minor/None	Moderate	Severe	Estimated Building Damage (excluding contents)
Collapse, partial collapse, or building off foundation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> None
Building or story leaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 0 – 1%
Racking damage to walls, other structural damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 1 – 10%
Chimney, parapet, or other falling hazard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 10 – 30%
Ground slope movement or cracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 30 – 60%
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 60 – 100%
				<input type="checkbox"/> 100%

Comments: \_\_\_\_\_

## Posting

Choose a posting based on the evaluation and team judgment. *Severe* conditions endangering the overall building are grounds for an Unsafe posting. Localized *Severe* and overall *Moderate* conditions may allow a Restricted Use posting. Post INSPECTED placard at main entrance. Post RESTRICTED USE and UNSAFE placards at all entrances.

INSPECTED (Green placard)  RESTRICTED USE (Yellow placard)  UNSAFE (Red placard)

Record any use and entry restrictions exactly as written on placard: \_\_\_\_\_

## Further Actions

Check the boxes below only if further actions are needed.

Barricades needed in the following areas: \_\_\_\_\_

Detailed Evaluation recommended:  Structural  Geotechnical  Other: \_\_\_\_\_

Other recommendations: \_\_\_\_\_

Comments: \_\_\_\_\_

# ATC-20 Detailed Evaluation Safety Assessment Form

## Inspection

Inspector ID: \_\_\_\_\_

Affiliation: \_\_\_\_\_

Inspection date and time: \_\_\_\_\_  AM  PM

## Final Posting

from page 2

- Inspected  
 Restricted Use  
 Unsafe

## Building Description

Building name: \_\_\_\_\_

Address: \_\_\_\_\_

Building contact/phone: \_\_\_\_\_

Number of stories above ground: \_\_\_\_ below ground: \_\_\_\_

Approx. "Footprint area" (square feet): \_\_\_\_\_

Number of residential units: \_\_\_\_\_

Number of residential units not habitable: \_\_\_\_\_

## Type of Construction

- Wood frame  
 Steel frame  
 Tilt-up concrete  
 Concrete frame  
 Concrete shear wall  
 Unreinforced masonry  
 Reinforced masonry  
 Other: \_\_\_\_\_

## Primary Occupancy

- Dwelling  
 Other residential  
 Public assembly  
 Emergency services  
 Commercial  
 Offices  
 Industrial  
 Other: \_\_\_\_\_  
 Government  
 Historic  
 School

## Evaluation

Investigate the building for the conditions below and check the appropriate column. There is room on the second page for a sketch.

	Minor/None	Moderate	Severe	Comments
<b>Overall hazards:</b>				
Collapse or partial collapse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Building or story leaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
<b>Structural hazards:</b>				
Foundations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Roofs, floors (vertical loads)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Columns, pilasters, corbels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Diaphragms, horizontal bracing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Walls, vertical bracing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Precast connections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
<b>Nonstructural hazards:</b>				
Parapets, ornamentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Cladding, glazing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Ceilings, light fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Interior walls, partitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Elevators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Stairs, exits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Electric, gas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
<b>Geotechnical hazards:</b>				
Slope failure, debris	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Ground movement, fissures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

**General Comments:** \_\_\_\_\_

Continue on page 2

















↪ **EOC Operations Team Forms**

(the below forms can be found on the following pages)

- **First Report of Incident Form**
- **EOC Activity Log**
- **Field Time Sheets**
- **Building Inspections Log**
- **Care and Shelter Staffing Log**
- **Utilities Status Log**
- **Incident Status Report**
- **Message Log**
- **Field Personnel Summary**
- **Operations Incident Log**
- **Phone Log**
- **Zone Status Report**

<b>INCIDENT LOCATION:</b>		<b>ZONE</b>	
Reported from Field by:		Reported to:	
Date/Time			
Description of Incident:			
<b>Chapman Disaster Personnel at Site</b>		<b>Agency Personnel on Site</b>	<b>Agency Personnel Requested</b>
Public Safety	#		
Fire	#		
Facilities	#		
Safety	#		
Medical	#		
Other	#		
<b>Actions Being Taken</b>			
<input type="checkbox"/> Control Access / Secure Area			
<input type="checkbox"/> Establish Command Post (location?)			
<input type="checkbox"/> Inspecting / Posting Bldgs.			
<input type="checkbox"/> Evacuation of Personnel		<b>Numbers</b>	<b>Comments</b>
<input type="checkbox"/>	Evacuees		
<input type="checkbox"/>	Missing/Unaccounted for		
<input type="checkbox"/>	Injured		
<input type="checkbox"/>	Dead		
<input type="checkbox"/>	Known still in building		
<input type="checkbox"/>	Other		

<b>ASSIGNED TO (NAME):</b>		<b>INCIDENT #</b>
(assigned by Ops Team Ldr)		(assigned by Ops Team Ldr)
<b>Operations Team</b>	<b>P &amp; E Team</b>	<b>Resources Team</b>
<input type="checkbox"/> Ops Team Leader	<input type="checkbox"/> Situation Status	<input type="checkbox"/> Food/Water
<input type="checkbox"/> Public Safety	<input type="checkbox"/> Inspections	<input type="checkbox"/> Contracts/Equipment
<input type="checkbox"/> EH&S	<input type="checkbox"/> Damage Assess.	<input type="checkbox"/> Personnel/Volunteers
<input type="checkbox"/> Zones	<input type="checkbox"/> Repair Emer. Const	<input type="checkbox"/> Transportation
<input type="checkbox"/> Medical		
<input type="checkbox"/> Care & Shelter		
<input type="checkbox"/> Communications		<input type="checkbox"/> EOC Manager
<input type="checkbox"/> Facilities		

Notes











Date/Time: \_\_\_\_\_ Completed by \_\_\_\_\_

UTILITY	DAMAGED (Y/N)	LOCATION(S) OF DAMAGE	ZONE(S)/BUILDING(S) AFFECTED	PRIORITY OF REPAIR(S)	EST. TIME TO RESTORE	EST. REPAIR COST	COMMENTS
POWER - ELECTRIC							
POWER - NATURAL GAS							
WATER - DRINKING							

Use: By Facilities Position / Track and report status of Utilities. Update Ops Team Leader, Situation Status, and Damage Assessment.

Date/Time: \_\_\_\_\_ Completed by \_\_\_\_\_

UTILITY	DAMAGED (Y/N)	LOCATION(S) OF DAMAGE	ZONE(S)/BUILDING(S) AFFECTED	PRIORITY OF REPAIR(S)	EST. TIME TO RESTORE	EST. REPAIR COST	COMMENTS
WATER-FIREFIGHTING							
SEWAGE							
FUEL PUMPS							

Use: By Facilities Position / Track and report status of Utilities. Update Ops Team Leader, Situation Status, and Damage Assessment.

Date/Time: \_\_\_\_\_ Completed by \_\_\_\_\_

UTILITY	DAMAGED (Y/N)	LOCATION(S) OF DAMAGE	ZONE(S)/BUILDING(S) AFFECTED	PRIORITY OF REPAIR(S)	EST. TIME TO RESTORE	EST. REPAIR COST	COMMENTS
<b>EMERGENCY GENERATORS</b>							
<b>TELEPHONE / COMMUNICATION SYSTEMS</b>							
<b>REPEATERS</b>							

Use: By Facilities Position / Track and report status of Utilities. Update Ops Team Leader, Situation Status, and Damage Assessment.

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
AFFECTED ZONE(S): \_\_\_\_\_

INCIDENT #
Assigned by OPS Team Leader

**FIELD COMMAND POST**

Location: \_\_\_\_\_  
Commander: \_\_\_\_\_

Communications Channels:

Radio: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Cellular: \_\_\_\_\_  
Pager: \_\_\_\_\_

**PRIORITY LEVEL:**

1. Life Safety & Rescue
2. Secure Unsafe Buildings
3. Urgent Field Operations
4. Non-urgent or Recovery

ASSIGNED INCIDENT COORDINATOR		
Operations Team	Planning & Engineering	Resource Support
<input type="checkbox"/> Public Safety <input type="checkbox"/> EH&S <input type="checkbox"/> Zones <input type="checkbox"/> Medical <input type="checkbox"/> Care & Shelter <input type="checkbox"/> Communications <input type="checkbox"/> Facilities	<input type="checkbox"/> Situation Status <input type="checkbox"/> Inspections <input type="checkbox"/> Damage Assessment <input type="checkbox"/> Repair/Emergency Construction <hr/> <input type="checkbox"/> EOC Manager	<input type="checkbox"/> Food/Water <input type="checkbox"/> Contracts / Equipment <input type="checkbox"/> Personnel / Volunteers <input type="checkbox"/> Transportation
NAME: _____		

**RESOURCES ASSIGNED & ON SITE**

CHAPMAN PERSONNEL				AGENCY			
OPS Unit	#Personnel	Est. Time Out	Function	Agency	#Personnel	Time Needed	Staging Area
Public Safety							
EH&S							
Fire							
Medical							
Facilities							
Inspections							

(Multi-agency staging area is \_\_\_\_\_)

**CARE & SHELTER/MEDICAL**

Status of Area Occupants		Assigned Care / Shelter Location(s)
Number of Evacuees		
Number still in structure(s)		
Number Injured		
Number Dead		

**STATUS OF INJURIES**

Injury Category (Delayed/Immediate)	Number	Designated Treatment Ctr.	Transportation method

DESIGNATED CORONER LOCATION: \_\_\_\_\_

Use: Assigned Incident Coordinator: Update status of incidents assigned to you.

Chapman University  
Multi-Hazard Disaster Plan

EOC  
MESSAGE LOG

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

COMPLETED BY: \_\_\_\_\_

MESSAGE #	TIME RECEIVED	SOURCE		DESTINATION		CARRIER (Fax, Phone, runner, etc.)	MESSAGE STATUS (Delivered, Unable to Deliver, Awaiting Reply, etc.)	TIME DELIVERED
		FROM (Name & Fax/Phone #)	LOCATION	TO (Name & Fax/Phone#)	LOCATION			
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

Purpose: Document communications to and from the EOC through the Communications position.

Use & frequency: Document each message, one to a numbered line, note the assigned message number on the message. Retain copies of all messages.

Copies: EOC Mg't



DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

SHIFT HOURS: \_\_\_\_\_ -- \_\_\_\_\_

COMPLETED BY: \_\_\_\_\_

UNIT	Total # of Personnel on Site	Total Number Needed	Start Time/ Hours Needed (now/next shift, etc.)
Public Safety			
EH&S			
Zones			
Care & Shelter			
Medical			
Facilities			
Communications			
Other:			

Use: by Operations Team Leader to summarize field staffing and estimate needs

Incident Priority Levels

1. **Life Safety & Rescue**
2. Secure Unsafe Buildings/Area
3. Urgent Field Operations
4. Non-urgent or Recovery

Incident Response Levels

Active – Response is occurring  
Pending – Response is needed – awaiting resources  
Inactive – No action being taken yet – lower priority

INCIDENT #	INCIDENT AND LOCATION	UPDATE TIME	PRIORITY LEVEL	RESPONSE LEVEL	EOC COORDINATOR
<b>CH-01</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-02</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-03</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-04</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			

INCIDENT #	INCIDENT AND LOCATION	Update TIME	PRIORITY LEVEL	RESPONSE LEVEL	EOC COORDINATOR
<b>CH-05</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-06</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-07</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			
<b>CH-08</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
		TIME:			

INCIDENT #	INCIDENT AND LOCATION	Update TIME	PRIORITY LEVEL	RESPONSE LEVEL	EOC COORDINATOR
<b>CH-</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
<b>CH-</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
<b>CH-</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			
<b>CH-</b>	ZONE:	TIME:			
	INCIDENT COMMANDER:	TIME			
		TIME			
		TIME			

SECTION	FUNCTION	DESCRIPTION	LINE #	CABLE & JACK	OU
OPERATIONS	Communications	modem/e-mail use			
OPERATIONS	Communications	fax use			
OPERATIONS	Communications	incoming calls-outside			
OPERATIONS	Communications	outgoing calls			
OPERATIONS	Team Leader				
OPERATIONS	Public Safety				
OPERATIONS	EH&S				
OPERATIONS	Zones				
OPERATIONS	Medical				
OPERATIONS	Care & Shelter				
OPERATIONS	Facilities				
PLANNING	Team Leader				
PLANNING	Situation Status				
PLANNING	Inspections				
PLANNING	Damage Assessment				
PLANNING	Repair/Emerg Construction				
RESOURCES	Team Leader				
RESOURCES	Food/Water Supplies				
RESOURCES	Contracts/Equipment				
RESOURCES	Personnel/Volunteers				
RESOURCES	Transportation				
FINANCE	Fin Support Team Leader				
FINANCE	Accounting Audit				
FINANCE	Planning & Budget				
FINANCE	Recovery FEMA Doc				

SECTION	FUNCTION	DESCRIPTION	LINE #	CABLE & JACK	OU
STUDENT LIFE	Student Life				
EOC MANAGEMENT	EOC Manager				
EOC MANAGEMENT	EOC Assoc. Manager				
EOC MANAGEMENT	EOC Asst. Manager				
PIO	Public Information Officer				









## **Public Safety Dispatch Forms**

(the below forms can be found on the following pages)

- **Call-Back Procedure Form**
- **Level of Activation Form**
- **Pre-Activation Team Questionnaire**

*When a member of the Pre-Activation Team notifies Public Safety dispatch to contact one or more Zone Captains for a level 1, 2 or 3 emergency / incident, use this EOC Call-Back Procedure and EOC Pre-Activation Questionnaire to acquire the necessary information before activating the call back list.*

In the event of an emergency/disaster, the Pre-Activation Team will determine the level of the emergency and whether or not to activate the EOC. In any emergency/disaster, the Pre-Activation Team members, the Public Information Officer (PIO) and the affected Zone Captains are notified. Other EOC members and Zone Captains will be notified on an as needed basis. The following are the three levels of activation and notification process:

- |                        |   |
|------------------------|---|
| Level 1 – Notification | The EOC is not activated , however, key staff are notified, EOC Pre-Activation Team may be asked to report to the EOC.            |
| Level 2 - Standby      | EOC may need to be activated and key staff are placed on alert of the possibility of activation and advised of the current status |
| Level 3 - Activated    | EOC is activated and the Pre-Activation Team determines which staff positions are needed for EOC operations                       |

When a member of the Pre-Activation Team notifies Public Safety Dispatch to contact members of the Emergency Operations Center (EOC) , use the EOC Call Back Work Sheet to acquire the necessary information from the caller before activating the call back list. Use the Level of Activation Work Sheet to advise the EOC members of the status and activation level.

### **PRE-ACTIVATION TEAM MEMBERS**

<u>Name</u>	<u>Position</u>	<u>Ext. #</u>	<u>Home #</u>	<u>Cellular #</u>	<u>Pager #</u>
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### **EOC MANAGEMENT TEAM:**

<u>Name</u>	<u>Position</u>	<u>Ext. #</u>	<u>Home #</u>	<u>Cellular #</u>	<u>Pager #</u>
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Use: This procedure is meant to be used to call back emergency response members in the event of an incident, emergency or disaster.

OPERATIONS TEAM:

<u>Name</u>	<u>Position</u>	<u>Ext. #</u>	<u>Home #</u>	<u>Cellular</u>	<u>Pager #</u>
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PLANNING & ENGINEERING TEAM (INTELLIGENCE):

<u>Name</u>	<u>Position</u>	<u>Ext #</u>	<u>Home #</u>	<u>Cellular #</u>	<u>Pager#</u>
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RESOURCES SUPPORT TEAM (LOGISTICS):

<u>Name</u>	<u>Position</u>	<u>Ext #</u>	<u>Home #</u>	<u>Cellular #</u>	<u>Pager#</u>
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FINANCIAL SUPPORT TEAM:

<u>Name</u>	<u>Position</u>	<u>Ext #</u>	<u>Home #</u>	<u>Cellular #</u>	<u>Pager#</u>
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Use: This procedure is meant to be used to call back emergency response members in the event of an incident, emergency or disaster.

When calling to inform EOC members or Zone Captains about EOC activation information, or to relay information from a Pre-Activation Member , use the following to provide information:

## 1. Type of Incident/Emergency/Disaster

There is a/an \_\_\_\_\_ (identify incident/emergency) that

- is not impacting the University at this time.
- is affecting the Chapman \_\_\_\_\_ (*building/zone/etc*). :

## 2. Level of Activation

### A. LEVEL 1 – Localized Emergency or Notification

- Please be advised that if the status changes, you may be requested to standby or report in. (*Example may be event happening in Orange but not affecting Chapman yet.*)
- Key staff are being called to address this problem. If the status worsens, you may be requested to standby or report in.

### B. LEVEL 2 - Standby

The EOC is not yet opened but may be. Please be available and keep your lines of communications open. You may be requested to report in if the EOC is activated.

### C. LEVEL 3 – EOC is being activated

- The EOC is partially activated and you may be requested to report in. Keep your lines of communication open and standby for status updates.
- The EOC is activated and you are needed to report to the EOC, located at

When a member of the Pre-Activation Team contacts you and requests that you activate the Emergency / Disaster call back process, ask him / her the following questions. Make sure you have an updated list of the Pre-Activation Team members to verify the caller's information.

Dispatch Actions and Questions	Complete This Section
1. Name of caller?	Name <input type="text"/>
2. Phone where caller can be reached?	Phone <input type="text"/>
3. Are you activating the EOC?	<input type="checkbox"/> No <input type="checkbox"/> Yes
4. What level is being activated for the EOC?	Level <input type="text"/>
5. What is the emergency?	Emergency <input type="text"/>
6. Have any other Pre-activation Team (PAT) members been called?	List PAT members called <input type="text"/>
7. Do you want us to notify any PAT members?	PAT members to call <input type="text"/>
8. Do you want any PAT members to report to the EOC?	<input type="checkbox"/> No <input type="checkbox"/> Yes Names <input type="text"/>
9. EOC location?	<input type="text"/>
10. What message should I give to P-A Team members?	<input type="text"/>
11. Do you want us to contact the EOC members?	<input type="checkbox"/> No EOC members at this time <input type="checkbox"/> Key members (list) <input type="text"/> <input type="checkbox"/> All EOC members
12. Do you want any Zone Captains notified?	<input type="checkbox"/> No Zone Captains <input type="checkbox"/> 1 or more Zone Captains (list) <input type="text"/>
13. What message do I give the Zone Captains?	<input type="text"/>

Use: To determine key Incident/Emergency information needed from Pre-Activation Team Member

↪ **Finance Team Forms**

(the below forms can be found on the following pages)

- **FEMA Documentation Form – Equipment**
- **FEMA Documentation Form – Force Accounts**
- **FEMA Documentation Form – Materials and Contracts**



DATE PREPARED: \_\_\_\_\_

**FEMA DOCUMENTATION FORM  
RENTED EQUIPMENT RECORD**

LOCATION OF WORK: (Bldg) \_\_\_\_\_ (Asset #) \_\_\_\_\_

(Area/Room#) \_\_\_\_\_

JOB SITE NUMBER: \_\_\_\_\_

TIME PERIOD: \_\_\_\_\_ to \_\_\_\_\_, 19\_\_

DESCRIPTION OF WORK: \_\_\_\_\_

EQUIPMENT RENTED BY: \_\_\_\_\_

EQUIPMENT RECORD PREPARED BY: \_\_\_\_\_

DEPT: \_\_\_\_\_

DEPT PHONE NUMBER: \_\_\_\_\_

OES NO.: \_\_\_\_\_ STATE DSR NO.: \_\_\_\_\_  
 FEMA-\_\_\_\_\_-DR FIPS NO.: \_\_\_\_\_ - FED DSR NO.: \_\_\_\_\_

CATEGORY: ( )A ( )B ( )C ( )D ( )E ( )F ( )G  
 (see FEMA Category Key)

TYPE OF EQUIPMENT (Indicate size, capacity, horsepower, make and model as appropriate.)	DATE & HOURS USED	RATE PER HOUR		TOTAL COST	VENDOR	INVOICE NUMBER	DATE & AMOUNT PAID	CHECK NUMBER
		W/OPR	W/O OPR					

Attach copies of invoices and proof of payment.  
 Shaded areas to be completed by Accounting.

DATE PREPARED:

**FEMA DOCUMENTATION FORM  
FORCE ACCOUNT EQUIPMENT RECORD: (CHAPMAN EQUIPMENT)**

LOCATION OF WORK: (Bldg) \_\_\_\_\_ (Asset #) \_\_\_\_\_  
(Area/Room#) \_\_\_\_\_

JOB SITE NUMBER: \_\_\_\_\_

DESCRIPTION OF WORK: \_\_\_\_\_  
\_\_\_\_\_

TIME PERIOD: \_\_\_\_\_ to \_\_\_\_\_  
DATE: \_\_\_\_\_

EQUIPMENT USED BY: (Name) \_\_\_\_\_ (SSN) \_\_\_\_\_

EQUIPMENT RECORD PREPARED BY: \_\_\_\_\_

DEPT: \_\_\_\_\_

DEPT PHONE NUMBER: \_\_\_\_\_ DATE PREPARED: \_\_\_\_\_

OES NO.: \_\_\_\_\_ STATE DSR NO.: \_\_\_\_\_

FEMA-\_\_\_\_\_-DR FIPS NO.: \_\_\_\_\_ FED DSR NO.: \_\_\_\_\_

CATEGORY: ( )A ( )B ( )C ( )D ( )E ( )F ( )G  
(See FEMA Category Key)

TYPE OF EQUIPMENT (Indicate size, capacity, horsepower, make and model as appropriate)	EQUIPMENT NUMBER REFERENCE	DATE/HOURS USED EACH DAY										TOTAL HOURS	RATE	TOTAL COST	
		DATE													
		HRS													
		HRS													
		HRS													
		HRS													
		HRS													
		HRS													
		HRS													
		HRS													

Shaded areas to be completed by Accounting. TOTAL  TOTAL

Completed by:

When completed, forward to Accounting. Maintain copies.





DATE PREPARED:

**FEMA DOCUMENTATION FORM  
MATERIALS RECORD, CONTRACTS AND PROCUREMENTS**

LOCATION OF WORK: (Bldg) \_\_\_\_\_ (Asset #) \_\_\_\_\_  
(Area/Room#) \_\_\_\_\_

JOB SITE NUMBER: \_\_\_\_\_

DESCRIPTION OF WORK: \_\_\_\_\_  
\_\_\_\_\_

TIME PERIOD: \_\_\_\_\_ to \_\_\_\_\_, 19\_\_\_\_

MATERIALS USED BY: (PERSON/CREW) \_\_\_\_\_

MATERIALS RECORD PREPARED BY: \_\_\_\_\_

DEPT: \_\_\_\_\_

DEPT PHONE NUMBER: \_\_\_\_\_

OES NO.: \_\_\_\_\_ STATE DSR NO.: \_\_\_\_\_  
FEMA-\_\_\_\_-DR IPS NO.: \_\_\_\_\_ FED DSR NO.: \_\_\_\_\_

CATEGORY: ( ) A ( ) B ( ) C ( ) D ( ) E ( ) F ( ) G

(See FEMA Category Key)

								Check one INFO. FROM	
VENDOR	DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL PRICE	ORIGINAL DATE BOUGHT	CHECK NUMBER	DATE USED	INVOICE	STOCK

Shaded areas to be completed by Accounting.

Attach Copies of invoice and proof of payment.

**Thank You for Your Service**



**CHAPMAN**  
**UNIVERSITY**

**Emergency Operations Team**