
1 *Emergency Response & Crisis Management*



1 *Emergency Response/Crisis Management*



Introduction	1.1
Policy & Authority	1.1
WHAT THE LAW REQUIRES OF SCHOOLS	
What the Law Requires of Schools	1.2
The Field Act (Garrison Act and Riley Act).....	1.2
The Katz Act.....	1.2
Public Employees Are Disaster Service Workers	1.2
Post-Disaster Shelters	1.3
The Petris Bill – California Government Code Section 8607	1.3
Homeland Security Presidential Directive HSPD-5 – February 28, 2003.....	1.3
EMERGENCY TELEPHONE NUMBERS	
Emergency Telephone Numbers	1.4
Law Enforcement	1.4
Fire Departments.....	1.5
Emergency Services.....	1.6
Ham Radio Operators.....	1.7
Media	1.7
Hospitals.....	1.8
Medical Facilities	1.8
Mental Health Contacts.....	1.9
Water Companies.....	1.9
California Department of Education	1.10
ABOUT EMERGENCY MANAGEMENT SYSTEMS	
About Emergency Management Systems	1.11
Incident Command System (ICS)	1.11
Standardized Emergency System (SEMS)	1.11
National Incident Management System (NIMS).....	1.11
So, What’s a School to Do?	1.11
Using SEMS (and NIMS) in Your School—An Overview	1.12
The Emergency Operations Center.....	1.12
A Word about Unified Command	1.13
School Emergency Operations Center (EOC)Functions Organization Chart ...	1.14



Emergency Response & Crisis Management

Introduction

This Emergency Response and Crisis Management Manual has been developed to help school administrators prepare for the many aspects of responding to a critical incident involving their schools and/or student/teacher populations.

The Santa Cruz County Safe Schools Consortia (SSC) is committed to providing safe and effective learning environments for every child and every staff person, every day. Unexpected emergencies may occur, however, the likelihood of effectively managing an emergency is increased with an established emergency plan. The purpose of the Emergency Response and Crisis Management (ERCM) Manual is to maximize the safety and welfare of all students, visitors and staff by promoting emergency preparedness county-wide.

The SSC acknowledges the necessity of preparing a crisis management plan in the event that, despite prevention efforts, a crisis should occur. In accordance with California Education Code 32280 and California Government Code Section 8607 the SSC ERCM manual includes:

- Written procedures for taking action in the event of a crisis following state law, the federal guidelines outlined in the Homeland Security Act of 2002 and subsequent Homeland Security Presidential Directive's (HSPD 5) establishment of the National Incident Management System (NIMS)**
- Written procedures for communication with local law enforcement agencies, community emergency services, parents, students and the media in the event of a crisis in compliance with the Standardized Emergency Management System, SEMS**
- A plan for crisis management training of all staff, based on the Incident Command System (SEMS)**

Policy & Authority

This authoritative ERCM manual identifies responsibilities and procedures to guide emergency response in the Santa Cruz County school systems. When an emergency occurs, school district officials, their designees, and staff are authorized and directed to implement all necessary actions.



EMERGENCY RESPONSE

What the Law Requires of Schools

What the Law Requires of Schools

The Field Act (Garrison Act and Riley Act)

Sets building code standards for construction and remodeling of public schools and assigns the responsibility for assuring building code compliance to the Division of the State Architect.

The Katz Act

Requires schools to establish an earthquake emergency system:

- Develop a disaster plan**
- Conduct periodic drop and cover drills, evacuation procedures and emergency response actions—once each quarter in elementary schools and once each semester in secondary schools**
- Provide training to students and staff in emergency response procedures**
- Be prepared to have your school serve as a possible public shelter**
- Take mitigation measures to ensure the safety of students and staff—such as securing equipment and furniture**

Public Employees Are Disaster Service Workers

California Government Code Section 3100

All school employees are considered disaster service workers when:

- A local emergency has been proclaimed**
- A state emergency has been proclaimed**
- A federal disaster declaration has been made**

If a disaster is declared, and employees leave without proper authorization, the following could occur:

- Certificated employees risk losing their teaching credentials**
- Classified employees may be charged with a misdemeanor**

NOTE: No public school employee may leave the school site during a declared emergency until formally released.



EMERGENCY RESPONSE

What the Law Requires of Schools

Post-Disaster Shelters

Schools are required by both federal statute and state regulation to be available for shelters following a disaster:

- The American Red Cross has access to schools to set up shelters**
- Local governments have access to schools to set up shelters**
- Plan and make arrangements in advance to assure that you are prepared**

Consult *Schools as Shelters: Planning and Management Guidelines for Districts & Sites* (ordering information is available from the Office of Emergency Services)

The Petris Bill

California Government Code Section 8607

Requires schools to respond to disasters using the Standardized Emergency Management System (SEMS).

- ICS – (Incident Command System) organizing response efforts into five basic functions: Management, Operations, Logistics, Planning/Intelligence and Finance/Administration**
- EOC – (Emergency Operations Center) setting up a central area of control using the five basic functions**
- Coordinate all efforts with the operational area (county) EOC, city EOC and County Office of Education EOC**
- Incorporation of SEMS into all school plans, training and drills**
- Documentation of the use of SEMS during an actual emergency**

Homeland Security Presidential Directive HSPD-5

February 28, 2003

On February 28, 2003, President George W. Bush issued Homeland Security Presidential Directive 5 (HSPD-5). HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS).

HSPD-5 requires Federal departments and agencies to make the adoption of NIMS by state and local organizations a condition for Federal preparedness assistance (grants, contracts and other activities) by Fiscal Year 2005.

Initial compliance deadlines:

Phase I:..... Initial Staff Training by October 2004

Phase II: Identification of Relevant Plans, Procedures and Policies by November 2004

Phase III: Modification of Existing Plans, Procedures and Policies by July 2005

Phase IV: Supporting NIMS Integration Center Standards by September 2005

(Phase IV deadline has been extended to 2006)



Emergency Telephone Numbers

In an EMERGENCY, DIAL 911 for

Fire Department

Police Department

Ambulance Service

Sheriff's Office

Highway Patrol

Coast Guard

LAW ENFORCEMENT 911

Capitola Police Department 471-1141

Santa Cruz Police Department 471-1131

Scotts Valley Police Department 440-5670

Watsonville Police Department 471-1151

County Sheriff's Department 471-1121

Sheriff's Dispatch 911

Non-emergency officer requested 471-1121 or 471-1150

Business Administration, 8-5 Mon-Fri 454-2414

Highway Patrol 911

Alternate emergency # for San Lorenzo, Scotts Valley, Santa Cruz 425-7878

Alternate emergency # —all others 662-0511

Road Conditions 427-7623



EMERGENCY RESPONSE

Emergency Telephone Numbers

FIRE DEPARTMENTS 911

Aptos–La Selva Fire Department	911
Administration	685-6690
Ben Lomond Fire Department	911
Administration	336-5495
Bonny Doon Fire Department	911
Administration	426-1561
Boulder Creek Fire Department	911
Administration	338-7222
California Department of Forestry & Fire	911 or 429-1580
Administration	335-5353
Central (Capitola, Soquel/Live Oak) Fire Department	911
Administration	479-6842
Davenport Fire Department	911
Administration	457-2466
Felton Fire Department	911
Administration	335-4422
Santa Cruz Fire Department	911
Administration	420-5280
Scotts Valley Fire Department	911
Administration	438-0211
Watsonville Fire Department	911
Administration	768-3200



EMERGENCY RESPONSE

Emergency Telephone Numbers

EMERGENCY SERVICES

All Hazards Public Health Authority	454-4066
<i>(Bio-terrorism)</i>	
American Red Cross	462-2881
Animal Regulation	454-7303
Centers for Disease Control and Prevention	311-3435
Child Abuse Hotline	454-2273
Child Protective Services	454-4222/763-8850
Disaster Preparedness (County)	454-2282
County Department of Emergency Services	471-1000
Emergency Broadcast System	458-7150
<i>(EBS access only when Emergency Operations Center is operational— Number is for Public Information Officer)</i>	
Emergency Services Department	911 or 429-1580
Human Resources Agency	454-4130
Local Highway Maintenance	662-0511
Office of Emergency Services	458-7150
Pacific Gas & Electric Company	1-800-PGE-5000
.....	426-8300 or 688-1918
Poison Control Center	1-800-662-9886
Public Health Nursing <i>(Mass Immunizations)</i>	454-4114
Santa Cruz County Office of Education	476-7140
Reporting Emergencies	479-5310 or 479-5220
Shortwave	463.775 MZ
School Insurance Group	_____
<i>(Write in number for your school district's insurance group)</i>	
SBC Phone Company	Emergency Repair 611
Information	411
Toxic Chemical and Oil Spills	1-800-698-6942



EMERGENCY RESPONSE

Emergency Telephone Numbers

HAM RADIO OPERATORS

ARES (pronounced *Airs*) and **RACES** (pronounced *Racees*) Primary organization in Santa Cruz County but serving Santa Cruz proper. Call first name on list first, and then proceed down list until you reach someone.

Organization Call Sign	Name	Call Sign	Phone #
DEC for Santa Cruz County and RACES/ACS Officer	Cap Pennell	KE6AFE	(831) 429-1290
EC, Santa Cruz	Phil Peterson	KE6UWH	(831) 423-8756
EC, South Santa Cruz County	Bob Wiser	K6RMW	(831) 840-8228
EC, Summit – Loma Prieta	George Smith	AE6KE	(408) 353-1384
EC, San Lorenzo Valley	Ray Rischpater	KF6GPE	(831) 338-8407
ARRL Official Relay Station (ORS)	Bob Wolbert	K6XX	(831) 426-5699
ARRL Official Relay Station (ORS)	Donald Kerns	AE6RF	(831) 338-1214

VEECOM (Valley Citizen's Band Group)

Frank Wyatt

461-1525

N6FW

MEDIA

KPIG*	722-9000
FAX.....	722-7548
*KPIG is the Office of Emergency Services designated emergency contact station	
KSCO	475-1080
FAX.....	475-2967
KUSP	476-2800
FAX.....	476-2802
KION Radio	754-1512
FAX.....	796-4020
KGO	(415) 954-7777
FAX.....	(415) 954-8686



EMERGENCY RESPONSE

Emergency Telephone Numbers

HOSPITALS

Dominican Hospital (Santa Cruz)	462-7700
Community Hospital (Watsonville)	724-4741
Sutter Maternity & Surgery Center (Santa Cruz)	477-2200
Santa Cruz Surgery Center (Santa Cruz)	462-5512

MEDICAL FACILITIES

Boulder Creek Medical, 13350 Big Basin Way	338-6491
Clinica Del Valle Del Pajaro, 850 Freedom Blvd	761-1588

Doctors on Duty

Aptos, 6800 Soquel Drive	662-3611
Santa Cruz, 615 Ocean Street	425-7991
Watsonville, 1505 Main Street	722-1444

Planned Parenthood

Santa Cruz, 1119 Pacific Avenue	426-5550
Watsonville, 40 Penny Lane	724-7525

Salud Para La Gente	728-0222
----------------------------------	-----------------

Santa Cruz County Health Services Agency

Santa Cruz	454-4100
Watsonville	763-8400

Santa Cruz Medical Clinic

Aptos, 7600 Old Dominion Court	458-6200
Santa Cruz, 115 Locust	458-5670
Santa Cruz, 2025 Soquel	423-4111
Scotts Valley, 4615 Scotts Valley Drive	458-6330
Watsonville, 550 Green Valley Road	458-5865
Westside, 1203 Mission Street	458-6300



EMERGENCY RESPONSE

Emergency Telephone Numbers

MENTAL HEALTH CONTACTS

Stan Einhorn, Emergency Response Team Coordinator **454-4944**
 **763-8951**

or, if unable to reach her, call:

Katy Logan, Sr. Departmental Administrative Analyst **454-4424**
Watsonville, 1505 Main Street **722-1444**

WATER COMPANIES

Big Basin Water District **338-2933**
After hours **338-2645**

Central Water District **688-2767**

San Lorenzo Valley **338-2153**

Santa Cruz Water District **429-3666**
After hours **429-3680**

Scotts Valley Water District **438-2363**

Soquel Creek Water Company **475-8500**

Watsonville Water Department **728-6025**
After hours (Police Department) **728-6110**



Emergency Telephone Numbers

CALIFORNIA DEPARTMENT OF EDUCATION

Chief Deputy Superintendent

Gavin Payne **916-319-0800**
FAX..... **916-310-0104**

Assessment and Accountability Branch

Deborah Sigman **916-319-0812**
FAX..... **916-319-0109**

Curriculum and Instruction Branch

Anthony Monreal..... **916-319-0806**
FAX..... **916-319-0103**

Finance, Technology and Administration Branch

Susan Lange **916-319-0815**
FAX..... **916-319-0106**

Government Affairs Branch

Andrea Ball **916-319-0821**
FAX..... **916-319-0116**



About Emergency Management Systems

Through the years, those agencies responsible for disaster response have come up with several different models for coordinating that response. Although these models differ, they share a common background: The Incident Command System (ICS). As a member of your school's emergency response team, you will need to be familiar with ICS and the emergency management systems used in California.

Incident Command System (ICS)

Developed in the 1970's by Southern California Fire Protection Agencies, this system was designed to coordinate multi-jurisdictional response. The beauty of ICS is that it is based upon common terminology and on the division of response activities into five functional units that essentially eliminates the possibility of the duplication of efforts. ICS became the model for the state's system.

Standardized Emergency System (SEMS)

Developed in response to the lack of agency and multi-jurisdictional coordination during the Oakland Fires of 1991, SEMS became the state-wide standard for coordinated emergency response. All agencies involved in emergency response are legally required to use SEMS. In fact, the state reimbursement of local costs incurred for emergency response/recovery is tied to the use of SEMS.

National Incident Management System (NIMS)

The national government liked what we were doing in California, so they modified it a little and came up with their own system of emergency response. It is a FEMA approved emergency response system and is the national model. National compliance was expected by 2006. Like SEMS, compliance is tied to reimbursement for local costs of emergency response and recovery.

So, What's a School to Do?

California's schools were issued their marching orders in 1994, when the State passed the **Petris Bill**. This bill **requires** schools (who are considered to be special districts) to use the SEMS model in planning for, and responding to, school emergencies and disasters. Homeland Security Presidential Directive (HSPD5) now **requires** that schools use NIMS.



Using SEMS (and NIMS) in Your School—An Overview

Within SEMS (and NIMS), an emergency response organization consists of five Sections:

Management/Command: Responsible for policy-making with respect to disaster planning and preparedness and for the overall coordination of emergency response and recovery activities. This section has four team members, the Incident Commander, the Public Information Officer (PIO), the Safety Officer, and the Liaison Officer. In short—they are **the leaders**.

Planning/Intelligence: Responsible for creating the Action Plans and checklists that will be used by all of the sections during crisis response and recovery. The section is comprised of two teams, the Planning/Intelligence Team and the Documentation Team. During an emergency, these teams gather, analyze, disseminate, and record information critical to the functioning of the Management/Command section and create the ongoing Action Plans. Planning/Intelligence are often referred to as **“the thinkers.”**

Operations: Responsible for response preparedness of the Communications, Search and Rescue, First Aid, Student Release/Staff Accounting, Assembly/Shelter, and Maintenance/Fire Teams. During a disaster, this section directs response activities of all of these teams and coordinates that response with Management/Command. These folks represent **the doers**.

Logistics: Prior to a disaster, this section is in charge of creating a transportation plan, and insuring that there are adequate supplies of food, water, and equipment for crisis response. During an emergency, the section’s two teams, the Supplies/Staffing Team and the Transportation Team provide services, personnel, equipment, materials, and facilities, as needed. They are **the getters**.

Finance/Administration: In charge of creating policy and procedure for documenting costs associated with emergency response. This section has one team, called the Record Keeping Team and the Documentation Team. During a disaster they activate contracts with vendors, keep pay records, track receipts, and account for expenditures. Their efforts make it possible for schools to reclaim costs associated with response and recovery activities from the state. They are called **“the payers.”**

The Emergency Operations Center

During an emergency, the Management/Command Section gathers together in an area/room to set-up a “command center” also known as the Emergency Operations Center (EOC). In the EOC, the Management Section makes decision affecting response activities based upon information coming in from the Section Chiefs of the other sections. The organizational chart on page 1.14 outlines the hierarchy in an EOC.

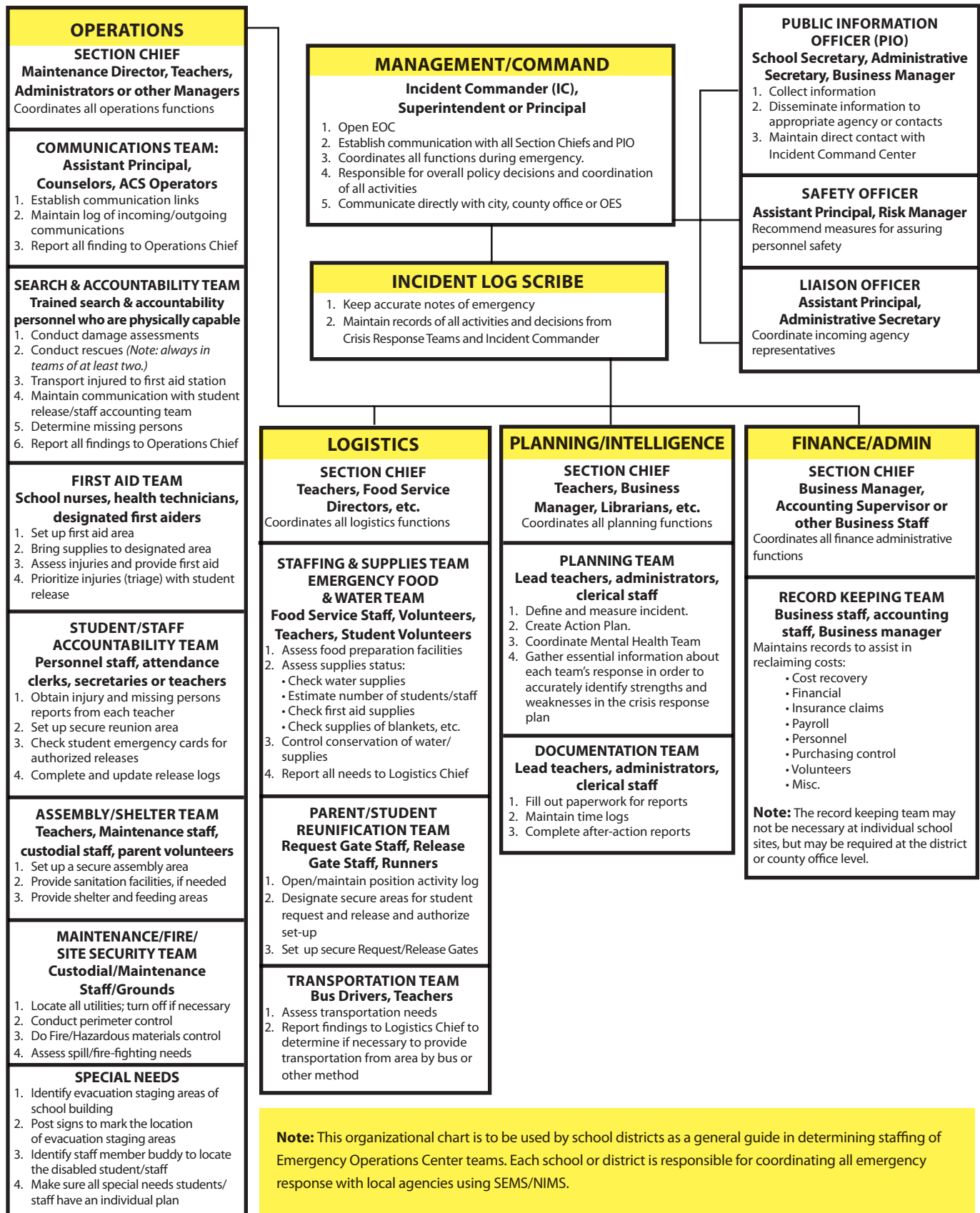


A Word about Unified Command

The control of and response to campus emergencies is the sole responsibility of the school site team ***until*** first responders arrive. Once they are on campus, incident command transitions to “Unified Command.” This transition is immediately facilitated by an on-site briefing for the first responders by the Management Team and Section Chiefs. Following the initial briefing, the school’s Incident commander will begin to work closely with representatives of each response agency to plan and carry out response activities.

In the EOC, this means that first responder representatives will essentially be running response activities in consultation with the school’s Management Team and Section Chiefs. In the field, Team Leaders and Team Members will work alongside first response teams, ***unless*** the Incident Commander has deemed it is too dangerous or unsafe for school site teams to continue to participate. ***Remember***, first responders are professionals. Work with them and take your cues from them.

School Emergency Operations Center (EOC) Functions Organization Chart



Note: This organizational chart is to be used by school districts as a general guide in determining staffing of Emergency Operations Center teams. Each school or district is responsible for coordinating all emergency response with local agencies using SEMS/NIMS.