

Gavilan Joint Community College District

Emergency Response Plan

February 2017



FOREWORD

The Gavilan Joint Community College District Emergency Response Plan (ERP) is a guide to conduct an all-hazard response. It is designed to be flexible and adaptable in response to emergencies on campus. The plan describes specific authorities and best practices for managing emergencies ranging from catastrophic natural disasters, to fires, to active shooter incidents.

The ERP defines the scope of preparedness activity necessary to make it an effective operational guide. In order to become familiar with their responsibilities and acquire the skills necessary to perform required tasks, emergency response personnel must attend training sessions regularly. In addition, exercises provide a means to validate plans, checklists, procedures and evaluate the skills of emergency response personnel.

An effective emergency response hinges upon well-trained leaders, motivated and dedicated staff and responders who have invested in emergency preparedness knowledge, tactics and training.

EMERGENCY RESPONSE PLAN

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT February 2017

SIGNATURES PAGE

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PROMULGATION STATEMENT

The primary role of government is to provide for the welfare of its citizens. The welfare and safety of citizens is never more threatened than during emergencies. The goal of emergency management is to ensure that mitigation, preparedness, response, and recovery actions exist so that the public's welfare and safety is preserved.

The Gavilan Joint Community College District Emergency Response Plan (ERP) provides a comprehensive framework for District-wide emergency management. It addresses the roles and responsibilities of government organizations and provides a link to local, state, federal, and private organizations and resources that may be activated to address emergencies at the Gavilan Community College District (District).

The Gavilan Joint Community College District ERP ensures consistency with current policy guidance and describes the interrelationship with other levels of government. This plan will continue to evolve, responding to lessons learned from actual emergency experiences, ongoing planning efforts, training and exercise activities, and Federal guidance.

The Gavilan Joint Community College District ERP acknowledges that per Government Code Section 3100-3101, all District employees are declared "Disaster Services Workers" subject to such disaster service activities as may be assigned to them by their superiors or by law.

Therefore, in recognition of the emergency management responsibilities of the District and with the authority vested in me as the President of the District, I hereby promulgate the Gavilan Joint Community College District Emergency Response Plan.

Kathleen A. Rose, Ed.D.
Superintendent/President

Date

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT

Emergency Response Plan

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1.0 BASIC PLAN

1.1 Purpose

The purpose of the Gavilan Joint Community College District's Emergency Response Plan (ERP) is to outline preparedness and response activities with regard to the various hazards that exist in the District location(s) and setting(s). It is designed to clarify expectations for an effective response and to seamlessly integrate the processes and procedures described in the National Response Framework and local emergency operation plans or procedures.

1.2 Scope

This Emergency Response Plan is a campus-level plan that guides the emergency response of appropriate District personnel and resources during an emergency. It is the official Emergency Response Plan for the District and supersedes previous plans and precludes employee actions not in concert with the intent of this plan or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices and annexes hereto.

The Plan and organization shall be subordinate to State or Federal plans during a disaster declaration by those authorities.

This ERP applies to all activities conducted by District personnel, students and visitors. The emergency management procedures for specific buildings/facilities and departments are consistent in framework but may vary in scope based upon the individual activities, operations and hazards.

As noted previously, during emergencies and disasters all District employees are declared "Disaster Services Workers" subject to such disaster service activities as may be assigned to them by their superiors or by law (Government Code Section 3100-3101).

1.3 Situation Overview

FEMA identifies an "Emergency" as any incident, whether natural or manmade, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to

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protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

With the large number of employees and students on campus, safety is always a top priority. In the event that the need to render assistance in an emergency arises, the District has developed systems for effectively managing emergency situations. The District has prepared this ERP to guide response actions that require a high level of coordination.

The most crucial element during an emergency is the need to act quickly and appropriately. Employees should become familiar with the ERP and their specific responsibility as a faculty member.

Additionally, all employees must become knowledgeable about the following issues in their specific work environments:

- Evacuation routes.
- Locations of designated shelter areas.
- Locations of fire alarms.
- Locations of fire extinguishers.
- Locations of Automated External Defibrillators (AEDs).

1.4 Planning Assumptions

This ERP serves as a practical guide with modifications made to meet the demand of each emergency; because no plan can anticipate or predict every scenario, emergency management personnel must quickly adapt to events as they unfold. To this end it is assumed:

- Emergency situations individually, or in combination, may cause grave impacts on the District. These situations can vary in scope and intensity, from isolated areas of minimal impact to wide-ranging devastation.
- Planning is universal, based on the “all-hazards” approach.
- Planning recognizes and supports the principles of the Standardized Emergency Management System (SEMS), the National Incident Management System (NIMS), the Incident Command System (ICS), the National Response Framework and Presidential Policy Directive 8.
- Employees prepare for and assume responsibility for assigned duties.
- Employees attend staff development dedicated to emergency response training.
- Planning incorporates all physical locations and settings for which the District has responsibility.
- Close professional working relationships are established with appropriate external agencies prior to an emergency situation, i.e., local, state, and

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federal law enforcement; fire departments; emergency management services; public health agencies; as well as medical facilities and volunteer organizations such as the American Red Cross.

- Public information is of vital importance and, as all emergencies are newsworthy and may receive media coverage including social media, the District will monitor and respond appropriately.
- The EOC procedures provide for the centralized locating of five functional sections of incident response consistent with NIMS: Command; Operations; Planning; Logistics; and Finance.
- The Emergency Operations Center (EOC) procedures will be adequate for most disaster conditions that could arise on campus and within the District.
- During response and recovery phases, officials under this ERP have the responsibility to save lives, protect property, relieve human suffering, sustain survivors, support constituencies, restore services, repair essential facilities and protect the environment.

1.5 Definitions

All Hazards: Any incident or event, natural or human caused, that requires an organized response by a public, private, and/or governmental entity in order to protect life, public health and safety, values to be protected, and to minimize any disruption of governmental, social, and economic services.

Assessment (Threat or Hazard): The method for determining risk and the resources and issues to be addressed in the EOP. Assessments include but are not limited to: site assessments, culture and climate assessments, behavioral threat assessments, and capacity assessments.

Drill: A drill is a coordinated, supervised activity usually employed to test a single specific operation or function in a single agency.

Emergency Response Team (ERT): A group of people who prepare for and respond to any emergency incident, such as a natural disaster or an interruption of business operations. This team is generally composed of specific members designated before an incident occurs, trained and prepared to fulfill certain Emergency Management roles required by the specific situation. Ideally the team has already defined a protocol or set of actions to perform to mitigate the negative effects of the incident. Emergency Response Teams are often a component of an Incident Command System (ICS).

Exercise: An exercise is designed to test, whether in a functional design or full scale, to evaluate individual capabilities, multiple functions or activities within a function, or interdependent groups of functions.

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Incident Command System (ICS): A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Mitigation: The capabilities necessary to eliminate or reduce the loss of life and property damage by lessening the impact of an event or emergency.

National Incident Management System (NIMS): A systematic, proactive approach guiding government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment.

National Response Framework (NRF): The NRF is a guide to how the Nation responds to all types of disasters and emergencies. It is built on scalable, flexible, and adaptable concepts identified in the National Incident Management System to align key roles and responsibilities across the Nation.

Presidential Policy Directive 8 (PPD-8): This directive orders the strengthening of the security and resilience of the United States through systematic preparation for the threats that pose the greatest risk to the security of the nation, including acts of terrorism, cyber-attacks, pandemics, and catastrophic natural disasters.

Prevention: The capabilities necessary to avoid, deter, or stop an imminent crime or threatened or actual mass casualty incident.

Protection: The capabilities to secure against acts of terrorism and man-made or natural disasters.

Response: The capabilities necessary to stabilize an emergency once it has already happened or is certain to happen in an unpreventable way; establish a safe and secure environment; save lives and property; and facilitate the transition to recovery.

Recovery: The capabilities necessary to restore a location or setting affected by an event or emergency.

Standardized Emergency Management System (SEMS): SEMS is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. SEMS incorporates ICS, Multi/Inter-agency coordination, Mutual aid and the Operational Area Concept.

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State of Emergency: A government or division of government (i.e. on a municipal, provincial/state level) may declare that their area is in a state of emergency. This means that the government can suspend and/or change some functions of the executive, the legislative and/or the judiciary during this period of time. It alerts citizens to change their normal behavior and orders government agencies to implement emergency plans. A government can declare a state of emergency during a time of natural or human-made disaster, during a period of civil unrest, or following a declaration of war or situation of international/internal armed conflict.

Train: Training may consist of briefings, to disseminate information about policy and/or procedures or hands-on training, to provide performance-based skills.

Vulnerabilities: The characteristics which make a setting or individual more susceptible to identified threats or hazards.

2.0 CONCEPT OF OPERATIONS

2.1 General

In any emergency situation, the top priorities are:

- Life safety
- Incident stabilization
- Protection and preservation of property and the environment

The Emergency Response Team (ERT) will immediately respond to an emergency incident occurring at the District, and will request additional external and internal resources as necessary to address the situation. The ERT, in conjunction with designated information technology personnel, will issue alerts and instructions to the campus community as the situation warrants.

If a prolonged emergency operation occurs, the ERT and Emergency Operations Center (EOC) will be activated to coordinate support for District staff, faculty, and students during and after an incident, and to ensure continuity of operations. The Incident Command System (ICS) will be used to manage and control the emergency response.

Based on the severity and magnitude of the emergency, the District Superintendent/President may declare a campus "State of Emergency." When a state of emergency is declared, the campus may be closed or access restricted to certain buildings. Persons who do not have an emergency response role or who cannot show proper identification or authorization may be denied entry.

This Emergency Response Plan (ERP) is supported by the local, state and federal organization levels of emergency management. Preparedness, prevention, response, recovery and mitigation are general responsibilities of all levels of government working together to provide a delivery system to meet the needs of the response community. Emergency operations will be initiated at the lowest level of government able to respond effectively and efficiently.

2.2 California Emergency Plan

The California Emergency Plan, promulgated in accordance with the provisions of the California Emergency Services Act, provides statewide authorities and responsibilities and describes the functions and operations of government at all levels during extraordinary emergencies. Section 8568 of the Act states in part that "the State Emergency Plan shall be in effect in each political subdivision of the state, and the governing body of each political subdivision shall take such action as may be necessary to carry out the provisions thereof." The Gavilan Joint

Community College District Emergency Response Plan is, therefore, considered to be an extension of the State Emergency Plan.

2.3 Proclamation of a State of Emergency by the Governor

The Governor is empowered to proclaim a State of Emergency when the existence of conditions of disaster or of extreme peril to the safety of persons and property within the state caused by such conditions as air pollution, fire, flood, storm, epidemic, riot, terrorism or earthquake or other conditions, other than conditions resulting from a labor controversy or conditions causing a State of War Emergency, or is requested to do so by local authorities, or finds that local authority is inadequate to cope with the emergency. See Article 2, Section 8558 (b), California Emergency Services Act for additional information.

Government Code 8550: The state has long recognized its responsibility to mitigate the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and the resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state. To insure that preparations within the state will be adequate to deal with such emergencies, it is hereby found and declared to be necessary:

(e) To authorize the establishment of such organizations and the taking of such actions as are necessary and proper to carry out the provisions of this chapter. It is further declared to be the purpose of this chapter and the policy of this state that all emergency services functions of this state be coordinated as far as possible with the comparable functions of its political subdivisions, of the federal government including its various departments and agencies, of other states, and of private agencies of every type, to the end that the most effective use may be made of all manpower, resources, and facilities for dealing with any emergency that may occur.

2.4 STANDARDIZED EMERGENCY MANAGEMENT SYSTEM (SEMS)

Government Code 8607 (a): Indicates the Standardized Emergency Management System (SEMS) is the system for managing response to multi-Authority and multi-jurisdiction emergencies in California. SEMS incorporates the use of the Incident Command System (ICS), the Master Mutual Aid Agreement, existing mutual aid systems, the operational area concept, and multi-Authority or inter-Authority coordination. Local governments must use SEMS to be eligible for funding of their personnel-related costs under the state disaster assistance programs.

2.5 SPECIAL DISTRICT

Government Code 8680.2. "Local agency" means any city, city and county, county, county office of education, community college district, school district, or special district.

2.6 DECLARATION OF EMERGENCY

The California Emergency Services Act and NIMS/SEMS defines an emergency as "conditions of disaster or of extreme peril to the safety of persons and property..." by natural or human causes. Environmental considerations are also a factor.

Presidential Declaration of an Emergency

Declaring an official Campus State of Emergency gives the District the right to control access to campus facilities, including removing or arresting non-authorized personnel who may interfere with emergency response or engage in criminal activities such as looting.

During any major campus emergency, District security personnel in collaboration with District employees present shall immediately begin appropriate procedures to meet the emergency, and safeguard persons and property. In the event of earthquakes, aftershocks, fires, storms, or major disasters occurring in or about the campus, or which involve District property, campus security will attempt to determine the extent of any damage to District property. The Director of Business Services and Security shall also consult with the Superintendent/President, designated administrator or Incident Command Team regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is made, only registered students, faculty, staff and affiliates (e.g., persons required by employment) are authorized to be present on campus. District security personnel will ask those who cannot present proper identification (registration or employee/student identification card, or other identification) showing their legitimate business on campus to leave the campus.

The Superintendent/President or his/her designee is authorized to order evacuation of all or part of the campus and direct students, faculty, staff, and affiliates to evacuation zones or to leave campus.

Unauthorized persons remaining on campus may be subject to arrest in accordance with the California Penal Code. Authorized personnel include (but are not limited to) District administrators and managers, faculty and staff members who have been assigned emergency response duties, and mutual aid personnel (e.g., law enforcement, fire fighters, EMS, American Red Cross, CERT members from adjoining

jurisdictions, etc.). All others must be issued an emergency pass by District security before being allowed to enter the immediate disaster site.

2.7 PLAN ACTIVATION

This ERP is activated in response to an actual or potential emergency which occurs or is likely to occur on or within the immediate area of the District locations. However, the District maintains an active approach to prevention, preparedness, response, recovery and mitigation at all times.

Once an emergency has been declared, the members of the Emergency Response Team, whose responsibilities are described below, and other support personnel are, to the extent possible, relieved of routine duties, to more fully concentrate on the tasks at hand.

The Superintendent/President maintains executive control of the ERP. District personnel and equipment will be utilized to provide priority protection of life, preservation of property, and restoration services to the District. The members of the ERT will determine the manner in which resources are utilized.

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PROCLAMATION OF A CAMPUS STATE OF EMERGENCY

WHEREAS, THE GAVILAN JOINT COMMUNITY COLLEGE DISTRICT Emergency Response Plan and procedures empower the Superintendent/President or designee to proclaim a campus State of Emergency, when the campus has been affected by a significant incident, major emergency or disaster; and

WHEREAS, the Superintendent/President or designee does hereby find:

That conditions of peril to the safety of persons and property have arisen within the

_____ campus caused by _____,

commencing at or about (location) _____,

on the date of _____ at approximately (time) _____,

warranting the necessity for, and proclamation of, a Campus State of Emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said Campus State of Emergency shall be deemed to continue to exist until its termination is proclaimed by the President or designee.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the **County of Santa Clara.**

Name

Date

Title

3.0 DIRECTION, CONTROL AND COORDINATION

3.1 Authority

The manner in which the District conducts emergency operations on campus is governed by State and Federal legislation. The ability to declare a campus State of Emergency is governed by District policy. The Gavilan ERP fulfills the District's responsibilities to adhere to the:

- Standardized Emergency Management System (SEMS).
- Incident Command System (ICS).
- National Incident Management System (NIMS).

3.2 Succession Authority

The authority to declare a campus state of emergency rests with the Superintendent/President, but to avoid any unnecessary delay in his/her absence the authority may be designated using the succession list below.

3.3 Order of Succession

In the Superintendent/President's absence, the first administrator from the below "Chain of Command" list who can be reached will be the acting EOC Director until the EOC Management Section assembles to assume control. The administrator may make decisions on behalf of the Superintendent/President in emergency situations including the declaration of a campus State of Emergency. The "Chain of Command" is as follows:

1. President/Superintendent
2. Vice President, Administrative Services
3. Director of Business Services and Security
4. Vice President, Student Services
5. Vice President, Instruction
6. Director, Facilities Services

The declaring official must complete and sign a Proclamation of a Campus State of Emergency.

3.4 Activation Levels

The overall objective of emergency management is to effectively manage resources in preparing for and responding to situations associated with emergencies. To carry out its responsibilities, the Emergency Response Team (ERT) has adopted the three

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levels of emergency response from the State Office of Emergency Services. These levels provide planning guidance for a phased response approach to specific situations. Upon notification of the existence of a threat to public safety, property or the environment, (e.g., fire, active shooter, earthquake, severe storm, etc.), the EOC Director or designee will call together key management staff to discuss the scope of the emergency and make a decision regarding EOC activation and the level of activation.

Specifically, these response levels are:

- Level I (Minor)
- Level II (Moderate)
- Level III (Full)

Level I (Minor): A minor to moderate incident wherein local resources are adequate and available. A Local Emergency may or may not be proclaimed. A partial EOC may be activated to direct necessary actions based on the Emergency Response Plan until the emergency or threat no longer exists. Off-duty personnel may be recalled.

Level II (Moderate): A moderate to severe emergency wherein local resources are not adequate and mutual aid may be required on a regional basis. A campus state of emergency may be proclaimed by the Superintendent/President or designee. The EOC Director or designee activates the full EOC to direct necessary actions based on the Emergency Response Plan until the emergency or threat no longer exists. Off-duty personnel may be recalled.

Level III (Full): A local or regional disaster wherein resources in or near the impacted area are overwhelmed and extensive State and/or Federal resources are required to mitigate the situation; a **PROCLAMATION OF A CAMPUS STATE OF EMERGENCY** will be proclaimed by the Superintendent/President. This level requires full activation of the EOC and all EOC Coordinators, District emergency disaster workers, CERT members, student and community volunteers to successfully manage containment and recovery.

Campus Emergency Organization

Information and communication flows up and down within the organizational structure. The ERP framework consists of three (3) major elements:

- The President's Emergency Directives
- The Emergency Operations Center (EOC)
- Incident Command Post (ICP)/Field Operations

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The Superintendent/President, or designee, has the ultimate responsibility for the activation, oversight and termination of the Emergency Operations Center (EOC). The Superintendent/President may declare a State of Emergency throughout the District or a portion of the District and can officially downgrade the State of Emergency to a business-as-usual state. In the absence of the Superintendent/President, refer to Succession Authority (3.3 Order of Succession).

Upon receiving notification from District security, other law enforcement or fire authorities, the District, or any other verifiable and credible source that an emergency does or may exist, the Superintendent/President or designee will assess the magnitude of the emergency. For significant incidents, local law enforcement or fire will respond and establish an Incident Command Post (ICP) in the field and designate an Incident Commander (IC). If necessary a SEMS/NIMS response will be initiated, relevant elements of the ERP activated, and the appropriate management section coordinators ordered to establish the Emergency Operations Center (EOC).

3.5 Field Operations

Incident Command Post (ICP)

If the emergency involves a small part of the campus or is in the initial phase of a major incident or disaster, an Incident Command Post (ICP) should be established either by District security forces or local public safety. District security can achieve this by strategically placing a command vehicle (e.g. District security car) with communications capability as near to the emergency scene as is safe and appropriate. The ICP should be staffed and have minimal equipment and supplies necessary to be functional and operational.

This may include:

- Barricades, barrier tape, and signage
- Portable radios and mutual aid capable radio
- Portable public address system
- Emergency Response Kits
- Campus telephone directory, Emergency Response Plan
- Pop-up shade shelters

Mutual Aid

As the need for assistance escalates beyond the resource capacity of the District, outside assistance may be requested from a variety of sources. In most cases where Mutual Aid is required the District will work with Santa Clara County and the Santa

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Clara County Operational Area EOC for assistance. However in some incidents, such as an act of terrorism, Federal agencies will respond as well.

To facilitate mutual aid, discipline-specific mutual aid systems work through designated mutual aid coordinators at the operational area, region, and state levels. For the District, the Emergency Coordinator will request contact from the Santa Clara County Operational Area mutual aid coordinator. The basic role of a mutual aid coordinator is to receive mutual aid requests, coordinate the provision of resources from within the coordinator's geographic area of responsibility and pass on unfilled requests to the next level.

The foundation of California's emergency planning and response is a statewide mutual aid system which is designed to ensure adequate resources, facilities and other support is provided to jurisdictions and/or special districts, such as the District, whenever their own resources prove to be inadequate to cope with a given situation(s). The basis for the system is the California Disaster and Civil Defense Master Mutual Aid Agreement, as provided for in the California Emergency Services Act. This Agreement was developed in 1950 and has been adopted by the state, all 58 counties and most incorporated cities in the State of California.

The Master Mutual Aid Agreement creates a formal structure wherein each jurisdiction retains control of its own facilities, personnel and resources, but may also receive or render assistance to other jurisdictions within the state. State government is obligated to provide available resources to assist local jurisdictions in emergencies. It is the responsibility of the local jurisdiction to negotiate, coordinate, and prepare mutual aid agreements.

Mutual aid agreements exist for:

- Law enforcement
- Fire services
- Medical
- Emergency Management
- Public Utilities
- Building Inspectors
- Coroner, and others

Mutual aid may also be obtained from other states. Interstate mutual aid may be obtained through direct state-to-state contacts, pursuant to interstate agreements and contracts, or may be coordinated through federal agencies.

Unified Command

As local public safety (Law Enforcement/Fire) arrive on scene and take charge of field response activities a Unified Command Post (UCP) should be considered. A Unified Command Post is part of the Incident Command System (ICS). It is an authority structure in which the role of incident commander is shared by two or more individuals, each already having authority in a different responding agency (i.e. SCCSO, Cal-Fire, Gavilan). Should an EOC activation occur, real time intelligence would be shared immediately between the field incident commanders in the “Unified” Command Post and the Operations Coordinator assigned to the EOC.

3.6 EOC Operations

Emergency Operations Center

An Emergency Operations Center (EOC) is a central location from which the District Emergency Management Team can provide interagency coordination and executive decision making in support of incident response and recovery operations.

The EOC does not command or control on-scene response efforts. Units in the field receive direction from an Incident Commander in accordance with the principles of the Incident Command System (ICS). The EOC is considered a Multi-Department coordination entity intended to support field units by providing overall coordination and priority setting of resources.

The EOC does this through:

1. Collecting, evaluating and disseminating incident information;
2. Analyzing District impacts and setting priority actions; and
3. Managing requests, procurement and utilization of resources.

The decisions made through the EOC are designed to be broad in scope and offer general guidance on priorities. NIMS provides a support hierarchy where, if an incident grows beyond the capability of the District’s first responders, activation of the District’s EOC allows for mutual aid requests facilitated through the Santa Clara County OES Emergency Operations Center.

The purpose for activating the District EOC is to request aid in support of solicitations from first responders. When any Special District or City in Santa Clara County activates their EOC, by state policy the County must activate their EOC in order to provide that support.

EOC Operational Region

- The State of California is divided into three Emergency Operations regions; Inland, Coastal and Southern.
- The District is located in the Coastal Region, which is headquartered in Oakland.
- If an incident grows beyond the capability of the Santa Clara County EOC, (or the San Benito County EOC for the Hollister campus) they can request aid from the Regional EOC (REOC).
- If the REOC requires aid they can request it from the State EOC.
- In the case of a major disaster, such as hurricane Katrina, the State EOC will request aid from the Federal Government.

Hollister Campus

The Hollister Campus is located within San Benito County and falls under the San Benito County EOC Operational Area. All bullet points above are accurate and consistent with the San Benito County EOC. Should an emergency occur at the Hollister Campus and grow beyond the capability of Hollister police and/or fire (local first responders), activation of Hollister's EOC allows for mutual aid requests facilitated through the San Benito County EOC.

The District's ERP is congruent with the San Benito County Emergency Response Plan.

Gavilan EOC Site(s)

The District has two EOC sites. The primary EOC is located in the Gavilan College Multi-Purpose building (MP). The alternate EOC is located inside the Gavilan College Security building (SF) at the north end of Parking Lot A.

Should the Gavilan College campus be uninhabitable due to the emergency, Emergency Management staff will partner with the City of Gilroy to utilize an off-site EOC.

EOC Telephones

Conventional telephone lines should be designated as "essential service lines", which may provide for usage in the event of a system overload. Phones will only be of value as long as phone service is not disrupted. Cellular telephone service will also be employed. This too, assumes that the infrastructure still exists and that the systems are not overloaded.

Radio Equipment

A communications cache should be staged at the ICP and/or EOC and equipped with a minimum of one (1) base station. This cache will be capable of broadcasting on any District frequencies. Each EOC will be equipped with two additional radios with chargers.

EOC/ICS equipment and materials

The primary EOC is outfitted with a large portable/secured cabinet containing five boxes. Each box is designated for a specific function (Management, Operations, Planning/Intelligence, Logistics and Finance) Each box contains the necessary position vests, safety equipment, ERP copy, checklists of responsibilities, required clerical and incident documentation and any other necessary supplies unique to that function.

When an EOC is activated, designated EOC personnel should report directly to the primary EOC unless directed otherwise. The primary EOC is located in the Multi-Purpose building (MP) directly behind the Human Resources building (HR). As the primary EOC, this site is maintained in a state of readiness to support immediate response to emergencies.

In the event that the primary EOC is unavailable, personnel will be directed to the alternate EOC located inside the Security building (SF) at the north end of Parking Lot A. This EOC takes preparations and movement of equipment to get it to a functional state.

In the event that neither the primary or alternate EOC sites are available, EOC staff will receive direction from the EOC Director regarding where to report. The EOC cabinet and supplies will be transported to the identified EOC site.

Each designated EOC position optimally has at least two (2) trained personnel ready for response. Many of these positions are cross-trained to understand the functions of the other EOC positions. Position checklists, located in the EOC cabinet, allow staff trained in other positions to step in and accomplish the primary duties of each position, when necessary.

EOC Action Plans

An EOC Action Plan focuses on supporting the field response by providing reports on activities, mutual aid, and a history of the incident. The Plan also projects needs and identifies resources not available at an Incident Command Post.

ICS Form 201 (Incident Briefing) and 202 (Incident Objectives) can serve as part of the Incident Action Plan.

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An EOC Action plan is a written document which is produced at the first activation of the EOC and then again at the beginning of every operational period, as long as the EOC is activated. It is a collaboration of information from the Emergency Management Team and the Section Coordinators, with the Planning and Intelligence Section Coordinators responsible for producing the document.

The purpose of the Action Plan is to:

- Establish Direction - Set Priorities
- Establish Operational Objectives
- Determine the Operational Period
- Add Accountability by having a standardized, written document
- Reduce Redundancy
- Provide Valuable Documentation

The plan will identify the operational period. It will summarize the current situation, detail the EOC objectives related to the emergency or event, and identify responsible parties. Objectives should be realistic, measurable and identifiable.

The Action Plan is approved by the EOC Director.

EOC After-Action Report

An After-Action Report (AAR) will be written. The AAR will provide, at minimum, response actions taken, necessary modifications to plans and procedures, identified training needs, and recovery activities to date. The AAR will serve as a source for documenting the District emergency response activities, identifying areas of concerns and successes. It will also be utilized to develop and describe a work plan for implementing improvements.

The AAR is a public document and will be made available upon request. The AAR will be written in simple language, well structured, brief and well presented, and geared to multiple audiences. The AAR is due within 60 days after an incident has been resolved and ended.

4.0 ORGANIZATIONAL AND ASSIGNMENT RESPONSIBILITIES

4.1 ORGANIZATIONAL AND ASSIGNMENT RESPONSIBILITIES

This portion of the ERP defines the roles and responsibilities of the District in response to an emergency. Every District student and employee can potentially play a role in the EOP. Perhaps the most critical aspect of the ERP is communication and accurate reports from the scene of an incident which is essential to providing adequate emergency services. Similarly, the campus community must receive up-to-date instructions concerning emergency response procedures and news of evolving events.

4.2 Organizational Roles

Students

Every student should familiarize themselves with emergency procedures, emergency exits and evacuation routes in buildings they use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. The District Security provides information and training to help students know what to do in emergencies and how to prepare ahead of time.

Administrators, Department Chairs and Supervisors

General Responsibilities consist of:

- Prepare their facilities and personnel for potential emergencies by disseminating and implementing Emergency Procedures and by adhering to contemporary standards of safety and preparedness.
- Work cooperatively with the Emergency Services Coordinator, Building Emergency Team and Emergency workers in preparing for and responding to any campus emergency.

Faculty and Staff

Every member of the faculty and staff should familiarize themselves with Campus Emergency procedures, Emergency Exits and Building Evacuation Routes. Employees should be prepared to assess situations quickly and thoroughly and use common sense in determining a course of action. They should immediately report fires or other emergencies to Campus Security (911).

Faculty members are seen as leaders by students and should be prepared to direct their students to assembly points in the event of an emergency. They may be asked to perform duties differing from those in their normal job description until the State

of Emergency no longer exists. Should we use this term or simply “emergency” since a “State of Emergency” may not have been declared.

4.3 Building Emergency Team (BET) Program

Implement procedures to identify and correct potentially hazardous or unsafe working conditions. Mitigate risk where appropriate through knowledge of policies and procedures.

- Maintain emergency contact lists for your BET members and any other contacts critical to emergency response or recovery.
- Maintain, at all times, a Building Coordinator and enough BET members to perform an evacuation sweep of building(s) within five minutes of a fire alarm or emergency.
- Provide assessment and feedback to your BET and encourage lessons learned and constant refinement of your building evacuation plan.
- Cooperate with the Emergency Services Coordinator to provide BET’s with any evacuation equipment and supplies deemed necessary. These might include personal protective equipment, flashlights, walkie-talkie, bull horns, etc.
- Coordinate training with Emergency Services Coordinator.
- Identify and enlist BET members, those individuals within buildings who would be diligent in performing BET responsibilities.
- Work with BET members to create an evacuation and communication plan.
- Schedule regular meetings with your BET’s to review best practices and lessons learned and continue to refine the evacuation plan.

Building Emergency Team Personnel

Each building or facility shall maintain a Building Emergency Team which are identified by wearing orange vests, under the supervision of a Senior Building Coordinator, which will respond to and assist in the evacuation of their assigned building upon activation of a fire alarm or at the first notice of a life-threatening condition requiring the immediate evacuation of a building’s occupants whether or not the alarm is sounded.

Responsibilities:

- Support BET Coordinator to create and practice a comprehensive building evacuation plan;

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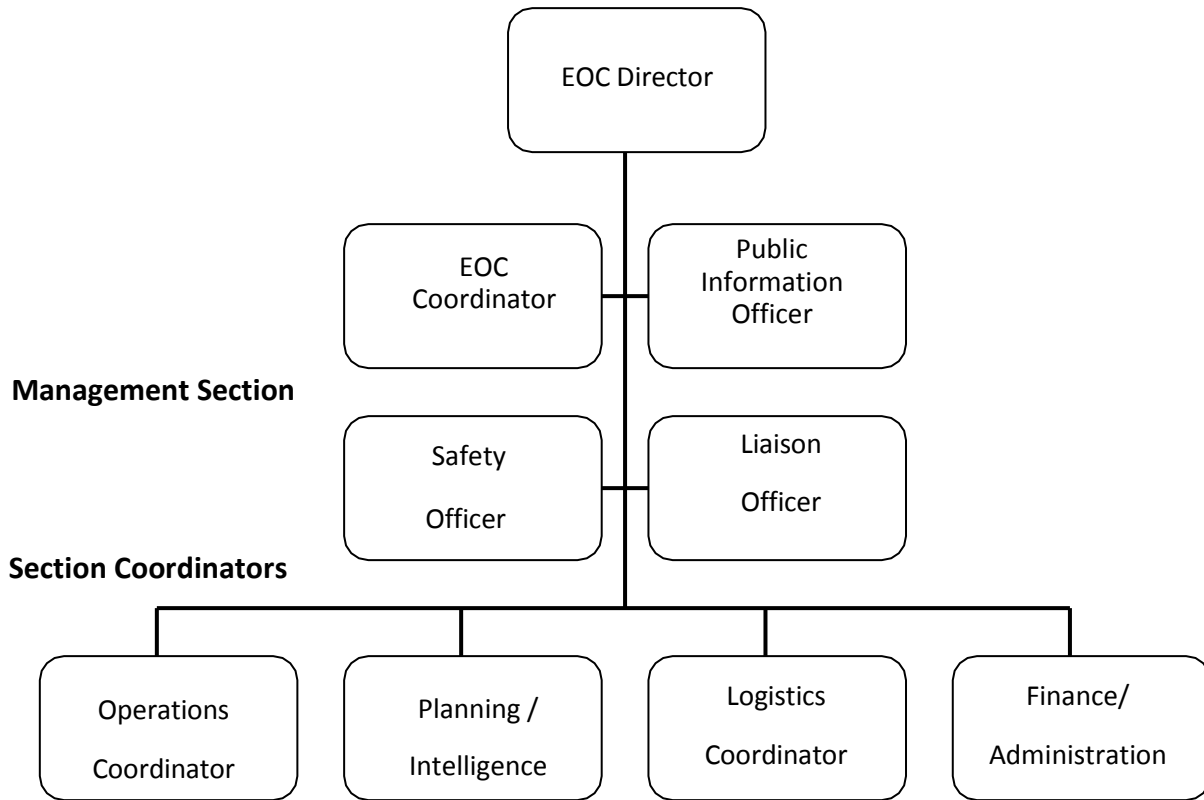
- Practice with fellow team members to develop the most thorough and timely evacuation procedures;
- Perform a sweep of your assigned area, consistent with personal safety to ensure that all persons are alerted to evacuate the building when such an evacuation is required;
- Evacuate occupants to the inside or outside assembly areas according to instructions provided by the Incident Commander or designee;
- Ask persons with disabilities if they need assistance to evacuate the building;
- Escort persons with special needs, who cannot self-evacuate to stairwells and alert the Building Coordinator and Emergency responders of their locations;
- Prevent persons from entering an evacuated building until notified by the Building Coordinator that the building is safe and cleared for re-entry;
- Notify the Building Coordinator of any obvious hazardous conditions within their building;
- Obtain first aid services for injured students; and
- If trained and certified in first aid, rendering first aid, if necessary.

4.4 Emergency Operations Center

Personnel assigned to the Emergency Operations Center (EOC) are organized in accordance with NIMS/SEMS guidelines. The five Sections within an EOC are:

- Management Section
- Operations Section
- Planning/Intelligence Section
- Logistics Section
- Finance/Administration Section

EOC Organization Chart



4.5 Management Section

The Management Section members make up the **Emergency Response Team (ERT)**. In general, the Management Section is responsible for overall management and coordination of emergency response and recovery operations of any given incident; overseeing and managing the five (5) Sections of the EOC; coordinate and liaison with appropriate federal, state and other local government agencies, as well as applicable segments of private sector entities and volunteer organizations; establish priorities and resolve any conflicting demands for support; prepares and disseminates emergency communications, notifications and public information; and disseminates other essential data and information regarding impacts and damage.

Specific responsibilities of the ERT include, but are not limited to:

1. Strategic
 - a. Makes major policy, strategic or resource decisions when critical functions of the District are interrupted.
 - b. Provides leadership and motivation.
 - c. Provides direction and vision for recovery and post-emergency restoration.
2. Resource Allocation
 - a. Ensures adequate resources provided to meet needs.
 - b. Empowers staff to implement response plans.
 - c. Establishes and authorizes emergency budgetary parameters.
 - d. Coordinates recovery with individual operating units.
 - e. Authorizes contingency contractual agreements.
3. Operations
 - a. Orders suspension or interruption of operations.
 - b. Approves extension of or waiving of deadlines.
 - c. Pursues means to resume normal operations as quickly as possible.
4. Communications
 - a. Notifies, informs and updates all constituencies and stakeholders.
 - b. Ensures applicable policy decisions are communicated.
 - c. Serves as interface with counterparts at local, state and federal levels as appropriate.
 - d. Authority over public information releases.
5. Incident Specific
 - a. Declares District emergency.
 - b. Establishes incident response level.
 - c. Determines overall District status and identifies needs/responsibilities.
 - d. Conducts post-emergency briefing.

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6. Planning
 - a. Ensures organizational readiness through appropriate planning processes.
 - b. Authorizes overall District response strategies and plans.
 - c. Supports and participates in training, exercises and outreach.

MANAGEMENT SECTION POSITIONS

EOC Director

The Superintendent/President serves as the EOC Director. The EOC Director has overall responsibility and authority for the operation of the EOC. The EOC Director assures that the EOC is staffed and operated at a level commensurate with the emergency; assists in developing and approves the Incident Action Plan (IAP); coordinates the activity of all command and general staff; upon EOC deactivation, ensures that an After Action Report (AAR) is prepared and all corrective actions noted in the report are completed in the specified time frame.

EOC Coordinator

The EOC Coordinator serves as an advisor to the EOC Director and General Staff as needed; oversees the overall functioning of the EOC by providing knowledge and guidance of the activation and internal functions of the EOC and ensures compliance with Operational Area emergency plans and procedures; provides good working knowledge of systems, equipment and processes used in EOC activations and operations; assists the Liaison Officer in ensuring proper procedures are in place for directing Agency Representatives and conducting VIP/Visitor tours of the EOC; ensures policies and procedures within the EOC are maintained including security procedures and accurate and appropriate display of identification and section specific identifiers (color coded vests).

Public Information Officer

The Public Information Officer (PIO) is responsible for providing news and information on the emergency to the media, public, all departments and required agencies; ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines; oversees and supervises the disaster hotline; responsible for multimedia communication messages including, but not limited to; the website, television, Twitter, Nixle, Facebook, Radio, emergency telephone notifications and other tools; in larger disasters, the PIO may expand and a representative may be sent to the Joint Information Center (JIC).

Liaison Officer

Incidents that are multi-jurisdictional, or have several involved agencies, may require the activation of the Liaison Officer. The Liaison Officer's function is to provide a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also

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ensure that the EOC Director is informed as to which agencies are represented in the EOC and assists the EOC Director and EOC Coordinator in conducting briefings for inter-agency coordination and with distribution of the Action Plan; oversees all special events, dignitary visits and field liaison positions.

The Liaison Officer also serves as the point of contact to all internal and external individuals, organizations, agencies and customers (Board of Trustees, City/County elected officials, local business, all other government and nongovernment agencies and community faith based organizations) and maintains a roster of agency representatives contacted.

Safety Officer

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential District liability during EOC operations; ensuring that all facilities used in support of EOC operations have safe operating conditions; monitoring all EOC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; and stopping or modifying any unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

More specific actions include:

- Review or initiate Safety Plan and all Safety Messages
- Complete the Incident Safety Analysis Mitigation form (ICS Form 215A)
- Consult with the EOC Director and General Staff Coordinators on the need to prepare and present an EOC Safety Message and Site-Safety Plan at appropriate meetings and briefings (ICS Forms 202/208)
- Review/Create the EOC Medical Plan (ICS Form 206)

4.6 EOC Section Overview

Each EOC Section (Operations, Planning, Logistics and Finance) is overseen by a Section Coordinator. The Section is comprised of specific functions referred to as Branches and Units. Each Section Coordinator reports directly to the EOC Director.

It is essential that each EOC participant understands the reporting procedures and follows them throughout the course of an emergency incident as described below:

- The EOC Director is in charge of the overall campus emergency response and oversees the EOC Management Staff and Section Coordinators.
- The EOC Section Coordinators report to and take directions from the EOC Director and work with their Branches/Units and other EOC Section Coordinators.

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- Branch Directors/ Division Supervisors report to and take direction from their EOC Section Coordinator. Members work with their staff and other Branches/Units within their Section.
- Units report to and take direction from their Branch Coordinators and work with their Department Operations Center when applicable and other Units within their Branch.

Training is vital to the success of this plan and is an essential part of ICS/SEMS/NIMS. All EOC participants and alternates will receive training in ICS/SEMS/NIMS, the functioning of the EOC and their primary roles and responsibilities in the EOC. They will also participate in exercises and drills.

Operations Section Overview

The Operations Section is under the supervision of the Operations Section Coordinator and is responsible for the execution of the Incident Action Plan (IAP). The Operations Section is comprised of the following Branches under the supervision of a Coordinator:

- Public Safety
- Communications
- Search & Rescue
- Medical
- Health & Safety
- Building & Utility

These positions will be staffed depending on the nature and extent of the emergency. The Operations Section Coordinator assumes the responsibilities of positions not staffed.

Operations Section Coordinator

The **Director of Athletics** or alternate serves as the Operations Section Coordinator and reports directly to the EOC Director. The Operations Section Coordinator assists in the preparation of the Incident Action Plan (IAP); develops and implements strategies to carry out incident objectives; organizes, assigns, and supervises resources; directs the execution of the IAP and oversees the preparation of unit operational plans. In addition, the Operations Section Coordinator initiates intelligence gathering concerning casualties and damage, identifies immediate problems, focuses on the highest priorities (life/death), and controls problems. The Operations Coordinator is responsible for requesting and releasing resources.

Planning and Intelligence Section Overview

The Planning and Intelligence Section is under the direction of the Planning Section Coordinator and is responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources; development of the action plan in coordination with other functions; and the collection and maintenance of incident documentation. The Planning Section maintains an incident log and display maps and charts. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting EOC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After Action Report when the EOC is deactivated.

Information and Intelligence are important to:

- Understand the current situation
- Predict the probable course of incident events
- Prepare strategies for the incident
- Provide status reports to management to evaluate the effectiveness of the Incident Action Plan and the need for additional resources
- Prepare incident documentation

Documentation is important to:

- Track resources and personnel
- Record injuries to personnel
- Support insurance claims
- Support requests for reimbursement from State and Federal governments
- Identify operational readiness issues, equipment issues, highlight strengths and areas of improvement needed
- Create After Action Report (AAR)

The Planning and Intelligence Section consists of the following Branches:

- Damage Assessment
- Situation Status
- Recovery

Planning Section Coordinator

The District's Planning Section Coordinator is the **Director, Admissions & Records** or an alternate. The Planning Section Coordinator collects, analyzes and processes information about the incident and supervises the preparation of all Incident Action Plans.

The Planning Coordinator writes action plans for:

1. Control and containment of the emergency
2. Surveys of facilities and structures and inspections
3. Shut down and restoration of damaged structures

Logistics Section Overview

The Logistics Section is under the direction of the Logistics Section Coordinator.

The Logistics Section consists of the following positions:

- Procurement
- Transportation
- Care & Shelter
- Facilities
- Information Technology
- Human Resources

Logistics Section Coordinator

The District's Logistics Section Coordinator is the **Director, Community Education** or an alternate. The Logistics Section Coordinator is responsible for supporting incident response through the acquisition, transportation and mobilization of resources. He/she reviews the Incident Action Plan and estimates needs for the next operational period; the Logistics Coordinator maintains the Unit/Activity Log (ICS 214).

Finance/Administration Section Overview

The Finance/Administration Section is under the direction of the Finance Coordinator. The Finance/Administration Section is responsible for all financial and cost analysis components of the incident. This section tracks personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections.

The Finance section consists of the following branches:

- Risk Management
- Compensation and Claims
- Time Keeping
- Cost and Accounting.

Finance Section Coordinator

The **Director of Business Services**, or alternate, serves as the Finance Section Coordinator and manages the financial aspects of the emergency. The Finance Coordinator provides input in all planning sessions on financial and cost analysis matters. The Finance Coordinator ensures that all local, state and federal regulations are followed with regard to expenditures.

Responsibilities:

- Ensure that all financial records are maintained throughout the emergency.
- Ensure that all on-duty time is recorded for all emergency response personnel.

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- Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
- Ensure there is a continuum of the payroll process for all employees responding to the emergency.
- Determine purchase order limits for the procurement function in Logistics.
- Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Provide administrative support to all EOC Sections as required.
- Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
- Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.
- Supervise the Finance/Administration Section.

Management Unity and Delegation of Authority

The EOC organization is flexible and can be expanded or diminished as required depending on the incident. The EOC Director is responsible for accomplishing the EOC mission and may delegate responsibility into the four (4) main Sections; Operations, Planning/Intelligence, Logistics and Finance/Administration.

The Section Coordinators are responsible for delegating responsibility within their Branches and for staffing their section at the appropriate level to accomplish the EOC goals.

4.7 Field Operations

Incident Commander - IC (Field Teams)

The Incident Commander is a field designation. The IC has overall responsibility for on-scene field operations/activities and reports directly to the **Operations Section Coordinator**.

An Incident Command Post (ICP) is often established as close to the incident scene as practical. The ICP will be staffed by Campus Security personnel and other agency personnel, as appropriate and will provide a standardized process for onsite incident command of emergency operations in the field. If appropriate, a Unified Command will be established with outside agencies/organizations as needed.

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Command Posts (CP) provide a contact point for response teams and arriving resources, radio communications with the EOC, a process for requesting resources and on-site assistance for the District regarding emergency services (i.e. medical care and shelter).

Gavilan Campus Security

Gavilan Campus Security is a field resource. The primary objectives of campus security during an emergency include:

1. Protect Life
2. Restore order
3. Protect property

Gavilan Campus Security services include:

- Crime Prevention
- Campus patrols and escorts
- Incident reporting and documentation
- Protection of critical infrastructure

Inter-Agency Coordination in the EOC

A primary requirement of SEMS/NIMS is the use of inter-agency coordination at all levels. Inter-agency coordination is the participation of agencies and disciplines working together in a coordinated effort to facilitate decisions for overall emergency response activities including the sharing of resources and the prioritization of incidents. The District has Mutual Aid Agreements with the Santa Clara County Sheriff's Department, Cal-Fire, the City of Gilroy Police and Fire Departments and the County of Santa Clara, and will operate under Unified Command when appropriate.

Local Government

Overall responsibility for emergency management activities within any local jurisdiction, agency, or special district rests with the established leadership of that organization. Designated members of the appropriate local staff will conduct emergency management functions within each jurisdiction. In the County of Santa Clara, the emergency management organizations are responsible for coordination and direction of response and recovery operations within their respective jurisdictions.

Disaster Service Workers

Employees of the State of California shall be required to become Disaster Service Workers (DSW) in the event of a local, state, national disaster or emergency. Per Government Code Section 3100-3101, all District employees are declared "Disaster Services Workers" subject to such disaster service activities as shall be assigned to them by their superiors or by law.

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In the event of an emergency or disaster, the expectation is that Disaster Service Workers will secure their own homes and families and then return to the campus to assist in response activities. Continuity of campus operations is a critical response area during disasters, and DSW's play a major role in this function. Disaster Service Workers may also include CERT members, and other volunteers from the campus and community.

Operational Area

The Operational Area is the umbrella entity that provides support to and coordination of emergency operations within its area. Emergency management systems actively exist in the incorporated cities of Santa Clara County. The District is within Santa Clara County and is considered a special district.

The Operational Area (OP Area) consists of the special districts and cities within the County of Santa Clara. In accordance with SEMS regulations, the County of Santa Clara Office of Emergency Services (County OES) is designated as the OP Area Coordinator for Santa Clara County. Under SEMS, the OP Area serves as an intermediate level of the state's emergency service organization, encompassing the county and all political subdivisions located within the county.

In an emergency, Santa Clara County OES can be contacted by any of the special districts within the County and request to activate their EOC. The County EOC's role is to coordinate among local political subdivisions and act as the single point of contact for State and Federal agencies. If two (2) or more jurisdictions are affected by an emergency, the OP Area activates automatically. The level of activation can range from an on-call County OES Coordinator to a full-scale activation of the County OES Emergency Operations Center (EOC).

When activated, the Santa Clara County OP Area EOC will act as the point of contact for assistance requests from local and special district EOC's to the Coastal Region and the Governor's Office of Emergency Service

5.0 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

5.1 Information Resources

During the course of normal daily operations, local conditions are monitored via internet websites, NOAA, NWS, weather radios, law enforcement alerts, and local crime reports.

Sources include, but are not limited to the following:

- Santa Clara County Sheriff's Department: <https://www.sccgov.org/sites/sheriff>
- Gilroy Police Department: www.ci.gilroy.ca.us/151/Police-Department
- Gilroy Fire Department: www.cityofgilroy.org/165/Fire-Department
- Cal-Fire: <http://www.fire.ca.gov/>
- Santa Clara County EMS: www.sccgov.org/sites/ems/Pages/ems.aspx
- Santa Clara County OES: www.sccgov.org/sites/oes
- National Oceanic and Atmospheric Administration: <http://www.noaa.gov/>
- National Weather Service: <http://www.weather.gov/>
- U.S. Geological Survey: <http://www.usgs.gov/>

5.2 Collection, Analysis and Dissemination

One important emergency function is to collect, analyze and properly disseminate situational information to the faculty/staff and personnel to make operational decisions for current and future operational periods. In order to obtain true and accurate situational information, all organizational units within the campus community and personnel must provide updates, damage assessments and resource status reports to the District Superintendent/President or designee.

Prior to the public release of data, information must be vetted; particularly in the event of criminal activity. Information regarding an incident is to be released only on a need to know basis.

6.0 TRAINING, DRILLS AND EXERCISES

6.1 Training Goal

The goal of the District's Emergency Management training, drills and exercises is to ensure the EOC and campus community is prepared to carry out emergency response functions during any emergency situation.

Training, drills and exercise are designed to meet the following goals:

- Provide general instructions to the campus population regarding potential hazards, methods of alerting and protective actions;
- Familiarize the campus community with evacuation procedures and routes to reduce panic during an actual emergency;
- Provide training to members of the EOC staff;
- Provide problem-solving drills to the members of the EOC to enhance skills;
- Continually improve emergency management and response training incorporating new ideas and lessons learned.

6.2 Training Scope

Training, drills, and exercises are conducted in a no-fault learning environment wherein systems and processes are evaluated. An After Action Report (AAR) will be written after a training, exercise and/or drill. The AAR results will provide an opportunity to identify weaknesses, enhance strengths and improve capabilities. Because the District tests emergency plans, skills, resources, and relationships in response to a dynamic homeland security environment, drills and/or exercises may result in multiple findings and recommendations for improvement.

6.3 Emergency Services Coordinator

The Emergency Services Coordinator role is tasked to the **EOC Coordinator**. The Emergency Services Coordinator will ensure District employees are aware of this plan and are trained to levels required by the guiding directives in SEMS/NIMS.

6.4 Training Requirements

Current training requirements include ICS (ICS 100, ICS 200), SEMS, and NIMS (IS 700) as required by State and Federal guidelines. The Emergency Services Coordinator will inform District Staff of training opportunities associated with emergency management. Those with responsibilities under this plan must ensure their personnel are properly trained to carry out these responsibilities.

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6.5 Training Schedule

The schedule of training, drills, and exercises are as follows:

Activity/Event	Objective	Responsible/ Frequency	Participants/Persons Affected
GavAlert	Transmit test message to verify the reliability of the Campus Emergency Alert Systems of individuals registered with GavAlert by alerting their cell phone/ text messaging; includes communication with classroom facilities via the telephone system.	Emergency Services Coordinator Within two weeks (14 Days) of the beginning of each Semester or Session	All registered GavAlert Users Faculty/Staff Students
Campus Emergency Radio Test	Test the functionality of radios issued to campus security, providing direct communication capability to the Emergency Operation Center.	Emergency Services Coordinator 1 st Wed of Month	Campus Security Every Administrator
Campus Evacuation Drill	Simulate day and night evacuation drills in an effort to ensure the safe evacuation and account for staff, faculty, students and the general public.	Emergency Services Coordinator Full campus drills September/March	Campus Wide Faculty/Staff Students Visitors
Emergency Operation Center Drill (EOC)	Emergency management team will engage in an annual functional tabletop exercise to test the ability of the District's response to a catastrophic event.	Emergency Services Coordinator Annual full scale table top for EOC September	EOC Staff
Emergency Management Team update	Provide Presidents Office with the updated EOC team roster	Emergency Services Coordinator August	President
New Employee Orientation & Emergency Preparedness Training	Designed to establish a learning environment for students, faculty and staff on plans and procedures for responding to an emergency	Human Resources	Director of Human Resources

7.0 ADMINISTRATION, FINANCE, AND LOGISTICS

7.1 General Support Requirements During Emergency Operations

- Ensure preservation and safekeeping of all records.
- Arrange for temporary workspace and relocate essential services.
- Initiate a record-keeping system for all expenditures associated with emergency operations.
- Coordinate with Purchasing on procedures for handling emergency expenditures.

8.0 PLAN DEVELOPMENT AND MAINTENANCE

8.1 Overview

The Gavilan Joint Community College District ERP is an all hazards document describing the District's Emergency Operations organization, compliance with relevant legal statutes, other guidelines, and critical components of the District's emergency response system. This system is activated during emergency situations and disasters (natural and manmade) affecting the District.

8.2 Planning and Coordination

Every two (2) years, the ERP will be reviewed and updated by the Emergency Services Coordinator.

- Records of revision will be maintained.
- ERP may be modified as a result of post-incident analyses and/or post exercise critiques;
- ERP will be modified if responsibilities, procedures, laws, rules, or regulations pertaining to emergency management and operations change.

9.0 AUTHORITIES AND REFERENCES

9.0 Authorities and References

The authorities and references listed herein establish the legal basis for emergency preparedness and response; **however, the listings below are not all inclusive.**

9.1 Authorities:

Federal:

- Robert T. Stafford Disaster Relief and Emergency Assistance Act (FEMA 592, June 2007)
- Federal Civil Defense Act of 1950
- Homeland Security Presidential Directive 8
- Jeanne Clery Act (Disclosure of Campus Emergencies and Crime Statistics)

State:

- California Emergency Services Act
- California State Emergency Plan
- California Code of Regulations Title 19, Division 2, Office of Emergency Services, Chapter 1, 2400, Standardized Emergency Management System (SEMS) Regulations
- Disaster Assistance Procedural Manual (Cal-OES)
- California Emergency Resources Management Plan
- California Mutual Aid Agreement
- California Law Enforcement Mutual Aid Plan and Fire Mutual Aid Plan
- Government Code 3100 (Disaster Service Workers)
- Government Code 3101 (Inclusive of the District's employees)
- Government Code 3102 (a) (Disaster Service Workers Oath or Affirmation)
- Orders and Regulations which may be selectively promulgated by the Governor during a "STATE OF EMERGENCY"

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- Orders and Regulations which may be selectively promulgated by the Governor to take effect upon the existence of a “STATE OF WAR EMERGENCY.”

Local:

- County of Santa Clara Ordinance Code, Division A8 Civil Protection & Emergencies, Sec. A8-1 thru Sec. A8-31.

9.2 References:

- Santa Clara County, Operational Area Emergency Operation Plan, 2008; available at: https://www.sccgov.org/sites/oes/documents/eop_complete.pdf
- FEMA publication: “**Guide for Developing High-Quality Emergency Response Plans for Institutions of Higher Education**,” 2013. Available at http://rems.ed.gov/docs/REMS_IHE_Guide_508
- FEMA State and Local Guide 101 (SLG 101), **Guide for All-Hazard Emergency Response Planning**, 1996. Available at: <https://www.fema.gov/pdf/plan/slg101.pdf>
- Federal Emergency Management Agency (FEMA) Emergency Management Institute training. Available at : www.training.fema.gov/IS/NIMS.aspx
- Pandemic Influenza Preparedness advisement document. Available at <https://www.sccgov.org/sites/sccphd/en-us/Residents/beprepared/Pages/panflu.aspx>
- REMS Publication: “Guide for Developing High-Quality Emergency Response Plans for Institutions of Higher Education”. Available at: <http://rems.ed.gov/IHEGuideIntro.aspx>
- National Response Framework (NRF). Available at: <http://www.fema.gov/national-response-framework>
- Presidential Policy Directive 8 (PPD-8). Available at: <http://www.dhs.gov/presidential-policy-directive-8-national-preparedness>

10.0 FUNCTIONAL ANNEXES

Gavilan College Campus - Evacuation Map

(This map is not to scale)

GAVILAN  COLLEGE

EVACUATION ASSEMBLY POINTS

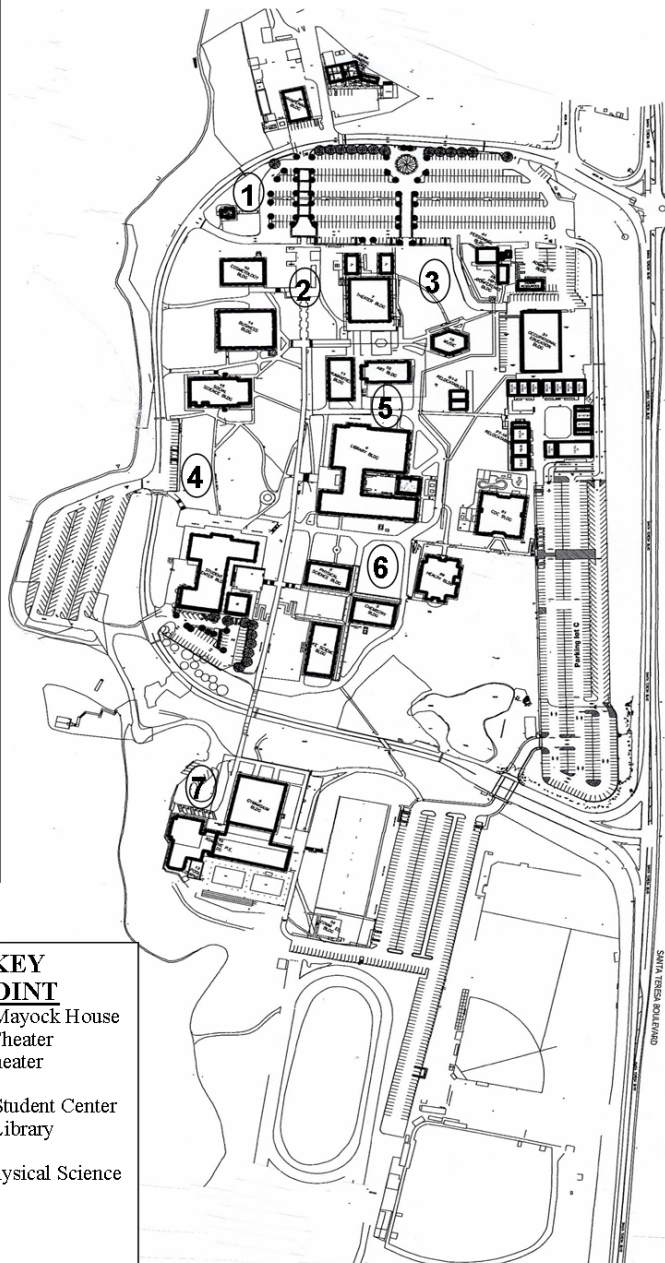
Spring Semester 2016

EVACUATION INSTRUCTIONS

- Remain at assembly point until given the “all clear” from uniformed personnel or other authorized personnel
- Report any missing students or personnel to the Emergency Command Center (ECC)
- Emergency Command Center

BUILDING GUIDE

APE	Adapted Physical Education
AR	Art
BOB	Business Office Building
BU	Business
CD	Child Development
CHP	Chapel
COS	Cosmetology
GY	Gym
HOB	Health Occupations Bldg.
HR	Human Resource
HU	Humanities
LI	Library
LS	Life Science
MA	Mathematics
MAY	Mayock House
MP	Multipurpose Building
MU	Music
PS	Physical Science
SC	Student Center/Administration
SF	Security/Facilities
SS	Social Science
TH	Theater



EVACUATION ASSEMBLY POINTS KEY

#	BUILDING	ASSEMBLY POINT
1	MAY, SF	Lawn area north of Mayock House
2	BU, COS	Paved area west of Theater
3	AR, BOB, HR, HRC, HU, MU, TH,	Lawn area east of Theater
4	SC, SS	Lawn area north of Student Center
5	LI, TV, MP, GECA	Lawn area north of Library
6	CD, DRC, HOB, LS, MA, PS	Lawn area east of Physical Science
7	APE, GY	Parking Lot G

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Gavilan College Campus - Evacuation Assembly

Function & Point Person List

CONTACT GROUP

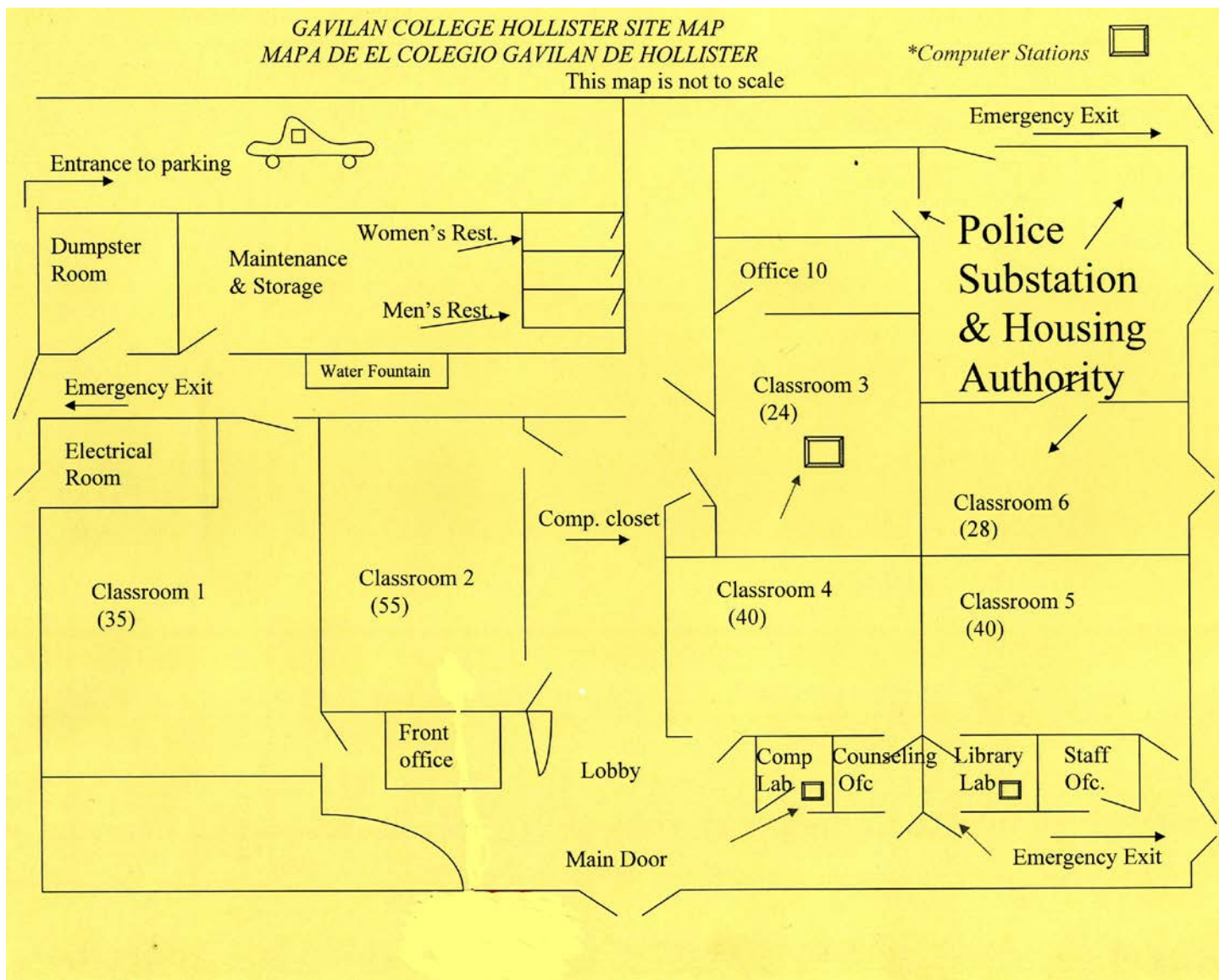
EVACUATION ASSEMBLY POINTS

(Note: If Primary/Secondary contacts are not available someone will be reassigned)

ASSEMBLY POINTS	PRIMARY ADMINISTRATOR	OFFICE PHONE #	SECONDARY	OFFICE PHONE #
1	Fran Lozano	848-4702	Wade Ellis	848-4738
2	Sherrean Carr	848-4757	Eddie Cervantes	848-4887
3	Eric Ramones	848-4753	Kyle Billups	848-4901
4	Carina Cisneros	848-4772	Candice Whitney	848-4754
5	Brooke Bedding	848-4871	Veronica Martinez	848-4725
6	Randy Brown	848-4847	Susan Sweeney	848-4813
7	Ron Hannon	848-4895	Jeff Gopp	848-4705

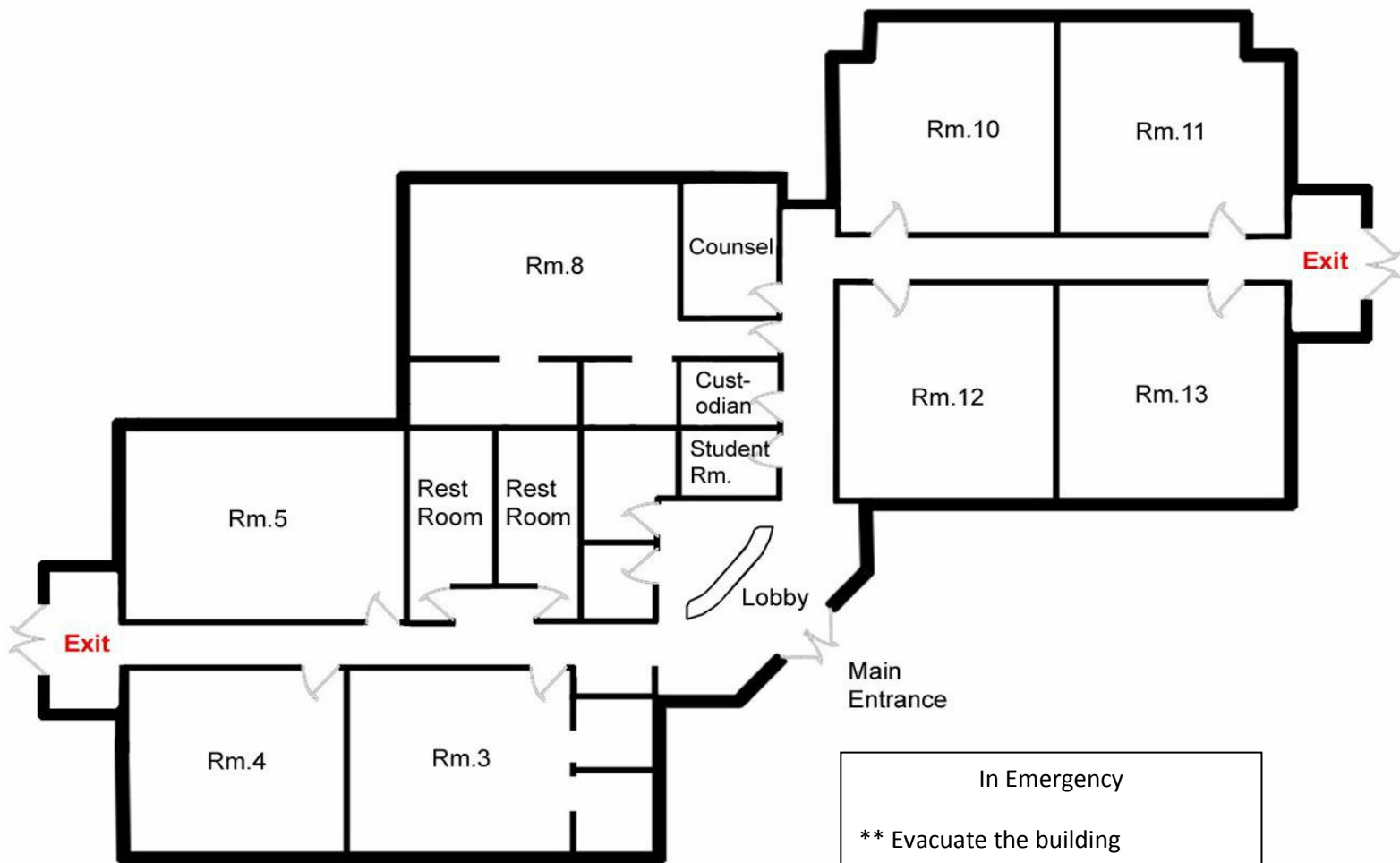
Hollister Campus - Evacuation Map

(This map is not to scale)



Morgan Hill Campus – Evacuation Map

(This map is not to scale)



In Emergency

- ** Evacuate the building
- ** Activate 911
- ** Follow instructions of emergency dispatcher

EVACUATION

EVACUATION

In a campus-wide emergency the decision to implement evacuation procedures rests with the Superintendent/President or designee; if the EOC is activated, the EOC Director. In situations requiring immediate action, public safety responders (Police/Fire) can also order a District building or entire campus evacuated. When evaluating possible evacuation, consideration will be given to the specific threat (bomb, fire, storm, earthquake, explosion, etc.), its context (time of day, likelihood, etc.) and the **recommendation of public safety officials**.

The procedures for a campus-wide evacuation will vary, depending on the nature of the event. In all cases when the decision has been made to evacuate, the campus will likely be evacuated in stages, beginning with the areas that are in the immediate vicinity of the threat. Other areas will then be evacuated in succession. This graduated evacuation is preferable to a total, immediate evacuation, as it triages the populations most in danger, minimizes likelihood of gridlock and congestion, and provides for ingress of emergency vehicles and personnel. In all cases, evacuees would be directed away from the vicinity of the threat.

For certain emergencies such as a bomb threat, the fire alarms may not be used. Instead, authorized emergency response officials will move through the building/campus and order the occupants to evacuate. **Faculty and staff members do not initiate building evacuations.** However, under certain circumstances, they may be authorized to announce the evacuation in their assigned areas.

BUILDING EVACUATION

- The District policy requires each building to have a posted Building Evacuation Plan so occupants can become familiar with evacuation routes for their area.
- When the evacuation order is given, vacate from the nearest marked exit and alert others to do the same.
- Occupants on floors above the ground floor must use emergency exit stairwells to leave the building. **Do not use elevators unless authorized to do so by police or fire personnel. Elevators could fail during a fire, earthquake or flood.**
- Assist individuals with disabilities or other persons that may need help in exiting the building.
- Once outside, proceed to a clear area that is at least 300 feet away from the affected building. Keep streets, fire lanes, fire hydrants and walkways clear for emergency vehicles and personnel.
- KNOW YOUR AREA EVACUATION ASSEMBLY POINTS - SEE MAP PAGE 1
- IMPORTANT: After any evacuation, report to your designated Evacuation Assembly Point and check-in with your instructor. Stay there until further instructions are given by an Administrator/Supervisor or Security Officer.
- DO NOT return to an evacuated building unless told to do so by an Administrator/Supervisor or Security Officer.

Instructor Responsibility: Accounting for all Persons

The following basic steps must be followed to maintain student accountability:

- Instructors should bring their class roster with them;
- Ensure that all students are out of classroom, restrooms and workrooms;
- If evacuating because of a Bomb Threat students should take all personal belongs;
- Close doors after following students out of the building;
- Instruct the first student in line to hold open exit door(s) until all persons in the class have evacuated the building;
- Proceed to designated evacuation assembly point. Once there, make note of students who are no longer present and furnish those names to school administrators as soon as possible;
- Instructors should remain with their class until notified by an administrator that it's "all clear" and safe to return or release the class.
- When an off-campus evacuation is called, instructors should follow the same basic steps outlined above and document students in attendance prior to the evacuation.

CAMPUS EVACUATION

- Evacuation of all or part of the campus will be announced by Administration;
- All persons (students and staff) are to immediately vacate the site in question, and relocate to another part of the campus or off-campus, as directed;
- When necessary to leave campus by personal vehicle, exit the gate nearest to where you are parked and follow the directions of Campus Security or local law enforcement.

FACULTY RESPONSIBILITY

Faculty members are responsible for assisting and directing building occupants in assigned areas to the evacuation exit routes and confirming that all occupants have evacuated their areas. Faculty members will report to an authorized emergency responder that their area is clear. Authorized emergency responders are uniformed police officers, firemen or District emergency response officials. **Try to remain calm, and give clear evacuation instructions.**

ASSISTING DISABLED INDIVIDUALS

Visually Impaired/Blind

Advise the person without sight of the nature of the emergency and offer your arm for guidance. As you walk, inform the person where you are and of any obstacles in your path. When you reach safety, orient them to a safe location, and ask if they need any further assistance.

Hearing Impaired/Deaf

Persons who are hearing impaired or deaf may not perceive an audible fire alarm. Use an alternate warning system.

1. Flash room lights – Wave your Arms – Tap person's shoulder;
2. Gesture what is happening and what to do;
3. Write on board or paper: Nature of emergency & evacuation route;
4. Offer assistance and have the person follow you to the evacuation route.

Persons Using Crutches, Canes or Walkers

Individuals using crutches, canes or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential. In emergency evacuations, these individuals should be treated as if they are injured. If they are in need of assistance have the individual sit on a sturdy chair (preferably a chair with arms) and follow the procedure for non-ambulatory persons listed in the next section.

Mobility Impaired Persons

Most non-ambulatory persons will be able to exit safely without assistance if they are on the ground floor. Individuals using wheelchairs can usually be pushed or accompanied to safety. For floors above the ground level, needs and preferences will vary.

Always consult the person as to his/her needs and preferences regarding:

- Ways of being removed from the wheelchair;
- The number of people needed for assistance;
- Whether to move or extend extremities when lifting;
- The need for a seat cushion or pad;
- After-care if person is removed from the wheelchair;
Is a stretcher, chair or paramedic attention necessary?

Other Considerations

- Check evacuation routes for obstructions before assisting the person to the exit;
- Delegate other volunteers to bring the wheelchair;
- Reunite the person with their wheelchair as soon as it is safe to retrieve it;
- Be aware that some people have minimal ability to move. Lifting or moving them too quickly may be dangerous to their health. It may be necessary for trained rescue responders to bring the person out of the building. If this is the situation, the person must be brought to a "Safe Area of Rescue" to wait for assistance.
- Call campus security or other trained District personnel and wait for help before transferring a person from a wheelchair or transporting a person on a stairway, unless the situation is imminently life threatening.
- Special evacuation chairs, if available, may be used for stairway evacuation or to transport injured or non-ambulatory persons.

REPORTING AN EMERGENCY

Reporting an Emergency

If you encounter an emergency situation on campus:

ACTION STEPS

Step 1

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of Business Services and Security, as well as other Emergency Response Team members. The Director of Business Services and Security will notify District administrators and other public officials as necessary.

Roles and Responsibilities

Campus Security

- Send security personnel to the emergency;
- Confirm with 911 communications that a call was received and/or report the incident;
- Obtain a status update from 911 dispatcher and advise responding security personnel;
- Notify the Director of Business Services and Security .

Director of Business Services and Security

- Notify appropriate Emergency Response Team members;
Depending on incident circumstances, consider:
 - Emergency notifications and communication
 - Incident Command Post
 - EOC Activation
- Issue an immediate report to the President's Office if the situation warrants;
- Initiate campus Emergency Notification systems (if applicable);
- Respond to the site of the incident immediately;
- Contact and communicate with Public Safety officials, if necessary;
- Arrange for a security officer or an administrator to meet Public Safety officials who have been called to the campus;
- Oversee and coordinate emergency procedures as needed.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- Coordinate shelter-in-place, lockdown and/or evacuation directives if needed;
- Complete an Incident Report Form.

President

- Respond to designated area if warranted.

Emergency Response Team

- Respond to designated area if warranted.

Faculty

- Remain with your class until immediate danger has subsided;
- Instruct your class on shelter-in-place, lockdown and evacuation procedures;
- Assist students with disabilities as necessary.

Staff

- Supervisors will instruct you to shelter-in-place, lockdown or evacuate the area if necessary;
- Assist other co-workers as needed;
- Assist visitors as necessary.

MEDICAL EMERGENCIES

MEDICAL EMERGENCIES

If you encounter a MEDICAL EMERGENCY situation on campus

ACTION STEPS

Step 1

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of Business Services and Security, as well as other Emergency Response Team members. The Director of Business Services and Security will notify District administrators and other public officials as necessary.

- Stay calm - The dispatcher may ask you for the following information;
 - The patient's exact location.
 - Nature of the illness or injury.
 - Your name and phone number.
 - Whether the patient is conscious or unconscious.
 - Whether or not the patient is breathing.
 - Do not hang up until told to do so.
- Keep the patient still, quiet, calm, and as comfortable as possible;
 - Let them know help is on the way.
- Do NOT move the patient unless there is an imminent danger to life or safety;
- Stay with the patient until emergency medical personnel arrive;
- **If trained** and comfortable doing so, administer first aid;
 - Keep the patient warm by covering him/her with a blanket or coat.
 - Control serious bleeding by applying direct pressure with a clean cloth.
 - If the patient is not breathing and has no pulse, administer CPR until an Automated External Defibrillator (AED) can be applied.
- Do not attempt to transport the patient to a medical facility. Wait for emergency responders to arrive.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Roles and Responsibilities

Campus Security

- Notify Health Nurse at (408) 848-4791;
- Send available security personnel to the medical emergency;
- Confirm with 911 communications that a call was received and county EMS protocol has been activated; and/or report the incident;
- Obtain a status update from 911 dispatcher and advise responding security personnel;
- Notify the Director of Business Services and Security .

Director of Business Services and Security

- Notify appropriate Emergency Response Team members;
- Issue an immediate report to the President's Office if the situation warrants;
- Respond to the site of the incident immediately;
- Contact and communicate with Public Safety and EMS officials, if necessary;
- Oversee and coordinate emergency procedures as needed;
- Ensure incident is documented.

President

- Respond to incident only if necessary.

Emergency Response Team

- Respond to incident only if requested.

Faculty/Staff

- Ask students and employees who are not assisting and/or are not needed for witness interviews to return to class.
- Remain with the injured or ill person(s) until help arrives.

LOCK DOWN (DENY ENTRY)

LOCKDOWN

In the event of a Hostile Intruder, Active Shooter, or other violent threat on the Gavilan College campus, local law enforcement will respond and stop the threat. Upon notification of the threat a member of the Campus Emergency Response Team will activate the “Mass Notification System” alerting all personnel of the danger and to Lockdown.

LOCKDOWN is initiated to isolate students and staff from danger when there is an immediate emergency and movement within the campus that might put students and staff in jeopardy. LOCKDOWN is used to prevent intruders from entering occupied areas of the building. The concept of LOCKDOWN is no one in, no one out. All exterior doors are locked, door windows covered, doors barricaded, lights turned off and students and staff must remain inside the classrooms or safe locations at all times. Instructors and other school staff are responsible for ensuring that no one leaves the safe area.

LOCKDOWN is started with an announcement from whoever sees or hears the crisis unfolding and that individual initiates the LOCKDOWN and simultaneously notifies 911 and campus security. These actions initiate a pre-planned response to this threat hazard.

This ACTION is considered appropriate for, but is not limited to:

- Gunfire;
- Violence near or outside classroom/location;
- Law enforcement requested Lockdown.

General Guidelines for Action

- LOCK/CLOSE DOOR(S)!
- Cover Door window;
- Barricade Door;
 - Barricade door using desk, cabinets, chairs (all of them)!
- If **door opens out** and has an elbow hinge, wrap a belt around the hinge and Barricade!
- Turn off lights;
- Close window curtain and/or blinds;
- Silence cell phones and turn off radios (eliminate all noise);
- Keep occupants calm, quiet, and out of sight;
- Keep yourself out of sight behind cover/protection;
- Place signs in exterior windows to identify the location of injured persons;
- REMAIN IN LOCKDOWN UNTIL NOTIFIED IN PERSON BY LAW ENFORCEMENT OR SCHOOL ADMINISTRATOR.

Note: If you’re outside when a LOCKDOWN occurs and you can evacuate the campus – do so. Otherwise, quickly get to a secure location and follow the above guidelines to LOCKDOWN.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Contacting Authorities from the Gavilan College Campus

1. Dial 911 from cell phone (Connects to Santa Clara County Sheriff's Department, Emergency Dispatch Center);
2. Dial 911 from campus Pay Phone
3. Dial 8-911 from campus Telephone Line
4. Dial 10 from campus Pay Phone to notify District Security – this will activate the campus emergency response plan.

Contacting Gavilan Campus Security

1. Dial (408) 710-7490 from cell phone to contact Gavilan Campus Security.

✓ **Program these numbers into your phone now!**

What to Report

- Your exact location: building name and office/room number
- Suspect Information:
 - ✓ Location - Race/Gender - Clothing Description
 - ✓ Type of weapon(s): handgun or long gun
 - ✓ Identify if known
- Number of people at your specific location
- Injuries: number injured, types of injuries

ADMINISTRATOR ACTIONS

- Activate 911 system and ensure law enforcement has been notified;
- Activate Lockdown, EOC and mass notification procedures;
- Once threat is over and clearance is received from law enforcement authority to cancel LOCKDOWN, work with law enforcement to notify campus.

STUDENT/GUESTS ACTIONS

- Move quickly and quietly to the closest safe classroom;
- If locked, immediately hide in the closest safe zone (office, bathroom, library, etc...);
- Initiate above action guidelines (close doors, cover windows, barricade, silence, etc.).
- Silence cell phones and eliminate noise.

FIRE ALARM DURING LOCKDOWN:

If a fire alarm occurs during LOCKDOWN, remain in the classroom. Do not evacuate unless otherwise directed by LAW ENFORCEMENT.

LOCKDOWN differs from SHELTER-IN-PLACE because it **does not** involve shutting down the HVAC systems and does not allow for free movement within the building.

SHELTER-IN-PLACE

SHELTER-IN-PLACE

Sheltering-in-Place is a protective action taken inside a building to protect the building occupants from external hazards, minimizing the chance of injury and/or providing the time necessary to allow for a safe evacuation. Circumstances that may warrant a shelter-in-place activity could include:

- Severe weather
- Biological incident
- Active Shooter
- Civil unrest such as riot
- Radiological incident
- Accidental chemical exposure

Additional details regarding high winds are described in Severe Weather Annex; and additional details regarding protection from individuals are included in Active Shooter/Hostile Intruder Annex.

Practice general safety precautions at all times. If you observe any suspicious activity on campus, immediately contact Campus Security by dialing '10' on any campus phone or directly at (408) 710-7490 and provide the information. If emergency (Life Safety issue) exists, call 911 to initiate public safety response.

General Guidelines

Shelter-in-Place is a method of providing protection from environmental factors harmful to individuals. Depending on the type of event, shelter-in-place procedures may vary. For example, simply staying indoors and closing doors, windows and turning off the HVAC (Heating/Air Conditioning) system to reduce the air intake will provide the basic protection from weather and some hazardous material events. Remaining in place until inaccessible roadways are reopened, or waiting until lightning storm passes are also applications of Shelter-In-Place. More protective actions may be required by other events, such as a hostile intruder or damage-causing winds and falling debris. Where and how we protect ourselves will be based on circumstances of the event and the time available to react.

Procedures

In the event of an incident that may present a hazard to life safety if individuals are exposed, the Campus President or designee will direct a Shelter-In-Place response.

If the hazard is imminent, such as a toxic gas release, the person identifying the emergency will direct that persons in the vicinity take shelter in a safe area and will then report the incident to campus security. Campus Security and administration staff will assist in

coordinating the Shelter-in-Place response, directing students, employees, and visitors to safe areas.

In general, persons directed to shelter-in-place should:

- Stay inside the building (or get inside a building as quickly as possible);
- Go to a room or corridor where there are no windows and few doors, if possible;
- Close and lock all windows and doors.

Shelter-in-Place / Chemical Release

In the event of a chemical release, go to an above ground level of the building; some chemicals are heavier than air and may seep into basements even if windows are closed;

- Turn off the HVAC system (heat, ventilation, air conditioning) if local control of the systems is available;
- Drink bottled or otherwise stored water, not water from the tap;
- Circumstances permitting, individuals in out-buildings, modular, portable, or shed-type structures should seek shelter in the main campus buildings.

Shelter-in-Place / High-Wind

In a high-wind event, evacuate rooms with windows, close the doors to those rooms, and move to an interior space of the building, a basement, or stairwell to provide as much shielding from the wind and protection from flying debris.

- Individuals should crouch down close to the floor and cover their heads with their hands to minimize the risk from falling debris.
- Interior activities will be suspended until the threat passes, damage is assessed, and it is safe to resume indoor activities.
- Hazards may still exist outdoors including downed trees, power lines, structural damage to buildings, and blocked roadways.

Shelter-in-Place / Civil Unrest

Unsafe conditions may be created within a building or on a campus by events such as civil unrest, hostile intruders, etc. These events may require individuals using their best judgment in seeking the safest available shelter quickly. Evacuation or flight may only put more people in harm's way and control of the situation may quickly be lost. In such circumstances, the presumption is that one or more individuals have or will gain access to the interior of one or more buildings on campus. Protection of individuals will require calm, quick action to safeguard as many individuals as possible in their present location. Closing and locking or barricading doors, turning off lights, gathering occupants in the safest place within the room and calling authorities are some of the first objectives to take.

ACCOUNTING FOR ALL PERSONS

Accounting for all Persons

1. The following basic steps must be followed when evacuating a building or campus:
 - a. Instructors should bring their class roster books with them.
 - b. Instructors should ensure that all students are out of their classrooms and adjoining restrooms and workrooms.
 - c. If evacuating because of a Bomb Threat, make sure students take personal belongings with them.
2. Instructors should close the doors after following their students out of the building.
3. The first student in line should be instructed to hold open the exit door(s) until all persons in the class have evacuated.
4. Classes should proceed to a designated evacuation assembly points. Once there, instructors should make note of students who are not present and furnish those names to school administrators as soon as possible.
5. Instructors should remain with their students until an administrator provides an “all clear” signal.
6. When an off-campus evacuation is called, instructors should follow the same basic steps as outlined in evacuating a building on campus.

COMMUNICATIONS AND NOTIFICATION

COMMUNICATIONS AND NOTIFICATION

Upon notification of a MAJOR EMERGENCY that is or may soon become a threat to life safety on campus requires immediate protective measures taken in order to mitigate the threat and safeguard the campus community. The District will act quickly to ensure the local 911 emergency system has been activated and emergency resources (police/fire/EMS) are responding;

Notifying 911:

- The local 911 Public Safety Access Point should always be notified first of any emergency occurring within the District's campuses.
- After the local 911 Public Safety Access Point has been notified, the emergency must be reported to Campus Security at **(408) 710-7490** for response, mitigation and documentation.

Once the emergency has been communicated and public safety is responding, the next focal point will be a determination whether or not an emergency notification Alert is warranted to be sent to internal and/or external stakeholders with threat information and response instructions. The Emergency Services Coordinator is responsible for this determination and decisions will be based on the following message type and criteria factors:

Message Type:

1. Emergency Evacuation: Immediate relocation of building occupants due to a health or life safety hazard.
2. Dangerous Situation: Generally an intentional human-generated health or life safety hazard such as: active shooter, hostile intruder, terrorist attack, etc.
3. Hazardous Condition: A technological accidental or intentional health or life safety hazard such as: hazardous materials leak or spill, biological threat, radiological emergency, etc.
4. Weather Emergency: A natural weather hazard that is an immediate health or life safety hazard such as: severe thunderstorm, flash/urban flood event, etc.
5. All Clear: When the emergency incident has been resolved and no longer a health or life threat.

ALERT Activation Criteria

Five criteria should be considered to determine if activation of the ALERT system is warranted, which methods will be utilized, and who authorizes activation of the system:

1. Hazard Type
 - a. What is the hazard (vegetation fire, violence on campus)?
 - b. What is the impact to the District (minor, major, disaster)?
 - c. What is the potential for the situation to worsen?
 - d. Is the situation under control?

2. Life Safety / Property Protection
 - a. What is the potential for death?
 - b. What is the potential for serious injury?
 - c. What is the potential for damage/liability?
 - d. What is the potential for disruption to normal course of business?

3. Urgency
 - a. How soon does the message need to go out (Now, minutes, hours, days)?
 - b. Is there time for approval?

4. Audience
 - a. Who needs to be alerted (Administration, faculty, staff, students, visitors)?
 - b. How many people need to be alerted (dozens, hundreds, thousands)?

5. Capabilities / Limitations
 - a. What are the limitations of the system (audience, delivery time, mass panic)?
 - b. Which system should be used (Press conference, bulk text message, siren)?
 - c. How quickly can the messages be sent (Now, minutes, hours)?

Notification Methods Overview

- **GavALERT** is the name for the RAVE emergency alert system, which allows simultaneous texts, emails, and voice messages to be sent to everyone in the Banner database. The GavALERT Emergency Notification System is used to alert the District community of pending or on-going emergencies.

- **MyGAV** is the name of the internal District school messaging system known as the “Luminis” portal. Emergency Alerts should be posted as Campus Announcements and distributed to internal audiences.

- **Phone System Broadcast Messages:** Can be sent by PIO to all internal voicemail boxes on campus.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- **Door-to-Door** if safe to do so, designated District personnel including public safety and facilities staff will go to specific rooms and/or buildings of the affected campus to alert occupants of an emergency.
- **Carillon System** is a Public Address System (PA System) located in the closet outside the nurse's office. Facilities and Campus Security have operational control and access to the system.
- **District Website:** www.gavilan.edu has a "Safety" link accessed on the "About Gavilan" tab located in the upper right corner of the main page. The link provides followers campus safety, security and crime prevention reporting information and statistics.
- **Fire Alarm Pull Stations:** Each building has Fire Alarm Pull Stations, which are used during a fire emergency or an incident requiring evacuation.
- **Telephone Contact Tree** is a means of quickly spreading information to persons in a building. The contact tree starts with notification to building team members who in turn contact more people until everyone in the building is efficiently contacted. In some instances, contact will not be possible prior to emergency action, such as in the event of a fire alarm. The use of the contact tree will occur primarily in circumstances where precautionary or preventive action is required, such as a storm alert or civil disturbance. In these events, precautionary action will be communicated to employees and students.
- **Flat Screen Monitors.** Several public gathering places have flat-screen televisions where emergency announcements get posted. These screens are owned by the departments that provide them and are dispersed throughout the campus.
- **District Emergency Information Lines.** If there were an emergency or a campus closure, students, faculty and staff could call the main number for current information.

The emergency notification system consists of the following audiences and delivery systems.

Internal Audiences

In the event of an emergency posing a potential threat to life or safety, notification of internal audiences takes first priority.

Definition of Internal Audience:

- Currently enrolled students
- Staff and faculty

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- Visitors, vendors, and community members on campus
- Satellite Campuses
 - Morgan Hill Site
 - Hollister Site
 - Coyote Valley Educational Center Site
 - San Martin (Aviation Program) Site
 - GECA
 - Career Development Center
 - Any outside groups using campus facilities

Internal Delivery tools:

- GavALERT
- NIXLE
- Phone Tree
- Door-to-door on campus and at satellite sites
- Campus email
- MyGav
- Website
- System broadcast message (phone system)

External Audiences

After internal audiences have been notified, notification should be made to external audiences as appropriate.

Definition of External Audience:

- Community members at large
- Community partners such as businesses, nonprofits, and government agencies

External Delivery Tools:

- Social Media
 - GavAlert
 - Facebook
 - Twitter

Listserves and other external contacts:

- South County Collaborative listserv
 - PIO, Student Health Nurse, and CalWORKs can post directly to this listserv
- California Office of Emergency Services
- City of Gilroy
- City of Morgan Hill
- City of Hollister

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- County of Hollister
- PIO listserv – PIO can post to this listserv
- Law enforcement, emergency responders as indicated
- Gilroy Unified School District
- Morgan Hill Unified School District
- San Benito High School District
- California Community Colleges Chancellor's Office

Local Media:

- Newspapers
- Websites
- Television

CONTINUITY OF OPERATIONS (COOP)

CONTINUITY OF OPERATIONS (COOP)

The District has a responsibility to ensure the safety of its students, employees, visitors and facilities; to provide continuing student services; and to safeguard the assets of the District. To fulfill these responsibilities, the District maintains an Emergency Response Plan (ERP) and a Business Continuity Plan (BCP) that encompasses information technology infrastructure systems and business unit recovery plans for managing emergencies and other crises.

The District's BCP provides the District the means to withstand business interruptions up to and including catastrophic events of accidental, manmade, or natural origin, and to resume vital operations in an efficient and effective manner. The plan is designed to enable management to provide the swift and decisive leadership necessary for a successful recovery.

DISASTER RECOVERY PLAN

DISASTER RECOVERY PLAN

Depending on the impact of the event, recovery can take a few weeks or several months in a smaller incident to decades in a larger, catastrophic event. However, regardless of size, it is a complex process which will ultimately involve the resources of the entire District and other county, state, and federal agencies.

Recovery begins immediately at the onset of an event as the focus is to restore services and return the District to a functional condition as quickly as possible. Phases of recovery will include activities and tasks which will need to be accomplished in the immediate short-term to long-term timeframes. The first recovery activities are coordinated from the EOC. Recovery operations will at some point transition from the Planning/Intelligence Section to a separate entity to be organized by the District at such time called the Recovery Team.

Recovery Team

The Recovery Team will be consistent with a SEMS organizational structure and be composed of: Management, Operations, Planning, Logistics and Finance personnel. Initially, the team will focus on the below four fundamental kinds of recovery efforts:

- Psychological and Emotional Recovery
 - Support Services for Impacted Students, Faculty and Staff
- Academic Recovery
 - Academic / Administrative space reallocations
 - Alternate Educational Programming
- Physical Recovery
 - Support Services
- Fiscal recovery
 - Cost Recovery Issues

Refuse Removal

Disaster damage can generate large amounts of damaged personal goods, building contents and building materials. Floods and earthquakes may also destroy infrastructure, requiring the removal of concrete, steel and other building materials. This material must be removed from the campus quickly to facilitate physical and psychological recovery. Maintenance and Grounds will oversee the development of appropriate plans for the removal of disaster related debris.

Streets and Drains

Public infrastructure is frequently damaged during disasters. Removal of mud and debris from streets and walkways quickly is required to restore other services (garbage) and emergency response capabilities. Campus lighting and underground utilities are also frequent victims of disaster damage that must be repaired. Storm drains, sanitary sewers, water lines and conduit may have been damaged and require repair to facilitate the reuse of campus facilities. All of this work is a priority and will be coordinated by Maintenance.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

IMMEDIATE RECOVERY – TASK LIST:

Organize debris removal

1. Coordinate regulatory agency permitting
2. Contract with hauler
 - a. Street clearance
 - b. Storm drain clearance
 - c. Public property clearance for liability purposes

Re-establish utility services where possible in coordination with the providers

1. Test pot ability of water
2. Test operability of sanitary sewers
3. Work with gas, electric, phone, cable and other utility companies to restore service
4. Coordinate with regulatory agencies for work/activity permits
 - a. Regional Water Board
 - b. Air Quality Management District
 - c. Public Utility Commission

Upon authorization from the EOC Director, select a One-Stop Disaster Assistance Center (DAC) site and prepare for activation

1. Ensure that it is safe and cleared of debris
2. Coordinate with utility companies to ensure support services are available at the DAC
 - a. Sanitation
 - b. Phones: numbers and instruments for each position minimally
 - c. Electricity
 - d. Other utility companies as needed and available
3. Coordinate with Facilities for furnishings
 - a. Tables, file cabinets and chairs for office area
 - b. Lounge area furniture, including a playpen, changing table, coffee maker
 - c. Computers, printers, modems, FAX
 - d. Office supplies, computer paper
 - e. Sanitation supplies
 - f. Coffee supplies
4. Coordinate with campus groups or Non-Government Organizations
 - a. To provide food services
 - b. To provide critical incident stress debriefing
 - c. To provide on-site first aid capability
5. Notify interested agencies regarding location, hours of operation
 - a. State OES
 - b. FEMA
 - c. Local utility services
 - d. Post office
 - e. City/county offices

LONG TERM RECOVERY – TASK LIST:

Participate in priority setting for clean-up and infrastructure reconstruction for facilities that impact the campus recovery.

1. State highways
2. County roads
3. Bridges - Cal Trans, Federal, State, County
4. Regional transportation grid evaluation
 - a. Railroad
 - b. Pipelines

Special Financial Arrangements

1. Financial assistance beyond Federal 30 day rent

Coordinate with community social services

1. Red Cross
2. Salvation Army
3. Goodwill
4. St. Vincent de Paul

Evaluate transportation needs if re-housed off campus

1. Public transit
2. Van pools
3. Coordinate state and federal financial aid programs through DAC

Develop a financial recovery plan for the campus

1. Evaluate disaster-related economic impact
 - a. Create program to assure maximum federal assistance
 - b. Create program to assure maximum disaster cost-recovery, campus-wide
 - i. Coordinate with President's Office
 - ii. Assess impact on individual departments, and determine what coverage is available for their losses: records, materials, intellectual property, etc.
 - c. Assess business interruption losses and potential coverage
 - d. Assess economic impact of loss of paid days of school, external education programs, and other income producing activities
 - e. Assess businesses losses to campus-based businesses: Campus Events, sporting events, etc.
 - f. Develop a plan to assist/attract new students, maintain/attract faculty and staff

Damage Assessment

Assessing damage to the District infrastructure and the community is a continual process, particularly in the aftermath of an earthquake. Some damages will not be readily apparent until reconstruction begins; and additional damage may occur with aftershocks. Detailed information on the impact of damages (ability to provide service), dollar amounts of

damage, and economic consequences needs to be documented at every step in the recovery process.

Coordination of the collection of damage assessment information will be a function of the Planning Section. Documentation, analysis and reporting of the damage will be a function of both Planning and Finance. Support of field units and others involved in the collection of information will be the responsibility of Logistics. Impact to the District's financial status and evaluation of the financial assistance needed will be the responsibility of Finance/Administration.

Documentation

The Planning/Intelligence Section, working with the Finance/Administration Section, should establish procedures to be used during the damage assessment process for collecting and processing information.

Reports

After-Action Reports and Corrective Action Reports, document response and recovery efforts. Corrective Action Reports (Improvement Plans) identify both successes and shortcomings; identify potential failure points; recommend modifications or changes to plans, procedures and organizational structures; determine training needs and establish a baseline for future mitigation activities. The SEMS After-Action Questionnaire is found in the Planning/Intelligence Supporting Documents.

Plan Deactivation

When emergency conditions have stabilized and normal District operations resume, the Emergency Response Plan will be deactivated. If the nature of the incident requires an extension of certain emergency services, then special task groups may be established to coordinate these continuing activities.

These groups may need to consider:

- Academic or administrative space reallocations
- Support services for impacted students, faculty or staff
- Cost recovery issues

Incident Debriefing

Immediately following the cessation of emergency operations, a debriefing of the EOC and Operations Groups will be conducted to evaluate the effectiveness of the response effort. Results of such debriefing will be used to determine if the Emergency Response Plan must be modified to address any deficiencies which were discovered during its activation. An "After-Action Report" will be compiled and distributed to members of the ERT.

Disaster Assistance Federal Programs

FEMA's Public Assistance provides assistance to State, Tribal and local governments (special districts) and certain types of Private, Non-Profit organizations so that

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

communities can quickly respond to and recover from major emergencies and disasters declared by the President of the United States. This assistance is for debris removal, emergency protective measures, and the repair, replacement or restoration of disaster-damaged publicly owned facilities. This program also provides funding for hazard mitigation to limit future damage.

As FEMA requirements are updated frequently, current FEMA restrictions, processes and other program information can be found using the links below:

Public Assistance: The Federal share of assistance is not less than 75% of the eligible cost for emergency measures and permanent restoration. The grantee (usually the State) determines how the non-Federal share (up to 25%) is split with the subgrantees (eligible applicants).

Policy and Guidance - 9500 Series Policies and other Publications
www.fema.gov/9500-series-policy-publications

Debris Management - Resources for Debris Removal and Demolition Operations
www.fema.gov/appeal-categories/debris-removal

Application Process - Step by step description of the PA grant life cycle
www.fema.gov/public-assistance-local-state-tribal-and-non-profit

Roles and Responsibilities - Information on duties of Federal, State and local partners
www.fema.gov/public-assistance-roles-and-responsibilities

Resources and Tools - Appeal Database, Equipment Rates, Cost Estimating Format
www.fema.gov/public-assistance-resources-and-tools

Hazard Mitigation Grants

Provides funding for local governments to engage in a wide range of mitigation activities to reduce or eliminate the impacts of future disasters. Information on hazard mitigation programs can be found at: www.fema.gov/hazard-mitigation-grant-program

The Robert T. Stafford Act provides the guidelines for federal assistance. For additional information on the Stafford Act, use the following link:
<http://www.fema.gov/library/viewRecord.do?id=3564>

Disaster Assistance - State Programs:

The Public Assistance Program in California addresses incidents that do not meet the requirements of a Presidential declaration. This program is governed by the California Disaster Assistance Act (CDAA) for assistance in the following areas: Debris Removal, Emergency Protective Measures, Roads and Bridges, Water Control Facilities, Buildings and Equipment, Utilities and Parks, Recreational Facilities and others.

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For additional information on current forms and the application process go to:
www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/california-disaster-assistance-act

The California Disaster Assistance Act (CDAA) provides state financial assistance for recovery efforts to counties, cities and/or special districts after a state disaster has been declared. The applicant must incur a minimum of \$3,340 in damages to be eligible for the state minimum cost share of \$2,500 for each declared disaster under CDAA.

A local agency must submit a Project Application CDAA Form 1/Cal OES 126 to the California Office of Emergency Services (Cal OES) within 60 days after the date of a local proclamation. When filing an application for assistance, an applicant may attach a List of Projects (Cal OES 95). Applicants are also required to have on file with Cal OES, a resolution designating an authorized representative (OES 130) for each disaster.

The CDAA process consists of the following steps:

- Initial Damage Estimates (IDE)
- State Assessment of IDE
- Director's Concurrence or Governor's Proclamation
- Applicants' Briefing (See Link for information)
www.caloes.ca.gov/cal-oes-divisions/recovery/public-assistance/applicants-briefings
- Submission of Project Application by Applicant
- Kick-off Meeting with Area Coordinator (AC)
- Project Formulation and Cost Estimating
- Project Review and Validation
- Obligation of Funds and Required Documents for Payment
- Final Claim Process
- Closeout

PUBLIC HEALTH, MEDICAL AND MENTAL HEALTH

PUBLIC HEALTH, MEDICAL AND MENTAL HEALTH

The District does not have a physician on staff to provide medical services to students, employees or guests. Health and medical services are limited to first aid, health counseling, referrals, medication and CPR support provided by a fulltime registered nurse. The Health Services office is located in the Student Center building in SC 118, near the Counseling Offices.

The District relies upon the local public health authority for leadership and guidance for public health and medical care needs at District locations in support of an emergency or disaster. Actual service will be provided by Santa Clara County Emergency Medical Services (EMS) authority.

Health Care Needs

The District will utilize all available resources to meet the outpatient health care needs of students and, as possible and appropriate, of the larger District Community during an emergency event.

Mental Health

The District will strive to meet the mental health needs of its students and employees in preparing for, coping with, and recovering from an emergency event.

The District Counseling Staff will provide direct mental health services to students within its capabilities; plan for and identify alternative means of delivering services when required; develop educational programming pertaining to mental health issues; provide post-crisis mental health support services, consultation and education to students and the campus community.

RAPID ASSESSMENT

RAPID ASSESSMENT

The goal of Rapid Assessment is to quickly identify the two most critical steps in the emergency response process: incident identification and threat assessment.

The Emergency Response Plan (ERP) assumes that most emergency incidents on campus are going to be identified by students, faculty, staff or visitors. This notification is the first step in the activation of the ERP and emergency response. When in doubt or if a non-life threatening emergency has the potential to become more dangerous, always resolve in favor of notification.

- If students, faculty, staff, or visitors are involved in or witness a life-threatening emergency, it is essential for them to immediately call 911 and Campus Security.
- A non-life threatening emergency should be immediately reported to Campus Security.

COURSE OF ACTION:

The local 911 Public Safety Access Point will dispatch the appropriate resources to the incident scene. The first responding law enforcement officer arriving on scene will assess the scene for threats, report known threats to other responding officers and confirm the emergency and type to law enforcement dispatch.

1. Hazard Type

- What is the hazard? (violence, wildland fire, flood)
- What is the impact on the District? (minor, major, disaster)
- What is the potential for the situation to worsen?
- Is the situation under control?

2. Life Safety / Property Protection

- What is the potential for death?
- What is the potential for injury (minor/serious)?
- What is the potential for damage?
- What is the potential for disruption to normal course of business?

3. Once the appropriate District personnel are notified of an incident, the threat assessment process begins. District personnel must assess the emergency incident and any known threats to determine the appropriate level of response. The following elements of information should be used to assist in the threat assessment process:

- Type of incident / Location of incident / Time of incident.
- Information received from local law enforcement, fire department and from Gavilan Campus Security personnel on scene.

SECURITY

SECURITY

The District will continue to provide environmental health and safety services within its capabilities during an emergency. The immediate safety of students and District personnel remaining on campus will be the first priority.

This annex focuses on procedures implemented on a routine, on-going basis to secure the District from criminal threats originating from both inside and outside. This includes efforts done in conjunction and cooperation with local law enforcement agencies.

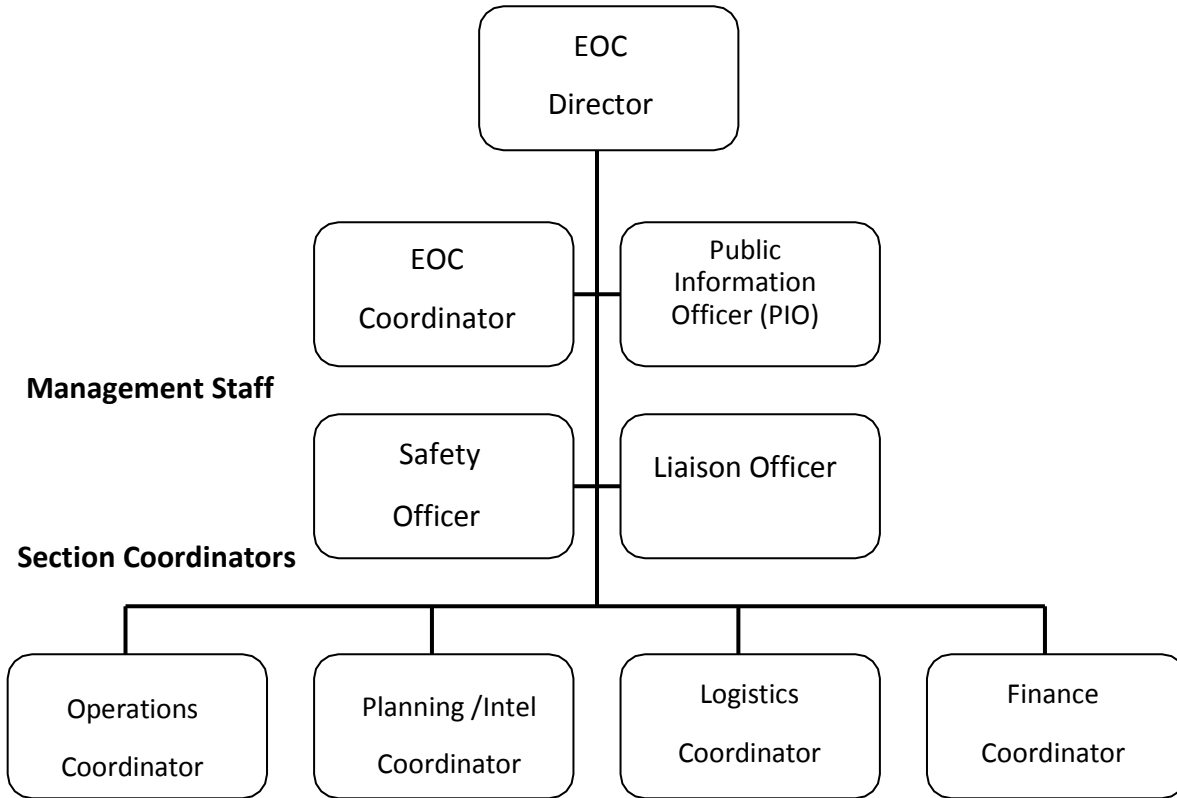
Exhibit plans to meet each of these goals:

1. Establish agreements with law enforcement agencies to address the daily role of law enforcement officers in and around campus.
2. Ensure buildings and facilities are physically secure.
 - a. The District will partner with the Santa Clara County Sheriff's Department to provide Crime Prevention through Environmental Design (CPTED) assistance and recommendations on campus.
3. Assist individuals in safely traveling to, from, and within campuses safely (including traffic control and pedestrian safety).
4. Keep prohibited items or materials off campus.
5. Respond to threats identified by the Santa Clara County Sheriff's Office and the District Security.
6. Provide security at District sanctioned events.
7. Share information with members of public safety agencies while:
 - a. Maintaining requirements or limitations of applicable privacy laws, including FERPA, HIPAA, and other civil rights laws;
 - b. Recognizing that both FERPA and HIPAA have public safety exemptions when life safety is at risk or threatened.

EOC Management Roles and Section Checklists

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Organization of the Management Staff and Section Coordinators in the EOC



GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Emergency Operations Center (EOC)

Personnel assigned to the EOC are organized in accordance with NIMS/SEMS guidelines. The five Sections within an EOC are:

- Management Section
- Operations Section
- Planning/Intelligence Section
- Logistics Section
- Finance/Administration Section

When activated, the five primary EOC functions are established as separate sections of the EOC organization. Each of these functional areas can be expanded as needed into additional organizational units with further delegation of authority.

If a section is not activated, the EOC Director will perform its responsibilities.

Generic Checklist

Checklists for each position are listed by three phases; Activation, Operational, and Demobilization. Several of the actions to be taken in the Activation and Demobilization Phases of an EOC activation common to all positions are listed below.

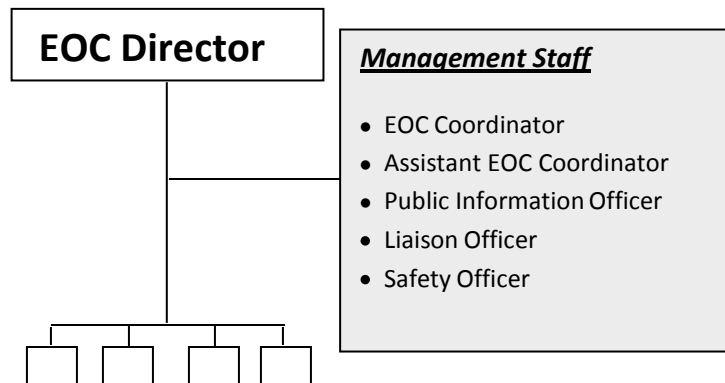
Generic Activation Phase Checklist:

- ✓ Check in upon arrival at the EOC.
- ✓ Report to EOC Director, Section Coordinator, Branch Coordinator, or other assigned Supervisor.
- ✓ Set up your workstation and review your position responsibilities.
- ✓ Establish and maintain a position log that chronologically describes your actions taken during your shift.
- ✓ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Generic Demobilization Phase Checklist:

- ✓ Deactivate your assigned position and close out logs when authorized by the EOC Director.
- ✓ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
- ✓ Be prepared to provide input to the after-action report.
- ✓ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ✓ Clean up your work area before you leave.
- ✓ Leave a forwarding phone number where you can be reached.

EOC Director



Function Description:

The EOC Director has overall responsibility and authority for the operation of the EOC and management staff. The Director will assure that the EOC is staffed and operated at a level commensurate with the emergency; assists in developing and approves the Incident Action Plan (IAP); coordinates the activity of all command and general staff; upon EOC deactivation, ensures that an After Action Report (AAR) is prepared and all corrective actions noted in the report are completed in the specified time frame.

Responsibilities:

1. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
2. Exercise overall management responsibility for the coordination between emergency response agencies within the jurisdictional area.
3. In conjunction with the General Staff, set campus priorities for response efforts. Ensure that all department and agency actions are accomplished within the priorities established at the EOC.
4. Ensure that inter-agency coordination is accomplished effectively.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Activation Phase (EOC Director):

- Determine appropriate level of activation based on situation as known.
- Mobilize appropriate personnel for the initial activation of the EOC.
- Respond immediately to EOC site and determine operational status.
- Obtain briefing from whatever sources are available.
- Ensure that the EOC is properly set up and ready for operations.
- Ensure that an EOC check-in procedure is established immediately.
- Ensure that an EOC organization and staffing chart is posted and completed.
- Determine which sections are needed, assign Section Coordinators as appropriate and ensure they are staffing their sections as required.
 - Operations Section Coordinator
 - Logistics Section Coordinator
 - Planning Section Coordinator
 - Finance Section Coordinator
- Determine Management Staff positions required and ensure they are filled as soon as possible.
 - EOC Coordinator
 - Liaison Officer
 - Assistant EOC Coordinator
 - Safety Officer
 - Public Information Officer
- Ensure that telephone and/or radio communications with other EOCs are established and functioning.
- Schedule the initial Action Planning meeting.
- Confer with the General Staff to determine what representation is needed at the EOC from other emergency response agencies.
- Assign a liaison officer to coordinate outside agency response to the EOC, and to assist as necessary in establishing an Inter-agency Coordination Group.

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EMERGENCY RESPONSE PLAN

Operational Phase (EOC Director):

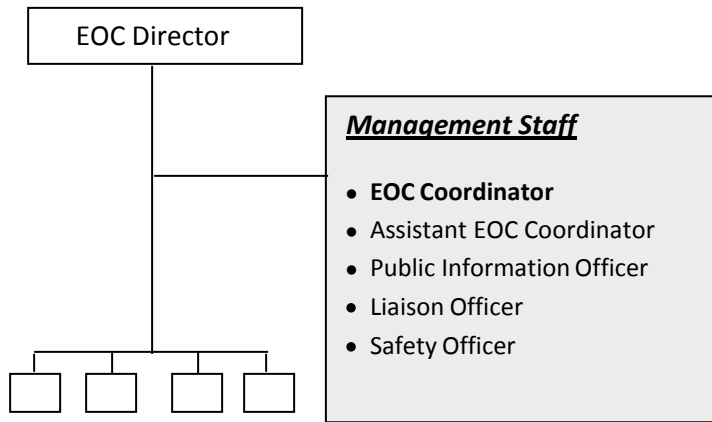
- Monitor general staff activities to ensure that all appropriate actions are being taken.
- In conjunction with the Public Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.
- Ensure that the Liaison Officer is providing for and maintaining effective inter-agency coordination.
- Based on current status reports, establish initial strategic objectives for the EOC.
- In coordination with Management Staff, prepare EOC objectives for the initial Action Planning Meeting.
- Convene the initial Action Planning meeting.
 - ✓ Ensure that all Section Coordinators, Management Staff, and other key agency representatives are in attendance.
 - ✓ Ensure that appropriate Action Planning procedures are followed. (Refer to Planning Section, "Action Planning Guidelines.")
 - ✓ Ensure the meeting is facilitated appropriately by the Planning Section.
- Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- Conduct periodic briefings with the general staff to ensure strategic objectives are current and appropriate.
- Conduct periodic briefings for elected officials or their representatives.
- Formally issue an Emergency Proclamation as necessary, and coordinate local government proclamations with other emergency response agencies, as appropriate.
- Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Demobilization Phase (EOC Director):

- Authorize demobilization of sections, branches and units when they are no longer required.
- Notify higher level EOCs and other appropriate organizations of the planned demobilization, as appropriate.
- Ensure that any open actions not yet completed will be handled after demobilization.
- Ensure that all required forms or reports are completed prior to demobilization.
- Be prepared to provide input to the after action report.
- Deactivate the EOC at the designated time, as appropriate.
- Proclaim termination of the emergency response and proceed with recovery operations.

EOC Coordinator



Function Description:

The EOC Coordinator serves as an advisor to the EOC Director and General Staff as needed; oversees the overall functioning of the EOC by providing knowledge and guidance of the activation and internal functions of the EOC and ensures compliance with Operational Area emergency plans and procedures; provides good working knowledge of systems, equipment and processes used in EOC activations and operations; assist the Liaison Officer in ensuring proper procedures are in place for directing Agency Representatives and conducting VIP/Visitor tours of the EOC; ensures policies and procedures within the EOC are maintained including security procedures and accurate and appropriate display of identification and section specific identifiers (color coded vests).

Responsibilities:

- Facilitate the overall functioning of the EOC.
- Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with operational area emergency plans and procedures.
- Assist the Liaison Officer in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Activation Phase (EOC Coordinator):

- Follow generic Activation Phase Checklist.
- Assist the EOC Director in determining appropriate staffing for the EOC.
- Provide assistance and information regarding section staffing to all general staff.

Operational Phase (EOC Coordinator):

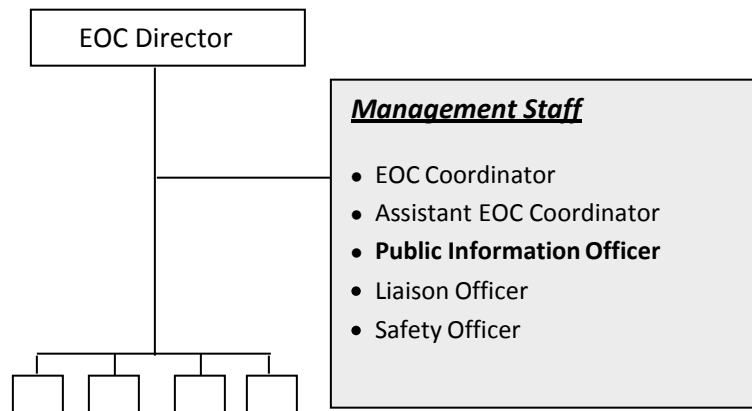
- Assist the EOC Director and the General Staff in developing overall strategic objectives as well as section objectives for the Action Plan.
- Advise the EOC Director on proper procedures for enacting emergency proclamations, emergency ordinances and resolutions, and other legal requirements.
- Assist the Planning Section in the development, updating, and execution of the EOC Action Plan.
- Provide overall procedural guidance to General Staff as required.
- Provide general advice and guidance to the EOC Director as required.
- Ensure that all notifications are made to the Operational Area EOC.
- Ensure that all communications with appropriate emergency response agencies is established and maintained.
- Assist the EOC Director in preparing for and conducting briefings with Management Staff, the agency or jurisdiction policy groups, the media, and the general public.
- Assist the EOC Director and Liaison Officer, in establishing and maintaining Inter-agency Coordination Groups as necessary.
- Assist the Liaison Officer with coordination of all EOC visits.
- Provide assistance with shift change activity as required.

Demobilization Phase (EOC Coordinator):

- Follow generic Demobilization Phase Checklist.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Public Information Officer (PIO)



Function Description:

The Public Information Officer (PIO) serves as the primary point of contact between the EOC, the media and the public. The PIO is responsible for providing accurate information and direction on the emergency to the campus community, media, the public, and required agencies; ensuring that all information released is accurate, timely, and in accordance with legal and policy guidelines; responsible for multimedia communication messages including, but not limited to, the website, television, Twitter, Nixle, Facebook, AM Radio, emergency telephone notifications and other tools; in larger disasters, the PIO may expand and a representative may be sent to the Joint Information Center (JIC).

Responsibilities (PIO):

1. Serve as the central coordination point for District media releases.
2. Ensure that the campus within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
3. Coordinate media releases with Public Information Officers at incidents or representing other affected emergency response agencies as required.
4. Develop the format for press conferences, in conjunction with the EOC Director.
5. Maintaining a positive relationship with the media representatives.
6. Supervise the Public Information Branch.

Activation Phase (PIO):

- Follow generic Activation Phase Checklists.
- Determine staffing requirements and make personnel assignments for the PIO function as necessary.

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EMERGENCY RESPONSE PLAN

Operational Phase (PIO):

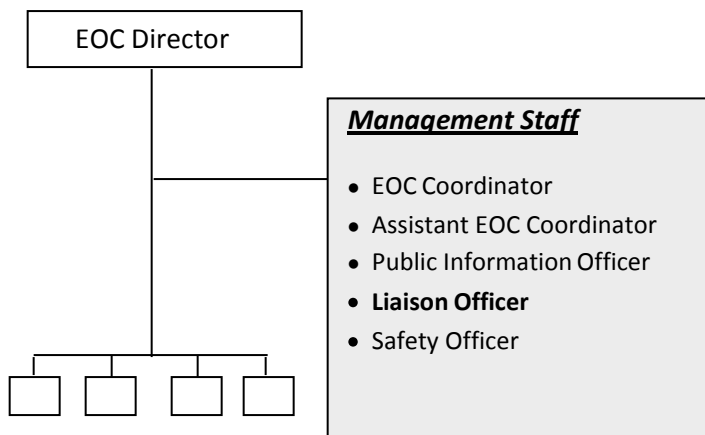
- Obtain policy guidance from the EOC Director with regard to media releases.
- Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Coordinate with the EOC Coordinator and identify the method for obtaining and verifying significant information as it develops.
- Develop and publish a media-briefing schedule to include location, format, preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- In coordination with other EOC sections, and as approved by the EOC Director, issue timely and consistent advisories for life safety, health, and assistance for the District community and public.
- At the request of the EOC Director, prepare media briefings for members of the agencies or jurisdiction policy groups; facilitate their participation in media briefings and press conferences.
- Ensure that a rumor control function is established to correct false or erroneous information.
- Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Ensure that announcements, emergency information and materials are translated and prepared for special stake holders (non-English speaking, hearing-impaired etc.).
- Provide copies of all media releases to the EOC Director and a file copy is maintained of all information released.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.
- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Demobilization Phase (PIO):

- Follow generic Demobilization Phase Checklist.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Liaison Officer



Function Description (Liaison Officer):

Incidents that are multi-jurisdictional (several involved agencies) may require a Liaison Officer. The Liaison Officer's function is to provide a primary point of contact for all incoming agency representatives assigned to the EOC. The Liaison Officer will ensure that agency representatives are provided with the necessary workspace, communications, information and internal points of contact necessary to perform their responsibilities. The Liaison Officer will also ensure that the EOC Director and EOC Coordinator are informed as to which agencies are represented in the EOC and assists the EOC Director and EOC Coordinator in conducting briefings for inter-agency coordination and with distribution of the current Action Plan; oversees all special events, dignitary visits and field liaison positions.

The Liaison Officer also serves as the point of contact to all internal and external individuals, organizations, agencies and customers (Board of Trustees, City/County elected officials, etc.) and maintains a roster of agency representatives contacted. During major emergencies it is not uncommon to find many agency representatives reporting to the EOC (American Red Cross, Community/Faith Based Organizations) may all send representatives. The Liaison Officer will be the primary contact, and relieve the EOC Director from overseeing their activities.

Responsibilities (Liaison Officer):

1. Oversee all liaison activities, including coordinating outside agency representatives assigned to the EOC and handling requests from other EOCs for EOC agency representatives.
2. Establish and maintain a central location for incoming agency representatives, providing workspace and support as needed.
3. Ensure that position specific guidelines, policy directives, situation reports, and a copy of the EOC Action Plan is provided to Agency Representatives upon check-in.
4. In conjunction with the EOC Coordinator, provide orientations for VIPs and other EOC visitors.
5. Ensure that demobilization is accomplished when directed by the EOC Director.

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Activation Phase (Liaison Officer):

- Follow generic Activation Phase Checklist.
- Obtain assistance for your position from EOC Coordinator as required.

Operational Phase (Liaison Officer):

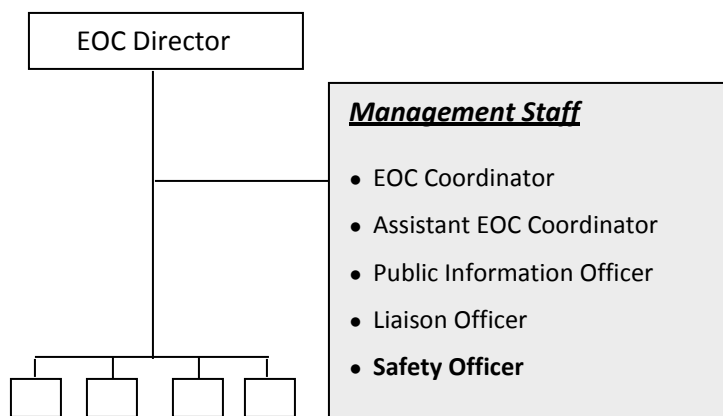
- Contact Agency Representatives already on-site, ensuring that they:
 - Have signed into the EOC;
 - Understand their role in the EOC;
 - Know their work locations;
 - Understand the EOC organization and floor plan.
- Determine if additional representation is required from:
 - Community based organizations;
 - Private organizations;
 - Utilities not already represented;
 - Other agencies.
- In conjunction with the EOC Director and EOC Coordinator, establish and maintain an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.
- Assist the EOC Director and EOC Coordinator in conducting regular briefings for the Inter-agency Coordination Group and with distribution of the current EOC Action Plan and Situation Report.
- Request that Agency Representatives maintain communications with their agencies and obtain situation status reports regularly.
- With the approval of the EOC Director, provide agency representatives from the EOC to other EOCs as required and requested.
- Maintain a roster of agency representatives located at the EOC. Roster should include assignment within the EOC (Section or Inter-agency Coordination Group). Roster should be distributed internally on a regular basis.

Demobilization Phase (Liaison Officer):

- Follow generic Demobilization Phase Checklist.
- Release agency representatives no longer required in the EOC when authorized by the EOC Director.

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EMERGENCY RESPONSE PLAN

Safety Officer



Function Description (Safety Officer):

The Safety Officer is responsible for identifying and mitigating safety hazards and situations of potential District liability during EOC operations; ensuring that all facilities used in support of EOC operations have safe operating conditions (building, parking lots, etc.); monitoring all EOC and related-facility activities to ensure that they are being conducted as safely as possible; planning for and ensuring that all employees are taken care of if injured; ensuring that personnel working in EOC positions are not over stressed or working for extended periods that may jeopardize their health; stopping or modifying all unsafe operations within or outside the scope of the EOC Action Plan; and notifying the EOC Director of actions taken.

More specific actions include:

- Review or initiate Safety Plan and all Safety Messages
- Participate in Strategy/Tactics meetings and complete the Incident Safety Analysis Mitigation form (ICS Form 215A)
- Consult with the EOC Director and General Staff Coordinators on the need to prepare and present an EOC Safety Message and Site-Safety Plan at appropriate meetings and briefings (ICS Forms 202/208)
- Review/Create the EOC Medical Plan (ICS Form 206)

Responsibilities (Safety Officer):

1. Ensure that all buildings and other facilities used in support of the EOC are in a safe operating condition.
2. Monitor operational procedures and activities in the EOC to ensure they are being conducted in a safe manner, considering the existing situation and conditions.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
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3. Stop or modify all unsafe operations outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken.

Activation Phase (Safety Officer):

- Follow generic Activation Phase Checklist.

Operational Phase (Safety Officer):

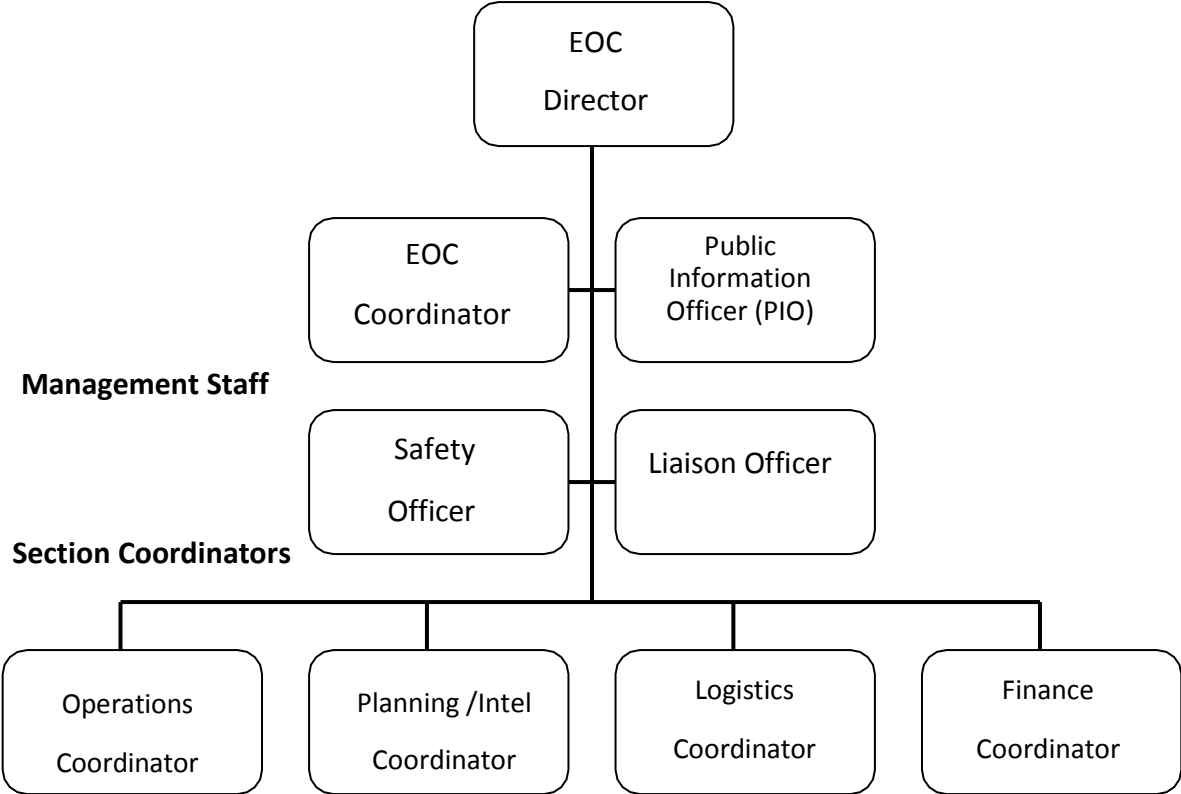
- Tour the entire EOC facility and evaluate conditions; advise the EOC Director of any conditions and actions that might result in liability, unsafe layout or equipment set-up, etc.
- Study the EOC facility and document the locations of all fire extinguishers, emergency pull stations, and evacuation routes and exits.
- Be familiar with particularly hazardous conditions in the facility; take action when necessary.
- Prepare and present safety briefings for the EOC Director and General Staff at appropriate meetings.
- If the event that caused activation was an earthquake, provide guidance regarding actions to be taken in preparation for aftershocks.
- Ensure that the EOC facility is free from any environmental threats - e.g., radiation exposure, air purity, water quality, etc.
- Keep the EOC Director advised of unsafe conditions; take action when necessary.
- Coordinate with the Finance Section in preparing any personnel injury claims or records necessary for proper case evaluation and closure.

Demobilization Phase (Safety Officer):

- Follow generic Demobilization Phase Checklist.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Organization of the Management Staff and Section Coordinators in the EOC



Operations Section

Function Description:

The Operations Section, a member of the General Staff, is responsible for the management and coordination of all EOC related operational functions. The Operations Section will ensure, based on the emergency that all necessary operational functions have been activated and are appropriately staffed.

Responsibilities (Operations Section):

1. Ensure that the Operations function is carried out including coordination of activities for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Exercise overall responsibility for the coordination of Branch and Unit activities within the Operations Section.
5. Ensure that the Planning/Intelligence Section is provided with Status Reports and Major Incident Reports (utilizing the Santa Clara County WebEOC format if available).
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Activation Phase (Operations Section):

- Follow the generic Activation Phase Checklist.
- Ensure that the Operations Section is set up properly and appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Meet with Planning/Intelligence Section Coordinator; obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches within the section and Branch Coordinators:
 - Security Medical
 - Communications Dispatcher Health & Safety
 - Search & Rescue Building & Utility
- Determine if there are mutual aid requests for these functional areas. Initiate coordination with appropriate mutual aid systems as required.
- Request additional personnel for the section as necessary for 24-hour operation.
- Obtain a current communications status briefing from the Communications Branch Coordinator in Logistics. Ensure that there is adequate equipment and radio frequencies available as necessary for the section.
- Confer with the EOC Director to ensure that the Planning/Intelligence and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- Coordinate with the Planning/Intelligence Section Coordinator to determine the need for any Technical Specialists.
- Establish radio or phone communications between Incident Command Post and EOC and/or with Incident Commander(s) and coordinate accordingly.
- Determine activation status of other EOCs in the Operational Area or adjacent areas and establish communication links with their Operations Sections if necessary.
- Based on the situation known or forecasted, determine likely future needs of the Operations Section.
- Identify key issues currently affecting the Operations Section; meet with section personnel and determine appropriate section objectives for the first operational period.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- Review responsibilities of branches in Operations Section; develop an Operations Plan detailing strategies for carrying out Operations objectives.

Operational Phase (Operations Section):

- Ensure Operations Section position logs and other necessary files are maintained.
- Ensure that situation and resources information is provided to the Planning/Intelligence Section on a regular basis including Status Reports and Major Incident Reports (utilize RIMS format if available).
- Ensure that all media contacts are referred to the Public Information Officer.
- Conduct periodic briefings and work to reach consensus among staff on objectives for forthcoming operational periods.
- Attend and participate in EOC Director's Action Planning meetings.
- Provide the Planning/Intelligence Section Coordinator with the Operations Section's objectives prior to each Action Planning meeting.
- Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- Ensure that the branches coordinate all resource needs through the Logistics Section.
- Ensure that intelligence information from Branch Coordinators is made available to the Planning/Intelligence Section in a timely manner.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).
- Brief the EOC Director on all major incidents.
- Complete a Major Incident Report for all major incidents; forward a copy to the Planning/Intelligence Section.
- Brief Branch Coordinators periodically on any updated information you may have received.
- Share status information with other sections as appropriate.

Demobilization Phase (Operations Section):

- Follow the generic Demobilization Phase Checklist.

Planning/Intelligence Section

Function Description:

The Planning and Intelligence Section is under the direction of the Planning Section Coordinator. Is responsible for the collection, analysis, and dissemination of information regarding the incident and the assigned resources; the development of the action plan in coordination with other functions; and the collection and maintenance of incident documentation. The Planning Section maintains an incident log and displays maps and charts of the incident. In addition, the Planning Section is also responsible for providing status reports, assessing damage, documenting EOC activities, completing the necessary ICS forms for the Incident Action Plan, communicating and disseminating the Incident Action Plan and preparing an After Action Report when the EOC is deactivated.

Responsibilities:

1. Ensure the following responsibilities of the Planning/Intelligence Section are addressed as required:
 - Collecting, analyzing, and displaying situation information;
 - Preparing periodic Situation Reports;
 - Preparing and distributing the EOC Action Plan;
 - Facilitating the EOC Action Planning meeting;
 - Conducting Advance Planning activities and report;
 - Providing technical support services to the various EOC sections and branches, documenting and maintaining files on all EOC activities.
2. Establish the appropriate level of organization for the Planning/Intelligence Section.
3. Exercise overall responsibility for the coordination of unit activities within the section.
4. Keep's the EOC Director informed of significant issues affecting the Planning/Intelligence Section.
5. In coordination with the other section coordinators, ensures that the Status Reports are completed and utilized as a basis for situation reports and the EOC Action Plan.

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EMERGENCY RESPONSE PLAN

Activation Phase (Planning & Intelligence):

- Follow the generic Activation Phase Checklist.
- Ensure that the Planning/Intelligence Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate units within the section as needed and designate Unit Leaders for each element:
 - Situation Analysis Unit
 - Documentation Unit
 - Advance Planning Unit
 - Demobilization Unit
- Request additional personnel for the section as necessary to maintain a 24 hour operation.
- Establish contact with the Operational Area EOC when activated, and coordinate Situation Reports with their Planning/Intelligence Section.
- Meet with Operations Section; obtain and review any major incident reports.
- Review responsibilities of units in the section; develop plans for carrying out all responsibilities.
- Make a list of key issues to be addressed by the Planning/Intelligence Section; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.
- Keep the EOC Director informed of significant events.
- Adopt proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase (Planning & Intelligence):

- Ensure that Planning/Intelligence Section position logs and other necessary files are maintained.
- Ensure that The Situation Analysis Unit is maintaining current information for the situation report.
- Ensure that major incidents reports and status reports are completed by the Operations Section and are accessible by Planning/Intelligence (Utilize RIMS forms if available).
- Ensure that a situation report is produced and distributed to EOC Sections and the Operational Area EOC at least once, prior to the end of the operational period.

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EMERGENCY RESPONSE PLAN

- Ensure that all status boards and other displays are kept current and that posted information is neat and legible.
- Ensure that the Public Information Branch has immediate and unlimited access to all status reports and displays.
- Conduct periodic briefings with section staff and work to reach consensus among staff on section objectives for forthcoming operational periods.
- Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the EOC Action Plan is completed and distributed prior to the start of the next operational period.
- Work closely with each unit within the Planning/Intelligence Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- Ensure that the Advance Planning Unit develops and distributes a report which highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall strategic objectives of the EOC.
- Ensure that the Documentation Unit maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.
- Provide technical specialists to all EOC sections as required.
- Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Demobilization Phase (Planning & Intelligence):

- Follow the generic Demobilization Phase Checklist.

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EMERGENCY RESPONSE PLAN

Logistics Section

Function Description:

The Logistics Section provides facilities, services, resources and other support services both to agencies responding to the emergency, and to meet internal EOC operating requirements. The Logistics Section reports to the EOC Director.

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Coordinator to establish priorities for resource allocation to activated Incident Commands within the affected area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Activation Phase (Logistics):

- Follow the generic Activation Phase Checklist.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within section as needed and designate Unit Leaders for each element:
 - Communications Branch Supply/Procurement Unit
 - Transportation Unit Facilities Unit
 - Personnel Unit Resource Tracking Unit
- Mobilize sufficient section staffing for 24 hour operations.
- Establish communications with the Logistics Section at the Operational Area EOC if activated.
- Advise Branches and Units within the section to coordinate with appropriate branches in the Operations Section to prioritize and validate resource requests from Incident Command Posts in the field. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Meet with the Finance/Administration Section and determine level of purchasing authority for the Logistics Section.
- Assist branch and Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period, or in accordance with the Action Plan.
- Provide periodic Section Status Reports to the EOC Director.
- Adopt a proactive attitude thinking ahead and anticipating situations and problems before they occur.

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EMERGENCY RESPONSE PLAN

Operational Phase (Logistics):

- Ensure that Logistics Section position logs and other necessary files are maintained.
- Meet regularly with section staff and work to reach consensus on section objectives for forthcoming operational periods.
- Provide the Planning/Intelligence Section with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.
- Attend and participate in EOC Action Planning meetings.
- Ensure that the Supply/Procurement Unit coordinates closely with the Purchasing Unit in the Finance/Administration Section and that all required documents and procedures are completed and followed.
- Ensure that transportation requirements in support of response operations are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for, as well as resources ordered through Mutual Aid.
- Provide section staff with information updates as required.

Demobilization Phase (Logistics):

- Follow the generic Demobilization Phase Checklist.

Finance/Administration Section

Function Description:

The Finance Section is responsible for all financial and cost analysis components of the incident. This section tracks personnel work hours, monitors purchases, reviews equipment requisitions, records all injury claims and provides incident cost projections.

The Finance section consists of the following branches under the supervision of the Finance Section Coordinator: Risk Management, Compensation and Claims; Time Keeping; Cost and Accounting.

Responsibilities:

1. Ensure that all financial records are maintained throughout the emergency.
2. Ensure that all on-duty time is recorded for all emergency response personnel.
3. Ensure that all on-duty time sheets are collected from EOC assigned personnel and that departments are collecting this information from Field Level Supervisors or Incident Commanders and their staffs.
4. Ensure there is a continuum of the payroll process for all employees responding to the emergency.
5. Determine purchase order limits for the procurement function in Logistics.
6. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
7. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
8. Provide administrative support to all EOC Sections as required.
9. Activate units within the Finance/Administration Section as required; monitor section activities continuously and modify the organization as needed.
10. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to the Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Activation Phase (Finance & Administration):

- Follow the generic Activation Phase Checklist.
- Ensure that the Finance/Administration Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Based on the situation, activate units within section as needed and designate Unit Coordinators for each element:
 - Time Keeping Unit
 - Purchasing Unit
 - Cost Accounting Unit
 - Recovery Unit
 - Compensation & Claims Unit
- Ensure that sufficient staffing is available for a 24 hour schedule, or as required.
- Meet with the Logistics Section and review financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.
- Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- Notify the EOC Director when the Finance/Administration Section is operational.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.

Operational Phase (Finance & Administration):

- Ensure that Finance/Administration Section position logs and other necessary files are maintained.
- Ensure that displays associated with the Finance/Administrative Section are current and information posted is legible and concise.
- Participate in all Action Planning meetings.
- Brief all Unit Leaders and ensure they are aware of the EOC objectives as defined in the Action Plan.

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- Keep the EOC Director, General Staff, and board/elected officials aware of the current fiscal situation and other related matters on an on-going basis.
- Ensure that the Recovery Unit maintains all financial records throughout the emergency.
- Ensure that the Time Keeping Unit tracks and records all agency staff time.
- In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- Ensure that the Compensation & Claims Unit processes all workers' compensation claims resulting from the emergency, in a reasonable time-frame, given the nature of the situation.
- Ensure that the Time Keeping Unit processes all time-sheets and travel expense claims promptly.
- Ensure that the Finance/Administration Section provides administrative support to other EOC Sections as required.
- Ensure that all recovery documentation is accurately maintained by the Recovery Unit during the response, and submitted on the appropriate forms to Federal Emergency Management Agency (FEMA) and/or the Governor's Office of Emergency Services.

Demobilization Phase (Finance & Administration):

- Follow the generic Demobilization Phase Checklist.

11.0 HAZARD-SPECIFIC ANNEXES

ACTIVE SHOOTER / HOSTILE INTRUDER

ACTIVE SHOOTER / HOSTILE INTRUDER

Active shooter incidents are unpredictable and evolve quickly. A shooter will not stop firing until his objectives have been met or he is engaged by law enforcement. Each situation is different and will change rapidly. Staff, faculty, and students must be responsible for their own safety until law enforcement and first responders arrive and provide assistance.

ACTIONS:

GET TO SAFETY then call 911 from cell phone (or 9-911 from any campus phone).

Law enforcement officers responding to the incident will first focus on stopping the shooter and containing the threat.

There are three options during an active shooter incident:

- Run (get out)
- Hide (lockdown)
- Fight (defend self)

Run (Get Out)

- Leave the area if it is safe to do so, moving away from the shooter's location.
- Have an escape route and plan in mind.
- Leave your belongings behind.
- Help others escape, if possible.
- Keep your hands visible.
- Prevent people from entering an area where an active shooter may be.
- Call 911 as soon as it is safe to do so.

Hide (Lockdown)

- Hide in an area out of the shooter's view, and behind large items that provide concealment and protection from gunfire.
- Block entry to your hiding place and lock the doors.
- Do not trap or restrict your options for movement, if necessary.
- Turn off lights, computer monitors, and radios. Close blinds.
- Silence all cell phones and pagers.
- Stay calm, quiet, and out of sight.

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- Unless you are in imminent danger from fire, ignore any fire alarms sounding but stay aware of your surroundings. Active shooters may pull fire alarms in an attempt to shoot people as they exit the building.
- If you are in a safe location and not in harm's way, do not leave your hiding place until directed to do so by law enforcement officials.
- Keep your hands in plain view at all times for police officers. Follow directions exactly and carry nothing that could be mistaken for a weapon.

Fight (Defend Yourself)

- As an absolute last resort, and only when in imminent danger, attempt to disrupt and/or incapacitate the shooter in defense of yourself and others.
- Throw items and improvise weapons from available objects.
- Hit, kick, or tackle the shooter if close enough.
- Act with physical aggression.
- Commit to your actions.

What to expect from emergency responders:

- The first responding law enforcement officer(s) **will not stop** to aid the wounded or injured. Their primary mission is to contain the threat.
- Medical and rescue teams will begin treatment of the injured as additional law enforcement resources arrive and provide armed escort into the area.
- Law enforcement may relocate building occupants to a safe area, or may instruct occupants to remain where they are.

After the incident:

- After evacuation, you may be taken to a holding area for medical treatment, interviewing, and/or counseling.
- Law enforcement personnel may detain you as a witness to the incident.
- You may be asked to provide statements to law enforcement right away, or at a later time.
- The entire area will be treated as a crime scene.
- Once you have been evacuated, you will not be allowed to re-enter the building.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Roles and Responsibilities

Campus Security

- Call 911 and report Active Shooter.
 - Provide whatever information is known.
- Notify the Director of Business Services and Security .
- All efforts immediately focus on Life Safety procedures:
 - Evacuate and Lockdown campus depending on location to shooting site.

Director of Business Services and Security

- Initiate campus Emergency Notification systems immediately;
 - LOCKDOWN: Campus population in close proximity to incident site;
 - EVACUATE: Campus population away from incident site
- Notify President's office;.
- Notify Emergency Response Team members;
 - Active Shooter incident triggers EOC Activation.
- Respond to the incident area immediately;
 - Identify exact location of shooter and communicate this to law enforcement;
 - Intervention is a personal choice to stop the shooter;
- Once shooter(s) is neutralized;
 - Establish a Unified Command Post with law enforcement, fire and EMS;
 - Communicate status and needs with EOC.
- Coordinate emergency procedures with EOC;
- Incident Documentation.

Superintendent/President

- Respond to EOC to oversee incident.

Emergency Response Team

- Respond to EOC and initiate responsibilities (See Functional Annex 1).

Faculty

- Remain with your class until immediate danger has subsided;
- Instruct your class on evacuation and lockdown procedures;
- Assist students with disabilities as necessary.

Staff

- Supervisors will instruct you to evacuate or lockdown depending on circumstances;
- Assist other co-workers as needed;
- Assist visitors as necessary.

Students

- Follow direction provided by instructors and campus Emergency Notification messages.
- Direct others away from danger area.

EARTHQUAKE

EARTHQUAKE

ACTIONS - INDOORS

Ensure you do the following if you are indoors during an earthquake:

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Do not use a doorway unless you know it is a load-bearing doorway. Many inside doorways are lightly constructed and do not offer protection.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators as electricity may go out and you will become trapped.

ACTIONS - OUTDOORS

Ensure you do the following if you are outdoors during an earthquake:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls.

ACTIONS – MOVING VEHICLES

Ensure you do the following if you are in a moving vehicle during an earthquake:

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

ACTIONS – TRAPPED UNDER DEBRIS

Ensure you do the following if you are trapped under debris during or after an earthquake:

- Do not light a match.
- Do not move around or kick up dust.
- Cover your mouth with a handkerchief or clothing.
- Tap on pipes or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

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EMERGENCY RESPONSE PLAN

ACTIONS – AFTER EARTH QUAKE ENDS

Consider the following after the shaking stops:

- Reporting Emergency and/or Non-Emergency Information on campus:

Step 1 - Emergency (Life Safety issue): Call 911 to initiate public safety response.

Step 2 - Non-emergency (Informational): Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490 and provide the information.

- Check others for injuries and assist as appropriate;
- If inside, self-evacuate to the outside;
- Move to a place of safety outside away from damaged buildings, trees, and power lines to designated evacuation points areas if possible (see Functional Annex 2 – Evacuation).

Roles and Responsibilities

Campus Security

- Follow Action guides on page 1 of this Annex until safe;
- Dial 9-911 and report related earth quake emergencies on campus;
- Dispatch available security personnel to assist and/or survey campus for damage;
- Notify Director of Business Services and Security .

Director of Business Services and Security

- Follow Action guides on page 1 of this Annex until safe;
 - Notify President's Office;
 - Initiate Emergency Notification System (if applicable);
 - Notify Emergency Response Team;
- Immediate Considerations:
- Possible EOC activation;
 - Evacuations: Building/Campus
 - Maintenance: gas and water lines shut off and/or inspection;
 - Maintenance: utilities shut off and/or inspection;
 - building inspections (visible structural damage survey);
- Coordinate with responding public safety agencies (Unified Command Post);
 - Assist with evacuations and traffic control;
 - Incident documentation.

Superintendent/President

- Follow Action guides on page 1 of this Annex until safe;
- Respond to EOC (if activated) to oversee incident (See Functional Annex 1).

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

Emergency Response Team

- Follow Action guides on page 1 of this Annex until safe;
- Respond to EOC (if activated) and initiate responsibilities (See Functional Annex 1).

Faculty

- Follow Action guides on page 1 of this Annex until safe;
- Remain with your class until immediate danger has subsided;
- Instruct your class on Evacuation and Shelter-In-Place procedures;
- Assist students with disabilities as necessary.

Staff

- Follow Action guides on page 1 of this Annex until safe;
- Supervisors will instruct you to Evacuate or Shelter-In-Place depending on circumstances;
- Assist other co-workers as needed;
- Assist visitors as necessary.

Students

- Follow Action guides on page 1 of this Annex until safe;
- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

FIRE

FIRE

Gilroy campus buildings are constructed of fire resistant materials, however, the contents of the structures possess varying degrees of flammability and can catch fire, producing toxic smoke and causing major damage to the contents and structure. The storage and use of flammable materials by the District is necessary to provide relevant educational experiences and to perform routine facility maintenance and repairs, and requires that the District meet safety codes and standards. The Gilroy campus is also located in a rural wild land setting which poses potential risk of fire to the campus as well.

ACTION STEPS – REPORTING A FIRE

If you see a fire on campus, report it immediately.

Step 1 Pull Fire Alarm or call 911 from cell phone to report a fire on campus.

Step 2 Notify campus security by dialing ‘10’ on any campus phone or directly at (408) 710-7490 and report the fire

ACTION STEPS - RESPONDING

Campus Security Personnel:

- Notify the Director of Business Services and Security , respond to the scene and assess the situation;
- Establish command, provide situational update including what additional resources are needed;
- If a fire is confirmed in a building, pull the fire alarm (if not already activated) and begin emergency evacuation procedures;
- Conduct a floor-by-floor, room-by-room search of the affected building if it can be accomplished safely and in teams of at least two;
- If the fire is located and is small in size, use a fire extinguisher to extinguish the fire if it can be done safely;
- Assist evacuees from the building if necessary, including any disabled evacuees, or direct them to the designated areas of refuge to await assistance from Fire Rescue;
- Establish a safety perimeter of at least 500 feet according to emergency evacuation procedures;
- Provide first aid treatment to evacuees already out of the building;
- Establish a safety perimeter and keep people out of the hazard area.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- Gather necessary information to complete required reports.

Director of Business Services and Security

- Notify President's Office;
- Respond to the scene and provide direction;
 - Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team;
Immediate Considerations:
 - Initiate Emergency Notification System
 - EOC Activation
 - Evacuations: Building/Campus
- Meet and coordinate with responding public safety agencies (Unified Command Post);.
- Assist with evacuations and traffic control;
- Incident documentation

Superintendent/President

- Respond to incident if necessary.

Emergency Response Team

- Respond to incident if requested.
- Respond to EOC (if activated) and initiate responsibilities (See FA 1).

Faculty/Staff

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Evacuation and Shelter-In-Place procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.
- If in the immediate area, assist with crowd control functions to help secure scene safety.

Students

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

FLOOD

FLOOD

A flood is an overflowing of a large amount of water beyond its normal confines.

ACTION STEPS - REPORTING

If you see a flood on campus, outside or inside of a building, report it immediately.

Step 1 If Life Threatening

Call 911 from cell phone to report the flood. Otherwise, go to Step 2;

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490 and report the flood.

Leaving Campus During Flood Conditions:

- Avoid areas subject to flooding – dips in the road, low spots, washes, etc.
- Do not attempt to cross flowing streams or flooded roadways. The roadbed may not be intact under floodwaters. Turn around and go another way. **NEVER** drive through flooded roadways.
- If the vehicle stalls, leave it immediately and seek higher ground. Rapidly rising water may engulf the vehicle and its occupants and sweep them away.
- If the water on the roadway is ankle-deep or greater, turn around and find another route, or find a safe location to wait out the storm and/or flooding.

Flooded Building on Campus:

- Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490 and report any flooding.
- Relocate to an upper floor and await instruction from Campus Police.
- Assist those with functional impairments who may need assistance.
- If time allows, move records and equipment up off the floor onto shelves and tables to prevent damage from minor flooding.
- If the building is evacuated, do not return to the building until notified to do so by a District official.

ACTION STEPS - RESPONDING

Campus Security Personnel:

- Notify the Director of Business Services and Security , respond to the scene and assess the situation;

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- Establish command, provide situational update including what additional resources are needed;
- If flood is confirmed take whatever steps necessary to ensure Life Safety;
 - Building Evacuation.
 - Establish a safety perimeter around hazard.
 - Building Maintenance response.
- Gather necessary information to complete required reports.

Director of Business Services and Security

- Notify President's Office;
- Respond to the scene and provide direction;
 - Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team;
Immediate Considerations:
 - Initiate Emergency Notification System
 - EOC Activation
 - Evacuations: Building/Campus
- Meet and coordinate with responding public safety agencies (Unified Command Post);
- Assist with evacuations and traffic control;
- Incident documentation

Superintendent/President

- Respond to incident if necessary.

Emergency Response Team

- Respond to incident if requested.
- Respond to EOC (if activated) and initiate responsibilities (See FA 1).

Faculty/Staff

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Evacuation and Shelter-In-Place procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

Students

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

TORNADO

TORNADO

Tornados have occurred in Santa Clara County and within several miles of the Gilroy campus. Students, staff, and faculty are encouraged to personally monitor weather conditions, NOAA Weather Radio, campus emergency notifications, and to sign up for weather alerts from commercial media outlets.

Understand the difference between a tornado watch and a warning.

Tornado Watch

Tornadoes are possible. Remain alert for approaching storms. Watch the sky and stay tuned to NOAA Weather Radio, commercial radio or television for information.

Actions Steps:

- Campus Security will check to be sure that shelter areas are accessible should a tornado watch evolve into a tornado warning.
- Students, staff, and faculty should remain alert for approaching storms and monitor radio and television for current weather information.
- Anyone located in a temporary or modular building on campus should consider moving into a permanent structure until the threat has passed.

Tornado Warning

A tornado has been sighted or indicated by weather radar. Take shelter immediately.

Actions Steps:

- Follow directions issued by the District through its emergency notification systems.
- Take cover in a designated shelter area if available.
- Do not leave a permanent structure. People in modular, prefabricated, or temporary structures should immediately get to the closest permanent structure.
- Evacuate upper levels and lobby areas; stay away from lobbies, walkways, atriums and other large glassed-in areas, and large open areas with a long roof span.
- Move away from windows, doors, exterior walls, hallways, and open areas.
- Provide assistance to people with disabilities.
- Close fire doors in hallways.
- Remain in place for at least 15 minutes until the threat has passed.

If you are outside of the building and a tornado is approaching:

- Move into a permanent building if there is time to do so safely.
- If you can't make it to a building, lie flat in a nearby ditch or depression until the tornado has passed.

After a Tornado:

- If the building has suffered structural damage, evacuate immediately. If you cannot evacuate or are trapped, call 911.
- Follow directions of District officials and emergency responders.
- Stay clear of damaged areas.
- Beware of fallen debris, exposed electrical lines, downed power lines, and gas leaks.
- Stay with your group and account for everyone.
- If trained, administer first aid to the injured.

SEVERE WEATHER

SEVERE WEATHER

Severe weather can happen anytime and include high winds, thunderstorms, lightning, hail, flooding and flash flooding, extreme heat or cold, blizzards, or other weather events that have the potential to create safety hazards or cause property damage.

Staff, faculty, and students should monitor weather conditions and take appropriate precautions as necessary.

ACTION STEPS – REPORTING

If you see a hazard or an emergency related to Severe Weather on campus (outside or inside of a building) report it immediately.

Step 1

If life threatening, call 911 from cell phone to report the emergency. If not, go to Step 2;

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490 and report the hazard.

TERMINOLOGY:

SEVERE WEATHER WATCH

During a severe weather watch, continue normal activities. The Director of Business Services and Security and administrators will monitor conditions via weather radio/television.

SEVERE WEATHER WARNING

During a severe weather warning, the District will announce a Shelter-In-Place or Evacuation over all available Emergency Notification Systems when a Weather Warning is received.

ACTION STEPS: Shelter-In-Place

If sheltering in place for an imminent severe weather event:

- Do not leave a hardened structure. If in a modular, prefabricated, or temporary structure, get to the closest hardened structure immediately.
- Move away from windows and toward interior rooms. Take cover in a Designated Shelter Area if available.
- If a Designated Shelter Area is not available, seek cover in a space that:
 - Is located in the interior of a hardened structure
 - Is on the lowest level of the building
 - Does not have windows or skylights
 - Is not in a long corridor spanning the structure (wind tunnel effect)
- Avoid using landline telephones.

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- Remain in the building until the storm passes.
- Do not leave a hardened structure. If in a modular, prefabricated, or temporary structure, get to the closest hardened structure immediately.
- Move away from windows, close curtains/blinds and toward interior rooms.
- Return to normal activities when signaled to do so.

ACTION STEPS - RESPONSE

Campus Security Personnel:

- Call 911 to activate the Emergency Response System if needed;
- Notify the Director of Business Services and Security of any Severe Weather related emergency or issue reported;
- If safe, respond to the scene and assess the situation;
- Establish command, provide situational update and take whatever steps are necessary to ensure Life Safety;
 - Shelter-In-Place.
 - Building Evacuation.
 - Establish a safety perimeter around the hazard.
 - Building Maintenance response.
- Gather necessary information to complete required reports.

Director of Business Services and Security

- Monitor weather feeds, radio and television stations for real time information;
- Notify President's Office;
- Respond to the scene and provide direction;
 - Oversee and coordinate emergency procedures as needed.
- Notify Emergency Response Team;
Immediate Considerations:
 - Initiate Emergency Notification System
 - EOC Activation
- Meet and coordinate with responding public safety agencies (Unified Command Post);
- Incident documentation

Superintendent/President

- Respond to incident if necessary.

Emergency Response Team

- Respond to incident if requested.
- Respond to EOC (if activated) and initiate responsibilities (See Functional Annex 1).

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EMERGENCY RESPONSE PLAN

Faculty/Staff

- Follow direction of Emergency Notification System;
- Instruct your staff/class on Shelter-In-Place and Evacuation procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

Students

- Follow direction provided by instructors and campus Emergency Notification messages;
- Direct others away from danger area.

AIRCRAFT DISASTER ON OR NEAR CAMPUS

AIRCRAFT DISASTER

ACTIONS - NOTIFICATION

Step 1

Call 911 from your cell phone to report the emergency and initiate public safety response.

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

In order for the emergency response system to be successful, all employees must adhere to the guidelines and procedures set in place. Campus security will immediately respond, alert the Director of Business Services and Security, as well as other Emergency Response Team members. The Director of Business Services and Security will notify District administrators and other public officials as necessary.

The safest areas will be far away from the crash scene – uphill and up wind from a downed aircraft and away from damaged buildings, trees, power lines, spilled fuels and oils!

- Do not approach the aircraft or accident site.
- Direct others away from the accident site to a location of safety.
- If an evacuation is ordered, move to the designated area of safety and direct others to do the same (See Functional Annex 4 – Evacuation).

Shelter-in-place	Evacuate
<ul style="list-style-type: none">• Close/lock doors to secure area;• Turn off HVAC system;• Take logical steps to ensure the safety of students, employees, and visitors.• Follow Emergency Notification, Campus Security and Public Safety official's directives.	<ul style="list-style-type: none">• Lead students, employees, and visitors to the nearest designated area.• Check in with Emergency Coordinator;• Assist disabled students and employees.• Follow Emergency Notification, Campus Security and Public Safety official's directives.

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EMERGENCY RESPONSE PLAN

Roles and Responsibilities

Campus Security

- Send available security personnel to set up a Safety Perimeter and secure the area;
- Confirm with 911 communications a call was received and/or report the incident;
- Notify the Director of Business Services and Security .

Director of Business Services and Security

- Notify Emergency Response Team members to respond;
 - Possible EOC Activation
- Issue an immediate report to the President's Office;
 - Follow directives from the President
- Respond to the site of the incident immediately;
 - Meet with Public Safety and EMS;
 - Establish Unified Command Post if warranted;
 - Determine if EOC activation is warranted;
 - Update Emergency Response Team
- Oversee and coordinate emergency procedures as needed;
- Oversee evacuation and/or shelter-in-place directives;
- Initiate campus Emergency Notification systems (if applicable);
- If EOC is activated assume role in Operations Section.
- Ensure incident is documented.

Emergency Response Team

- Report to designated areas immediately;
- Follow Presidents directives;
- Provide leadership.

Superintendent/President

- Oversee the incident.

FIREARMS, WEAPONS AND EXPLOSIVES

FIREARMS, WEAPONS AND EXPLOSIVES

A violation of the *Gavilan College Standards of Student Conduct* policy, regarding Firearms, Weapons and Explosives, should be reported immediately. A reportable violation includes the Possession, Sale or otherwise Furnishing a firearm, weapon or explosive to another on campus.

ACTIONS STEPS - REPORTING

Step 1

Emergency (Life Safety issue):

Call 911 and initiate a public safety response; if this is not an emergency start at step 2.

Step 2

Non-emergency (Observation / nonthreatening):

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

- Remain calm and attempt to move to a safe area away from the offender.
- Provide accurate descriptions of offender and weapon, if possible.
- If in direct contact with offender, **DO NOT** confront or challenge him verbally or physically.

Campus security will immediately alert law enforcement; respond to the area; and notify the Director of Business Services and Security. The Director of Business Services and Security will notify appropriate administrators and respond.

Roles and Responsibilities

Appropriate law enforcement will respond to any potential violation of the weapons policy and make contact with the offender.

Students:

- Report any weapons or explosive possession to campus security, faculty or staff.

Faculty/Staff will:

- Report any weapons or explosive violations to Campus Security (See Action Steps Above).
- File an incident report with Campus Security.

Campus Security will:

- Report the incident to law enforcement and request assistance;
- Notify Director of Business Services and Security ;
- Respond to the area and meet with the reporting party;
- Campus security should wait for law enforcement to arrive;
 - Unless necessary, do not make contact with the offender.

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EMERGENCY RESPONSE PLAN

The Director of Business Services and Security will:

- Respond to the area and meet with the Reporting Party and Campus Security.
- Initiate Emergency Notification System (if applicable).
- If safe to do so, secure the area immediately surrounding the subject.
- Law enforcement will confront the subject and determine the nature and intent of the weapon on campus.
- Ensure an Incident Report is taken.
- Contact President with status update.
- If Emergency Notification System was activated, send out a message update.

Superintendent/President

- Respond if necessary.

BOMB THREAT

BOMB THREAT

Any bomb threat directed at any District facility will be evaluated and responded to as a legitimate and real threat to the District. The safety and well-being of students, staff, and faculty will be paramount. The District's goal will be to resolve the situation and return the campus to normal operations at the earliest possible time with minimal disruption.

Response procedures will vary with each bomb threat. Deviations to standardized procedures are expected based on variations in the nature of the threat, the specificity of the threat, and the threatened location.

Bomb Threat Received via Telephone

- Enter all aspects of the call on the **Bomb Threat Reporting Checklist** (below).
- Immediately call 911. Then notify Campus Security, who will, in turn, notify appropriate District administrators.
- Students, staff, and faculty may be ordered to evacuate the building in the event of a credible threat.

Bomb Threat Received via Text Message or Social Media

- Immediately report the threat by calling 911.
- Read bomb threat message to the dispatcher exactly as written.
- Report sender identity, message date and time received, who the message was intended for, who received copies and the subject line (if email).
- Do not respond to the sender.
- Do not delete the bomb threat message.
- Print a copy of the bomb threat message, if possible.
- Meet with responding officers to provide any additional information or answer any questions they may have regarding the email.
- Employees and students should follow the directions of emergency response personnel regarding necessary announcements or evacuations.

Suspicious Object or Potential Bomb on Campus

- If you observe a suspicious object or potential bomb on campus, do not handle the object! **Clear the area and immediately and call Campus Security by dialing '10'** on a campus phone or **(408) 710-7490** from a personal phone.

Evacuation

(SEE FUNCTIONAL ANNEX 4 – EVACUATION)

Any evacuation ordered due to a bomb threat is mandatory. All occupants of the area being evacuated shall immediately move towards a safe exit and remain outside the area, at least 500 feet away from the building, until Campus Security and law enforcement determine it is safe to re-enter.

- Students will take all personal property with them.
- Staff and faculty will inspect for, **but not disturb**, unusual objects as they depart classrooms and work areas.
- Notify Campus Security of any suspicious or unusual object.
- Do **NOT** touch, move, or tamper with any suspicious item.
- Students, staff, and faculty will assemble at least 500 feet from the building, or at a designated location.
- Do **NOT** use cell phones or portable 2-way radios within 300 feet of a building suspected of containing an explosive device.
- Don't re-enter the building until notified by emergency personnel.

If it is determined that a sweep for evidence/devices is necessary, employees may be asked to conduct a sweep (with authorized police personnel) in areas where they are most qualified to identify items that do not belong.

BOMB THREAT REPORTING CHECKLIST (Next Page)

BOMB THREAT REPORTING CHECKLIST

Stay Calm. Be Courteous. Listen. Do Not Interrupt the Caller.

YOUR NAME: _____ **Time:** _____ **Date:** _____

CALLER'S IDENTITY:

Male ___ Female ___ Adult ___ Juvenile ___ Approx. Age: ___ Years

ORIGIN OF CALLER:

Local ___ Long Distance ___ Telephone Booth ___ Within Building ___

EXACT WORDS OF CALLER (Use extra sheets if necessary): _____

BOMB FACTS

Pretend Difficulty Hearing – Keep Caller Talking

If Caller Seems Agreeable To Further Conversation, Ask Questions Like:

When will it go off? Certain Hour _____ Time Remaining _____

Where is it located? Building _____ Area _____

What kind of bomb? _____ What kind of package? _____

How do you know so much about the bomb? _____

What is your name /address? _____

Did you place the bomb? _____

CALLER CHARACTERISTICS

VOICE	SPEECH	MANNER	LANGUAGE	ACCENT	BACKGROU ND
___Loud	___Distinct	___Calm	___Fair	___Local	___Office
___Soft	___Stutter	___Angry	___Foul	___Not local	___Animal
___High Pitch	___Slurred	___Coherent	___Good	___Foreign	___Traffic
___Deep	___Distorted	___Incoherent	___Poor	___Race	___Music
___Raspy	___Slow	___Rational	___Excellent	___Regional	___Airplanes
___Pleasant	___Fast	___Irrational			___Factory
___Nasal	___Lisp	___Deliberate			___Party
	___Intoxicated	___Emotional			___Voices
Other:	Other:	Other:	Other:	Other:	Other:

CIVIL DISTURBANCE

CIVIL DISTURBANCE

If you encounter an emergency situation on campus

Actions Steps

Step 1 – If situation is life threatening

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490. Campus security will immediately alert law enforcement; respond to the area.

Roles and Responsibilities

Appropriate law enforcement will respond and mitigate the disturbance.

Campus Security

- Send security personnel to assess the situation and isolate the area;
- Activate the Emergency Response System (911) if needed;
- Notify the Director of Business Services and Security of any Civil Disturbance;
- Respond to the scene, assess the situation and isolate the area;
- Provide situational assessment to Director of Business Services and Security ;
- Gather necessary information to complete required reports.

Director of Business Services and Security

- Notify Superintendent/President's Office;
- Respond to the scene and provide direction to ensure Life Safety;
 - Shelter-In-Place.
 - Building Evacuation.
 - Establish a safety perimeter around the Civil Disturbance.
- Coordinate activities with law enforcement agencies;
 - Unified Command Post.
- Immediate Considerations;
 - EOC Activation.
 - Initiate Emergency Notification System.
- Incident documentation.

Superintendent/President

- Respond to incident if necessary.

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EMERGENCY RESPONSE PLAN

Emergency Response Team

- Respond to incident if requested;
- Respond to EOC (if activated) and initiate responsibilities.

Faculty/Staff

- Follow direction of campus Emergency Notification System;
- Instruct staff/students on Shelter-In-Place and Evacuation procedures;
- Assist other co-workers as needed;
- Assist visitors as necessary.

Students

- Follow direction provided by instructors and/or campus Emergency Notification messages;
- Direct others away from incident/danger area.

DISEASE OUTBREAK

DISEASE OUTBREAK (PANDEMIC)

Situations involving a pandemic or other community health concern often occur without warning and evolve quickly. The World Health Organization (WHO) and the Centers for Disease Control (CDC) warn that the current risk from avian influenza becoming the next human influenza pandemic is high. Should any disease outbreak occur, it is the intention of the District to provide a coordinated and comprehensive response to the outbreak in order to minimize exposure and ensure continuation of education and services.

The Santa Clara County Health Department is the local authority on disease outbreak. The District will follow the direction, policies and procedures of this governing body regarding any disease outbreak impacting the District.

An outbreak of avian flu could significantly interrupt normal District functions for a period of six to eight weeks and may require closure of a District campus.

The primary focus of this Plan is to identify the hazards that will be produced by an outbreak, plan for and reduce the impact of the outbreak, maintain operations during and after an outbreak, and advise students, employees and visitors on the things they can do to mitigate the impact of an outbreak on both the District and themselves.

Title 17, California Code of Regulations (CCR) §2500, §2593, §2641.5-2643.20, and §2800-2812 Reportable Diseases and Conditions*

§ 2500. REPORTING TO THE LOCAL HEALTH AUTHORITY

- § 2500(b) It shall be the duty of every health care provider, knowing of or in attendance on a case or suspected case of any of the diseases or condition listed below, to report to the local health officer for the jurisdiction where the patient resides. Where no health care provider is in attendance, any individual having knowledge of a person who is suspected to be suffering from one of the diseases or conditions listed below may make such a report to the local health officer for the jurisdiction where the patient resides.

- § 2500(c) The administrator of each health facility, clinic, or other setting where more than one health care provider may know of a case, a suspected case or an outbreak of disease within the facility shall establish and be responsible for administrative procedures to assure that reports are made to the local officer.

- § 2500(a)(14) "Health care provider" means a physician and surgeon, a veterinarian, a podiatrist, a nurse practitioner, a physician assistant, a registered nurse, a nurse midwife, a **school nurse**, an infection control practitioner, a medical examiner, a coroner, or a dentist.

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EMERGENCY RESPONSE PLAN

ASSUMPTIONS

The impact of a disease outbreak is unknown. The following influenza pandemic assumptions were utilized in the development of the Plan:

- Up to 30% of the workforce could be out sick during a pandemic.
- People may decide to stay home to care for family members and/or are afraid of exposure;
- Flexibility will be necessary and might include expansion of physical space between work stations (social space) or allowing employees to work from home (if possible);
- Leave policies will need to be flexible;
- Employees may need personal protective equipment (PPE) to maintain critical services;
- Availability of supplies will be limited due to hoarding, limited production, and transportation limitations;
- Assistance from outside organizations or levels of government will be unlikely if the outbreak is nationwide;
- The District may be closed because of staffing shortages, a community quarantine or direct order of the Santa Clara County Health Department.

ACTION PLAN

1. Planning, Communication and Surveillance

- Communicate planning and general public health information to the District community
- Maintain a reasonable amount of medical and other supplies on campus; this and other internal procedures in the Health Center will be implemented
- Monitor World Health Organization WHO, CDC (Centers for Disease Control) and state health agencies for information regarding influenza and/or other activity
- The **Health Center/Nurse** will coordinate the tasks outlined below

2. Pandemic Flu or Other Outbreak Identified:

- Monitor WHO, CDC and local health agencies for information
- Internal procedures in the Health Center will be implemented
- Implement travel restrictions recommended by CDC and US Department of State
- Communicate specific District and public health information to the District community
- Increase stock of supplies needed to provide care in the event of a local outbreak

3. Pandemic Flu or Other Outbreak Present in California

- Monitor WHO, CDC, state and local health agencies for information regarding influenza and/or other activity
- Increase stocks of supplies needed to provide care in the event of a local outbreak; this and other internal procedures in the Health Center will be implemented
- Monitor for flu activity and severity in the District community
- Participate in state and local agency efforts to distribute national supply of vaccine, antiviral medication for prophylaxis and treatment

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EMERGENCY RESPONSE PLAN

- Consider limitation and/or suspension of District operations
 - Communicate disease recognition and management, personal protection, social distancing, quarantine and isolation information to the District community
4. Pandemic Flu or Other Outbreak Present at the District or in the local community:
- Monitor WHO, CDC, state and local health agencies for information regarding influenza and/or other activity; this and other internal procedures in the Health Center will be implemented.
 - Monitor for flu activity and severity in the District community
 - Participate in state and local health agency efforts to distribute national supply of vaccine, antiviral medication for prophylaxis and treatment.
 - Communicate disease recognition and management, personal protection, social distancing, quarantine and isolation information to the District community.
 - The Health Center will coordinate with outside agencies, including local hospitals and physicians (collection of specimens, laboratory testing, immunization, and treatment of victims) as required.
 - Limit or suspend District operations and communicate to the District and external community (See Emergency Response Planning statement below).
 - Implement quarantine and isolation measures for those exposed/ill with influenza or other condition.
 - Provide health services and essential services for those who remain on campus.
5. Recovery
- Monitor WHO, CDC, state and local health agencies for information regarding influenza or other conditions
 - Prepare for possible further waves of influenza or other condition activity and return to step 2
 - Decide to (partially or fully) resume District operations and at what level
 - Communicate specific District and public health information to the District community

District Communication and Notification Process

The District has several mechanisms of official communication with students. Students are responsible for the information sent through these channels:

E-Mail

- Official communication from the District is sent via “MyGav,” an internal messaging system known as the “Luminis” portal. Each student attending the College is enrolled in MyGav and is connected to several email lists associated with their studies and campus activities. Students are responsible for the information sent through the MyGav e-mail channels.
- Responsibility includes receiving messages from faculty, student government and clubs in which a student is active.
- See “Functional Annex 6 COMMUNICATIONS AND NOTIFICATION” for further information on Emergency Communications and Notification procedures.

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EMERGENCY RESPONSE PLAN

Telephone

- Official communication sent via telephone includes notices of campus emergencies, communications from faculty and staff, and notice of weather events.

Postal Mail

- Letter communications from the District are sent through the U.S. Postal Service.
- Such communications may include, but are not limited to: course notices; grade reports; billing information; employment documents; faculty notices; and District student organization notices.

In summary, the District's students have responsibility for the information sent to them from the District through any of the official communication channels. The District takes every reasonable measure to ensure that communications are timely, concise and efficiently managed.

Emergency Response Planning Statement

The District updates plans for a wide variety of potential disasters annually. In light of the damage that natural disasters have caused in this country during recent years, as well as international concern about the potential for a pandemic outbreak of avian flu, it is important that the District have comprehensive plans in place that might include closing the campus entirely for a period of time. Therefore, we share the following information with you:

Should the District be faced with such an eventuality, the District would have little time to debate the matter, especially in the case of a pandemic. After consulting with governmental health agencies and Santa Clara County Health Department officials, the District could conceivably be directed by these authorities to immediately enter into a period of recess. Should that be necessary, we believe a carefully orchestrated response as outlined will help protect students and others in the community. If the District is determined to be closed the following are important measures to consider:

The District will send a recess notice to students via e-mail, voice mail, GavALERT campus emergency notification system, and through posted information on the website. It is each student's responsibility to monitor these information sources regularly.

1. The District will send email notification to those students for whom we have a current email address.
2. Students should be prepared to depart campus immediately and should only pack belongings which can be carried in a vehicle.
3. The District will recommend that students return directly home.
4. During a recess, important information will be available via email, the District's homepage (www.gavilan.edu) or by calling (408) 848-4800.

HAZARDOUS MATERIALS INCIDENT

HAZARDOUS MATERIAL INCIDENTS

If you encounter an emergency situation on campus:

Action Steps

Step 1

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490

A hazardous material incident can occur at any time. The incident may be on campus or nearby related to a transportation accident (highway, railway or airway) or an industrial accident at a nearby agricultural or commercial business. The District will advise the campus of any known or potential emergencies and will continuously update students, faculties and staff until the emergency is resolved.

Report any incident involving hazardous materials on or near a District campus immediately. Provide as much information as possible, to include:

- Location of the incident
- Material involved (if known), or identifying placards or shipping labels
- Amount of hazardous material involved
- How many people may have been affected
- Whether the area has been evacuated

INSIDE CAMPUS BUILDING:

- Instructor(s) and students should evacuate the area immediately (See Evacuation Annex);
- Call 911 and Campus Security and report the hazardous material spill;
- Stay upwind, upstream and uphill of the hazardous material spill;
- Do not walk into or touch any spilled liquids, airborne mists, or condensed solid chemical deposits;
- Try not to inhale gases, fumes and smoke;
- Cover mouth with a cloth while leaving the area.

CHEMICAL CONTAMINATION:

- Wash affected area immediately for 15 minutes;
- Obtain first aid and clean up from responding fire/EMS first responders.

UTILITY FAILURE

UTILITY FAILURE

Utility failures can occur at any time. The most common utility failures experienced at the District are electrical power outages that are usually brief and generally do not disrupt activities for more than a few moments at any given time.

ACTION STEPS – NOTIFICATION

Step 1 – IF LIFE SAFETY ISSUE

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2 – IF NOT LIFE SAFETY ISSUE

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

Roles and Responsibilities

Campus Security

- Notify Maintenance and Director of Business Services and Security ;
- Send security personnel to provide assistance to students, visitors and staff if required;
- If required, evacuate affected building(s) or area(s) per evacuation procedures.
 - Assist individuals with disabilities and others who need help evacuating.

Director of Business Services and Security

- Make appropriate notifications.

Instructors/Faculty/Staff

- Remain calm; this is not a life threatening situation. If it appears to be an isolated power outage in your building, notify your supervisor. The supervisor will notify Maintenance.
- If it is daytime, and you can proceed with business, do so.
 - If you cannot proceed, for operational or safety reasons, contact your supervisor.
- If it is during evening classes, faculty is advised to keep the students in the classroom until Security arrives to provide illumination for a safe exit.

General Information

- When the power goes out on campus the emergency lighting, where installed, is meant only for the safe, immediate exiting of a room or building.
- Campus buildings equipped with emergency lighting may not provide sufficient continuous illumination for the safe exiting of stairs and corridors so it is therefore advised to have flashlights available for emergencies.

GAVILAN JOINT COMMUNITY COLLEGE DISTRICT
EMERGENCY RESPONSE PLAN

- If you are in an unlit area, proceed cautiously to an area that has emergency lights or evacuate the building.
- Provide assistance to students, visitors and staff in your immediate area.

Elevator Failure

- All elevators are equipped with emergency alarms. Stay calm. Use the intercom telephone or the emergency button. Security and Maintenance personnel will respond to the elevator for assistance.

Plumbing Failure/Flooding

- Cease using all electrical equipment, vacate the area and notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

Ventilation Issue

- If smoke or burning smells come from the ventilation system, vacate the area and notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

Telephone System Failure

- If a District phone or system becomes inoperable during a power outage notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.
- Should District telephones become inoperable during an emergency situation such as that associated with an earthquake, a number of communications has been established. When dispatching a runner, the primary point of contact should be Campus Security or the administrator in charge.

PSYCHOLOGICAL CRISIS

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to himself, herself, or to harm others, or is out of touch with reality due to severe drug reactions or psychological problems. Psychological problems may be manifested by hallucinations, anxiety or uncontrollable behavior.

If you encounter a Psychological Crisis on campus:

ACTION STEPS - NOTIFICATION

Step 1 – IF LIFE THREATENING

Call 911 from your cell phone to report the emergency and initiate a public safety response.

Step 2 – Notify Campus Security

Notify campus security by dialing '10' on any campus phone or directly at (408) 710-7490.

If a psychological crisis occurs:

- Psychological Crisis should be handled by trained personnel only;
- Make the above Notifications and wait for assistance;
- Understand that it is important to deal with the actions of the person involved regardless of any underlying conditions.

Roles and Responsibilities

Campus Security

- When needed, call 911 to request or follow-up on emergency response;
- Notify the Director of Business Services and Security ;
- Send security personnel to assist with incident or emergency;

Director of Business Services and Security

- Make appropriate notifications;
- Respond and oversee the incident;
- Communicate and coordinate with any Public Safety officials on site;
- Coordinate campus emergency procedures as needed;
- Ensure Incident Report is completed.

President

- Respond to designated area if warranted.

Emergency Response Team

- Respond to designated area if requested.

GAVILAN  COLLEGE

Assisting the Emotionally Distressed Student

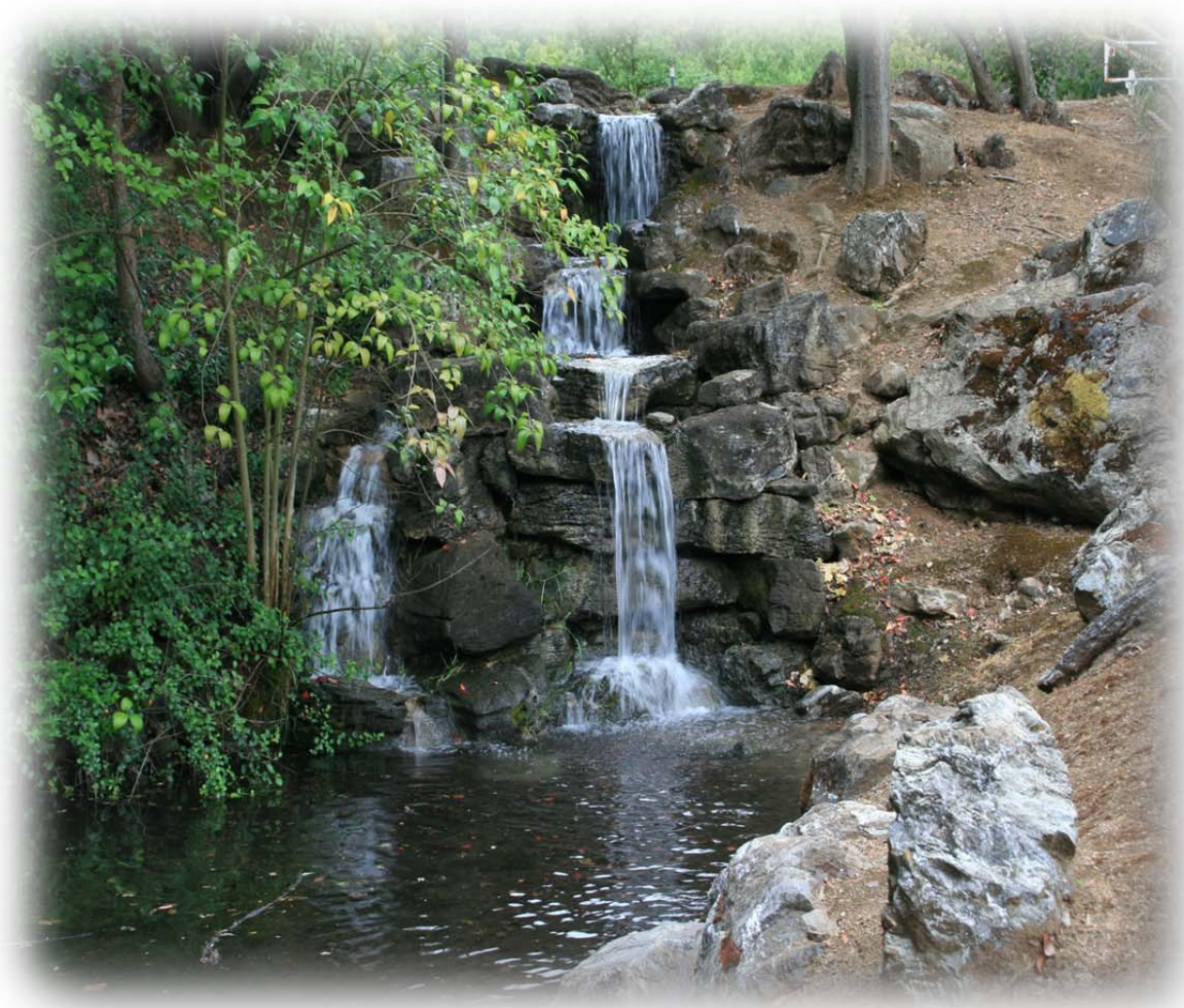


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Introduction

Dear Gavilan Colleagues,

Pursuing one's educational goals should be a journey of wonder, exhilaration, and discover. Our role as educators is to not only fuel the mind, but also to support the development of each student so that the vital learning process of intellectual inquiry and cognitive engagement are supported by a healthy physical and mental outlook.

At Gavilan College we have strong program of support in place for our student in need of mental health counseling and intervention. The high caliber of this program is due to the commitment of our dedicated faculty, staff, consultants, and interns who provide high quality support.

Addressing the needs of the "whole" student required collaboration between you, our colleagues in student support services, and our students in need.

Please use this guide to assist you in responding to students who may need counseling or support. I encourage you to contact any of the individuals listed on pages 19-20 of this guide for assistance in handling difficult situations arising in the classroom, computer labs, athletic fields, or anywhere else our students may need us.

On behalf of Gavilan College, I thank you for your empathy, support, and steadfast commitment to each student's development as they pursue their educational dreams. Together we can create our future.

Warm Regards,



Kathleen Moberg
Vice President, Student Services

Your Role

“Mental health is a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

In this positive sense, mental health is the foundation for individual well-being and the effective functioning of a community. Multiple social, psychological, and biological factors determine the level of mental health of a person at any point of time. ”

- The World Health Organization

As a faculty, staff or administrator interacting with students, you are in an excellent position to recognize behavior changes that characterize the distressed student.

A student's behavior, especially if it changes over time, could well be an indicator of distress or “a cry for help”. Your ability to recognize signs of distress and to acknowledge your concerns directly to the student is often noted by students as the most significant factor in their successful problem resolution

Signs of Distress

- Deterioration in quality of course-work or repeated absences
- Inability to concentrate
- Confusion
- Persistent worrying
- Social isolation or concern from peers
- Increased irritability
- Restlessness
- Bizarre, disorganized, or erratic behavior
- Procrastination
- Unprovoked hostility or anger
- Changes in appearance
- Mood swings
- Expressions of hopelessness or worthlessness
- A hunch or gut-level feeling that something is wrong

Crisis Intervention

The BIT Maxient who is charge to link students of concern to campus and community resources. This includes assisting in an *Imminent, Urgent* or *Uncertain* situation involving anyone on campus.

When in doubt, err on the side of making that call.

Examples of crisis situations could include:

- Imminently Dangerous Situation

Some examples of imminently dangerous situations are:

- ✓ Threats of physical violence
- ✓ Fear for life: for self or another
- ✓ Witness to an accident
- ✓ Threats of suicide
- ✓ Individual(s) under the influence of drugs/alcohol

In the event of an imminently dangerous situation, call 8-9-1-1 and dial “10” from any campus telephone, or 408-710-7490 from any non-campus telephone to contact campus security

- Urgent Situation

- ✓ An incident is actively occurring

In the event of an urgent situation, first call 8-9-1-1, then dial “10” from any campus telephone, or 408-710-7490 from any non-campus telephone to contact campus security

- Uncertain Situation

Some examples of uncertain situations are:

- ✓ Injury due to medical condition
- ✓ Recent death of family member or friend
- ✓ Anger or hostility
- ✓ Disoriented/confused

When in an uncertain situation, dial “10” or 408-710-7490 from any non-campus telephone to contact campus security

Strategy During a Crisis

When dealing with most students in crisis, conveying your concern and willingness to help in any way you can, including referral, is probably the most important thing you can do.

Personal Counseling

Gavilan personal counseling services are designed for students who can benefit from short-term counseling. If the initial assessor determines the student requires longer term counseling, the student will likely be referred to a more appropriate off-campus resource.

Early Intervention is Preferable to Crisis Intervention.

When you do discuss a referral for personal counseling services with a student, it is helpful for the student to hear in a clear, concise manner your concerns and why you think counseling would be helpful. You might tell them a few facts about our services. For instance, all services are free to regularly enrolled students. All discussions are confidential, except when the student presents a danger to self or others, or when the counselor has reasonable suspicion that child or elderly abuse is occurring. These situations mandate reporting.

Placing the initiative on the student to seek an appointment increases his/her responsibility and commitment to come in for counseling. There may be urgent times, however, when it is more appropriate for you to call to make an appointment for him/her or to accompany the student in getting to a counselor on campus (e.g. crisis situation).

To refer a student for personal counseling there are staff persons available as follows to ensure prompt attention in beginning the process:

Counseling Appointments and Walk-in Services

Counseling Appointments

Counselors are available weekdays 8am to 6:30pm (4pm on Fridays) for individualized, confidential, 30 minute sessions. (Appointment hours may vary during the summer and winter inter sessions.)

Appointments are scheduled by either using the Touch-screen computer located in the Admission's Building, by calling the Counseling Secretary at 408-852-2895 or online at www.gavilan.edu/counseling.

Counseling Walk-in

10 minute walk-in sessions are available weekdays from 8:30am to 1pm. Walk-in sessions are on a first-come/first-served basis. (Counselor may require student to schedule an appointment.) Students must sign in for walk-in services using the Touch-screen located in the Admissions Building.

Counseling Scheduled Changes

Please note that the counseling schedule changes in January and June through August (winter and summer inter-sessions). Please check with the Counseling Secretary for updated information, or on the Gavilan Counseling website: www.gavilan.edu/counseling.

Student Health Services

Student Health Services are available during the academic year, Monday through Thursday, 8am to 3pm; on Fridays 8am to 12pm. (Hours vary during summer and during winter intersessions.) For an appointment call 408-848-4791.

Best Practices

The following guidelines are based on shared beliefs and best practices for community college counselors when engaged in personal counseling sessions. In the community college setting it is critical to remember that students are adults. Counseling faculty strives to build rapport with students while always keeping in mind the following:

Confidentiality

The confidential nature of counseling sessions should be upheld at all times. This includes unwarranted disclosure of confidential information to other counselors, instructors, staff or student workers. At times, an administrator may need to be consulted if there is a doubt that a matter requires that confidentiality be breached. Students must be informed before confidential matters are disclosed. Counseling faculty is mandated to report the following:

- Suspicion of abuse or neglect of a child, elderly adult, or adult with a physical or mental impairment.
- Immediate threat to someone's life - self, or others.
- When an intention to commit a crime is disclosed
- If release of confidential information is required by court order.

Procedures must be in place to ensure confidentiality when creating, securing, accessing, transfer, and disposing of all counseling records.

The Code of Ethics and Standards of Practice of the American Counseling Association (ACA, 2014) is a resource available to help counselors manage privacy and confidentiality in their counseling relationships.

Boundaries

Counselors need to respect the boundaries of the counselor-to-student relationship. Counseling faculty adhere to the standards of the profession. Counselors must listen to students attentively without making judgments and without personal values, beliefs or assumptions. Not only is this an ethical approach to counseling, it is also the most effective.

Empower the Student and Provide Resources

The counselor's goal is to support students and help them fully explore the pressing issues and ultimately the consequences of their decision-making. Counselors provide students with the tools, skills, strategies, and resources necessary to promote student self-sufficiency and personal responsibility.

Identifying Students that Need Assistance

The Depressed Student

Depression, and the variety of ways it manifests itself, is part of a natural emotional and physical response to life's ups and downs. With the busy and demanding life of a college student, it is safe to assume that most students will experience periods of reactive depression in their college careers. When the depressive symptoms become so extreme, or are so enduring that they begin to interfere with the student's ability to function in school, work or social environment, the student will come to your attention and be in need of assistance.

Because faculty and staff have varied and ongoing opportunities to observe and interact with students, they are often the first to recognize that a student is in distress. Look for a pattern of these indicators:

- Tearfulness/general emotionality
- Markedly diminished performance
- Dependency (a student who makes excessive requests for your time)
- Infrequent class attendance
- Lack of energy/motivation
- Increased anxiety/test anxiety/performance anxiety
- Irritability
- Deterioration in personal hygiene
- Significant weight loss or gain
- Alcohol or drug use

Students experiencing depression often respond well to a small amount of attention for a short period of time. Early intervention increases the chances of the student's rapid return to optimal performance. Refer to Counseling Department at 408-852-2895, or www.gavilan.edu/counseling.

Do:

- Let the student know you're aware she/he is feeling down and you would like to help.
- Encourage the student to discuss how she/he is feeling with someone they trust.
- Offer to assist student in referring him/her for personal counseling.

Don't:

- Minimize the student's feelings, e.g., "Don't Worry", "Everything will be better tomorrow".
- Bombard the student with "fix it" solutions or advice.
- Chastise the student for poor or incomplete work.
- Be afraid to ask the student whether he/she is suicidal.

When in doubt, consult.

The Suicidal Student

Suicide is the second leading cause of death among college students. It is important to view all suicidal comments as serious and make appropriate referrals. High-risk indicators include:

- Feelings of hopelessness, helplessness and futility
- A severe loss or threat of loss
- A detailed suicide plan
- A history of a previous attempt
- A history of alcohol or drug abuse
- Feelings of alienation and isolation.

Do:

- Take the student seriously – 80 percent of suicides give a warning of their intent.
- Be direct – ask if the student is suicidal; if he/she has a plan; if he/she has the means to carry out the plan. Exploring this with the student actually decreases the impulse to use it.
- Be available to listen
- Call Security by dialing “10” from any campus phone or 408-710-7490.

Don't:

- Assure the student that you are his/her best friend. Agree you are a stranger, but even strangers can be concerned.
- Be overly warm and nurturing.
- Flatter or participate in their games – you don't know their rules
- Be cute or humorous.
- Challenge or agree with any mistaken or illogical beliefs.
- Be ambiguous.

When in doubt, consult.

The Anxious Student

Anxiety is a normal response to a perceived danger or threat to one's wellbeing. For some students the cause of their anxiety will be clear, but for others, it is difficult to pinpoint. Regardless of the cause, the resulting symptoms may be experienced as rapid heart palpitations, chest pain or discomfort, dizziness, sweating, trembling or shaking, and cold, clammy hands.

The student may also complain of difficulty concentrating, always being "on the edge"; having difficulty making decisions or being too fearful to take action.

In rare cases, a student may experience a panic attack in which the physical symptoms occur spontaneously and intensely in such a way that the student may fear he/she is dying.

The following guidelines remain appropriate in most cases.

Do:

- Let them discuss their feelings and thoughts. Often this alone relieves a great deal of pressure.
- Provide reassurance.
- Remain calm.
- Be clear and directive.
- Provide a safe and quiet environment until the symptoms subside.
- Offer to assist the student in referring her/him for personal counseling.

Don't:

- Minimize the perceived threat to which the student is reacting.
- Take responsibility for their emotional state.
- Overwhelm them with information or ideas to "fix" their condition.

When in doubt, consult.

The Student in Poor Contact with Reality

These students have difficulty distinguishing fantasy from reality; the dream from the waking state. Their thinking is typically illogical, confused or irrational; their emotional responses may be incongruent or inappropriate, and their behavior may be bizarre and disturbing. This student may elicit alarm or fear from others. They are generally not dangerous and are more frightened and overwhelmed by you than you are by them. If you cannot make sense of their conversation, they may be in trouble.

Do:

- Respond with warmth and kindness, but with firm reasoning.
- Remove extra stimulation from the environment, (turn off the radio; step outside of a noisy classroom).
- Acknowledge your concerns; state that you can see they need help.
- Call Security by dialing “10” from any campus phone or 408-710-7490.
- Acknowledge their feelings or fears without supporting the misperceptions (e.g., “I understand you think someone is following you, but I don’t see anyone and I believe you’re safe.”)
- Focus on the “here and now”. As for specific information about the student’s awareness of time, place, and destination.
- Speak to their healthy side, which they have. It’s okay to laugh and joke when appropriate

Don’t:

- Argue or try to convince them of the irrationality of their thinking. This commonly produces a stronger defense of the false perceptions.
- Play along, e.g., “Oh yeah, I hear the voices (or, see ...what you see).”
- Encourage further discussion of the delusional processes.
- Demand, command, or order.
- Expect customary emotional responses.

When in doubt, consult.

The Verbally Aggressive Student

Students may become verbally abusive when in frustrating situations that they see as being beyond their control. Anger and frustration become displaced from those situations onto the nearest target. Explosive outbursts or ongoing belligerent, hostile behavior become this student's way of gaining power and control in an otherwise out-of-control experience. It is important to remember that the student is generally not angry with you personally, but is angry at his/her world, and you are the object of pent-up frustrations. This behavior is often associated with the use of alcohol and other drugs.

Do:

- Acknowledge their anger and frustration, e.g., "I hear how angry you are."
- Rephrase what they are saying and identify their emotion, e.g., "I can see how upset you are because you feel your rights are being violated and nobody will listen."
- Reduce stimulation; invite the person to a quiet public location if this is comfortable and the location is safe.
- Allow them to ventilate; get their feelings out, and tell you what is upsetting them.
- Listen.
- Be direct and firm about the behaviors you will accept, e.g., "Please stand back; you're too close." "I cannot listen to you when you yell and scream at me that way." "Let's step outside to discuss this further."
- Call Security by dialing "10" from any campus phone or 408-710-7490.
- Remember, safety first. If threat increases, call 8-9-1-1.
- Prohibit the student from entering your work area/classroom/office if behavior is repeated.

Don't:

- Get into an argument or shouting match.
- Become hostile or punitive, e.g., "You can't talk to me that way!"
- Press for explanations for their behavior.
- Ignore the situation.
- Touch the student.

When in doubt, consult.

The Violent Student

Violence, because of emotional distress, is rare.

It typically occurs when the student's level of frustration has been so intense or of such an enduring nature as to erode all of the student's emotional controls. The adage, "An ounce of prevention is worth a pound of cure" best applies here.

This behavior is often associated with the use of alcohol and other drugs.

Do:

- Prevent total frustration and helplessness by quickly and calmly acknowledging the intensity of the situation, e.g., "I can see you're really upset."
- Explain clearly and directly what behaviors are acceptable, e.g., "you certainly have the right to be angry, but breaking things is not okay."
- Stay safe; maintain easy access to a door; keep furniture between you and the student.
- Immediately seek assistance from Security by dialing "10" from any campus phone or 408-710-7490.

Don't:

- Ignore warning signs that the individual is about to explode, e.g., yelling, screaming, clenched fists, threats, etc...
- Threaten or corner the student.
- Touch the student.

When in doubt, consult.

The Demanding Passive Student

Typically, even the utmost time and energy given to these students is never enough. They often seek to manipulate you and monopolize your time. Their own insecurities make them unconsciously believe that the amount of time they receive is a reflection of their worth. You may find yourself increasingly drained and feeling responsible for this student in a way that is beyond your normal involvement with students.

It is important that this student be connected with sources of support on campus through the Counseling Department.

Do:

- Set firm and clear limits on your personal time and involvement.
- Refer to the Counseling Department at 408-852-2895 or go to www.gavilan.edu/counseling.
- Stand while speaking with this student and limit all discussions to 3 minutes.
- Let them make their own decisions.
- If you need immediate support, dial “10” on your desk phone or 408-710-7490 and ask for the Crisis Counselor.

Don't:

- Avoid the student as an alternative to setting and enforcing limits.
- Try to rescue this student by trying to solve the student's problems or make decisions for them.
- Get trapped into giving advice or making special conditions for this student.

When in doubt, consult.

The Student Under The Influence

Alcohol is the most widely used psychoactive drug. It is common to find alcohol abusers in college populations also abusing other drugs, both prescription and illicit.

Patterns of use are affected by fads and peer pressure. Currently, alcohol is the preferred drug on college campuses.

The effects of alcohol on the user are well known to most of us. Alcohol abuse by a student is most often identified by faculty. Irresponsible, unpredictable behavior affecting the learning situation (i.e., drunk and disorderly in class), or a combination of the health and social impairments associated with alcohol abuse noticeably sabotages student performance. Because of denial that exists in most substance abusers, it is important to express your concern to the student in terms of specific changes in behavior/performance rather than terms of suspicions about alcohol/drug use.

Do:

- Keep yourself safe first.
- Address the student with the behavior that is of concern.
- Address the substance abuse issue if the student is open and willing.
- Offer concern for the student's overall well-being.
- If student is clearly under the influence, call Security by dialing "10" from any campus phone or 408-710-7490.
- If the student is in need of a counselor now, dial "10" or 408-710-7490 and request a Crisis Counselor.
- Always report unacceptable behavior to the Security Department, Vice President of Student Services or department dean for follow up.
- Take measures to ensure the student's safety if it is your judgment that they are unable to do so. Call security by dialing "10" or 408-710-7490 for assistance.
- Refer to Counseling Department at 408-852-2895 or at www.gavilan.edu/counseling for information or for counseling and referrals.

Don't:

- Convey judgment or criticism about the student's substance abuse.
- Make allowances for the student's irresponsible behavior.
- Ignore signs of intoxication in the classroom.
- Allow anyone to drive a vehicle while under the influence. Call security at "10" or 408-710-7490.

When in doubt, consult.

The Suspicious Student

Typically, these students complain about something other than their psychological difficulties. They are tense, anxious, mistrustful, loners, and have few friends. They tend to interpret minor oversights as significant personal rejection and often overreact to insignificant occurrences. They see themselves as the focal point of everyone's behavior and everything that happens has special meaning to them. They are overly concerned with fairness and being treated equally. Feelings of worthlessness and inadequacy underlie most of their behavior. They seem capable and bright.

Do:

- Express compassion without intimate friendship. Remember that suspicious students have trouble with closeness and warmth.
- Be firm, steady, punctual, and consistent.
- Be specific and clear regarding the standards of behavior you expect.
- Suggest to student that personal counseling is available and potentially helpful.

Don't:

- Assure the student that you are his/her friend; agree you are a stranger, but even strangers can be concerned.
- Be overly warm and nurturing.
- Flatter or participate in their games; you don't know their rules.
- Be cute or humorous.
- Challenge or agree with any mistaken or illogical beliefs.
- Be ambiguous.

When in doubt, consult.

Stalking Students

Being stalked involves unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct. It does not matter that the person's intention was not to harass. It is the effect it has on others that counts. As long as the conduct interferes with a student's academic performance, or creates an intimidating, hostile or offensive learning environment, it is considered stalking.

Stalking usually is not an isolated one-time-only case. Instead, it is usually a repeated pattern of behavior that may include:

- Showing up at the areas you are coming out of; for e.g. class or place of employment.
- Comments about one's body or clothing.
- Demeaning references to one's gender.
- Repeated non-reciprocated demands for dates or sex.

The California Education Code, Section 89535 defines sexual harassment which includes stalking of students. Common reactions by students who have been harassed is to doubt their perceptions, wondering if it was a joke, did it really happen or, if in some way, they have brought it on themselves. A student may begin to participate less in the classroom, avoid or drop classes, or even change majors.

Do:

- Listen carefully to the student, validating her/his experience.
- Separate your personal biases from your professional role - maintain objectivity.
- Contact security at 408-710-7490.
- **Report this situation: contact the Director of Human Resources/Title IX Officer at 408-848-4753.**
- Encourage the student to keep a log or find a witness.
- Help student seek informal counsel through a department chair, supervisor or advisor.
- Inform student that informal and formal complaints can be filed with the Vice President of Student Services at 408-848-4738.

Don't:

- Do nothing. Taking no action invalidates the student's already shaky perception and puts the college in a vulnerable position should this behavior continue.
- Overreact.

When in doubt, consult.

The Student Who Submits Disturbing Writings

A sense of what is disturbing will differ from person to person. However, most of us have a sense about what constitutes disturbing themes or disturbing writing. Content that warns of potential to self-harm or harm to others naturally carries with it what appears to be an immediate threat.

Themes of violence and gruesome details or writing that portrays deep desperation may also be included in the themes that arouse concern. However, these themes in themselves do not establish a problem.

In the case of outright threats, there is little information gathering needed. This is a concerning incident and should be reported to the department chair and law enforcement.

The following questions are meant to support faculty in assessment of the student's situation and whether what's disturbing reflects creative exploration or a more concerning thought process.

- Is the creative work excessively violent?
- Do characters respond to everyday events with a level (or kind) of violence one does not expect, or may even find frightening?
 - ✓ If so, does the violence seem more expressive of rage and anger than it does of a literary aesthetic?
 - ✓ Does the level of violence hold thematic purpose?
- Are the characters' thoughts as well as actions violent or threatening?
- Do characters think about or question their violent actions?
 - ✓ If one set of characters demonstrates no self-awareness or moral consciousness, are other characters aware of or disturbed by what has taken place?
 - ✓ If this awareness is missing, is the student receptive to adding that layer and to learning how to do so?
- Is the writing of concern the student's first piece of violent writing?
 - ✓ If yes, what is the nature of his or her other work?
 - ✓ Is violence at the center of everything the student has written, or does other writing suggest that violence is something the student is experimenting with for literary effect?
- Are the violent actions in the work so disturbing or so extreme as to suggest they go beyond any possible sense of purpose in relation to the larger narrative?
 - ✓ Do the violent acts seem to be the point of the piece, or a component?
- Does the nature of the violence or of the writing overall suggest extreme depression or suicidal thinking?
- Is the writing full of expressions of hostility toward other racial or ethnic groups?

Utah Valley University. "Disturbing Writing: Guidance for Faculty." 2013.

<http://www.uvu.edu/studenthealth/services/disturbedwriting.html>

Virginia Polytechnic Institute and State University. "Responding to Disturbing Creative Writing: A Guide for Faculty and GTAs." 2007. <http://www.faculty.english.vt.edu/>

Responding To Disturbing Writing

Do:

- Consult with your Department Chair or the English Department Chair.
- Submit an email to the Vice President of Student Services and Vice President of Academic Affairs at kmoberg@gavilan.edu and VP of Administrative Assistant pconoway@gavilan.edu.

Don't:

- Do nothing. Don't keep the information to yourself.
- Wait to consult or refer. Do so within 24 hours.
- Talk with other students about the assignment.
- Overreact.

For information regarding students who write about negativity or violence toward others in a virtual setting, <http://cyberbullying.us> is a great resource.

When in doubt, consult.

Guidelines for Intervention

Openly acknowledge to students that you are aware of their distress, you are sincerely concerned about their welfare, the welfare of those around them, and that you are willing to help.

Exploring their alternatives can have a profound effect.

We encourage you, whenever possible, to speak directly and honestly to a student when you sense that she/he is in academic and/or personal distress.

1. If safe, request to see the student in private. This may help minimize embarrassment and defensiveness.
2. Briefly acknowledge your observations of them (specific to behaviors and or performance); express your concerns directly and honestly.
3. Listen carefully to what the student may be troubled about and try to see the issues from his/her point of view without necessarily agreeing or disagreeing.
4. Attempt to identify the student's problem(s) or concern(s) as well as your concerns or uneasiness.
5. Unusual and inappropriate behaviors should not be ignored. Comment directly on what you have observed.
6. Involve yourself in the process as it impacts your immediate work area and situation. At times, in an attempt to reach or help a troubled student, you may become more involved than time or skill permits.
7. You are legally responsible in terms of the mandatory reporting of child abuse and elder abuse.

Extending oneself to others always involves some risk-taking, but it can be a gratifying experience when kept within realistic limits.

Referring Students for Personal Counseling

To make a personal counseling appointment, direct the student to go to the Counseling Department in the Student Center Building Room 102 or 124 or call the Counseling Department at 408-852-2895 or visit www.gavilan.edu/counseling.

To ensure that the student follows through with the referral, ask the student for permission to contact her/him at a later date. If your relationship with the student is such that you are confident she/he trusts your actions, you might also request permission to contact the referral provider directly. This communication arrangement maximizes the potential for successful follow through.

Personal Counselors on Campus

Name	Department	Telephone Number	Building/Room
Blanca Arteaga, Ed.D.	General/ASGC	408-848-4826	SC 104
Carla Velarde-Barros, M.S.W.	General	408-852-2854	SC 109
Debbie Christensen, M.A.	General	408-848-4855	SC 103
Michael Cleary	AEC	408-848-4741	LI 117
Darlene Del Carmen, M.A.	Athletics & General	408-848-4880	GYM/SC 111
Elizabeth Flores	TRIO	408-848-4707	MA 117
Stephen Gaitan, M.A.	DRC, Workability III	408-848-4851	LI 117
Mari Garcia, M.A.	EOPS	408-848-4853	LI 101B
Diana Gonzalez, M.S.	MESA/STEM	408-852-2844	MA 117
Celia Marquez, M.A.	General/Puente	408-848-4807	SC 108
Blanca Melchor, M.A.	Non-Credit	408-852-2824	CDC
Jesus Olivas, Ph.D.	General	831-634-0913	HOLL
Leticia Palacios, M.A.	General	408-852-2833	LI 110
Vania Parakati, M.A.	Basic Skills	408-852-2872	HUM 107
Mariana Pereyra	Non-Credit	408-852-2824	CDC
Simone Reyes, M.A.	EOPS/Foster Youth	408-848-4776	LI 139
Rosa Rivera-Sharboneau, Ed.D.	General	408-848-4758	SC 127
Marcela Serrano	Non-Credit/TRIO	408-852-2844	CDC/MA 117
Johanna Stewart, M.A.	General	408-846-4972	SC 106
Dewitt Stuckey, M.A.	AEC/VRC	408-852-2837	LI 157/VRC
Leslie Tenney, M.A.	General	408-846-4951	SC 105

Jessica Weiler, M.A.	CTE	408-848-4848	BU 127
Ozzy Zamora, M.A.	CalWORKs	408-848-4747	LI 101A
Alice Dufresne-Reyes, MSN	Health Services	408-848-4744	SC 125

Since the counselors listed above have other counseling/teaching responsibilities, their assigned time for personal counseling may change from semester to semester.

All Gavilan College counselors are able to provide personal counseling as stated in the California Education Code. The counselors listed on this page are members of the Counseling Department.

In addition, the Counselors can make referrals to the LCSW/MFT services here on campus.

All Gavilan College counselors rotate as the On-call Crisis Counselor.

Activate Crisis Counselor by dialing “10” on a desk phone or by calling 408-710-7490 and request the crisis counselor.

Instructions for Students

Personal Counseling appointment may be scheduled by:

1. Go online to www.gavilan.edu/counseling to make an appointment
2. Using the SARS computer (in the SC lobby) students may schedule half-hour appointments with the counselor of their choice.
3. Contacting the Counseling Secretary at 408-852-2895.

Off Campus Emergency Resource Contact List

RESOURCE	PHONE	AVAILABILITY
Alcohol & Drug Screening Information & Referral GATEWAY	1-800-488-9919	24/7
Community Solutions Crisis Hotline	1-877-363-7238	24/7
Domestic Violence – Support Network for Battered Women	1-800-572-2782	24/7
Emmaus House, Domestic Violence	1-877-778-7978	24/7
Poison Control	1-800-876-4766	24/7
Suicide Prevention Lifeline	1-800-273-TALK (8255)	24/7
The Trevor Helpline/LGBTQ Suicide Prevention	1-866-488-7386	24/7
Veterans' Crisis Line	1-800-273-8255 Spanish-1-888-628-9454	24/7
Adult Protective Services	1-800-414-2002 408-975-4900	24/7
Alcoholics Anonymous Helpline & Meeting Referral En Español	408-374-8511 408-975-0826	24/7
Child Protective Services	408-299-2071 408-683-0601	24/7
CONTACT CARES Crisis Line	408-850-6125	24/7
Crisis Counseling/Runaway/Domestic Violence/Sexual Assault Hotline	408-683-4118	24/7
Emergency Psychiatric Services – Santa Clara County Info. & Access	1-800-704-0900	24/7
Mental Health, Urgent Care, Santa Clara County	1-800-704-0900	24/7
NAMI Psychiatric Emergency	408-885-6100	24/7
Planned Parenthood – Mar Monte	408-287-7526	M-F 9a to 5p for apt.
Rape Crisis/YWCA	408-287-3000	24/7
Santa Clara County Suicide and Crisis	1-855-278-4204	24/7
Suicide and Crisis Services Hotline	1-408-279-3312	24/7
San Benito County Mental Health – Behavioral Health	1-831-636-4020	24/7
www.Kognito.com/cc	Online teaching experience	

Reporting a Crisis or Crime

Potential criminal actions and other emergencies on or near campus can be reported by dialing 8-911 from any campus extension, or "10" to access campus emergency. This will activate the on-duty Security Officer's cell phone. To call the cell phone, dial 408-710-7490.

For non-emergency assistance, call 408-848-4703, or 408-710-7490.

In case of life-threatening emergency call 8-9-1-1!

Standards of Student Conduct

(Board Policy 5500, Administrative Procedure 5500, Education Code 66300 and 66301; Accreditation Standard IIA.7.b)

The following standards of conduct represent reasonable expectations of student behavior and violations shall constitute good cause for discipline, including, but not limited to, the removal, suspension, or expulsion of a student.

1. Causing, attempting to cause, or threatening to cause physical injury to another person.
2. Possession, sale or otherwise furnishing any firearm, knife, explosive or other dangerous object, including but not limited to any facsimile firearm, knife or explosive, unless, in the case of possession of any object of this type, the student has obtained written permission to possess the item from a district employee, which is concurred in by the President of the College.
3. The manufacture, possession, use, sale, offer to sell, or furnishing, or being under the influence of, any controlled substance listed in Chapter 2 (commencing with Section 11053) of Division 10 of the California Health and Safety Code, an alcoholic beverage, or an intoxicant of any kind; or unlawful possession of, or offering, arranging or negotiating the sale of any drug paraphernalia, as defined in California Health and Safety Code Section 11014.5.
4. Committing or attempting to commit robbery or extortion.
5. Causing or attempting to cause damage to district property or to private property on campus.
6. Stealing or attempting to steal district property or private property on campus, or knowingly receiving stolen district property or private property on campus.
7. Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the college or the District.
8. Committing sexual harassment as defined by law or by District policies and procedures.
9. Engaging in harassing or discriminatory behavior based on disability, gender, gender identity, gender expression, nationality, race or ethnicity, religion, sexual orientation, or any other status protected by law.
10. Engaging in intimidating conduct or bullying against another student through words or actions, including direct physical contact, verbal assaults, such as teasing or name-calling, social isolation or manipulation, and cyber-bullying
11. Willful misconduct which results in injury or death to a student or to college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the District or on campus.
12. Disruptive behavior, willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, college personnel.
13. Cheating, plagiarism (including plagiarism in a student publication), or engaging in other academic dishonesty.
14. Dishonesty; forgery; alteration or misuse of college documents, records or identification; or knowingly furnishing false information to the District.
15. Unauthorized entry upon or use of college facilities.
16. Lewd, indecent or obscene conduct on District-owned or controlled property, or at District-sponsored or supervised functions.

17. Engaging in expression which is obscene; libelous or slanderous; or which so incites students as to create a clear and present danger of the commission of unlawful acts on college premises, or the violation of lawful District administrative procedures, or the substantial disruption of the orderly operation of the District.
18. Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.
19. Unauthorized preparation, giving, selling, transfer, distribution, or publication, for any commercial purpose, of any contemporaneous recording of an academic presentation in a classroom or equivalent site of instruction, including but not limited to handwritten or typewritten class notes, except as permitted by any district policy or administrative procedure.

“We all have chosen work that impacts lives. In doing so, we must draw from many sources to acquire the skills needed to be effective”

- **Dr. Karl Menninger**

Dr. Karl Menninger devoted his life to working with people whose lives were in trouble.

He saw a side of life that many of us will never experience.

The following comments were taken from an address he gave at the United Nations in 1981.

People are unreasonable, illogical, self-centered. Love them anyway.

If you do good, people will accuse you of selfish, ulterior motives. Do good, anyway.

If you are successful, you will win false friends and true enemies. Try to be successful, anyway.

The good you do today will be forgotten tomorrow. Do it, anyway.

People favor underdogs, but I notice they follow the top dogs. Fight for some underdogs, anyway.

What you spend years building may be destroyed overnight. Build it anyway.

People really need help, but they may attack you if you help them. Try to help people, anyway.

Give the world the best you have, and you’ll get kicked in the teeth. Give the world the best you have, anyway.

Emergency Communications Manual



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2. Authorized personnel
3. Levels of alert
4. Internal Communications
5. External Communications
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ABOUT THIS MANUAL

Purpose : The purpose of this manual is to provide guidance to Gavilan College staff in issuing information and alerts to internal and external audiences during an emergency. It supports the Gavilan College Emergency Operations Plan (EOP).

It should be considered a living document and updated as technology and media environments change. The manual should be reviewed on a regular basis, and updated as needed by the Health, Safety, Facilities and Grounds committee, in conjunction with the Public Information Office.

The Emergency Communications Manual should be posted on the Gavilan College intranet as a pdf. Hard copies should also be located, at a minimum, in the following locations:

- Office of the President
- Public Information Office
- Campus Security
- Administrative Services Office

The Emergency Communications guide addresses the reporting requirements of the 2008 Higher Education Opportunity Act component known as the “Clery Act,” which requires:

“Procedures to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on the campus...unless issuing a notification will compromise efforts to contain the emergency.”

AUTHORIZED PERSONNEL

The following individuals are authorized to initiate emergency communications and authorize the sending of emergency alerts:

- College President
- President of the Board of Trustees
- Executive Vice President
- Director, Campus Security
- Director, Facilities Services (Campus Safety Officer)
- Administrator on Duty for evenings, holidays, or weekends

The following individuals have access to the GavALERT system, and training in its use:

- Director, Public Information
- Public Information Office Program Specialist
- Executive Assistant to the President
- Director, MIS
- Assistant Director, MIS
- Director, Campus Security
- Gavilan College Webmaster

LEVELS OF ALERT

Level	Example	Timeframe	Audience
INFORMATIONAL UPDATE	<ul style="list-style-type: none"> • Power outage • Planned maintenance or facility closure 	Determine course of action within 2 hours. Distribute updates every hour as information changes.	Internal
URGENT ALERT	<ul style="list-style-type: none"> • Disaster warning • Law enforcement warning 	Goal: Within 10 minutes from notice of warning	Internal and external
EMERGENCY ALERT	<ul style="list-style-type: none"> • Violent crime in progress • Natural disaster in progress • Fire or explosion • Bomb threat 	Goal: Within 5 minutes from declaration of emergency	Internal and external
ALL-CLEAR	<ul style="list-style-type: none"> • Emergency situation has been resolved. • Orders for lock-down, shelter in place, or seek shelter have been lifted. • Normal business resumes. 	After	Internal and External

INTERNAL AUDIENCES

In the event of an emergency posing a potential threat to life or safety, notification of internal audiences take first priority.

Definition:

- Currently enrolled students
- Staff and faculty
- Visitors, vendors, and community members on campus

Be sure to contact:

- Morgan Hill Site
- Hollister Site
- GECA
- Child Development Center
- Any outside groups using campus facilities

Internal tools:

- GavALERT (see page 9)
- Phone Tree
- Door-to-door on campus and at satellite sites
- Campus email
- MyGav
- Website
- System broadcast message (phone system)

EXTERNAL AUDIENCES

After internal audiences have been notified, notification should be made to external audiences as appropriate.

Definition:

- Community members at large
- Community partners such as businesses, nonprofits, and government agencies

External tools:

Social Media: Facebook / Twitter

- Login to Facebook as username: GavilanCollege
- (NOTE: The PIO, Director of Security, and Executive Assistant to the President will have the login information for this account. It should not be shared with anyone else and will not appear in the manual.)
- Post the emergency message on the Gavilan College Facebook Page
- The Gavilan College Facebook Page will automatically post to the Gavilan College Twitter Feed.

Listserves and other external contacts:

- South County Collaborative listserv (PIO, Student Health Nurse, and CalWORKs can post directly to this listserv)
- California Office of Emergency Services
- City of Gilroy
- City of Morgan Hill
- City of Hollister
- PIO listserv – PIO can post to this listserv
- Law enforcement, emergency responders as indicated
- Gilroy Unified School District
- Morgan Hill Unified School district
- San Benito High School District
- California Community Colleges Chancellor's Office

Local Media:

- Newspapers
- Websites
- Television

CONTACTING LOCAL MEDIA

<i>Media outlet</i>	<i>Contact information</i>
Benito Link	http://benitolink.com/contact
CMAP	info@cmap.tv 408-722.9144
Gilroy Dispatch / Morgan Hill Times / San Benito County Today	408-842-6400 editor@garlic.com
Out and About	408-842-7071 publisher@outandaboutmagazine.com
San Jose Mercury News	408-920-5446 crime@mercurynews.com
Salinas Californian	831-424-2221
Monterey Herald	rcalkins@montereyherald.com 831-646-438
Santa Cruz Sentinel	831-429-2436 jcopeland@santacruzsentinel.com
KSBW-TV	831-758-8888
KION/ KCBA	831-757-NEWS (6397) newstips@kionrightnow.com
KNTV	408-432-6221 http://www.nbcbayarea.com/send-feedback/
Bay Area Newswire	415-552-8900 bcn@pacbell.net
Telemundo -	Same as KION
Univision	fsoto@entravision.com 831-642-4415
KCBS / KPIX	415-765-8717 newsdesk@kpix.com
Clear Channel radio	831-796-4059 markcarbonaro@clearchannel.com

HOW TO SEND EMERGENCY ALERTS

1. **GavALERT** – is the name for the RAVE emergency alert system, which lets us send out simultaneous texts, emails, and voice messages to everyone in the Banner database.

To send a GavALERT: (you must be set up as an admin to do this)

- 1) Log in to **MyGAV**
- 2) Click on **Campus Services** tab
- 3) Click on **GavALERT**
- 4) Select **Admin** at top left
- 5) Click **Create Alert**
- 6) Fill in the fields indicated, in order. The number will turn green when it is filled in correctly.
 - a. ALERT NAME: Name the alert with the date and type of alert (i.e. July 23, 2012, Power Outage)
 - b. ALERT METHODS: choose each in order and fill in actual alert message as you would like it to read (i.e.: This is GavALERT. The Gilroy campus is experiencing a power outage. All evening classes for tonight have been cancelled.) For VOICE enter 408-848-2826 in the Caller I.D. box. (see next page to record message)
 - c. DELIVER ALERT TO LIST – click **Select** and make sure **ALL** is checked, then close the box.
- 7) Click **SAVE** at the bottom of the page!!!! (Or you will lose all of your work and the alert will not be sent)

2. **MyGAV** – this is the “Luminis” portal. Emergency Alerts should be posted as Campus Announcements.

To post a Campus Announcement:

- 1) Log in to **MyGav**
- 2) Click on **Portal Admin** (upper left)
- 3) Click on **Manage Targeted Announcements**
- 4) Click on **New Announcement**
- 5) Type **GavALERT** and the name of the alert (i.e., GavALERT – July 23, 2012 Power Outage” as the Announcement Subject.
- 6) Put the full text of the announcement (can be the same one you used for email) in the Announcement Message
- 7) Click **Next**
- 8) Select **Entire Campus**
- 9) Select **Channel Personal Announcements**
- 10) Default **Delivery Date** and **Time** should be correct
- 11) Leave default **Expiration Date** and **Time**
- 12) Click **Next**
- 13) Click **Schedule Announcement**

PHONE SYSTEM BROADCAST MESSAGES

Can be sent by PIO

Should NOT be used if a GavALERT will be issued.

Most appropriate for information-only, non-urgent but important messages

- 1) Log in to phone system
- 2) Press **4**
- 3) Press **1**
- 4) Record message

The message will go to all voicemail boxes on campus.

PHONE MESSAGE FOR GavALERTS

- 1) Press **408-852-2826**
- 2) Press **#** when message begins playing
- 3) The password is **0000**
- 4) Follow directions to leave a message
- 5) The message should say: "This is GavALERT" followed by the message that was sent out.

The message will be heard by people who receive a GavALERT on their phones, and call back..

CARILLON OPERATION PROCEDURE

Carillon is located in custodial closet outside nurse's office. Facilities and security have the key.

To operate this system in P.A. mode:

- 1) Insert key (attached to control panel with a small chain) into key switch.
- 2) Turn key to **Manual** (MAN.) position.
- 3) Use microphone that is attached to the front of the Carillon.
- 4) Volume is currently set at 50%. To adjust use the UP/DOWN buttons below "Tower."

RESOURCES

During an emergency it may be necessary to get communications support.

Important things to do right away:

- Designate one person to start the internal phone tree
- Designate one person to answer phones
- Contact the person who will be sending out the alerts

Use the attached resources:

- **Messaging worksheet** – use this worksheet to develop a script for alert, press, and phone communications. Update regularly as the event progresses.
- **Phone log** – in an emergency, numerous calls will come in and it is easy to lose track of who called, what information they needed, and if anyone got back to them. Use this log to track incoming calls and initial in the last column when the call has been returned.

MESSAGING WORKSHEET

The following information is important to the public. Take a few minutes to complete this page BEFORE sending out your message.

WHAT HAPPENED:

WHAT DATE AND TIME OF EVENT:

DESCRIBE THE PROBLEM FROM THE PERSPECTIVE OF STUDENTS AND THE PUBLIC? (i.e., is campus closed? Are web resources available? Are classes cancelled?)

WHO IS THE INCIDENT COMMANDER?

SCOPE – How many people are affected (staff, students, community members?)
Which Gavilan College locations are affected? (Gilroy, MH, Hollister, other, online?)

WHAT IS BEING DONE TO SOLVE THE PROBLEM?

WHAT SHOULD STUDENTS / FAMILIES / COMMUNITY MEMBERS DO IN THE MEANTIME?

WHEN WILL WE PROVIDE A PUBLIC UPDATE? WHERE CAN PEOPLE GET MORE INFORMATION?

PHONE LOG

Date:

Name:

Time received	Caller name and organization	Caller phone number / email	Information needed? Call back needed?	Initial when DONE