

**CRISIS RESPONSE PLAN**  
*(Revised May 12, 2011)*



**SAMUEL MERRITT**  
.....  
**U N I V E R S I T Y**

**Created and Maintained by  
Crisis Response Team (CRT)**

**2011 Plan Amendments**

- Changed decision-making/leadership structures to accommodate President's desired structure
- Simplified Crisis Response Process to reflect change of structure
- Updated Clery and HEOA Compliance



SAMUEL MERRITT  
UNIVERSITY

OFFICE OF THE PRESIDENT  
Sharon C. Diaz

TO: All Members of the Samuel Merritt University Community

I am very pleased to present the revised and updated Samuel Merritt University Crisis Response Plan which outlines the University's emergency preparedness, response, and recovery organization and procedures. This document, along with the supporting guidelines for Schools and Departments, reflects lessons learned following the Loma Prieta Earthquake in 1989 as well as current practices in University Emergency Response procedures. The Plan's principles and strategies apply to a broad range of potential emergency or disaster situations.

Please review this critical safety information immediately and ensure that you and your staff understand your respective preparedness roles and responsibilities. Every Samuel Merritt University Learning Center, School, and Department is expected to have a unit specific Crisis Response Plan in place to protect the safety of their students and personnel and the continuity of their programs. Each individual in the Samuel Merritt University community should also plan ahead to know what she or he must do before, during, and after an emergency to protect her or his own safety and others in the environment.

Thank you very much for your attention to this critical issue.

Sincerely,

Sharon C. Diaz  
President

## INTRODUCTION

---

### PURPOSE

The Crisis Response Plan outlines the University's procedures for managing major emergencies that may threaten the health and safety of the campus community or disrupt its programs and activities. The Plan identifies departments and individuals who are directly responsible for emergency response and critical support services, and it provides a management structure for coordinating and deploying essential resources.

At Samuel Merritt University, planning ahead for emergencies is part of normal business planning and campus life, and all members of the campus community share a responsibility for preparedness. An emergency can strike anytime or anywhere, and a disaster will affect everyone. Therefore,

- All administrative, academic, and learning centers units are expected to maintain a Department Crisis Response Plan to protect students, personnel and programs, and to support campus emergency response and recovery.
  - Deans, Vice Provosts, Vice Presidents, Assistant Vice Presidents and Directors will distribute Department/Location Crisis Response Planning Guidelines with “templates” for developing local plans that are consistent with University policies and procedures.
- All employees and students have a personal responsibility for knowing what to do before, during, and after an emergency to protect their safety.
- The University will establish an ongoing, regular emergency preparedness education and training program to mitigate potential hazards, and to familiarize students and employees with emergency procedures.

*The Samuel Merritt University Crisis Response Plan is written, reviewed annually, and amended by the Crisis Response Team. The CRT provides general oversight for the entire Crisis Response planning process and it meets regularly to address ongoing preparedness, response, and recovery issues. The Plan is intended to be a flexible plan to allow the Crisis Team to accommodate the infinite number of scenarios and logistics the University will likely face.*

### SCOPE

The Samuel Merritt University Crisis Response Plan guides preparedness, response, and recovery actions. It applies to a broad range of emergency incidents, and may be activated during:

- Earthquakes
- Hazardous Materials Releases
- Floods
- Fires or Explosions
- Extended Power Outages
- Mass Casualty Events

## PLAN FUNDAMENTALS

---

The Crisis Response Plan may be activated during a community or regional crisis that may impact University students, personnel, or business operations. For example, a utility outage in a nearby area, a serious toxic spill on a major highway, or a brushfire in a local area may necessitate Plan activation to coordinate safety precautions or emergency information and support services.

Samuel Merritt University maintains that a major emergency in the community that affects or potentially threatens our students, faculty, and staff is a University emergency.

### CRISIS RESPONSE MISSION AND PRIORITIES

In any emergency situation, the overriding mission is of Samuel Merritt University is:

- I. Protect life safety
- II. Secure our critical infrastructure and facilities
- III. Resume the teaching and support operations

General emergency response priorities follow from these values. Naturally, **the contextual characteristics of a particular emergency event (such as the time or day when an incident occurs) may require adjustment and flexibility within the following priority categories:**

### CRISIS RESPONSE PRIORITIES

- 1. Buildings critical to health and safety**  
Occupied classrooms and offices, community clinics, occupied auditoriums, and special event venues, sites containing potential hazards, etc.
- 2. Facilities that sustain the emergency response**  
Energy systems and utilities, communications services, computer installations, transportation systems
- 3. Classroom and other administrative buildings**

## PLAN FUNDAMENTALS

---

***All members of the Crisis Response Leadership Team (Core Group), President's Council, Deans and Chairs are considered "essential personnel" during major emergencies or disasters.***

### **THE INCIDENT COMMAND CENTER (ICC)**

Crisis Response Team members report to a central Incident Command Center (ICC) to coordinate decisions and resources.

- The ICC is located at the Peralta Pavilion 2<sup>nd</sup> floor conference room if the crisis is limited to SMU only. If the incident is community-wide (e.g.: earthquake) the IC will be located in the Fir Conference Room in the Summit Pavilion.
- The alternate ICC site (if conditions are unsafe at Peralta) is the Health Education Center at 400 Hawthorne Avenue.
- The ICCs for San Mateo is the Conference Room #313; Sacramento is Room #367 in Building A; San Francisco is Room 108
- An ICC Directory of critical contacts and resources, special databases and maps, and critical communications supplies will be stored at each ICC site.

ICC equipment and supplies are also maintained at all locations.

- Facilities Department manages the Peralta Pavilion ICC facility and the back-up ICC. Facilities ensures that appropriate data, contact information, equipment, and supplies are maintained.
- When the Incident Commander and Executive activate the Crisis Response Plan and convenes the Crisis Response Team, the Incident Commander designates a team member to open the ICC facility, arrange its equipment and supplies, and coordinate its continued operation.

### **LEARNING CENTERS (LCs)**

*Learning Centers serve as the pivotal communications interface between the Incident Command Center and the campus community during a major emergency or disaster. LCs gather emergency impact data from their areas and account for their personnel, transmit reports to the ICC, and disseminate emergency instructions to constituents. Furthermore, LCs coordinate the planning and implementation of business recovery and resumption activities in their areas.*

## PLAN FUNDAMENTALS

---

To prepare for their critical roles and responsibilities, all Learning Centers AND Directors, Chairs, Deans and Program Directors coordinate effective emergency preparedness planning in their jurisdictions and they:

- Prepare a written Department/LC Crisis Response Plan that addresses preparedness, response, and business recovery - and communicate the plans and procedures to their units.
- Establish communications strategies and resources to support Department/LC functions: including emergency hotlines, faxes, telephone notification lists, wireless telephone, etc.
- Designate key personnel for primary emergency roles
  - A Department/LC *Emergency Coordinator* to coordinate the Crisis Response Plan and keep supplies up-to-date.
  - A volunteer *Building Manager* to assist with building evacuations and who serves on the Intelligence Team as needed.
- Arrange appropriate preparedness training for Department/LC personnel.
- Request CRT supplies and equipment as needed—requests will be filled according to supply priorities and funding availability.
- Participate in campus Department/LC Workshops and Crisis Response Exercises.

## EMERGENCY LEVELS

***At Samuel Merritt University, emergency incidents are classified according to their severity and potential impact, so that emergency response operations can be calibrated for actual conditions.***

**LEVEL 1**      ***A minor, localized department or building incident*** that is quickly resolved with existing University resources or limited outside help. A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area.

Level 1 incidents *do not* require activation of the University Crisis Response Plan. Impacted personnel or departments coordinate directly with department personnel from Security, Facilities, or other units to resolve Level 1 conditions. In some incidents, Media Relations will be asked to activate public information systems to provide necessary bulletins.

*Examples: Odor complaint, localized chemical spill, plumbing failure or water leak*

## PLAN FUNDAMENTALS

---

**LEVEL 2**      **A major emergency that disrupts sizable portions of the campus community.** Level 2 emergencies may require assistance from external organizations. These events may escalate quickly, and have serious consequences for mission-critical functions, and/or life safety.

The Incident Commander and Executive receive intelligence from responding departments, determine Plan activation, and convene a group from the Crisis Response Team membership. This group constitutes a “mini-ICC.” It evaluates the scope of the incident, coordinates incident response and recovery, and provides emergency announcements and information via SMU ALERT. Other senior managers may be alerted, depending on the nature of the emergency. Technical or support staff may also be alerted to provide essential information or team support. The group may also request that particular department/area be activated if they are/may be affected by the event, or if they can provide additional support for the emergency response and resumption of normal business and operations.

*Examples: Building fire or explosion, bioterrorism threat incident, major chemical spill, extensive power or utility outage, severe flooding. ALSO: an existing or imminent external emergency that may affect SMU personnel or operations.*

**LEVEL 3**      **A disaster involving the entire campus and surrounding community.** Normal University operations are suspended. The effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation, flexibility and extensive coordination with external jurisdictions.

*The Crisis Response Plan is automatically activated and all CRT Team members report to the ICC. All Departments/LCs are engaged in the University’s crisis response. Field Command Posts may be set up in campus to support the distribution of resources, personnel, or information.*

*Example: Major earthquake*

### **SOME IMPORTANT NOTES:**

- This Crisis Response Plan pertains to Level 2 and Level 3 emergencies only.
- The Incident Commander and the Executive makes the designation of a major incident’s emergency level.

## PLAN FUNDAMENTALS

---

- The designated level for an incident may change as emergency conditions intensify or ease.
- Evacuations or campus closures are authorized by the Crisis Response Team, in consultation with the Executive, and are announced from the University ICC.

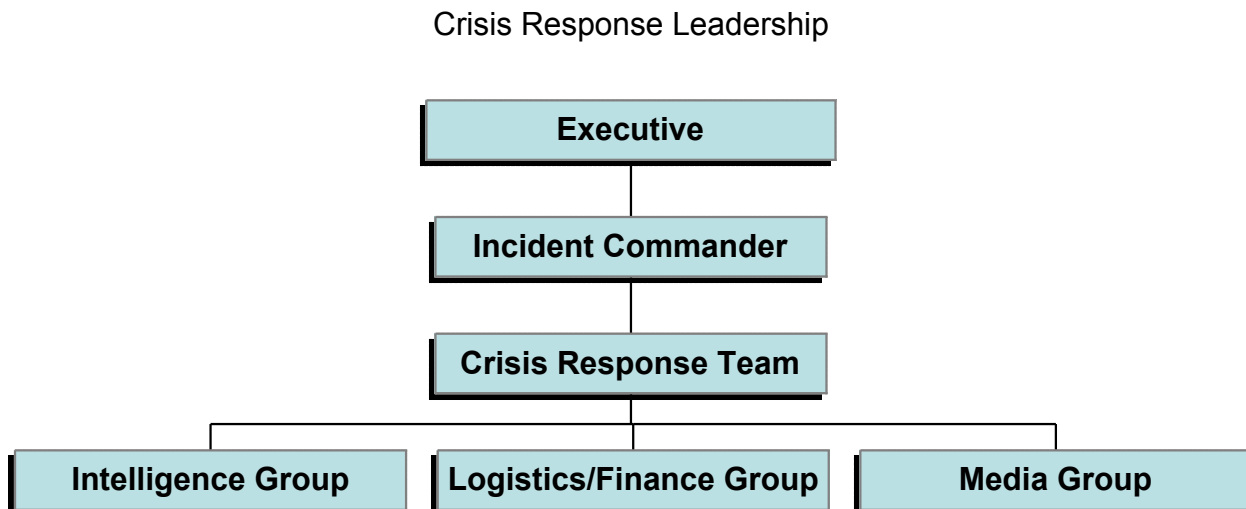
### ICC COMMAND STRUCTURE

The University coordinates its emergency preparedness planning with Alta Bates Summit Medical Center, the City of Oakland, Alameda County, the Governor’s Office of Emergency Services, Learning Center Business Park management, and other agencies and organizations to ensure that campus procedures are consistent with current government practice, and that Samuel Merritt University is able to maintain effective emergency communications and coordination during an incident.

The organization of the campus Incident Command Center is based on the National Incident Management System: an emergency management model used by the federal government, county, and municipal agencies, and Alta Bates Medical Center that assigns personnel at an ICC to functional working groups to maximize efficiency.

Samuel Merritt University’s Crisis Response Plan also partitions emergency decision-makers into functional groups at the ICC, but these groups have been adapted to reflect the organization and expertise in our academic environment. The University Crisis Response Team is divided into five functional working groups, including:

- Executive (Policy)
- Crisis Response Team (Operations, led by Incident Commander)
- Intelligence Group (includes a Technical Section & Communications Section)
- Logistics & Finance Group
- Media Group





## PLAN FUNDAMENTALS

---

Executive: The President is the de facto leader of the Crisis Response of the University. (*The Executive leadership succession = President, Provost, Vice President for Finance and Administration, Vice President for Enrollment and Student Services*).

Incident Commander: appointed by the President, the IC implements the Crisis Response Plan and leads the Team toward that end. The Incident Commander also interfaces between the CRT and the Executive. The Incident Commander is the Director of Facilities (or ABSMC Director of Security for a security-related event) (*The IC leadership succession = Director of Facilities, Assistant Vice President for Enrollment and Student Services*).

### **Crisis Response Group Members**

The following are Crisis Response group assignments for Crisis Response Team principals during Level 2 and 3 disasters. **Each Response Team member appoints a responsible alternate** for his or her position. *Specific or Additional personnel may be assembled as necessary to address specific emergency conditions.*

### **CRT LEADER & INCIDENT COMMANDER Memberships –**

#### **Executive**

President (or Successor)  
Assistant to the President (for record-keeping)

#### **Crisis Response Team**

Director, Facilities Operations—Incident Commander and Chair  
Asst. VP for Enrollment and Student Services—Incident Commander and Chair  
Director, ABSMC Security (Incident Commander during Active Shooter scenario)  
Asst. Director, Facilities Operations (Sits on ABSMC Crisis Team)  
Director, Information Technology  
Chairs of Intelligence Group, Logistics & Finance Group, Media Group  
Provost/VP for Academic Affairs  
Assistant to the Provost/VP for Academic Affairs (for record-keeping)

Director, Counseling and Student Wellness Services (Depending on nature of crisis)  
ABSMC Representative (Depending on nature of crisis)

#### **INTELLIGENCE Group**

VP for Enrollment and Student Services—Chair  
Information Technology Manager (Computer support)  
Asst. Director, Administrative and Student Services  
Registrar  
Building Managers for Each campus building and Learning Center  
-Designated by building or Learning Center at the request of Intelligence Group Chair  
Assistant to the VP for Enrollment and Student Services (for record-keeping)

## **CRISIS RESPONSE**

---

### **LOGISTICS & FINANCE Group**

- VP for Finance and Administration—Chair
- Asst. VP for Finance and Administration
- Facilities Assistant
- Executive Director Human Resources
- Budget Manager
- Director of Academic and Student Learning Services
- Director of Financial Aid
- Business Office Manager
- ABSMC Director of Materials Management
- Assistant to VP Finance and Administration (for record-keeping)

### **MEDIA Group**

- Executive Director Office of the President—Chair
- Assoc. Director Media Relations
- Web Master
- Director of Admission
- Applications System Analyst
- Executive Director, Development
- Assistant to the Executive Director (for record-keeping)

Crisis Action Goals and Outcomes, detailing specific tasks for each Team, are found in the appendices.

## CRISIS RESPONSE

---

**The Executive will make the determination on whether to activate the Crisis Response Plan and whether to convene all or part of the Crisis Response Team, usually after Security, Facilities Operations, or Intelligence Group has verified emergency conditions.** The Executive communicates to the Incident Commander regarding the crisis determination and which members of the Crisis Response team may be needed to respond to crisis.

The Incident Commander (or his/her designee) then AS QUICKLY AS POSSIBLE:

- 1) Contacts the Appropriate Crisis Response Team Members via SMU ALERT or other notification process (exception: during catastrophic earthquake, all essential personnel return to campus without notification);
- 2) Directs the Director of ITS (or his/her designee) to alert the campus community via SMU ALERT of the confirmation of a significant “emergency or dangerous situation involving the immediate threat to the health and safety of students or employees occurring on the campus” (Higher Education Opportunity Act, 2008). See Appendix for Immediate Notification Standard Operating Procedure.

When the Crisis Response Team assembles, its responsibilities are to:

- Determine the scope and impact of the incident
- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions
- Monitor and re-evaluate conditions
- Coordinate with government agencies

The Director of IT is also the designated initiator of the SMU ALERT Communication system and bears the responsibility to meet applicable Federal Laws that require timely warnings to the community of crises. Additional communications that may be required by the Executive, Incident Commander and/or this plan, will be composed by the Media Group.

Liaison personnel are also appointed to facilitate coordination between groups.

When emergency conditions abate, the Incident Commander and Executive determine the appropriate time to de-activate the Crisis Response Plan. The Executive updates the University community of the return to normal operations by issuing an “All-Clear” message.

During the emergency response, the CRT drafts Action Plans based on changing emergency conditions and the progress that has been made to resolve specific incidents. The Action Plans are communicated to each Team, and to the Departments/Learning Centers.

### **EMERGENCY INFORMATION AND COMMUNICATIONS**

In any emergency, notifications to affected students, faculty, and staff must begin at once, as the crisis response itself begins. Once the crisis plan has been activated, the Director of IT initiates crisis notifications via the SMU ALERT system and other appropriate and/or available means.

## CRISIS RESPONSE

---

*During a limited Level 1 incident, response units simply alert Department/LC managers of the situation and provide updates throughout the course of the event. (In some cases, the Crisis Response Team Media Group Chair may issue bulletins to affected units after consulting with the Incident Commander).*

*Making timely internal and external announcements during a Level 2 or Level 3 emergency requires a much broader approach involving many participants. Students, faculty, staff, and visitors must know what happened, where it happened, and what to do next.*

After activation of the crisis plan, and after the initial communication via SMU ALERT, the delivery of internal and external emergency information is planned and coordinated by the Media Group, within University Office of the President, and becomes the “InfoCentral” for the entire University.

- Internal campus status bulletins and external press briefings are issued every two hours, on an alternating schedule. At least two general information management meetings are held daily.

***Resources that are used to distribute internal emergency information and instructions include:***

- The University Notification System (SMU ALERT)
- The Samuel Merritt University web site:  
<http://www.samuelmerritt.edu>  
Reports on current conditions, information and instructions, and links to local Learning Center (LC) emergency hotlines
- Voicemail and email broadcasts
- Posted bulletins & flyers
- Reports in the E-Flash

## RECOVERY

---

### PLAN DE-ACTIVATION

*When emergency conditions are stabilized and normal University operations can resume, the Crisis Response Plan will be de-activated by the Incident Commander and Executive. A formal announcement (“All-Clear Message”) will be disseminated by the Executive, using all emergency information and notification systems.*

If the nature of the incident requires an extension of some emergency services, special work groups may be appointed to coordinate those continuing activities. Continuing issues may include

- Ongoing repairs and their staging
- Academic or administrative space adjustments
- Support services for impacted students, faculty, or staff
- Community relief efforts

### PLAN RE-ASSESSMENT

*Immediately following the cessation of Level 2 or Level 3 emergency operations, a survey of Crisis Response Team members, the Learning Centers, and campus constituents will be conducted to evaluate the effectiveness of the response. Survey results will help determine whether portions of the Crisis Response Plan must be modified, as a result of the emergency experience. The CRT will prepare a written “After-Action Summary Report” summarizing post-event observations, and will coordinate appropriate Crisis Response Plan revisions.*

### **COST RECOVERY—PRELIMINARY (To Be Reviewed by CFO)**

One of the final actions may be to appoint an “Emergency Cost Recovery Work Group.” The composition of the Work Group will be related to the nature and magnitude of the emergency, but will include a core membership representing:

- The Provost
- Vice President, Enrollment and Student Services
- Director of Facilities
- Vice President, Finance and Administration
- Other members as required

*Additional materials and guidance documents from external funding sources, such as the California Office of Emergency Services, FEMA, or other agencies, will be distributed as needed.*

## RECOVERY

---

### **BUSINESS RESUMPTION—PRELIMINARY (To Be Reviewed by CFO)**

All Samuel Merritt University Learning Center, School, and Departments and their constituent areas are expected to draft business resumption plans to safeguard their essential programs and records, and to involve appropriate academic program and financial managers in the planning process. Business resumption procedures continue to be part of the University's annual emergency exercises.

*The business contingency planning process is based on the following core activities:*

1. Identification of local mission critical processes, based on the primary mission(s) and business function(s) of each unit
2. Development of procedures for recovering all or part of the highest priority functions, given specific failure scenarios and time horizons
  - Determination of whether each process could be suspended or degraded --- or, whether it must be fully functional
  - Identification of alternate work sites or other temporary facilities for the most critical functions
  - Ongoing back up of critical data and protection of critical equipment.
3. Assignment of local business recovery roles, responsibilities, and authority
4. Procedures for recovering impacted operations quickly, and strategies for providing programs and services under various emergency conditions.
5. Criteria for returning to normal business

Standard Operating Procedures  
CRISIS ACTION GOALS AND OUTCOMES  
FOR THE UNIVERSITY ICC GROUPS

**SAMUEL MERRITT UNIVERSITY**  
**Crisis Response Team**

**STANDARD OPERATING PROCEDURE**

<b>Title:</b> Issuance of Immediate Notifications (HEOA Requirement)
----------------------------------------------------------------------

Departments involved in fulfilling the obligations of this Standard Operating Procedure, as part of their core role on the Crisis Response Team, include: The Director of Information Technology Services, the Assistant Vice President of Enrollment and Student Services, or their designee(s).

There is a separate procedure governing timely warning notices that are sent to the SMU Community to notify members of the community about serious crimes against people that occur on campus, when it is determined by the Co-Chairs of the Crisis Response Team, the President, or each of their designees that the incident may pose an on-going threat to members of the SMU community.

If a serious crime, a natural disaster or a man-made emergency occurs that poses an immediate threat to the SMU community or the a segment of the SMU community, Federal Law requires that the institution immediately notify the campus community or the appropriate segments of the community that may be affected by the situation. If the institution implements the procedures regarding notification of the SMU community for an immediate threat, the institution is not obligated to implement the timely warning notice procedures. The types of incidents that may cause an immediate threat to the SMU community could include but are not limited to emergencies such as: an active shooter on campus, hostage/barricade situation, a riot, suspicious package with confirmation of a device, a tornado, a fire/explosion, suspicious death, structural damage to a SMU owned or controlled facility, biological threat (anthrax, etc.), significant flooding, a gas leak, hazardous materials spill, etc.

All members of the SMU Community are notified on an annual basis that they are required to notify the Security Department (ABSMC or Learning Center) **AND** the SMU Crisis Response Team of any situation or incident on campus that involves a significant emergency or dangerous situation that may involve an immediate or on-going threat to the health and safety of students and/or employees on campus. The Security Departments and the local Police Departments of each campus have a responsibility to respond to such incidents to determine if the situation does in fact, pose an immediate threat to the community.

The Security Supervisor (ABSMC or Learning Center) on duty is responsible for immediately notifying the Director of Facilities (SMU) of any situation that poses an immediate threat to the community. The Director of Facilities who has been notified is responsible for immediately notifying the following individuals who are responsible for developing the content of the message to the community and sending the message using some or all of the below listed methods: The Assistant Vice President of Enrollment and Student Services, the Director of Information Technology Services, and the President.

If Employees of SMU receive information from other sources about a situation on campus that may cause an immediate threat to the SMU community, they are responsible for contacting the Director of



Facilities, the Assistant Vice President of Enrollment and Student Services and the President to confirm whether or not they have responded to the incident.

The Director of Facilities, the Assistant Vice President of Enrollment and Student Services, and/or the Director of Information Technology Services will determine the content of the message and will use some or all of the systems described below to communicate the threat to the SMU Community or to the appropriate segment of the community, if the threat is limited to a particular building or segment of the population.

As per the requirements of the law, The Director of Information Technology Services, the Assistant Vice President of Enrollment and Student Services, or their designee(s) will, without delay and taking into account the safety of the community, determine the content of the notification and initiate the notification system, unless issuing a notification will, in the judgment of the first responders (including, but not limited to: Oakland/San Francisco/Sacramento/San Mateo PD, and/or the Oakland/San Francisco/Sacramento/San Mateo CITY Fire and Emergency Medical Services), compromise the efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

The various systems that institution has in place for communicating information quickly to the SMU community, include:

1. SMU ALERT (notification system)
2. Network emails
3. Verbal Communication by Building Monitors, Crisis Response Team members, or designees

The Media Team of the Crisis Response Team will post updates during a critical incident on the SMU ALERT web site at [http://www.samuelmerritt.edu/smu\\_alert](http://www.samuelmerritt.edu/smu_alert) and/or via *e-flash* emails.

Some or all of these methods of communication may be activated in the event of an immediate threat to the SMU campus community.

**SAMUEL MERRITT UNIVERSITY**  
**Crisis Response Team**

**STANDARD OPERATING PROCEDURE**

<b>Title:</b> Issuance of Crime Alerts (Clery Requirement)
------------------------------------------------------------

The Assistant Director of Facilities, as a core member of the Crisis Response Team, or a designee will develop timely warning notices for the University Community to notify members of the community about serious crimes against people that occur on campus, where it is determined that the incident may pose an ongoing threat to members of the SMU community. These warnings will be distributed if the incident is reported either to the Crisis Response Team directly or to the Crisis Response Team indirectly through a campus security authority or the local PD.

The department issues/posts Crime Alerts for incidents of

- Criminal Homicide
- Aggravated assault (cases involving assaults among known parties, such as two roommates fighting which results in an aggravated injury, will be evaluated on a case by case basis to determine if the individual is believed to be an on-going threat to the larger SMU community)
- Robbery involving force or violence (cases including pick pocketing and purse snatching will typically not result in the issuance of a Crime Alert, but will be assessed on a case by case basis)
- Sexual Assault (considered on a case by case basis depending on the facts of the case, when and where the incident occurred, when it was reported, and the amount information known by the Oakland/San Francisco/Sacramento/San Mateo Police Departments)
- Major incidents of arson
- Other crimes as determined necessary by the co-chairs of the Crisis Response Team or the President, or his or her designee in his or her absence

The description of subjects in a case will only be included in the alert if there is a sufficient amount of detail to describe the individual; If the only known descriptors are sex and race, that will not be included in the alert.

The Assistant Director of Facilities will draft an email containing the proposed Crime Alert and then transmit the email containing the Crime Alert to the University Community as a blast email. Updates to the SMU community about any particular case resulting in a crime alert also may be distributed electronically via blast email or posted on the University's Web site.

The Crime Alert may also be distributed to ABSMC Security, ABSMC Crisis Team, SMU Board of Regents, and/or to other individuals, as they deem necessary and appropriate.

Crime Alerts may also be posted in campus buildings, when deemed necessary. When a Crime Alert is posted in campus buildings, it shall be printed and be posted in the lobby/entrance area of the affected building(s) for seven (7) days.

**The department does not issue Crime Alerts for the above listed crimes if:**

1. The subject(s) is/are apprehended by the local PD and the threat of imminent danger for members of the SMU community has been mitigated by the apprehension.
2. If the Assistant Director of Facilities or the Crisis Response Team was not notified of the crime in a manner that would allow the Crisis Response Team to post a “timely” warning for the community. A general guideline will include a report that is filed more than five days after the date of the alleged incident may not allow the Crisis Response Team to post a “timely” warning to the community. This type of situation will be evaluated on a case-by-case basis.

*Samuel Merritt University Incident Command Center*  
*ICC Action Checklist: **INCIDENT COMMANDER***  
*(RED EMERGENCY VEST)*

<b>ROLE</b>	<b>Crisis Response Team leader</b>
<b>REPORTS TO</b>	<b>Oversight for all ICC emergency operations EXECUTIVE</b>

**TASKS (Guidelines only – actual tasks to be determined by individual groups depending on situation)**

- Until the Incident Commander arrives, designated IC alternates (from the CRT) or the most senior University official serves as temporary Incident Commander. After signing in, the Incident Commander identifies him/herself to personnel who have arrived at the ICC.
- Authorize the activation of the ICC, and the mobilization of all or part of the Crisis Response Team
- Authorize and/or initiate SMU ALERT alerts
- Get situation briefing, assess University status
- Ensure that each ICC Group function is covered and has appropriate leadership. The Incident Commander and each ICC Group Leader should wear their color-coded vests to identify themselves to the team.
- Delegate a liaison to the ICC, if necessary
- Provide oversight for strategic response and operational response
- Coordinate with Media Group re: internal and external emergency bulletins
- Advise the President’s Council and senior management of changing conditions
- Authorize a de-activation or reduced operations for the ICC with the Executive.
- Assemble CRT and key operational managers to produce an After-Action Report evaluating the emergency response

Samuel Merritt University Incident Command Center  
ICC Action Checklist: **Crisis Response Team**  
(ORANGE EMERGENCY VESTS)

<b>ROLE</b>	<b>Prioritize situation reports, plan response strategies Coordinate tactical field operations</b>
<b>REPORTS TO</b>	<b>THE INCIDENT COMMANDER</b>

**TASKS (Guidelines only – actual tasks to be determined by individual groups depending on situation)**

- Sign in upon arrival at the ICC. Establish a Group Leader (The 1st Operations Group member arriving at the ICC = Group Leader until the Incident Commander appoints a replacement). The Group Leader wears a designated orange vest to identify him/herself to the ICC Team & Incident Commander. The Operations Group Leader provides ongoing updates to the Incident Commander.
- Appoint liaisons to interface with the Intelligence Group and the Logistics/Finance Group. The liaisons wear special white vests
- Get situation status briefing, review your responsibilities. Quickly review ICC Directory for inventory of available information and resources
- Initiate “all-University” SMU ALERT as appropriate.
- Assess and prioritize emergency reports, and establish an “Action Plan” for operations.
  - Overall priorities:      Protect life safety  
                                  Secure critical infrastructure and facilities  
                                  Resume the University program
  - Response priorities:    Buildings used by dependent populations  
                                  Buildings critical to health and safety  
                                  Facilities that sustain the emergency response  
                                  Classroom and lab buildings  
                                  Administrative buildings
- Assess the need for evacuations (buildings, sectors of the campus, or entire campus)
- Dispatch safety inspection teams or response personnel teams to critical facilities and priority incidents (Medical assistance, Hazardous Materials Teams, Building Damage Assessment Teams). Authorize building re-entry when safety status of structural and operational systems status is assured.
- Establish Field Command Posts as necessary.
- Authorize LC emergency response, repair and remediation activities.

- Determine whether to activate additional personnel (Ask Logistics and Finance Group to assist with the activation of additional Samuel Merritt University expertise, external contractors, mutual aid, etc.)
- Establish special services, as necessary: e.g., sheltering, communications, transportation
- Provide appropriate security at critical sites: Post signage and/or barricades where necessary
- Communicate requests for supplies, equipment, services to Logistics Group
- Reassess conditions regularly and modify the Action Plan. Brief ICC Groups on current Action Plan
- After the disaster, produce After-Action Report on the emergency response.

***Be observant for signs of fatigue. Divide the Group into shifts and provide rest periods during extended emergencies. Notify Group Leader when you leave the ICC***

Samuel Merritt University Incident Command Center  
*ICC Action Checklist: **Media Group***  
*(GREY EMERGENCY VEST)*

<b>ROLE</b>	<b>Prepare and disseminate internal status reports</b>
<b>REPORTS TO</b>	<b>Coordinate external bulletins and media relations</b>
	<b>THE INCIDENT COMMANDER, CRT Group</b>

**TASKS (Guidelines only – actual tasks to be determined by individual groups depending on situation)**

- Sign in upon arrival at the ICC. Report to the CRT (Operations) Group Leader (orange vest) and to the Incident Commander (red vest).
- Establish a Public Information Section Leader (wears gray vest). Appoint a liaison to interface with the Operations Group (wears designated white vest).
- Get a situation status briefing. Quickly review ICC Directory for inventory of available information and resources
- Set-up and test the Media Groups' equipment.
- Establish contact with the Medical Center ICC Public Information Officer.
- Draft initial internal and external bulletins and announcements, with the Incident Commander & Operations Group. The Policy Group makes final authorization for bulletins.
- Write and record bulletins and updates on the University's Emergency Information based upon information from CRT
- Communicate confidential status bulletins from the ICC to the Learning Centers (LCs) and senior management (use redundant systems: SMU ALERT, email broadcasts to all Departments/LCs for general messages)
- Prepare public information reports for the Samuel Merritt University web site.
- Draft, issue, and update campus emergency status reports (approved by Executive and IC)
- Coordinate with Student Services to organize phone banks, if necessary (phone banks can refer callers to emergency services, take messages, support rumor control)
- Establish a Media Relations Center: coordinate press releases, and manage news conferences, site tours, interviews, etc. Coordination logistics for the media center with the ICC Logistics Group.
- Monitor media reports about the University.

***Be observant for signs of fatigue. Divide the Group into shifts and provide rest periods during extended emergencies. Notify Group Leader when you leave the ICC***



*Samuel Merritt University Incident Command Center*  
**ICC Action Checklist: INTELLIGENCE GROUP**  
*(GREEN EMERGENCY VESTS)*

<b>ROLE</b>	<b>Collect and verify field reports</b>
<b>REPORTS TO</b>	<b>Provide background data and maps CRT GROUP</b>

**TASKS (Guidelines only – actual tasks to be determined by individual groups depending on situation)**

- Sign in upon arrival at the ICC. Report to the Intelligence Group Leader, wearing green vest. (The 1st Intelligence Group member arriving at the ICC = Group Leader until the Incident Commander appoints a replacement).
- Get situation status briefing. Quickly review ICC Directory for inventory of available information and resources. Group liaisons must be appointed to interface with the CRT Group and with the Logistics Group (they wear designated white vests)
- Divide the group into two sections: A technical section (facilities, hazards, and computer specialists), and a communications/data entry section (phone/fax, radio, log personnel).
- Technical Section
  - Interface with home Department/LC to communicate ICC-OPS messages
  - EARTHQUAKE: Work with consulting engineers to coordinate building inspection personnel.
  - Make ongoing checks with the Communications personnel to identify critical incidents to ICC Operations, w/technical analysis of potential impacts
  - Provide a communications link between CRT Group principals.
  - Track which areas have/have not reported. Verify the safety of non-reporting areas. (“roll call” of Departments, Learning Centers and field command posts, if they have been set up)
  - Coordinate with ICC Logistics and Finance on behalf of the CRT Group, as instructed.
  - Obtain supplemental data/maps for Operations to help evaluate and prioritize actions
  - Monitor community emergency impact reports.
- Communications/data entry personnel
  - Assign specific roles to members of this section:
    - Phone operators, Fax coordination, Incident Log input, message relay
  - Determine how the Incident Log will be maintained
    - With Power                      Use Laptop (Instructions attached to the computer)
    - No Power                        Use Whiteboards and log forms

Log reports by Incident number, date, time, location, type (casualty incident, damage incident), action taken, and resolution date/time

  - Confirm reports and/or obtain new incident information.
  - Establish liaison with Security radio personnel, and ABSMC ICC.

- Assist Operations with additional notifications, if needed

- All Intelligence Group members help ICC Manager set up the ICC supplies/equipment and help the Facilities Manager dismantle the ICC at the close of the activation.

***Be observant for signs of fatigue. Divide the Group into shifts and provide rest periods during extended emergencies. Notify Group Leader when you leave the ICC***

Samuel Merritt University Incident Command Center  
ICC Action Checklist: **LOGISTICS/FINANCE GROUP**  
(YELLOW & TAN EMERGENCY VESTS)

<b>ROLE</b>	<b>Obtain resources to implement the operational response Document emergency expenditures, claims, &amp; losses</b>
<b>REPORTS TO</b>	<b>CRT GROUP</b>

**TASKS (Guidelines only – actual tasks to be determined by individual groups depending on situation)**

**ALL MEMBERS**

- Sign in upon arrival at the ICC. Report to the Group Leader (wears yellow vest). The 1st Logistics/Finance Group member arriving at the ICC = Group Leader until the Incident Commander appoints a replacement.
- Get situation status briefing and review your responsibilities. Quickly review ICC Directory for inventory of available information and resources. Group liaisons must be appointed to interface with the Operations Group and with the Logistics Group (they wear designated white vests)
- Ensure that there is a liaison to interface with the CRT Group (wears designated white vest)

**LOGISTICS SECTION** (*yellow shirts*)

- Working with CRT Group and the Department/LCs, arrange and stage the delivery of incoming resources.
- Assist CRT Group with the activation of additional Samuel Merritt University crisis response expertise or resources
- Obtain specialized supplies, equipment, or services to support the emergency response. Order additional ICC or Field Command Post comfort/support supplies, as needed. Refer to compiled summary of major emergency resources in ICC Directory, but be aware that these inventories may be incomplete.
- Identify and contract with external experts, contractors or vendors, or mutual aid (engineers, recovery specialists, equipment rental companies) as requested by the CRT Group. Provide temporary ID and credentials for emergency workers.
- Help establish appropriate shelters for resident population. Ensure students whereabouts are tracked.
- Identify necessary and appropriate volunteer tasks to the Student Services Volunteer Operations Center.
- Summarize space, facility, and personnel needs to achieve program resumption. Report recovery resource needs to the Operations Group

**FINANCE SECTION** (*tan shirts*)

- Track disaster costs/expenditures. Gather data on labor, equipment/supply, and overtime costs. Produce periodic estimates of disaster costs for President's Council, the County Office of Emergency Services, and insurers.
  
- Work with Logistics, the CRT Group and Departments/LCs to ensure that damage impacts are recorded before repairs are made. that photographic evidence is maintained, etc. Collect copies of notes, tapes, photographs, videos and other records of damage from departments and field responders.
  
- Estimate the disaster's business impacts and anticipated recovery times. Provide summary reports to the CRT Group
  
- Begin the documentation of insurance and disaster assistance claims.
  
- Obtain official SU damage reports for the County ICC and State Office of Emergency Services Regional ICC
  
- Continue to meet after the disaster to coordinate ongoing coordination of damage claims process  
***Be observant for signs of fatigue. Divide the Group into shifts and provide rest periods during extended emergencies. Notify Group Leader when you leave the ICC***