PART 3
EMERGENCY RESPONSE ORGANIZATION,
Functions, & Expectations

(Updates in Yellow Highlight)

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EOC CRITICAL FUNCTIONS

Emergency response management requires the establishment of a strategic Emergency Operations Center (EOC) staffed by an Incident Management Team (IMT) comprised of staff from various departments which represent critical functions of the University or have resources necessary to respond to emergencies. The EOC is activated during times of emergency, when normal operations are not sufficient to meet the immediate or overwhelming needs that occur. The EOC's critical functions are to manage and coordinate the University's immediate emergency response for:

- Life safety and protection of property and assets

- Resumption and continuation of University healthcare, research, business and educational functions

- Restoration of all operations to normal

During emergency response operations the EOC must also implement the processes to assure the recovery of expenses and losses through the federal disaster assistance programs under the Stafford Act (PL 94-288 amended)

INCIDENT COMMAND SYSTEM PURPOSE

Consistent with the California Standardized Emergency Management System, The UCSF Emergency Response Management Plan uses the **Incident Command System** (**ICS**). The ICS provides an organizational structure capable of responding to all levels of emergencies from simple to complex. It also provides the flexibility to respond to an incident as it escalates and then diminishes in severity.

The purpose of the ICS is to:
- Provide an organizational structure that can grow rapidly in response to the requirements of the emergency;
- Provide the Incident Commander with the control necessary to direct and coordinate all operations and all agencies responding to the incident;
- Assign employees with reasonable expertise and training to critical functions without loss of precious time;
- Activate only those positions needed to manage a particular incident or level of incident; and
- Promote proper span of control and unity of command.

ICS Structure

UCSF's EOC is organized according to ICS and includes the Command Staff supported by four Sections: Operations, Logistics, Administration & Finance, and Planning & Intelligence. (Refer to Figure 3, UCSF EOC Organization Chart, pages 3-6)

EOC Branches

Within some of the EOC sections, branches have been created. Depending on the size of the emergency or disaster, the EOC Director or a Branch Chief may need to activate one or more units within a branch. Initially or in smaller scale disasters, only the Branch Chief may be activated. Some units within a Branch may not be physically located within the EOC when they are activated. Some provide support and coordination to the Branch Chief from their offices via phone, fax, and e-mail. Those units which may perform their functions outside of the EOC can be identified by referring to the "Location" section on their Checklist. (Refer to Parts 5 – 9 for ICS function checklists.) Currently, the following Branches exist:

> Operations Section: Buildings & Facilities Branch
> Health & Medical Branch
> Logistics Section: Information & Technology Services Branch

EXPECTATIONS OF EOC INCIDENT MANAGEMENT TEAM

Division Expectations: UCSF divisions, departments and units may be assigned responsibility by the Chief of Police (EOC Director) for designating staff to the Emergency Operations Center (EOC) Incident Management Team (IMT). Divisions, departments and units are responsible for assuring that designated staff assigned to the IMT will be made available for training, exercises, meetings, and activations. Divisions, departments and units are responsible for assuring the prompt designation of replacement staff assigned to the IMT when necessary and will notify the Director, Emergency Management of the change.

Staffing: Each position should at all times have one Primary and at least two alternates to enable staffing of the EOC 24 hours a day, seven days per week during an emergency. The Primary is responsible for assuring replacements are designated for themselves and alternates whenever there is a departure. The Primary is responsible for notifying the HSEM Division and Section Chief (or EOC Director if the change is within the Command Staff) of the change.

Training: Primary and alternates are equally responsible for acquiring the knowledge and skills necessary to carry out their IMT functions efficiently and effectively during a disaster. Primaries and alternates are required to participate in EOC exercises, IMT meetings and training and development. IMT members will fulfill National Incident Management System (NIMS) training requirements.

Exercises: If unable to participate in an EOC exercise, the primary is responsible for assigning one of the designated alternates to participate. Alternates should make every effort to participate in or observe at least one exercise annually.

Meetings: IMT meetings are scheduled throughout the year. Primaries and all alternates are expected to attend meetings whenever possible. However, primaries are responsible for assuring at least one member attends each scheduled meeting to assure representation of the position.

Coordination: Primaries and alternates are to maintain current work and emergency contact information on each other to coordinate coverage.

Substitution: IMT members may not substitute a representative for their assigned position with someone who is not officially registered with the HSEM Division as a primary or alternate for that position. At the discretion of the EOC Director, other UCSF staff may be assigned to IMT positions when necessary.

Emergency Notification and Activation: IMT members will maintain accurate and current work and personal emergency contact information in the UCSF Mass Notification System at all times (Refer to Appendix MNS). Upon receipt of an EOC Emergency Notification/Activation IMT members shall make every effort to respond to the Notification/Activation as instructed. Upon activation IMT members will collaborate to assure functions and assigned shifts are staffed until deactivated by the EOC Director. In the event an IMT member is unable to report to the EOC due to transportation, road and bridge damage, or due to life/safety needs of one's household, every effort should be made to notify the EOC or Emergency Communications Center (ECC).

The UCSF Emergency Operations Center Organization Chart is displayed in Figure 1.
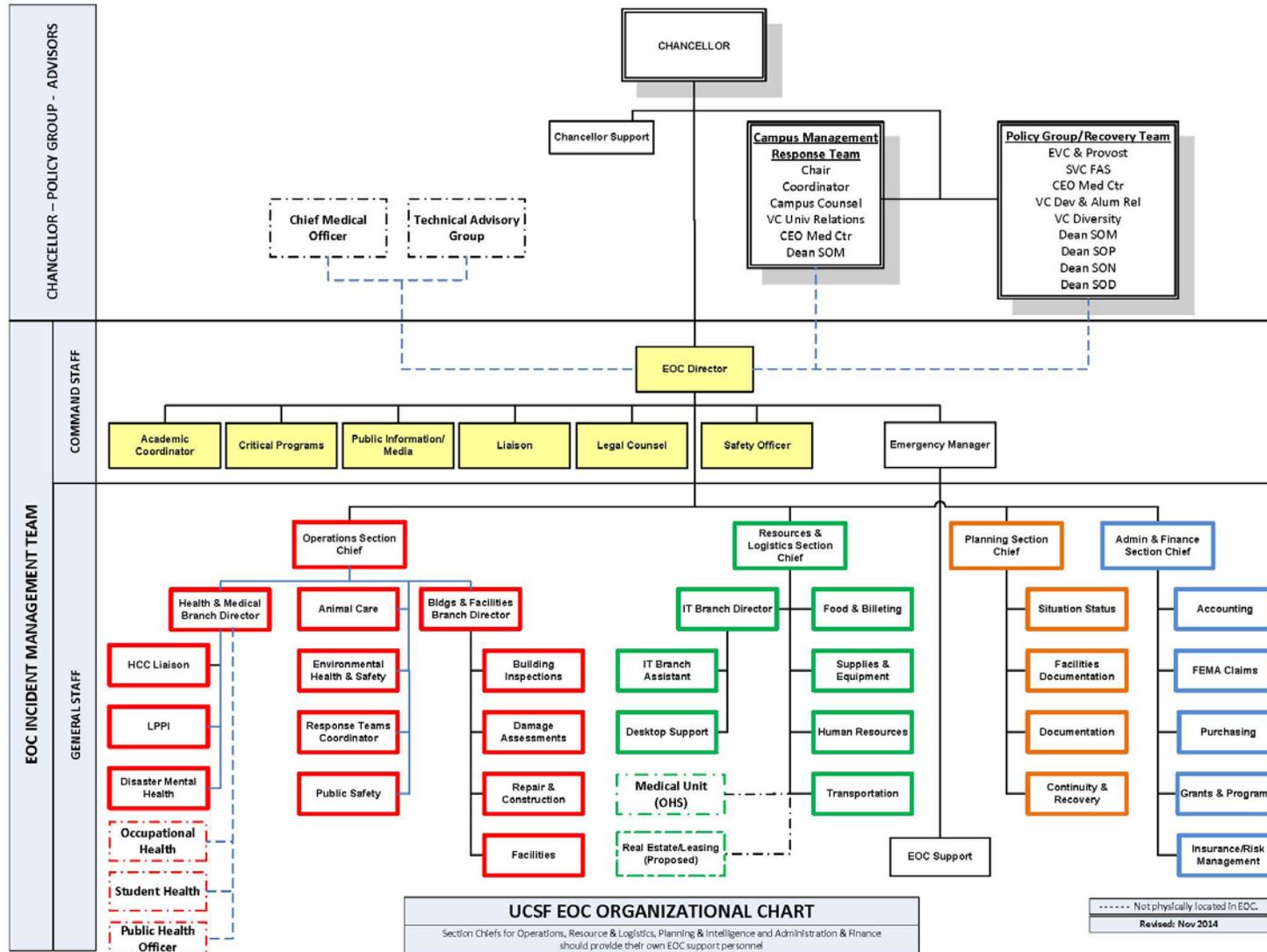
Figure 1:   EOC Organization Chart