

**PART 4
UCSF
EMERGENCY OPERATIONS CENTER (EOC)**

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EMERGENCY OPERATIONS CENTER

The UCSF Emergency Operations Center is the central coordination point for emergency management coordination. Its purpose is to provide a location to collect and disseminate information, to provide an enterprise-wide “common operating picture” of UCSF’s response activities, and to facilitate actions necessary to protect the students, staff, faculty, visitors, affiliates and property of UCSF during an enterprise-wide event. Coordinating emergency response is accomplished utilizing the Incident Command System (See below).

The EOC provides space and facilities for the centralized coordination of emergency functions (e.g., emergency operations, communications and warning, damage assessment, public information).

The EOC is staffed with designated UCSF personnel who are offered specialized training and development (see expectation of EOC Incident management Team) and is equipped with a variety of systems and tools that aid in data collection and sharing, resource allocation, and other critical functions.

The EOC exchanges disaster information with the UCSF Hospital Command Center (HCC), Departmental Operations Centers (DOC), the City and County of San Francisco (CCSF) EOC, UCOP and other governmental and

nongovernmental agencies in order to develop a comprehensive situational analysis and incident action plan.

The EOC may also send a liaison to serve in CCSF's Multi-Agency Coordination Center (MACC) as described in NIMS, thereby ensuring that all response systems are interconnected and complementary rather than duplicative.

EOC PRIMARY FUNCTIONS

The following are primary roles and responsibilities of the EOC:

- Serve as a central information sharing center
- Collect, gather, and analyze data
- Maintain an enterprise-wide “common operating picture” of UCSF’s response activities
- Prepare UCSF Situation Report
- Coordinate/communicate Policy Group priorities
- Implement event management by objective
 - Reconcile competing objectives
 - Coordinate resource allocation priorities
- Maintain communication with UCSF HCC & DOCs
 - Maintain communication with CCSF EOC
 - Maintain common level of situational awareness throughout the University
- Communicate and coordinate with the Chancellor’s Office, Policy Group, and the UCOP
- Serve as a coordination and communication center for all UCSF stakeholders, including the Affiliates such as:
 - UCSF contract childcare providers
 - Non-UCSF Research enterprises at UCSF Mission Bay

PRIMARY & ALTERNATE EOCs

The University of California, San Francisco (UCSF), in accordance with Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS), maintains an Emergency Operations Center (EOC) from which the Incident Management Team (IMT) shall coordinate the emergency response and recovery operations for UCSF.

UCSF maintains a primary and alternate EOC on two separate campuses in the event one should become damaged or uninhabitable as a result of the emergency event.

EOC ACTIVATION

If activated, the EOC operations will be located in **the Primary EOC** unless otherwise indicated. The primary and alternate EOCs are located in facilities routinely used for meetings and are designated, but not dedicated EOC facilities. The EOCs will be continuously maintained in a state of readiness for conversion and activation and will serve as the centralized location for designated personnel to gather, check-in, and be assigned a role in the EOC. Response activities and work assignments will be planned, coordinated, and delegated from the EOC. During the course of an emergency, designated personnel should report directly to the EOC unless directed to other identified staging locations. The EOC support staff or first arriving personnel will set up the EOC for use.

The Chief of Police* will determine whether to activate the EOC and the **level of activation (full or partial)**. The Chief of Police will notify the Chancellor of the action taken. **Depending on the character, scope and magnitude of an emergency incident, a variety of EOC sections, units and response teams may be mobilized by the Chief of Police.** (*Or authorized alternates. See Part 2: EOC Activation Authority)

Upon declaration of a Level 2 or Level 3 emergency, the Chief of Police shall determine which EOC support Sections to activate. The Chief of Police will give direction to the UCSF Police Mass Notification System Manager or Emergency Communications Center to notify specific EOC staff as the emergency situation warrants (See Appendix NA: Notification and Activation). EOC Staff will receive a Mass Notification System (MNS) activation message sent to their work and personal phones, cell phones, e-mails, pagers and text messaging devices, or will be notified individually, depending on the scope of the emergency. If notified by the MNS, they will be instructed when and where to report, and may reply via the MNS on estimated time of arrival, EOC Staff may also call the EOC information line (415) 476-9999 (See Appendix AP: Activation Procedures for EOC Staff).

For Hospital Command Center and campus EOC activation criteria see Appendix HCC: Medical Center – Campus EOC Joint Activation Criteria.

EOC POSITIONS AND SPACE ASSIGNMENT

The Incident Command System is designed to be flexible. The size, staffing, and equipping of the EOC will depend on the magnitude and complexity of the emergency. The EOC Director will determine which positions are needed and notify the appropriate staff (Refer to Table 1 for staff assignments). All positions should be prepared to report to and operate from the EOC during a full-scale activation, even though all may not be needed. Figures 1 and 2 provide the space management configuration for a full-scale activation. Recommended equipment is provided in each checklist for each position. Staff are to bring their own hand-held radios, cellular telephones, and other items necessary to carry out emergency assignments.

EOC ACCESS

FIRST TO ARRIVE AT EOC: In the event of an emergency activation of the EOC, the first arriving member of the Incident Management Team (IMT) may need to contact the ECC at 476-1414 and request a UC Police Officer to report to the EOC to unlock the supply closet, or if reporting to the Alternate EOC, request keys from the Security Desk. Some Command Staff and Section Chiefs may have card-key access to the Primary EOC supply Closet.

ACCESS DURING EOC ACTIVATION: Access to the EOC is restricted to authorized UCSF personnel. All others must obtain approval for admission from the Chief of Police or the EOC Director.

All personnel working in the EOC are to sign in and out on the EOC Roster, which will be located on a table at the door.

EOC SET-UP

GENERAL INSTRUCTIONS

Primary and alternate EOCs are located in multi-purpose rooms. In the event of an emergency activation, EOC set-up instructions posted in each EOC Supply Closet are to be followed. (See Appendix EOC: EOC Locations & Set Up). EOC tables and chairs are to be repositioned or set up, phones and phones line plugged in and all other equipment and supplies removed from supply closets and distributed per the set-up instructions. EOC set-up can take one to two hours depending upon number of EOC staff arriving to assist in the set-up.

PERSONNEL FOR SETTING UP EOC

During working hours on weekdays, UCSF PD EOC Support Staff will initiate set-up. UC PD Emergency Management Division will maintain service agreements with building facility managers, to provide additional personnel to assist in moving furniture.

IMT members are to assist in removing equipment and supplies from the EOC supply closets and setting up furniture, telephones, equipment and supplies upon arrival at the EOC.

EOC EQUIPMENT & SUPPLIES

GENERAL USE EQUIPMENT & SUPPLIES: The UCSF Police Department, Homeland Security & Emergency Management Division (PD/HSEM) shall conduct quarterly readiness inspections of the general use equipment and supplies located in the Primary and Alternate EOCs.

PD/HSEM shall identify and request annual funding from UCSF to purchase, maintain, and replace equipment and supplies necessary to support EOC operations, including funding to provide for and maintain communications (phone, satellite, radio, internet, IT, etc.), security and alarm systems, manuals, forms, administrative supplies, office equipment, and other equipment and supplies necessary for supporting the general EOC and IMT operational needs.

UCSF shall be responsible for providing an annual budget necessary to operate and maintain a primary and an alternate EOC that meets NIMS, SEMS and NFPA 1600 standards.

SECTION & UNIT SPECIFIC EQUIPMENT & SUPPLIES: Each Section Chief and Unit Lead shall be responsible for providing and maintaining function specific equipment, supplies, or documents (forms, manuals, etc.) necessary for them to carry out their specific ICS functions.

IMT MEMBER EQUIPMENT & SUPPLIES: Personnel assigned to the Incident Management Team are responsible for maintaining a supply of personal items not included in the General EOC equipment and supply inventory necessary to support their functions and personal

needs during prolonged operations in the EOC. (Refer to Appendix GK – Go Kits)

EOC FORMS

UCSF shall utilize forms consistent with SEMS, NIMS and FEMA Public Assistance. All forms used by the UCSF EOC are located in Appendix F: Forms.

FIGURE 1: PRIMARY EOC LAYOUT

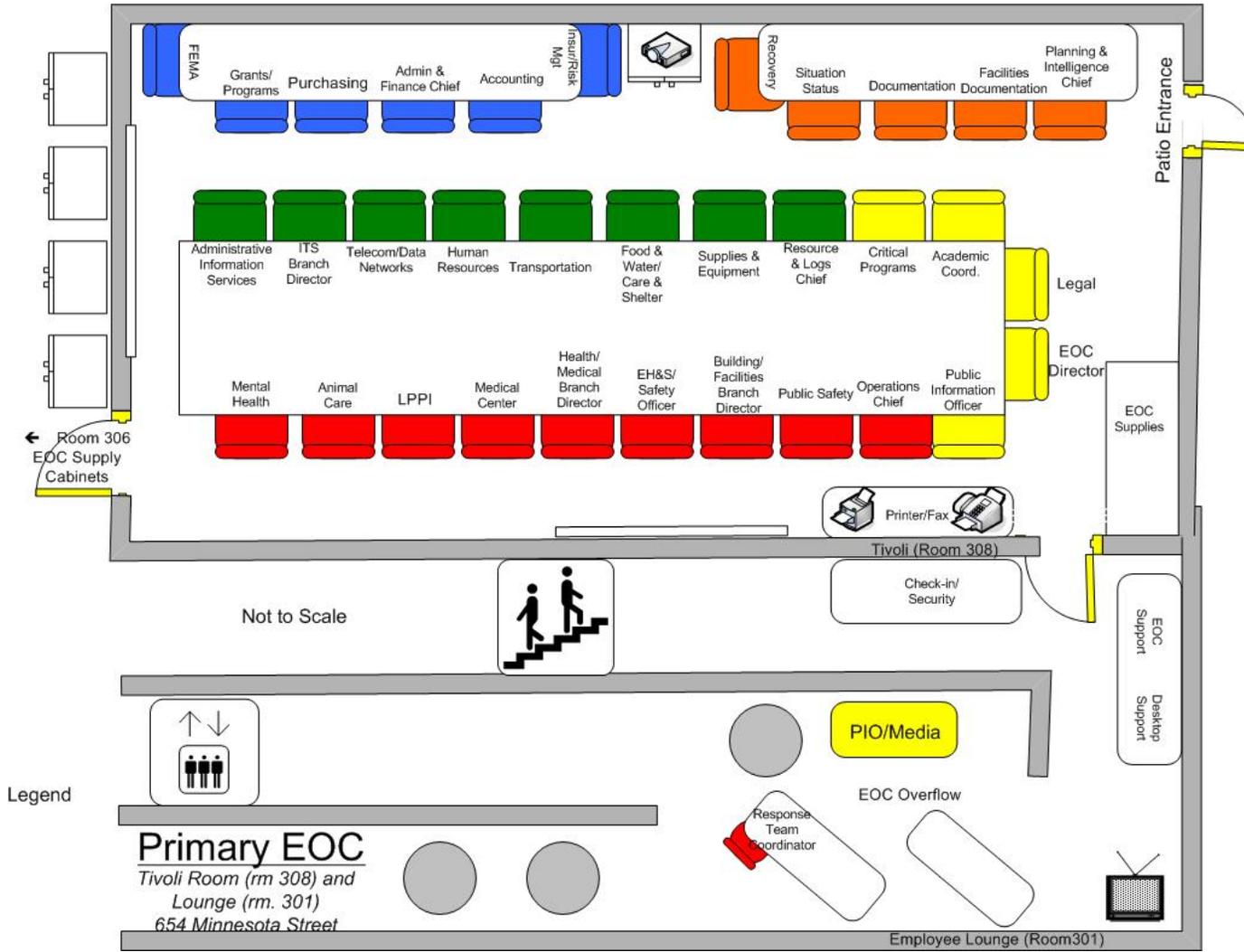
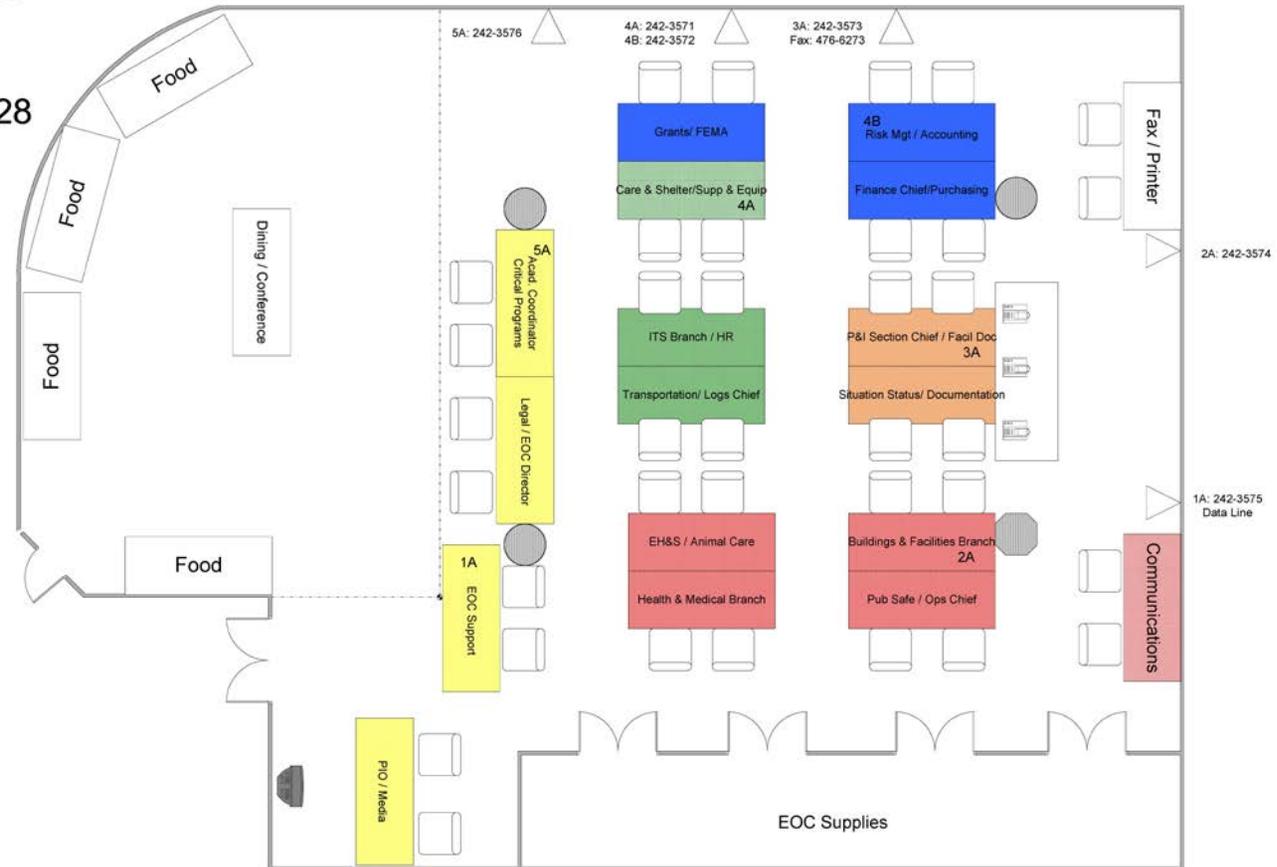


FIGURE 2: ALTERNATE EOC LAYOUT

Alternate EOC
Layout
MCB 126 / 128



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