Section 1:
EMERGENCY RESPONSE
CRISIS MANAGEMENT

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Emergency Response and Crisis Management

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

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

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

- Written procedures for taking action in the event of a crisis following state law, the federal guidelines outlined in the Homeland Security Act of 2002 and subsequent Homeland Security Presidential Directive’s (HSPD 5) establishment of the National Incident Management System (NIMS)

- Written procedures for communication with local law enforcement agencies, community emergency services, parents, students and the media in the event of a crisis in compliance with the Standardized Emergency Management System, SEMS

- A plan for crisis management training of all staff, based on the Incident Command System (SEMS)

Policy & Authority Emergency
This authoritative ERCM manual identifies responsibilities and procedures to guide emergency response in the Monterey County school systems. When an emergency occurs, school district officials, their designees, and staff are authorized and directed to implement all necessary actions.
WHAT THE LAW REQUIRES OF SCHOOLS

The Field Act (Garrison Act and Riley Act)
Sets building code standards for construction and remodeling of public schools and assigns the responsibility for assuring building code compliance to the Division of the State Architect.

The Katz Act
Requires schools to establish an earthquake emergency system:

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

Public Employees Are Disaster Service Workers
California Government Code Section 3100

All school employees are considered disaster service workers when:
- A local emergency has been proclaimed
- A state emergency has been proclaimed
- A federal disaster declaration has been made

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

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

NOTE: No public school employee may leave the school site during a declared emergency until formally released.
What the Law Requires of Schools (continued)

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

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

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

The Petris Bill
California Government Code Section 8607
Requires schools to respond to disasters using the Standardized Emergency Management System (SEMS).

- ICS – (Incident Command System) organizing response efforts into five basic functions: Management, Operations, Logistics, Planning/Intelligence and Finance/Administration

- EOC – (Emergency Operations Center) setting up a central area of control using the five basic functions

- Coordinate all efforts with the operational area (county) EOC, city EOC and County Office of Education EOC

- Incorporation of SEMS into all school plans, training and drills

- Documentation of the use of SEMS during an actual emergency

February 28, 2003

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

Initial compliance deadlines:

- Phase I: Initial Staff Training by October 2004
- Phase II: Identification of Relevant Plans, Procedures and Policies by November 2004
- Phase III: Modification of Existing Plans, Procedures and Policies by July 2005
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EMERGENCY RESPONSE
Emergency Telephone Numbers

In an EMERGENCY, dial 911 for

- Fire Department
- Police Department
- Ambulance Service
- Sheriff’s Office
- Highway Patrol
- Coast Guard
Emergency Response Crisis Management

LAW ENFORCEMENT ................................................................. 911

Carmel Police Department ....................................................... 624-6403
Del Rey Oaks Police Department .............................................. 394-9333
Gonzales Police Department ................................................... 675-5010
Greenfield Police Department ................................................. 674-5111
King City Police Department .................................................. 385-4848
Marina Police Department ...................................................... 884-1210
Monterey Police Department ................................................... 646-3830
Monterey County Sheriff’s Department ...................................... 755-3700
Pacific Grove Police Department ............................................. 648-3143
Salinas Police Department ...................................................... 758-7090
Sand City Police Department .................................................. 394-1451
Seaside Police Department ..................................................... 899-6748
Soledad Police Department ..................................................... 678-1332
Sheriff’s Dispatch ................................................................. 911

CA Highway Patrol ............................................................... 911

Alternate emergency # — all others ......................................... 796-2100

Cal Trans Road Conditions ..................................................... 1-800.427.7623
Emergency Response Crisis Management

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Emergency Response: Emergency Telephone Numbers (continued)
FIRE DEPARTMENTS

Aromas Fire Protection .......................................................... 911
   Administration ...................................................................... 333-2600

Big Sur Volunteer Fire Brigade ............................................... 911
   Administration ...................................................................... 667-2113

Cachagua Fire Protection District ........................................... 911
   Administration ...................................................................... 659-7700

Camp Roberts Emergency Services District ............................ 911
   Administration ...................................................................... 805-238-8220

Carmel Highlands Fire Protection District .............................. 911
   Administration ...................................................................... 333-2600

Cal Fire San Benito-Monterey Unit ......................................... 911
   Administration ...................................................................... 333-2600

Correctional Training Facility Fire Department ....................... 911
   Administration ...................................................................... 678-3951

Cypress Fire Protection District .............................................. 911
   Administration ...................................................................... 333-2600

Fort Hunter Liggett Fire Department ...................................... 911
   Administration ...................................................................... 386-2527

Gonzales Volunteer Fire Department .................................. 911
   Administration ...................................................................... 675-4223

Greenfield Fire Protection District ....................................... 911
   Administration ...................................................................... 674-5484

King City Volunteer Fire Department .................................. 911
   Administration ...................................................................... 385-3430

Marina Fire Department ......................................................... 911
   Administration ...................................................................... 884-1210

Mid-Coast Fire Brigade ......................................................... 911
   Administration ...................................................................... 625-8175
# Emergency Response Crisis Management

<table>
<thead>
<tr>
<th>Organization</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Monterey Fire Department</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>646-3900</td>
</tr>
<tr>
<td>Monterey County Regional Fire District</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>455-1828</td>
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<tr>
<td>North Monterey County Fire Protection</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>633-2578</td>
</tr>
<tr>
<td>Pebble Beach Community Services District Fire</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>333-2600</td>
</tr>
<tr>
<td>Presidio of Monterey Fire Department</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>242-7545</td>
</tr>
<tr>
<td>Salinas Fire Department</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>758-7261</td>
</tr>
<tr>
<td>San Ardo Volunteer Fire Company</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>627-2465</td>
</tr>
<tr>
<td>South Monterey County Fire Protection District</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>333-2600</td>
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<tr>
<td>Spreckels Volunteer Fire Company</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>455-2211</td>
</tr>
<tr>
<td>United States Forest Service</td>
<td>911</td>
</tr>
<tr>
<td>Administration</td>
<td>385-5434</td>
</tr>
</tbody>
</table>
EMERGENCY SERVICES

American Red Cross ........................................................................................................375-5490

California Poison Control System ....................................................................................800-222-1222

Department of Social Services
Child Protective Services (24 hrs) ..................................................................................755-4661 or 800-606-6618
Adult Protective Services ..................................................................................................755-4466 or 883-7565
Community Benefits ........................................................................................................866-323-1953
CalWORKs, EBT, CalFresh, Medi-Cal, MC CHOICE

Health Department Bureau Services ...............................................................................755-4500
Behavioral Health Children’s Services Clinics .................................................................784-2150
951 Blanco Circle, Salinas ...............................................................................................784-2150
1000 S. Main, #210B, Salinas .........................................................................................796-1500
200 Twelfth St., Suite A, Marina ......................................................................................647-7652
Behavioral Health Adult & Family Services ......................................................................796-1700
1441 Constitution Bldg 400, Suite 202, Salinas ...............................................................796-1700
359 Gabilan Dr., Suite 10, Soledad .................................................................................678-5125
200 Broadway, Suite 88, King City ...............................................................................386-6868
299 Twelfth St, Suite A, Marina ....................................................................................647-7652
Emergency Medical Services Agency ............................................................................755-5013
Environmental Health ......................................................................................................755-4505
Monterey County Animal Services and Shelter .............................................................769-8850
Public Health .....................................................................................................................755-4500
California Children’s Services .......................................................................................755-4747
Children’s Medical Services Programs ..........................................................................755-4747
Medical Therapy Program Services ...............................................................................755-4960
Foster Care Services ........................................................................................................755-4704
Communicable Diseases ..................................................................................................755-4521
After Hours .......................................................................................................................755-5100
Epidemiology and Surveillance .......................................................................................755-4521
HIV/AIDS Programs .........................................................................................................755-4626
Immunization Program .....................................................................................................755-4683
Women, Infants & Children (WIC)
625 E. Alisal St, Salinas .................................................................................................796-2888
1942 Fremont Blvd, Seaside .........................................................................................393-3251
620 Broadway, Suite N, King City ..................................................................................386-6879
355 Gabilan Dr., Soledad ...............................................................................................678-5121
Public Health Preparedness Program .............................................................................755-4796
Traffic Safety & Injury Prevention Program ..................................................................755-4752
Tuberculosis Control Program ........................................................................................755-4953
After hours .......................................................................................................................755-5100

Office of Emergency Services/Disaster Preparedness .....................................................796-1908
Monterey County Office of Education
Reporting Emergencies ................................................................. 751-6050

National Weather Service .............................................................. 656-1727

School Insurance Group
Insurance Carrier ____________________ and Insurance Group ____________________

Insurance Carrier ____________________ and Insurance Group ____________________

Resource Management Agency Public Works (public road and bridges) ........ 755-4800
After hours .................................................................................... contact 911

Waste Alert Hotline for Toxic Chemical and Oil Spills ............................. 800-698-6942
**Emergency Response: Emergency Telephone Numbers (continued)**

**HAM RADIO OPERATORS**

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

<table>
<thead>
<tr>
<th>Organization</th>
<th>Call Sign</th>
<th>Name</th>
<th>Call Sign</th>
<th>Phone # or Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEC</td>
<td></td>
<td>Lou Arbanas</td>
<td>NJ6H</td>
<td>831-419-1503 <a href="mailto:nj6h@arri.net">nj6h@arri.net</a></td>
</tr>
<tr>
<td>ADEC</td>
<td></td>
<td>Alam Jump</td>
<td>N5ILN</td>
<td><a href="mailto:alanjump@gmail.com">alanjump@gmail.com</a></td>
</tr>
<tr>
<td>EC North MC</td>
<td></td>
<td>Jim Tripp</td>
<td>WA6DIJ</td>
<td><a href="mailto:wa6dij@arri.net">wa6dij@arri.net</a></td>
</tr>
<tr>
<td>EC Salinas</td>
<td></td>
<td>Larry Robbison</td>
<td>KJ6XA</td>
<td><a href="mailto:llrobison@mindspring.com">llrobison@mindspring.com</a></td>
</tr>
<tr>
<td>EC Seaside</td>
<td></td>
<td>Andrew Mauck</td>
<td>KK6MZW</td>
<td><a href="mailto:andrew.mauck@gmail.com">andrew.mauck@gmail.com</a></td>
</tr>
<tr>
<td>EC Carmel/Monterey</td>
<td></td>
<td>Richard Hillbun</td>
<td>AF6TP</td>
<td><a href="mailto:Hillbunrichard2@aol.com">Hillbunrichard2@aol.com</a></td>
</tr>
<tr>
<td>EC Mid Cnty</td>
<td></td>
<td>Glen Hanneman</td>
<td>KJ6BQK</td>
<td><a href="mailto:Kj6bqk@arri.net">Kj6bqk@arri.net</a></td>
</tr>
<tr>
<td>EC South Cnty</td>
<td></td>
<td>Carl Evans</td>
<td>KJ6OHI</td>
<td><a href="mailto:cop2070@gmail.com">cop2070@gmail.com</a></td>
</tr>
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**NEIGHBORS**

<table>
<thead>
<tr>
<th>Call Sign</th>
<th>Naval Postgraduate Amateur Radio Club</th>
<th>K6LY</th>
</tr>
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<tbody>
<tr>
<td>MBARA</td>
<td>Monterey Bay Amateur Radio Association</td>
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</tr>
<tr>
<td>KM0OSE</td>
<td>Emergency Communications Through Amateur Radio</td>
<td></td>
</tr>
<tr>
<td>KJ6FFP</td>
<td>DEC for Santa Cruz – Robert Ritchey</td>
<td></td>
</tr>
<tr>
<td>W6TST</td>
<td>DEC for San Benito – Tim Takeuchi</td>
<td></td>
</tr>
<tr>
<td>KC6SKM</td>
<td>DEC for Santa Clara – Scott Morse</td>
<td></td>
</tr>
</tbody>
</table>
MEDIA

Radio Stations

KWAV 97 FM ........................................................................................................... 658-5200
KUSP 88 FM ............................................................................................................. 476-2800 or 800-655-5877
KDON 102.5 ............................................................................................................. 755-8181
FAX ......................................................................................................................... 755-8193
KNRY 1240 AM ...................................................................................................... 324-0375
KRML 1410 AM ..................................................................................................... 244-0102

TV Stations

KCBA FOX 35 ............................................................................................................ 624-4400
KION News Channel 46 .......................................................................................... 422-3500
KSBW TV 8 .............................................................................................................. 758-8888
Access Monterey Peninsula .................................................................................... 333-1267

Newspapers

Monterey County Herald .......................................................................................... 372-0755
The Californian ........................................................................................................ 877-424-4917
FAX .......................................................................................................................... 754-4156
Monterey County Weekly ....................................................................................... 394-5656
FAX .......................................................................................................................... 394-2909
The Carmel Pine Cone ............................................................................................ 624-0162
FAX .......................................................................................................................... 375-5018
South County Newspaper ...................................................................................... 385-4880
FAX .......................................................................................................................... 385-4799
Emergency Response Crisis Management

Emergency Response: Emergency Telephone Numbers (continued)
Emergency Response Crisis Management

HOSPITALS

Community Hospital of the Monterey Peninsula (Monterey) ........................................... 624-5311
Natividad Medical Center (Salinas) ..................................................................................... 755-4111
Salinas Valley Memorial Hospital (Salinas) ...................................................................... 757-4333
George L. Mee Memorial Hospital (King City) .................................................................. 385-6000

MEDICAL FACILITIES

Big Sur Health Center, 46896 Hwy, Big Sur .................................................................... 667-2580
Blind & Visually Impaired Center of Monterey Co, 225 Laurel Ave, Pacific Grove ....... 649-3505
Compassion Pregnancy Center & ...................................................................................... 667-2580
Clinic of Monterey Bay, 640 Cass St, Monterey

Confidence Pregnancy Center, 780 E Romie Lane, Salinas ........................................... 757-5500

Seaside Community Health Center, 1130 Fremont Blvd, #201B .................................... 394-6642

Primecare
Main Office, 355 Abbott Street, Suite 100, Salinas ............................................................ 751-7070
Harden Urgent Care Medical Center, 1756 N. Main Plaza, Salinas .............................. 443-8200
Monterey PrimeCare Medical Group, 23845 Holman Hwy, Suite 203, Monterey ......... 624-7070

Peninsula Primary Care
Carmel Clinic, 275 The Crossroads, Suite A ................................................................. 718-9701
Marina Clinic, 2930 2nd Ave, Suite 200 ........................................................................ 582-2100

Clinica Del Valle Del Salinas, 440 Airport Blvd, Salinas ................................................. 757-8689
Salinas-Sanborn Clinic, 219 N. Sanborn Rd ................................................................. 757-1365
Salinas-Circle Clinic, 950 Circle Dr ............................................................................. 757-6237
Pajaro Clinic, 29-A Bishop Rd ...................................................................................... 728-2505
Castroville Clinic, 10561 Merritt St ............................................................................. 633-1514
Greenfield Clinic, 808 Oak Ave .................................................................................... 674-5344
King City Clinic, 122 San Antonio Dr ......................................................................... 385-5944
Soledad Clinic, 799 Front St ....................................................................................... 678-0881
Chualar Clinic, 24285 Lincoln St ................................................................................. 679-0138

Doctors on Duty
Marina, 3130 Del Monte Blvd ..................................................................................... 883-3330
Monterey, 501 Lighthouse Ave ................................................................................... 649-0770
Salinas South Main, 1212 South Main St .................................................................. 422-7777
Salinas Urgent Care, 558 Abbott St, Ste A ............................................................... 755-7880
Seaside, 1513 Fremont Blvd, Ste E1 .......................................................................... 899-1910
Emergency Response Crisis Management

Planned Parenthood
Salinas, 316 N. Main St.................................................................758-8261
Seaside, 625 Hilby Ave.................................................................394-1691

Monterey County Health Clinics
Alisal Health Center, 559 E Alisal Street, #201, Salinas ......................769-8800
Laurel Women’s Health Clinic, 1441 Constitution Blvd, Suite 200 FL 1, Salinas........763-8660
Laurel Family Practice, 1441 Constitution Blvd, Suite 103, Salinas ..............755-4123
Laurel Internal Medicine, 1441 Constitution Blvd, Bldg 151 Suite 16, Salinas....769-8640
Monterey County Clinic at Marina, 3155 De Forest Rd, Marina .....................384-1445
Seaside Family Health Center, 1150 Fremont Blvd, Seaside.......................899-8100
Emergency Response Crisis Management

UTILITY COMPANIES

Water Companies

Alisal Water Corporation ........................................................................................................ 424-0442
Arroyo Center Water Co., Inc. ................................................................................................ 674-0416
California Water Service Company
  Salinas ................................................................................................................................. 757-3644
  King City ............................................................................................................................ 385-5486
California-American Water Company ..................................................................................... 646-3287
Canada Woods Water Company ............................................................................................. 624-3115
Little Bear Water Company, Inc. ............................................................................................ 385-3524
  After hours ........................................................................................................................ 320-9725 / 682-3584
Spreckels .................................................................................................................................. 758-7644

Electricity and Gas Company

Pacific Gas & Electric .............................................................................................................. 800-743-5000

Telephone Company

AT&T ........................................................................................................................................ 800-288-2020

Emergency Response: Emergency Telephone Numbers (continued)
Chief Deputy Superintendent
Gavin Payne ............................................................... 916-319-0800
FAX ............................................................................. 916-310-0104

Assessment and Accountability Branch
Deborah Sigman .......................................................... 916-319-0812
FAX ............................................................................. 916-319-0109

Curriculum and Instruction Branch
Anthony Monreal ....................................................... 916-319-0806
FAX ............................................................................. 916-319-0103

Finance, Technology and Administration Branch
Susan Lange ............................................................... 916-319-0815
FAX ............................................................................. 916-319-0106

Government Affairs Branch
Andrea Ball ............................................................... 916-319-0821
FAX ............................................................................. 916-319-0116
ABOUT EMERGENCY MANAGEMENT SYSTEMS

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

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

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

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

So, What’s a School to Do?
California’s schools were issued their marching orders in 1994, when the State passed the Petris Bill. This bill requires schools (who are considered to be special districts) to use the SEMS model in planning for, and responding to, school emergencies and disasters. Homeland Security Presidential Directive (HSPD5) now requires that schools use NIMS.
USING SEMS (and NIMS) IN YOUR SCHOOL—AN OVERVIEW

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

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

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

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

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

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

**The Emergency Operations Center**

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

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

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