

Section 1:
EMERGENCY RESPONSE
CRISIS MANAGEMENT
Program Information Overview

Emergency Response Crisis Management

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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.

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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.

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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**

Homeland Security Presidential Directive HSPD-5

February 28, 2003

On February 28, 2003, President George W. Bush issued Homeland Security Presidential Directive 5 (HSPD-5). HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS).

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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Phase IV: Supporting NIMS Integration Center Standards by September 2005

(Phase IV deadline has been extended to 2006)

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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**

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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**

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Emergency Response: Emergency Telephone Numbers (continued)

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FIRE DEPARTMENTS..... 911

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

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Monterey Fire Department	911
Administration	646-3900
Monterey County Regional Fire District	911
Administration	455-1828
North Monterey County Fire Protection	911
Administration	633-2578
Pebble Beach Community Services District Fire	911
Administration	333-2600
Presidio of Monterey Fire Department	911
Administration	242-7545
Salinas Fire Department	911
Administration	758-7261
San Ardo Volunteer Fire Company	911
Administration	627-2465
South Monterey County Fire Protection District	911
Administration	333-2600
Spreckels Volunteer Fire Company	911
Administration	455-2211
United States Forest Service	911
Administration	385-5434

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Emergency Response: Emergency Telephone Numbers (continued)

EMERGENCY SERVICES

American Red Cross375-5490

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 Services755-4500

Behavioral Health Children's Services Clinics784-2150

951 Blanco Circle, Salinas784-2150

1000 S. Main, #210B, Salinas796-1500

200 Twelfth St., Suite A, Marina647-7652

Behavioral Health Adult & Family Services796-1700

1441 Constitution Bldg 400, Suite 202, Salinas796-1700

359 Gabilan Dr., Suite 10, Soledad678-5125

200 Broadway, Suite 88, King City386-6868

299 Twelfth St, Suite A, Marina647-7652

Emergency Medical Services Agency755-5013

Environmental Health755-4505

Monterey County Animal Services and Shelter769-8850

Public Health.....755-4500

California Children's Services755-4747

Children's Medical Services Programs.....755-4747

Medical Therapy Program Services755-4960

Foster Care Services.....755-4704

Communicable Diseases755-4521

After Hours755-5100

Epidemiology and Surveillance.....755-4521

HIV/AIDS Programs755-4626

Immunization Program.....755-4683

Women, Infants & Children (WIC)

625 E. Alisal St, Salinas796-2888

1942 Fremont Blvd, Seaside393-3251

620 Broadway, Suite N, King City386-6879

355 Gabilan Dr., Soledad678-5121

Public Health Preparedness Program755-4796

Traffic Safety & Injury Prevention Program755-4752

Tuberculosis Control Program755-4953

After hours755-5100

Office of Emergency Services/Disaster Preparedness796-1908

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Monterey County Office of Education

Reporting Emergencies751-6050

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**

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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.

Organization Call Sign	Name	Call Sign	Phone # or Email
DEC	Lou Arbanas	NJ6H	831-419-1503 nj6h@arri.net
ADEC	Alam Jump	N5ILN	alanjump@gmail.com
EC North MC	Jim Tripp	WA6DIJ	wa6dij@arri.net
EC Salinas	Larry Robbison	KJ6XA	llobison@mindspring.com
EC Seaside	Andrew Mauck	KK6MZW	andrew.mauck@gmail.com
EC Carmel/Monterey	Richard Hillbun	AF6TP	Hillbunrichard2@aol.com
EC Mid Cnty	Glen Hanneman	KJ6BQK	Kj6bqk@arri.net
EC South Cnty	Carl Evans	KJ6OHI	cop2070@gmail.com

NEIGHBORS

	Call Sign
Naval Postgraduate Amateur Radio Club	K6LY
Monterey Bay Amateur Radio Association	MBARA
Emergency Communications Through Amateur Radio	KM0OSE
DEC for Santa Cruz – Robert Ritchey	KJ6FFP
DEC for San Benito – Tim Takeuchi	W6TST
DEC for Santa Clara – Scott Morse	KC6SKM

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Emergency Response: Emergency Telephone Numbers (continued)

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

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Emergency Response: Emergency Telephone Numbers (continued)

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HOSPITALS

Community Hospital of the Monterey Peninsula (<i>Monterey</i>).....	624-5311
Natividad Medical Center (<i>Salinas</i>).....	755-4111
Salinas Valley Memorial Hospital (<i>Salinas</i>)	757-4333
George L. Mee Memorial Hospital (<i>King City</i>).....	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 &..... Clinic of Monterey Bay, 640 Cass St, Monterey	667-2580
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 2 nd 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

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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

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UTILITY COMPANIES

Water Companies

Alisal Water Corporation424-0442

Arroyo Center Water Co., Inc.674-0416

California Water Service Company

 Salinas757-3644

 King City385-5486

California-American Water Company646-3287

Canada Woods Water Company624-3115

Little Bear Water Company, Inc.385-3524

 After hours..... 320-9725 / 682-3584

Spreckels758-7644

Electricity and Gas Company

Pacific Gas & Electric 800-743-5000

Telephone Company

AT&T 800-288-2020

Emergency Response Crisis Management
CALIFORNIA DEPARTMENT OF EDUCATION

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**

Emergency Response Crisis Management

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. They 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

