

# **PREPARE MORE PEOPLE IN LESS TIME**

Developing a Systemwide  
Emergency Procedures Training

Jenny Novak, Chancellor's Office  
Hope Kaye, San Francisco State University

# AGENDA

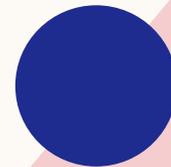
Introductions

Background

Process

Challenges

Next Steps



# INTRODUCTION



Hope Kaye  
Director of Emergency Services  
San Francisco State University

- Since February 2022
- Previous EM for K-12 schools



Jenny Novak, CEM  
Director, Systemwide Emergency  
Management & Continuity  
CSU Chancellor's Office

- Since June 2020
- Previous EM at CSUN (2015-17)

# BACKGROUND

## Previous Emergency Management Policy (2019)

"Campuses shall develop and conduct a training program for their Building and Floor Marshals. Initial training shall be conducted within a reasonable time frame after a Building or Floor Marshal is assigned to the position. Refresher training shall be conducted at least annually."

## Emergency Management Policy Update – Dec 2022

"In accordance with CalOSHA requirements, campuses must develop an Emergency Action Plan that includes procedures for emergency evacuation. The plan must include procedures to account for all employees after an emergency evacuation. Campuses must train a sufficient number of persons annually to assist in safe and orderly emergency evacuation."

# BACKGROUND

- Driving Factors:
  - Changing nature of work (more hybrid)
  - Better technology
- Increase general education with easier access
- Discussion at 2022 CSUEM Conference led to formation of subcommittee

# PROCESS



## ESTABLISHED SUBCOMMITTEE

SEPTEMBER 2022

- Set objectives for training
- Determined target audience
- Collected existing trainings and resources



## DEVELOPED CONTENT

OCTOBER 2022

- Reviewed existing trainings
- Built outline
- Developed draft slide deck and draft 'script' to expand on slide deck content



## CONNECTED WITH L&D TEAM

JANUARY 2023

- Initial meeting with AVC of Learning & Development to set process (Dec 2022)
- Kickoff meeting with L&D team (Jan 2023)
- Delivery of draft documents to L&D team for initial development



## REVIEWED INTERNALLY

FEB – APR 2023

- L&D Team shared link to draft storyline for review
- Subcommittee members reviewed and added comments
- Subcommittee convened for (5+) 90 minute review sessions



## NEXT STEPS

APRIL 2023 AND BEYOND

- EM Council review
- Campus customization
- Assign training
- Evaluation and improvement
- Development of versions for additional audiences
- Annual updates

# PROCESS



## ESTABLISHED SUBCOMMITTEE

SEPTEMBER 2022

- Set objectives for training
- Determined target audience
- Collected existing trainings and resources



## DEVELOPED CONTENT

OCTOBER 2022

- Reviewed existing trainings
- Built outline
- Developed draft slide deck and draft 'script' to expand on slide deck content



## CONNECTED WITH L&D TEAM

JANUARY 2023

- Initial meeting with AVC of Learning & Development to set process (Dec 2022)
- Kickoff meeting with L&D team (Jan 2023)
- Delivery of draft documents to L&D team for initial development



## REVIEWED INTERNALLY

FEB – APR 2023

- L&D Team shared link to draft storyline for review
- Subcommittee members reviewed and added comments
- Subcommittee convened for (5+) 90 minute review sessions

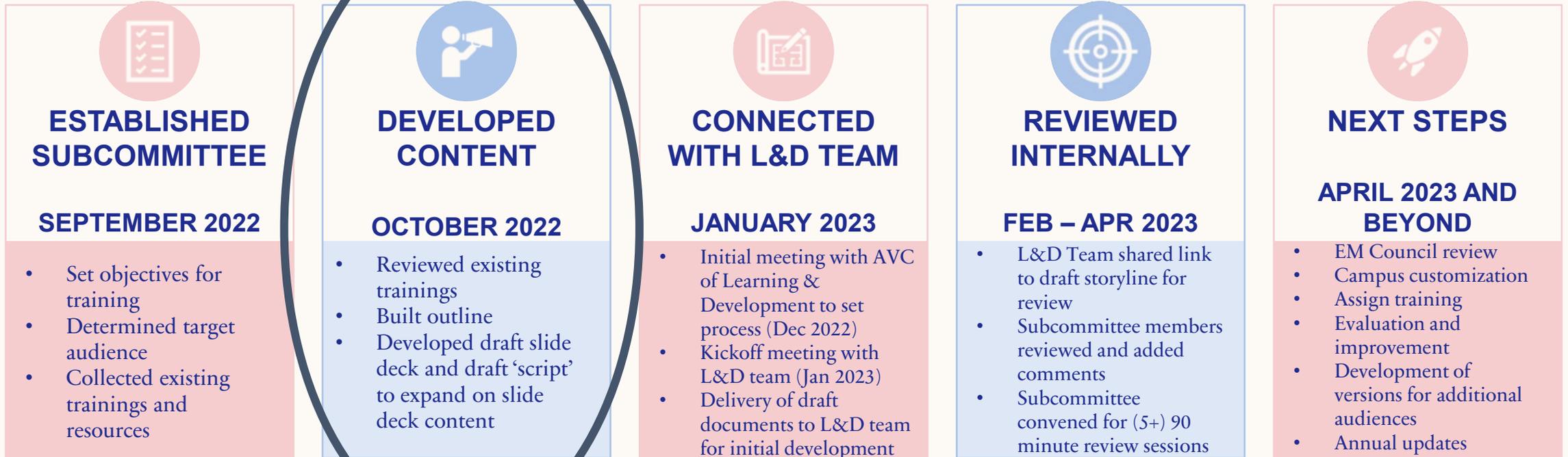


## NEXT STEPS

APRIL 2023 AND BEYOND

- EM Council review
- Campus customization
- Assign training
- Evaluation and improvement
- Development of versions for additional audiences
- Annual updates

# PROCESS



Slide 1 (AJ)

Introduction: Hello and welcome. In this training we will be discussing various topics related to safety, emergency preparedness, and emergency response options. While you may not consider yourself a

“responder” in the traditional sense, so we consider our students, faculty, and staff as possible responders.

Be aware that specific protocols and procedures exist for these topics in broader terms, but it is important to know your workplace.

Slide 2 (AJ)

As we have mentioned, safety is the responsibility of all. With awareness of our surroundings, we look for hazards with emergency protocols like how to respond.

The CSU system as a whole creates training for all emergencies. This means that each campus has the necessary safety training that is required.

Did you know that every CSU campus has an Emergency Operations Center, or EOC, to coordinate recovery efforts.

One of the most public facing requirements is providing alerts to their campus community in a timely manner.

All this to say that there are many policies in place that are ready and resilient in the face of emergencies.

Slide 3 (AJ)

There are different types of emergency drills and training exercises. Some are discussion based and allow individuals to talk through response options to a hypothetical event. Others require physical participation and actually responding as if an emergency were occurring. Each time you practice evacuating down a staircase or getting underneath a desk to practice an earthquake response you are creating what is called “muscle memory”. This means you are training yourself on how to react so that you are not having to navigate it for the very first time in the middle of a true emergency.

The power of muscle memory was shown on 9/11. Rick Rescorla was the security director for Morgan Stanley

1

2

### WHY IS THIS INFORMATION IMPORTANT?

We all play a role. Safety is everyone’s responsibility.

- System-wide requirements from the Chancellor’s Office
- Cal-OSHA regulations

3

### WHY PREPAREDNESS MATTERS

- The importance of drills and the power of muscle memory
- Rick Rescorla, Morgan Stanley Security Director
- Overview of Disaster Service Workforce

4

### EVACUATION PROCEDURES

- (Campus-specific protocols)
- General procedures
  - Before: Be familiar with all possible exit routes – know them AND walk them. Know where your building or department should gather once outside.
  - Take personal belongings with you in case you are not able to return immediately (cell phone, keys)
  - Take the nearest, safe stairs and exit the building
  - You must evacuate a building any time the alarm system is activated or if directed by response personnel

5

### EARTHQUAKE

- A multi-hazard threat
- DO NOT RUN or try to leave a building while shaking is occurring
- Do not stand in a doorway
- DROP down to the ground, take COVER under something sturdy, and HOLD on until the shaking stops
- If unable to “Drop, Cover, and Hold On” move away from any obvious hazards that could break or fall on you
- Evacuate if gas leak or fire is suspected, there is significant structural damage, or if instructed by responders

6

### EARTHQUAKE

7

### STRUCTURE FIRE

- Know the locations of fire alarm pull stations in the area(s) you spend the most time in
- If you see fire, activate nearest fire alarm and call 911. Evacuate the building.
- Consider using a fire extinguisher if you have been trained and feel confident in using it
- Even if trained, do not attempt to put out a fire if:
  - The fire is larger than the size of a waste bin
  - One extinguisher will not be enough
  - The smoke is affecting your breathing
  - You cannot see your way out
  - Chemicals are involved

8

### SHELTER-IN-PLACE

- In some emergency situations, it may be safer to stay where you are. A shelter-in-place order is typically issued when there is an environmental threat, such as flash flooding, or a gas or chemical plume.
- In some instances, extra steps may need to be taken, like moving to an interior room, closing air vents, or sealing the edges of doors or windows.
- Always follow the instructions given to you in an alert message or by first responders

9

### ACTIVE THREAT / SHOOTER

- What is an “active shooter”: An individual engaged in killing or attempting to kill people in a populated area
- RUN. HIDE. FIGHT. Response Model
- Houston Video

10

### HAZARDOUS MATERIALS

- For smaller spills and splashes not involving immediate danger, confine and contain the spill if trained and call 911.
- For large chemical spills, move away or evacuate, closing doors as you leave. Call 911 once you are away from danger.
- If able, help keep others away from the area until first responders arrive.
- If you have been contaminated, follow decontamination protocols as instructed

11

### ACCOUNTING FOR EMPLOYEES DURING AN EMERGENCY

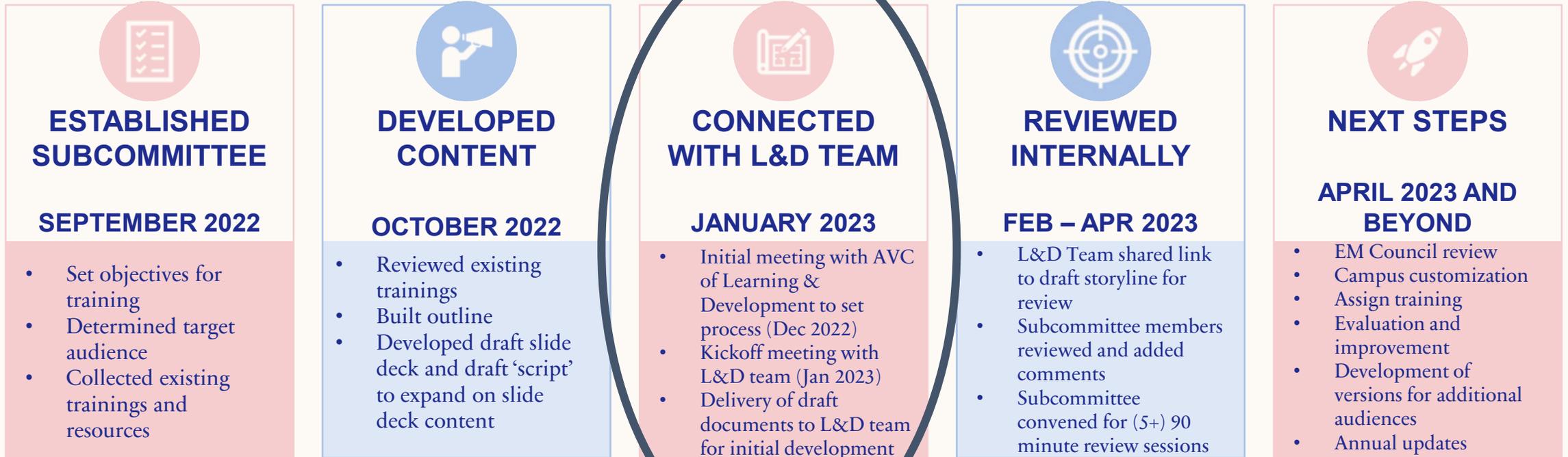
- (Campus-specific protocols)

12

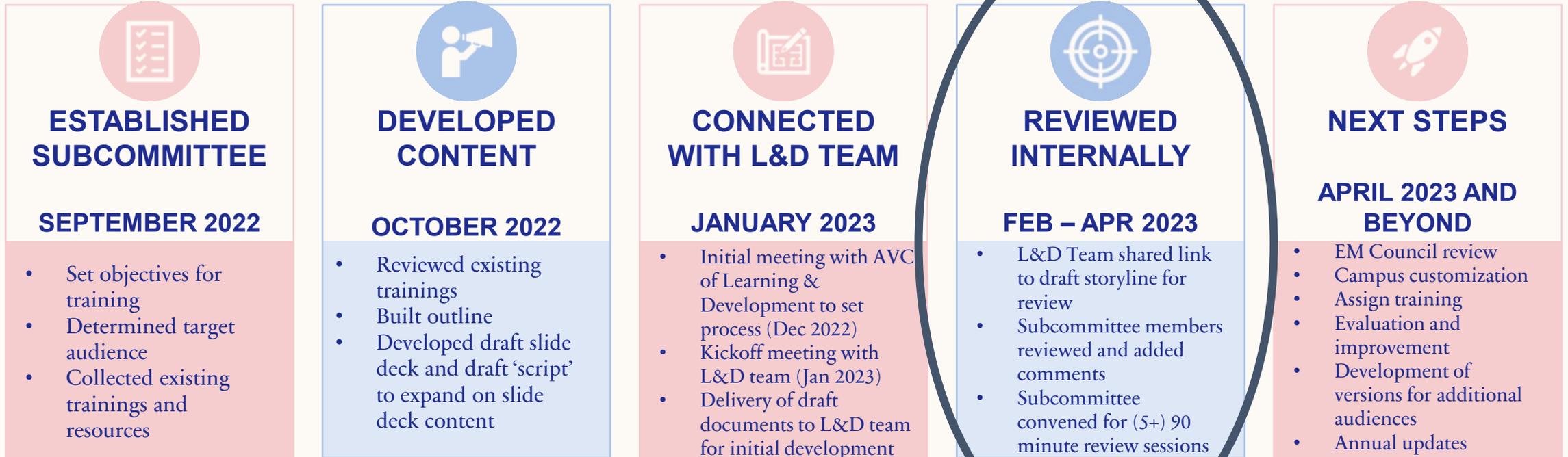
### EMERGENCY COMMUNICATIONS

- How will you be notified if there is an emergency situation happening on campus?
  - Campus Emergency Notification System
- How can you report information?
  - Text to 911, emergency phones, campus apps, etc.
- Remember to always keep your contact information up to date to ensure you receive all emergency alerts

# PROCESS



# PROCESS





Accessibility Statement

INTRODUCTION

Why Is This Information Important?

What Is a Campus Emergency?

TYPES OF CAMPUS EMERGENCIES

Earthquakes

Fires

Active Shooter / Active Threat

START HERE! Hazardous Material Emergencies-add fire?



Lesson 11 of 19

# Evacuation Procedures

**In preparation for an emergency, it is always a good thing to know the evacuation procedures for where you are, whether it is at work, on an airplane, in a hotel while traveling, or at home.**



### Comments

Add a comment...

**jnovak@calstate.edu** a month ago  
I think we need to add some language about the importance of understanding surroundings and having primary AND alternate evac routes determined. We also have to be adaptable during emergencies. If the assembly area is blocked or hazardous they may not always go there. They need to focus on getting to safety and checking in with their supervisor. Not taking a specific route and going to a specific place.

**Robin Innes** a month ago  
What is the verbiage and where does it go? PENDING

**jnovak@calstate.edu** a month ago  
Let's call them building or floor marshals. Although we can discuss preferred terminology with the group since it is no longer in our policy.

**Robin Innes** a month ago

Earthquakes could affect any part of California and cause significant damage. Aftershocks can happen at any time, although many will be too small to feel. Earthquakes can cause many different types of damage such as structural damage, non-structural damage such as broken objects, or damage to critical infrastructure such as power lines, roads, and utility systems.



*Cracking asphalt roadway.*

**Earthquakes strike without warning. Some things to keep in mind about earthquakes include:**

- Most earthquake-related injuries or deaths are caused by building damage or collapse, flying glass, or other falling objects and debris.
- Aftershocks can continue a few hours, weeks, months, or even years following the main shock of a larger earthquake.
- Earthquakes can cause secondary hazards like tsunamis, floods, fires, and landslides.

**(Note to self - redo CC, add TRANSCRIPT)**

Greg Porter

Hope Kaye

Jenny Novak

Kendall Newman

Catrina Christian - CSUEB

Michael Edwards

Stephanie Kim

Allyson Joy (CSULB)

Robin Innes/CSUCO

# LEARNING AND DEVELOPMENT TEAM

- Who are they? (Department within Systemwide HR)
- How they manage the project
- What they bring to the table:
  - Educational expertise
  - Technical prowess
  - Accessibility knowledge
  - Outside perspective
  - Project management

# CHALLENGES

- How to customize and incorporate local information
- Content selection by a committee
- Length of training and amount of content
- Level of detail and technical language included
- Making it engaging without making light of serious subject matter
- Overlap with other required trainings (such as CalOSHA, etc.)
- Knowledge checks or quiz at the end?

Mail - Robin D. Innes - Outlook | PENDING-CSU-Emergency Proc...

rise.articulate.com/author/MTMyp\_XZKVAIwi\_gHmvMid7FyqomcRhr#/author/details/IBfxHjtjpw7allxut1LDLs7K088n186

CO Services | Section 1: Overview... | L&D SharePoint | (18) RL\_Project Log... | CSU Learn | L&D In-Take Form | (2) L&D Projects Da... | My Links | SmartSheets Help

Earthquakes PREVIEW

## What to do in an earthquake

So, how can we protect ourselves during an earthquake? Let's take a look.

Edit

ClackCo Drop, Cover, and Hold On - Protect Yourself During an Earthquake Share



Watch on  YouTube

**Drop, Cover, and Hold On - Protect Yourself During an Earthquake (1:15 duration)**

**Transcript (Need to transcribe)** +

 <p>Jenny Novak</p>	 <p>Hope Kaye</p>
 <p>Catrina Christian - CSUEB</p>	 <p>Michael Edwards</p>
 <p>Stephanie Kim</p>	 <p>Allyson Joy (CSULB)</p>
 <p>Robin Innes/CSUCO</p>	 <p>Kendall Newman</p>

PENDING-CSU-Emergency Proc... EarthquakeProtectiveActionAcce...  
 earthquakecountry.org/library/EarthquakeProtectiveActionAccessibilityPostcard-EN.png  
 CO Services Section 1: Overview... L&D SharePoint (18) RI\_Project Log... CSU Learn L&D In-Take Form (2) L&D Projects Da... My Links SmartSheets Help AST CaptionSync™...

### If You Feel Shaking or Get an Alert:

If Possible	 <b>DROP!</b>	 <b>COVER!</b>	 <b>HOLD ON!</b>
Using Cane	 <b>DROP!</b>	 <b>COVER!</b>	 <b>HOLD ON!</b>
Using Walker	 <b>LOCK!</b>	 <b>COVER!</b>	 <b>HOLD ON!</b>
Using Wheelchair	 <b>LOCK!</b>	 <b>COVER!</b>	 <b>HOLD ON!</b>

[EarthquakeCountry.org/step5](http://EarthquakeCountry.org/step5)



Robin Innes  
 Jenny Novak  
 Hope Kaye  
 Allyson Joy  
 Michael Edwards | SJSU  
 Catrina Christian - CSUEB  
 Ernie Fierro (CSUDH)

Mute Stop Video Participants 10 Chat Share Screen Record Show Captions Reactions Whiteboards Leave

**“ HOW MANY EMERGENCY MANAGERS DOES IT TAKE TO CHANGE A LIGHTBULB? ”**

Answer: One to change it, and every other EM in the room to disagree about how it was changed and go ahead and change it themselves.

# WORKING BY COMMITTEE



## CHALLENGES

- Lots of differing opinions and room for disagreement
  - There are a lot of grey areas and often no one 'right way'
- Scheduling meetings
- Technology for shared documents



## BENEFITS

- Lots of expertise in the room, lots of different campuses represented
- Collective ownership
- Incurred interesting discussion on important topics that we otherwise might not have had, increased understanding of each other's work and strategies

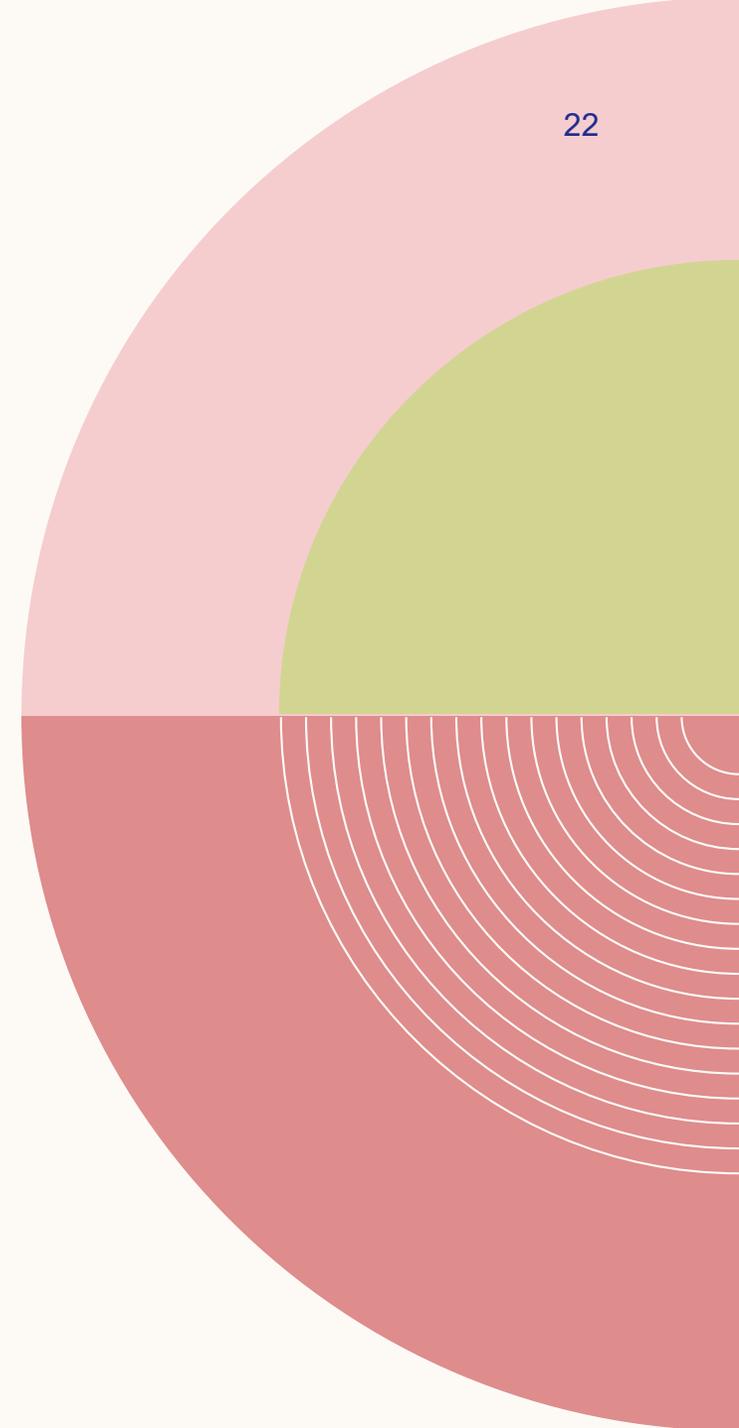
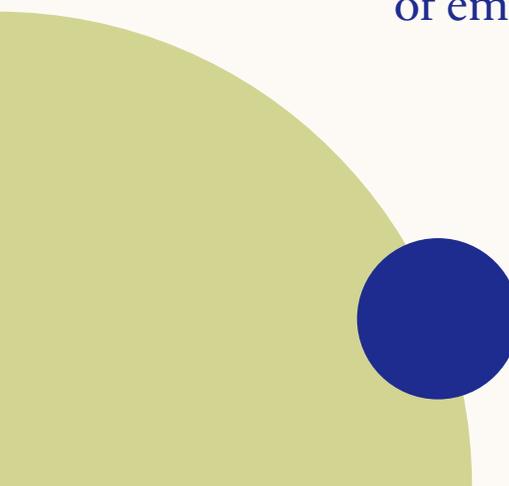
# **LIVE DEMONSTRATION**

# NEXT STEPS

- Bring to EM Council and key Systemwide partners for review
- Campuses customize the training
- Determine how to assign the trainings and how/if to make this mandatory
  - Onboarding new staff
  - Annually completed
  - Working with unions
- Evaluate and get feedback
- Develop second version geared toward students and other audiences
- Update annually

# SUMMARY

- Learning & Development is a great systemwide asset
- Collective ownership is a huge benefit to working in a committee
- Content development takes lots of time – plan accordingly
- This resource will benefit all campuses and reduce workload of emergency managers



**THANK YOU**

The background features three overlapping circles: a large light pink circle on the right, a dark blue circle at the top and bottom, and a white circle on the left. The pink circle contains several thin, white, concentric curved lines.