

STANFORD UNIVERSITY

**CABINET EMERGENCY
PLANNING GUIDELINES**



Stanford University Emergency Preparedness Planning Committee

CABINET GUIDELINES FOR EMERGENCY PLANNING

INTRODUCTION.....	1
Establishing Effective Disaster Preparedness	
Roles and Responsibilities	
Satellite Operations Centers	
EMERGENCY PREPAREDNESS MEASURES	2
Basic Planning Actions Before An Emergency Occurs	
Essential Documentation	
Satellite Operations Center Organization	
SOC Emergency Response Personnel	
Roster of Department Emergency Contacts	
Emergency Communications: Establishing Notification	
Systems Using Stanford Voicemail	
Program Recovery Strategies	
EMERGENCY RESPONSE ACTIONS.....	10
Specific SOC Responsibilities During and Emergency	
Essential Documentation	
Emergency Communications: Recording a SOC Bulletin on Your	
Emergency Information Hotline	
Emergency FAX Announcement from the SOC to Departments	
Emergency Report: SOC to the EOC	
EMERGENCY RECOVERY RESPONSIBILITIES	14
Principal SOC Actions After the Emergency Subsides	
Essential Documentation	
Functional Area Recovery: Summary of Department Reports	

INTRODUCTION

Stanford's Emergency Plans include critical roles and responsibilities for Deans, Vice Provosts, Vice Presidents, and Directors. University executives provide a vital link between emergency personnel and the campus community before, during, and after a major crisis.

The University's Emergency Plans apply to a wide range of events that includes earthquakes, fires or explosions, hazardous materials releases, extended power outages, floods, mass casualty events, and potential or actual terrorism events. Stanford's emergency management structure not only applies to campus incidents, but also may be invoked for emergencies in our community that could affect our people or programs.

Your support of preparedness activities and your leadership during an emergency helps protect campus safety and ensure that our academic program and mission-critical functions are restored quickly when a campus emergency or an area-wide disaster occurs.

Stanford depends on University Deans, Vice Presidents, Vice Provosts and Directors to

- Oversee the development of effective hazard mitigation and preparedness in all of their constituent departments
- Create an effective "Satellite Operations Center (SOC)" to provide emergency operations leadership and coordination in your area and interface with the University "Emergency Operations Center (EOC)."
- Develop post-incident business recovery plans, involving appropriate academic and financial managers, and coordinate corresponding program resumption plans in all departments.
- Gather documentation on emergency impacts, and implement post-incident program resumption and cost recovery measures

Several important management actions should be taken before, during, and after an emergency event to accomplish these objectives, so that an SOC's constituent departments understand the critical relationship between preparedness and program continuity, and prepare for their specific responsibilities. SOCs are the vital link between Stanford's decentralized departments and the University when a major emergency occurs.

The current list of Satellite Operations Centers includes:

Operational SOCs

Public Safety	Environmental Health & Safety
Project Management	News Service
ITSS – Computing & CNS	Residential & Dining Enterprises
Vaden Student Health Services	Stanford Hospital

INTRODUCTION

Academic and Administrative SOCs

School of Business	School of Earth Sciences
School of Education	School of Engineering
School of Humanities & Science	School of Law
School of Medicine	President's/Provost's Office
Student Affairs	Dean of Research
Alumni Association/Development	CFO/Business Affairs
University Librarian's Office	Athletics
SLAC	Hoover Institution
Stanford Management Company	SU Campus Residential Leaseholders

The following Cabinet Emergency Planning Guidelines provide a basic orientation to your emergency roles, and to the essential components of a Satellite Operations Center.

The materials consist of planning templates (marked with a ) that are divided into three sections:

- A. Emergency Preparedness Measures
- B. Emergency Response Actions
- C. Emergency Recovery Functions

These forms can be duplicated or modified, as necessary for individual SOCs. Personalized emergency planning assistance for your executive office and for your constituent departments is available from Environmental Health & Safety at 723-0448 or web.stanford.edu/dept/EHS/prod/aboutus/feedback.html

EMERGENCY PREPAREDNESS MEASURES

BASIC PLANNING ACTION BEFORE AN EMERGENCY OCCURS

1. Review the University Emergency Plan and the Department Guidelines to understand the critical role of Satellite Operations Centers. Deliver copies to all Chairs or department heads.
2. Ensure that all personnel at your SOC and in your departments receive personal emergency preparedness information for their personal safety. Mitigate hazards in all work areas. (EH&S can assist with these measures. Call 723-0448)
3. Appoint an Emergency Coordinator for your SOC, to
 - Organize a “Satellite Operations Center (SOC)” headquarters to interface between the University and your constituent departments during a major emergency or disaster.

Plan for the safety of SOC employees and facilities to ensure that your headquarters will be functional after a disaster. (Add an internal office emergency plan to the SOC management binder). Establish an alternate SOC site and an SOC outdoor location if your building is closed due to emergency conditions.

- Include senior management at the SOC
 - Staff the SOC with appropriate personnel -- including business managers to plan post-emergency program resumption. SOCs establish Building Assessment Teams (BATs). BAT volunteers are trained by EH&S to provide early earthquake damage assessments for University engineers.
 - Establish emergency preparedness in departments
- Develop communications strategies to ensure that your SOC will be able to report to the University EOC and your departments. Include alternate strategies to use if there is a loss of power or telephone service. Consider cell phones, radio/walkie-talkies or ham radio resources for your SOC
 - Ensure that your SOC personnel participate in Satellite Operations Center training seminars and participate in the University’s annual Emergency Management Exercise. Conduct local practices as necessary.
4. Establish specific business resumption plans before an emergency occurs.
 - Assign key roles, responsibilities and authority for program recovery decision-making.
 - Identify critical processes based on the primary mission and business function of each unit within the SOC’s jurisdiction.

EMERGENCY PREPAREDNESS MEASURES

- Address these questions with specific strategies before an emergency occurs
 - What are your SOC's business interdependencies? What do you need from other departments to perform critical functions, and which departments depend on you to perform *their* critical functions?
 - Are there days of week or month, or months of the year, when a major emergency would be even more disruptive than at other times?
 - What human resources must you have to restore your area's most important functions? If only 50% of your staff/faculty could return to work, could you open? Can some employees telecommute during a disaster?
 - If your units couldn't use their customary office or classroom space to operate, what kind of space would you need to resume essential activities?
 - What equipment is necessary to operate your programs? How would you replace equipment within hours or days? Are special vendor/contractor arrangements necessary for your department(s) to insure continuity?
 - Do your departments normally back-up critical data and records? Would the information be accessible if your building was closed, or if the University network was down?
 - Is there a process for tracking the special emergency costs your departments may incur when restoring programs, and a mechanism for distinguishing emergency recovery costs from other expenditures?

Planning at the SOC level, and providing direction and coordination for constituent departments, will protect people and programs. All preparedness plans should be in place before a major emergency occurs and should be reviewed annually as part of normal program planning.

**USE THE FOLLOWING MATERIALS TO SET UP AN EFFECTIVE
SOC AND PLAN FOR BUSINESS AND PROGRAM RECOVERY**



SATELLITE OPERATIONS CENTER (SOC) ORGANIZATION

Update this information annually, note last revision date _____

1. SOC JURISDICTION (all depts.) _____

Primary SOC headquarters: _____

room/bldg

Alternate SOC locations: _____

room/bldg/outdoor location

2. SOC SENIOR MANAGER _____

Designated SOC Coordinator _____

Alternate SOC Coordinator _____

3. EMERGENCY COMMUNICATIONS SYSTEMS

SOC Phone #s (Include cell phones) _____

SOC Fax # _____

Email address for SOC _____

Voicemail Notification Groups (for SOC to activate key staff)

_____ (list name)
_____ (list name)

SOC Hotline for Dept Heads (recorded bulletins to constituents from SOC VP/Dean/Directors)

(*) Stanford Communications/Networking Services (5-HELP) can help you determine appropriate telephone services and system protection features for SOC phones

4. SOC Radio or Ham Resources Inventoried equipment/storage location _____

Trained Operators' names, department, room, building, and home phone#:



SOC EMERGENCY RESPONSE PERSONNEL

Modify this form to suit your SOC organization
Information last revised on _____

SOC Managers	Office	Phone/fax#	Email	Cell/Home#	Home address

Emergency Response Team	Office	Phone/fax#	Email	Cell/Home#	Home address

Business Resumption Team	Office	Phone/fax#	Email	Cell/Home#	Home address

Earthquake Building Assessment (BAT) Team Personnel	Office	Phone/fax#	Email	Cell/Home#	Home address



ROSTER OF DEPARTMENT EMERGENCY CONTACTS

(REPRODUCE THIS FORM TO RECORD CONTACT INFORMATION FOR ALL DEPARTMENTS)

Information last revised on _____

DEPARTMENT:

DEPARTMENT FAX#:

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

DEPARTMENT:

DEPARTMENT FAX#:

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

DEPARTMENT:

DEPARTMENT FAX#:

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

DEPARTMENT:

DEPARTMENT FAX#:

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

DEPARTMENT:

DEPARTMENT FAX#:

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				



EMERGENCY COMMUNICATIONS: ESTABLISHING NOTIFICATION SYSTEMS USING STANFORD VOICEMAIL

Use automated notification lists to alert your SOC staff or Department Heads quickly.

1. TO CREATE EMERGENCY NOTIFICATION LISTS

Call Stanford Voicemail at 723-0000
Enter *Mailbox number, then enter the Password
Press 4 for the Personal Options Menu
Press 2 for Administrative Options
Press 2 for Group Lists
Press 1 to create the list
 Assign a 2-digit # between 11-25 to the list you want to create
 Record a name for the list...e.g., Emergency Response Team
Enter the mailbox number/or spell the name of each person on the list
Press 1 to review the numbers or names on the list
Press * to exit (the list is saved)

2. TO SEND A MESSAGE TO A LIST

Call Stanford Voicemail at 723-0000
Enter *Mailbox# (if you are not at your own phone)
Enter the Password
Press 2 Record your message and press #
Enter the distribution list number



PROGRAM RECOVERY STRATEGIES

Schools and Departments complete this matrix to plan program/business resumption

Condition	1-2 days	3-4 days	5+ days	Comments
Critical program space & facilities are damaged or not available				
Critical equipment is damaged or not available				
Centrally provided power becomes unavailable				
Communications via phone, fax, email, and Internet becomes unavailable				
Central Information Systems are non-functional. Mission critical data is not available				
Local information systems (LAN or desktops) become non-functional				
Staff is impacted by the disaster and not available to work				
Critical business partners or vendors are unable to provide goods or services				

EMERGENCY RESPONSE ACTIONS

SPECIFIC SOC RESPONSIBILITIES DURING AN EMERGENCY

Take deliberate action when an emergency strikes. Decisive SOC leadership is essential. Follow these important emergency response steps:

1. **Confirm and report the emergency.**

Assess the severity and potential duration of the emergency with response personnel.

Is this a minor/local incident (Level 1); a major emergency that disrupts operations in the building (Level 2); or an area wide disaster (Level 3)? The SOC is engaged in Level 2 and 3 situations.

2. **Alert affected personnel** in your area to emergency conditions, and disseminate University safety instructions and status reports. Use all of the communications resources that were set-up in your SOC emergency preparedness plan:

Voicemail Notification Lists
SOC Hotline for Department Heads
Email
Fax

If these systems are overloaded with emergency traffic, send runners to deliver emergency alerts and bulletins.

3. **Activate your SOC.** Assemble your SOC Managers, Emergency Response and Business Recovery personnel. Gather information on emergency impacts from all of the units in your jurisdiction, and report the information to emergency services and the campus Emergency Operations Center (EOC). Be sure to also note which departments have not been heard from.

4. **Evaluate the event's effects on teaching, research, and program continuity.** Convene appropriate business and program managers to plan the recovery of essential activities.

USE THE FOLLOWING FORMS TO COMMUNICATE WITH YOUR CONSTITUENTS AND REPORT THE SOC'S STATUS TO THE UNIVERSITY EMERGENCY OPERATIONS CENTER



EMERGENCY COMMUNICATIONS: RECORDING A SOC BULLETIN ON YOUR EMERGENCY INFORMATION HOTLINE

SOC Hotline# = _____

When you plan your SOC Emergency Information Hotline, consider whether you will use an existing phone line, or whether you will install a designated line. Understand that the phone number will play the Emergency Bulletin until it is returned to normal business use.

INSTRUCTIONS

If you are using an existing mailbox as a Hotline (*)

Call Stanford Voicemail at 723-0000

Enter *Mailbox Number (if you are calling from another phone)

Enter the Password

Press 4 for the Personal Options Menu

Press 3 for the Greetings Menu

Press 1 to change the Personal Greeting

Follow prompts and record the emergency announcement

To check your recording, Press 4

HANG UP when the message is satisfactory

(*) If you have any questions about this process for using an existing voicemail line as a Hotline, or if you wish to designate a special phone mailbox for the Hotline, contact Communication Services at 5-HELP.



OFFICE OF THE VICE PROVOST/DEAN/DIRECTOR
EMERGENCY ANNOUNCEMENT
From the SOC Headquarters to Departments

DATE _____ # OF PAGES IN THIS REPORT _____

TIME _____ (a.m. p.m.)

TO: _____ DEPT HEAD

_____ Department

Fax: _____ Phone: _____

FROM: _____ NAME/TITLE

_____ SOC HQ

Fax: _____ Phone: _____

INSTRUCTIONS: ► Confidential ► Send Reply ► Circulate & Post

-----SOC EMERGENCY UPDATE TO DEPARTMENTS-----



OFFICE OF THE VICE PROVOST/DEAN/DIRECTOR

EMERGENCY REPORT

SOC to University EOC

DATE _____ # OF PAGES IN THIS REPORT _____

TIME _____ (a.m. p.m.)

TO: STANFORD EMERGENCY OPERATIONS CENTER (EOC)

At the Faculty Club

FAX: 9/617-7912

PH: 723-8727 (or 9/617-7904)

FROM: _____ Name and Title

_____ SOC HQ

FAX: _____ Phone: _____

-----SOC STATUS REPORT TO EOC-----

EMERGENCY RECOVERY RESPONSIBILITIES

PRINCIPAL SOC ACTIONS AFTER THE EMERGENCY SUBSIDES

1. Document impacts on constituent departments, including
 - Detailed Space Assessment
 - Detailed Equipment Assessment
 - Detailed Personnel Impacts

(Departments record and forward these data on forms supplied in the Department Emergency Planning Guidelines)
2. Determine resources needed to restart mission-critical programs
3. Organize operational recovery and staging of repairs with service departments dispatched from the EOC.
4. Coordinate with the University EOC to locate alternate program space and other temporary resources needed to resume essential program and business functions.
5. Use special Disaster P Cards to track emergency expenses.
6. Collect documentation about the emergency costs for insurance and other claims, and communicate the data to the University
7. Re-evaluate and amend your emergency plans and procedures.

USE THE FOLLOWING FORM TO SEND A SOC SUMMARY OF DEPARTMENT CONDITIONS TO THE EOC



FUNCTIONAL AREA RECOVERY: SOC SUMMARY OF DEPARTMENT REPORTS

Make additional copies, as needed. Fax this information to the EOC at 9/617-7912 or 9/617-7919

OVERVIEW OF DEPARTMENTAL RECOVERY		
<u>Department Name</u>	<u>Operational</u>	<u>Not Operational</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

REQUIREMENTS FOR RECOVERY:

DEPARTMENT _____ **BUILDING(S)** _____

Personnel: _____

Facilities: _____

Equipment: _____

DEPARTMENT _____ **BUILDING(S)** _____

Personnel: _____

Facilities: _____

Equipment: _____

DEPARTMENT _____ **BUILDING(S)** _____

Personnel: _____

Facilities: _____

Equipment: _____
