

INTRODUCTION

The Crisis Management Council's vision is that the Caltech campus community is prepared to respond to and recover from any disruption and will sustain core research, teaching, and critical operations. Major areas of focus for 2019 included: campus violence prevention, increasing personal preparedness of our campus community, and strengthening Emergency Operations Center (EOC) team readiness. Below is a summary of the activities undertaken in 2019 and our goals for 2020.

EXERCISES AND TRAINING

- **Building Safety Assessment Training – January 24, January 25, and July 10**
Disaster Recovery Team (DRT) members from Facilities, Student Housing, Faculty Housing and Security's Special Response Officers were trained on team activation procedures, building assessment, and reporting protocols. Three sessions were offered to allow for maximum attendance.
- **Virtual EOC (Emergency Operations Center) Exercises – January 30, July 26, August 1**
Three virtual EOC training exercises were held in 2019 with the EOC Command and select EOC members to strengthen the team's ability to manage incidents and share information when the EOC cannot activate in a physical location.
- **Executive Policy Group Tabletop – February 25**
The Executive Policy Group participated in an active shooter exercise that considered key strategic decisions that should be anticipated during the initial, early, and long-term recovery stages.
- **FEMA Incident Command System (ICS) Certification -- Feb-June**
Eighty-five percent of EOC members have received certification in Incident Command System trainings. The Incident Command System is a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective. All EOC members were asked to complete three online FEMA classes: ICS-100 Introduction to the Incident Command System (ICS), IS-700 Introduction to the National Incident Management System (NIMS), and IS-800 Introduction to the National Response Framework (NRF) between February and June. EOC members were asked to complete the classes at their convenience between February and June.
- **Building Safety Assessment Drill – March 6**
Applying the knowledge from the Building Safety Assessment training in January, a drill was held to practice activation, assessment, and reporting procedures. The EOC team practiced consolidating and mapping damage reports. Participants included Facilities, Faculty Housing, and EOC members. Disaster Recovery Team members also participated in the Annual Earthquake Exercise on November 12.
- **Campus Violence Prevention Campaign – May 10-24**
Each spring, Divisions and Departments are encouraged to conduct workplace violence tabletop exercises. Scenarios tailored to reflect individual work environments are provided to facilitators,

along with facilitator training and guidance. Participating groups discuss scenarios and individual response procedures, practice securing and exiting their locations, and facilitators ask attendees to complete an Individual Action Plan. Since the campaign began in 2013, most administrative departments have participated; many on an annual basis. Several Lab groups have participated in the past year. Increased faculty awareness and support of the campaign is a focus for 2020.

- **Water Filtration Training and Activation -- June 6**

Facilities personnel that would be assigned as members of the Water Retrieval team received training on the Institute's emergency water filtration unit and practiced setting up the unit.

- **Building Evacuations – June 24-28**

In coordination with annual Fire Bell testing, all campus building occupants were evacuated over four days of unannounced drills. Evacuation procedures, including assembly at the designated "Emergency Assembly Area" and the process for accounting for building occupants, were evaluated. Student Housing evacuations are conducted four times a year and occurred on March 8, June 25, October 6 and December 3.

- **Pasadena Fire Department Tabletop Exercises -- July 1, 11, 15**

All Pasadena stations are escorted through campus on an annual basis by Environment, Health and Safety personnel. These tours are divided into 9 sessions over 3 days. In addition to familiarizing firefighters with the campus, hazmat response tabletop exercises were conducted during each tour. Exercise participants obtained useful feedback on how information at the Command Post is best shared to maximize the Fire Department's response capabilities.

- **Generator Refueling Exercise – July 31**

Facilities personnel were provided with hands-on emergency generator refueling procedures and practiced refueling a campus generator.

- **Great California ShakeOut Drill – October 17**

Members of the Caltech community, along with over 10.8 million other Californians, practiced earthquake preparedness by following the "Drop, Cover and Hold On!" procedure during the annual Great ShakeOut Earthquake Drill. This was the 12th year of participation in this earthquake preparedness drill. A Personal Preparedness Fair was held in Avery Courtyard following the drill.

- **Functional Earthquake Exercise – November 12**

The Emergency Operations Center, Hazmat Response Team, Disaster Recovery Teams, Security, Student Affairs, and representatives from BBE, CCE, GPS, Library, Advancement and Alumni Relations as well as affiliates such as the Athenaeum and the Caltech Childcare Center, participated in the annual functional earthquake exercise. Teams practiced communicating between Division Control Centers and the EOC using radios, phones, and runners. Building conditions and urgent issues were collected and prioritized using both an online collaboration tool and non-electronic boards. Plans in the Campus Emergency Management Plan were activated and tested.

- **Family and Victim Assistance Training and Exercise – November 21**

A session was held to review elements of the Family and Victim Assistance Plan. The plan addresses how the Institute will interface with law enforcement, medical providers and the City to ensure appropriate information and support services are provided to victims and families of

victims involved in a mass casualty event. An active shooter scenario was discussed to highlight roles and responsibilities and identify areas for further plan development.

- **Division Engagement**

Multiple Divisions and Departments conducted internal training and exercises during the year. Academic Divisions enhanced their Emergency Action Plans with updated and detailed lab emergency contact information. Student Affairs completed a major revision of their Emergency Action Plan and held an all-day training session for their Deans, Directors and key staff. As part of that training thirty-three Student Affairs staff received ICS-100, Introduction to the Incident Command System, and ICS-200, Basic Incident Command System for Initial Response certification.

PLANNING

- **Campus Emergency Management Plan (CEMP)**

The Caltech Campus Emergency Management Plan is under regular review and revision. A new revision was published in March 2019. Specific plans that were revised include: Initial Response and EOC Activation, Campus Alerts and Warnings, Active Shooter and Hostile Event Response, Building Safety Assessment, Emergency Vendor agreements and other plans in the Appendix. The next revision will be issued in the spring of 2020.

- **Active Shooter / Hostile Event Response (ASHER) Program Review**

A task group was established to review the NFPA 3000 Standard for an Active Shooter/ Hostile Event Response (ASHER) Program to identify opportunities to strengthen our existing program. Efforts will continue into 2020.

- **Continuity Planning**

Progress towards establishing departmental and lab specific continuity plans continued in 2019. There are 142 plans in the Caltech Ready continuity planning tool.

CAMPUS OUTREACH AND EDUCATION

- **Campus Emergency Responders Forum – May 23**

The purpose of the Forum is to bring together members of our campus community that have designated emergency roles, for a morning of appreciation and education. This year's Forum featured a presentation by Ron Swartz, Emergency Manager at the University of Alaska, Anchorage. Ron shared UAA's experience responding to and recovering from a 7.1 earthquake in November 2018. All attendees were then divided into cross-functional teams and engaged in a tabletop exercise to review campus earthquake response procedures.

- **Earthquake Insurance Seminar California Earthquake Authority July 16**

A lunch and learn session on earthquake insurance was provided by the California Earthquake Authority (CEA). The session covered changes to earthquake insurance and the role of the CEA in managing the state's earthquake insurance program.

- **Personal Preparedness Fair – October 17**

Caltech's annual Personal Preparedness Fair was held in conjunction with the Great California ShakeOut Drill. Over a dozen tables representing campus responders and community resources

and vendors provided information and resources to attendees. Speaker sessions included: seismic bracing, earthquake insurance, self-defense, and how to use an AED.

STUDENT OUTREACH

- The Caltech Student Resource (CSR) app was launch in 2019 and includes emergency procedures and information for students
- Incoming undergraduate student and parents were provided with information on helping their students with preparedness during check-in. Students were encouraged to put together an emergency kit, develop a family communications plan, and download Caltech's emergency notification app.
- Emergency preparedness information and basic contents for a personal kit was provided at the Grad Student Check-in. A kiosk connected to access.caltech.edu was available and students were strongly encouraged to log in to update or confirm their personal contact information to receive emergency alerts.
- Orientations for incoming graduate students and undergrads included information on fire safety, earthquake procedures and active shooter during their first week on campus.

2020 OBJECTIVES

- Strengthen continuity planning efforts with academic, operational, and auxiliary Divisions and Departments.
- Continue to fine-tune online collaboration platforms to increase virtual EOC readiness and increase incident management efficiency.
- Implement applicable NFPA 3000 enhancements for increased ASHER readiness.
- Continue to strengthen Emergency Action Plans in academic, operational, and auxiliary Divisions and Departments.
- Continue to strengthen student readiness and awareness of emergency procedures.

2020 PLANNED EVENTS AND EXERCISES

- Virtual EOC Exercises (Feb, Sept)
- Command Post Drill (Feb)
- Executive Policy Group Exercise (Mar)
- Campus Violence Prevention (Apr)
- Annual Emergency Responders Forum (May)
- Building Safety Assessment Team Training and Exercise (Jun)
- Building Evacuations (Jun)
- Division Control Center Workshop (July)
- Victim and Family Assistance Tabletop Exercise (Jul)
- Extended Power Outage Tabletop (Aug)
- Great California ShakeOut Drill and Personal Preparedness Fair (Oct)
- Functional Earthquake Exercise (Nov)

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