

DISASTER PREPAREDNESS and EMERGENCY MANAGEMENT ANNUAL PROGRESS REPORT for 2009

INTRODUCTION

In 2009 the Crisis Management Committee's (CMC) continued work on initiatives that maintain Caltech on a path of towards becoming a disaster resistant Institute.

Caltech engaged in three exercises in 2009:

- A cold start activation of the Emergency Operations Center
- Combined Caltech and Pasadena Police Department Hostage exercise
- The Great California Shakeout on October 15, 2009

These exercises targeted various aspects of our response capability and developed campus engagement. The significant benefits realized were:

- Improved emergency management structure to effectively handle the impact of a disaster to the Institute
- Improvements in aligning organizational coordination and communication capability with academic divisions
- Enhanced Institute's human resource capability with focus on awareness, communications, and training

2009 MAJOR ACCOMPLISHMENTS

Emergency Management

- Developed guidelines and plans for assembling, organizing, and deploying volunteers; updated the water distribution plan by purchasing equipment, establishing a distribution procedure, and field-testing that procedure; enhanced the emergency generator plan by identifying a priority fueling schedule; deployed Disaster Response Teams (DRTs) and Building Assessment Teams (BATs) in the field; concurrently activated multiple Division Control Centers (DCCs).
- Coordinated with the Red Cross to establish Caltech as an independent shelter site.
- Activated the EOC and held weekly meetings during the H1N1 pandemic resulting in increased campus readiness: improved campus-wide sanitation procedures developed H1N1 testing and verification protocols for students monitored management of anti-viral medication supply; established procedure for reporting H1N1 cases (both internal and external); developed a communications outreach to parents; issued a supervisor guidance on social distancing and established a student isolation plan in the Houses; recommended an Institute travel policy; and identified Institute critical functions to continue operations.
- Improved readiness by converting and modifying one of the underground storage tank from gasoline to diesel supply.
- Assessed feasibility of alternate locations for the Emergency Operations Center (EOC).
- Continued to refine communications methods tools and test communication devices in the EOC as well as in the field and DCCs. The expansion of computer tools will help to enhance campus communication over time. Modified locations of the Communications Center and Operations Center within the EOC. The intent is to make the Communications Center focus on internal/ external communications and eliminate overlap between the two functions
- Formalized Human Resource policies such as leave time for flu containment and to tend to ill family members, compensation (how long to pay someone who is not working, work incentives, etc.), next-of-kin notification (in the event of serious illness or death).
- Reduced costs by planning and administrating emergency exercises with in-house expertise in place of a consultant

Organizational Coordination and Communications

- Activated several academic DCCs (GPS, Chemistry, Biology, EAS,) during the Shakeout exercise to evaluate staffing, communication hazard mitigation, and business resumption plans unique to each DCC.
- Tested Caltech's emergency www.caltech.edu page and the procedures to activate and modify it.
- Revised and expanded off-site web support by identifying partner academic webmasters to help us post messages if internet access is lost. Tested successfully during the Shakeout exercise.
- Cross-trained media relations personnel in the EOC and Seismo media center that may help during a crisis.
- Improved on blog tools as a means of tracking and verifying incoming information to EOC.

Human Resource Capability

- Training continues to an increasing group of about 500 staff and students at the Institute who are better prepared in emergency or disaster preparedness management such as the Incident Command Structure and activation of the Emergency Operations Center (EOC) to help for a quick recovery post disaster.
- Identified "Institute critical" employees and their emergency response role by distributing Emergency Response ID cards and ID stickers.
- Continued to promote employee/family preparedness by holding safety fairs, helped develop family emergency plans, and recommend family communication strategies.
- Trained an additional 10 members of the Security staff in Urban Search and Rescue techniques to make the Institute more self-sufficient.
- Several CMC members completed online FEMA course on the National Incident Management System (NIMS) which describe a set of concepts, principles, procedures, processes, terminology, and standards utilized in emergency management.

2010 OBJECTIVES

- Establish a robust method of electronic communication between EOC and the DCCs.
- Develop guidelines and train the campus community on the concept of shelter in place.
- Recruit, train and increase membership of the Volunteer Corps.

2010 EXERCISE SCENARIOS

Exercises provide excellent opportunities for campus wide engagement and to gain experience in building a disaster resistant Institute. The following exercises are planned for 2010:

- Volunteer Management plan (Jan 2010)
- Shelter in place (May 2010)
- Shakeout 2010 (Oct 2010)