

INCIDENT MANAGEMENT

Whenever any critical incident occurs that may present a threat or potential threat to the community, incident managers must act quickly to minimize the effects of that incident. While Event-Specific Guidelines should be utilized to provide guidance for initial incident response, the follow-up actions provided in these general guidelines should be considered as appropriate for most situations:

Emergency Priorities

During any emergency the priorities of all district employees shall be, in the order of their precedence, to provide for the protection and preservation of human life, property, and the environment.

Coordinated efforts must be made to resume normal services and effectively provide for both public and institutional needs.

Immediate Actions

- Refer to the appropriate Event-Specific Guidelines for immediate/life safety actions.

Follow-Up Actions

Once all immediate life-safety needs have been addressed:

- Receive briefing on situation from Incident Commander.
- Make appropriate notifications, including:
 - Site administrators/management groups
 - District administrators/management groups
 - Faculty/Staff groups (including employment union representatives)
- Assess situational needs and evaluate ability of available resources to meet those needs. If additional resources are required, identify potential sources and request necessary resources through these as appropriate.
- Delegate tasks and assign responsibilities as appropriate, using Incident Command System (ICS) principles.
- Consider and address any student, staff, faculty, and responder physical health, mental health, and safety needs (short-term, long-term, and recurring).
- Consider and address any needs to account for and track involved persons (victims and rescuers).

- If the potential for news media interest exists, ensure that the site *and* district Public Information Officers (PIOs) are notified.
- Consider and address the informational needs of any family members, the community, and the general public (via the news media).
- If the incident or response to the incident is likely to continue for an extended period, consider activation of the site Emergency Operations Center (EOC).
- If the site Emergency Operations Center (EOC) will be activated, notify the following:
 - Incident Commander
 - Senior District Administration
 - Contra Costa County Office of Emergency Services

- If the need for additional support is anticipated, request activation of the District Emergency Operations Center (EOC).
- If local, Operational Area (County) or District Emergency Operations Centers (EOCs) have already been activated, establish contact with each and provide a general report of the situation at your site.
- Consider and provide for the support of any incident investigation(s).
- If any employees have been injured, ensure that proper Worker's Compensation procedures have been followed.
- If the potential for any legal action exists, ensure that district legal authority has been notified.
- Consider and address any potential needs to modify existing policies or procedures and/or establish temporary policies or procedures.
- Consider and address any needs to document incident-related expenditures.
- If there has been any significant loss of or damage to personal or district property, ensure that the site/district insurance carrier has been notified.
- Consider and address the potential for shut-down of any affected areas and/or the facility for an extended period.

Recovery Actions:

Once all immediate life-safety and follow-up needs have been addressed:

- Consider and address any potential need for the clean-up and repair of affected facilities and areas.
- Ensure that damage and injuries (including photographs) are properly documented for insurance claims.
- Consider and address any potential needs for the recovery of institutional and community public image.
- Consider and address any potential needs for reimbursement and/or economic recovery.

Resumption of Normal Operations

Once the Incident Commander has determined that it is safe to do so, he may direct the affected facility to resume normal operations. This should only be directed when:

- There are no indications of potential danger.
- No further measures (such as evacuation or shelter-in-place) are needed.
- It is possible for the facility to continue normal operations.

Once a return to normal operations has been approved by the Chief Administrator, District managers should utilize appropriate means (i.e., telephone, cell phones, radios, or messengers) to announce that the affected facility will be resuming normal operations.

The Chief Administrator should prepare an announcement to inform the affected site employees, visitors, and students about the reason for the disruption. In all cases, the Public Information Officer (PIO) should prepare a brief written statement for the media. This statement should provide an accurate account of the steps taken to effectively manage the situation and ensure the safety of the community.

Post-Incident Actions:

Once the incident and all response/recovery operations have concluded:

- Conduct a post-incident debriefing with all involved staff. Post-incident debriefings provide the opportunity for those involved to discuss, identify, and share any needs for improvement as well as to identify any lessons and best practices learned. These should be fully addressed in future planning and prevention efforts.

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