

Security and Emergency Action Planning FA600

Date of Last Review: February 2015

Intent

UCLA Extension, like any organization, is vulnerable to loss caused either by natural disasters of varying magnitude, or by human mischief ranging from crimes against property to acts of war. The purpose of this policy is to define an administrative environment that fosters the health, safety and security of our students, staff and instructors; that protects the assets entrusted to our care; and that minimizes the impact and duration of interruptions to our operations. The scale and scope of the events anticipated by this policy ranges from isolated emergencies affecting only a small number of individuals to large-scale emergencies affecting our region.

This policy defines essential planning responsibilities that are embedded in our work routine, as well as roles to be engaged during an emergency. At all times, we are mindful that UCLA Extension is integrated into the emergency planning for the entire University community. We therefore build upon and benefit from the planning efforts of others who bring the resources of the University to bear in such fields as medicine, public health, engineering, facility management, material management and procurement, law enforcement and security. The relationship management of our liaisons is therefore a central feature of this security and emergency action plan.

To ensure its currency and relevance and to *routinely raise the consciousness of the organization*, the Deans Office will undertake an annual review of this policy and complete the business continuity planning coordinated by the Office of the President. So that the institutional budget and planning cycle can be tactically informed, this policy review and business-continuity exercise will be conducted each year in the month of February.

Recovery and Operations- Restoration Protocols

For the purpose of providing a measured response, events will be considered by order of magnitude and response and restoration protocols defined accordingly:

Tier-One Events

A tier-one event is defined as a small scale incident that merits the intervention of a support agency beyond the immediate managerial domain at UCLA Extension, such as the UCLA-PD, the Fire Department, or a Hazardous Materials team; or that requires medical intervention including *First Aid* as a result of injury or illness occurring on premises.

- Placing protection of life as first priority and ensuring proper and unhesitating response, all staff, instructors and students are encouraged to exercise their independent personal judgment by calling "911" for medical or police assistance when it appears that crime, serious illness or injury are occurring or are likely to occur.
 - Calls to "911" from campus lines will be directed to UCLA-PD.
 - *Cell Phones* – Emergency calls to "911" using cell phones used on the UCLA campus will likely be directed to UCLA-PD, depending on the user's carrier/service and the location of their services' cell-towers. Emergency calls to "911" from Westwood Village centers will be directed to LAPD for emergency response.
- Staff who are aware of illness or injury whether or not it requires emergency services will follow up with a call to either the Dean's office if regarding a student or instructor; or to Extension Human Resources (EHR) if regarding an employee. The Dean's Office will subsequently coordinate any necessary reporting to UCLA's *Office of Insurance and Risk Management* regarding students' or instructors' injury or illness.
- All staff are welcome to call the UCLA-PD if a perceived need arises, and need not wait for supervisory approval. After calling, we expect staff to let supervisors know the call has been made.

Tier-Two Events

A tier-two event is defined as an unscheduled loss of access to a single classroom building on the UCLA campus, or the unscheduled loss of a single metropolitan center causing a local suspension of instruction; or as a widespread suspension of instruction and administration involving multiple venues but with a foreseeable duration of no more than five days. (*The Northridge Earthquake is an example of a tier-two event.*)

- As noted above, the Dean and certain delegates in his or her absence are responsible for the decision to discontinue operations at any or all venues. In the event that communications are not available, this decision may be made in isolation by the most senior administrator present at the affected site.
- As a part of on-going life-safety training, all staff will be acquainted with approved assembly areas following a decision to evacuate any building. *Staff will be expected to see to the safe evacuation of students and instructors as a matter of highest priority.*
- With tier-two events, the primary strategy for redressing impacted traditional-format classes will be to arrange a change of venue. In the case of widespread closures of short duration, we may elect to schedule make-up meetings or implement extraordinary unit-valuation measures described in policy AA121 on *Credit, Grading and the Continuing Education Unit*.

Tier-Three Events

A tier-three event is defined as closure of the UCLA Campus for an indeterminate amount of time for any cause, or the loss of the Administration building in Westwood, or a loss of administrative systems anticipated to be longer than fifteen business days due to infrastructure damage. The action planning for such an event is the same as that for tier-two events, although the order by which core business systems are restored, and the focus of managerial decision-making is expected to shift to address the magnitude of the event and its impacts.

- The essential problem of a tier-three event is not how to communicate a discontinuation of instruction or service. Rather, it is how and where to restore business processes and instruction following a severe blow to infrastructure and possible loss of life. To supplement the detail plans, which largely focus on restoration of administrative processes, program department directors become essential members of the crisis management team in order to plan the orderly restoration of instruction.
- For rapid restart of traditional format and hybrid instruction, UCLA Extension is committed to developing its capacity for an adroit and rapid deployment of course content to its online *learning management system*. Planning for and testing of such capacity will be practiced annually once implemented.
- Since administrative processes are typically automated and a blow to infrastructure will likely affect operations, this policy is appended with an [inventory](#) of all known applications and business processes managed through Extension's *Information and Technology Services* (ITS). The list shows for each system and process:
 - Ownership and Application type
 - Whether it is deemed *mission critical* by ITS
 - Frequency of backup and backup medium
 - Data exchanges with campus systems, if any
 - Technical experts (by name)
 - Whether it can be accessed using virtual private network (VPN)
- In the event of an emergency requiring the acquisition of supplies when normal purchasing processes are disabled, the Dean and/or the most senior administrator present can direct the use of currency held in the payment services/cashier unit of Student Services. Administrative personnel assigned to cashier will respond to such direction, and keep a record of any currency so disbursed.

Office of the President Business Continuity Planning – UC Ready

Each February, under the coordination of the Dean's office, the leadership will review and update business continuity plans using the **UC Ready** documentation tool provided by UCOP. Extension's plans will be completed as follows:

- Program department directors will be invited to review, append and endorse a *generic plan* that expresses their functions and recovery, or to develop and maintain their own plan.
- Administrative and program departments will be provided an opportunity to review and become acquainted with one another's plans.

Security and Prevention

UCLA Extension is committed to maintaining learning and administrative environments that are safe for its staff, students and instructors. The following preventive measures reflect this commitment.

Security

Roles of Community Service Officers (CSOs)

- To deter crime, Community Service Officers (CSOs) will be employed as security officers during hours that our classrooms and labs are accessible to the public, but when administrative offices are otherwise closed. CSOs will maintain a log of students and visitors to the Administration Building who are attending classes or who have unattended administrative business on the 1st floor. They shall make periodic rounds of the building to ensure that all offices are properly locked.
- Institutional publications will encourage the use, based on a self-assessment of need, of the *CSO Escort Program* which, from dusk to 1 am, employs unarmed UCLA students to accompany students, staff, and instructors walking between points on the UCLA campus and its immediate environs.

Extension's *Campus Security Authorities* (CSAs)

- UCLA Extension has designated the following personnel as *Campus Security Authorities* (CSAs) as defined in the federal Jeanne Clery Act because each would likely be seen as an official to whom a report of crime victimizing a student would and should be made. As noted above, we expect any Extension staff who know of a crime in progress on the campus to contact the UCLA-PD or, if off-campus, to contact local law enforcement. Any Extension staff employee or instructor who hears of a crime in which a student is a victim is expected to refer the victim to any of the following CSAs for a follow up albeit after-the-fact report, or to contact the CSA directly with information about the crime:
 - Dean
 - Associate Dean of Administration
 - Director of Institutional Policy and Compliance
 - Dean's Office Manager of Communications
 - Dean's Office staff
 - Director of Student Services
 - Managers in the Department of Student Services

- Director and Assistant Director of Facilities
 - Facilities Center Coordinators
 - UCLA-PD *Community Service Officers* assigned to our facilities
 - Program Director, *Pathway*
- CSAs will receive training from time to time provided by the UCLA administration, and an annual reminder from the Dean's Office of the crimes that require a report and the form to be used for doing so. To ensure there is no redundant reporting and to ensure that the Dean is fully informed of Clery crime statistics arising from the Extension population, copies of incident and annual reports by CSAs will be forwarded to the Associate Dean of Administration.
 - As required by law (20 U.S.C. section 1092(f)), Extension's print and web-based catalogs will include notice of and referrals to campus crime statistics posted at the UCLA Police Department's web site.

Other Public Information / General Safety Sensitivity

- The *Office of Instructional Enhancement* will ensure that material about safety appearing in the *Instructor Guide* and Extension's *Instructor Course Manager Website* are reviewed and updated annually, immediately following the February policy review and continuity planning exercises described herein.
- The director of *Extension Facilities*, at or before the beginning of each class, will ensure that instructors teaching at Metro Centers are provided with comprehensive center-based *Emergency Plans*.

Access to Buildings and Issuance of Keys

- Extension Facilities is responsible for issuing keys to those employees authorized by directors to open offices and to have access when offices are closed. (Key authorization may not be delegated further.)
- Extension Facilities is responsible for collecting keys from employees whose appointments have ended. (The possession of office keys does **not** constitute authorization to be in any facility when it is not open to the public. See below.)
- Members of the Crisis Management Team (see below) will be issued access cards for the Administration Building.
- Two access doors to the Administration Building are outfitted with card-swipe style locking mechanisms. Access card keys will be issued to a limited number of staff in addition to the Crisis Management Team for off-hour access. Issuance of card-swipe key/IDs requires authorization of a Department Director.
- Whenever Extension facilities are officially closed, notice to that effect will be announced in advance, or in the event of emergencies, communicated through the means identified below (see *Communications*), along with notices posted on the exterior of buildings. These are the terms and condition of use of the access keys to enter Extension facilities during periods of official closure:

Some employees may have *authorized* professional obligations requiring them to work in our buildings during periods of closure. In such cases, authorization will be provided in writing by the directors of their departments in advance, and copies will be on file in Extension's Facilities Department. A list of such names will be compiled and kept up to date.

Employees so authorized may from time to time use their off-hours access privilege for personal business, such as watering plants over an extended holiday, or showing their office to family or friends.

Employees who experience illness or injury when on the closed premises for personal business are not covered by worker's compensation.

Therefore, unless the employee has assigned responsibility for unlocking the building, building keys will be provided only to those who agree to sign a liability waiver. The liability waiver shall be in a form and format approved by UC General Counsel, and will be kept with their key authorization in Extension's Facilities Department.

Training and Drills; Safety Committee and Floor Warden Program

Training and Drills

Fire and earthquake drills will be conducted annually at all Division of Continuing Education facilities.

For all Extension staff, work schedules permitting, *administrative leave with pay* will be authorized for any personnel interested in undertaking the *Community Emergency Response Team* (CERT) training provided by the *Los Angeles Fire Department*.

The Facilities Director will periodically convene the *Safety Committee* described herein for training, orientation and drills.

Safety Committee

Each Department Director shall appoint a staff person to represent her/him on the ***Extension Safety Committee***. In addition, Metro Center Coordinators and all resident assistants employed by the Pathway Program shall be members of the Safety Committee. Each member's job description will state that 10% of their job duties will be expended in life/safety training and miscellaneous safety activities organized through the committee (an allowance for of up to 4 hours/week or 208 hours/year). Actual time expended will be somewhat less.

Safety Committee members will:

- Update and maintain departmental *Injury and Illness Prevention Program* plans and the departmental *Emergency Response Plan*.

- Assume a leadership role in the event of a building emergency.
- Update department management regarding committee meetings, and changes to procedures and protocols
- Assist and advise unit managers and directors with inspection of office areas for common hazards.
- Serve as Floor Warden during evacuation exercises. Distribute assignments (stairwell monitors and searchers) as evacuation events and drills unfold.
- Maintain emergency supplies housed departmentally on site (e.g. vests, whistles, 2-way radios, floor plans, flashlights, first aid kits, food and potable water).
- Provide leadership and assist with food and water distribution, sanitation and safety in the event occupants are required to shelter in place.
- Attend training and practice sessions such as *Heart Saver CPR*, *First Aid*, fire extinguisher operation, crime avoidance, and workplace-violence- training provided by various agencies such as Red Cross, police and fire departments. Members will also engage *Environmental Health and Safety's* training on the *Injury and Illness Prevention Program*.

Floor Warden / Evacuation Team Roles

To ensure the safe and rapid evacuation of Extension's facilities, the Safety Committee members under the general direction of the Facilities Director will organize and manage evacuation drills. For a complete evacuation of the Administration Building, members of the safety committee (or their delegates in their absence) will serve as *Floor Wardens*. The *Floor Warden* at each level will augment her/his evacuation team "on the fly" by assigning staff to serve as *stairwell monitors* or as *searchers*. The *searchers* will inspect for those lingering or lost. The stairwell monitors will guide staff to exits until all have safely evacuated. These floor by floor teams will be the last to leave. The floor warden for each level will report their floor's status to the Facilities Director or most senior administrative person in attendance.

Since metro centers are leased spaces in facilities not wholly administered by the University, the Director of Facilities will assure that all employees assigned to such facilities are aware of the emergency and security plans of these non-University environments. Each plan must be assessed to determine whether it conforms to University guidelines. In cases where the University would require more than what the building management provides, supplementary instructions are developed and employees trained to these higher standards.

Once outside, evacuation team/safety committee members will direct employees, instructors and students to appropriate assembly areas:

Assembly Areas. During drills and actual emergencies, Floor Wardens will direct employees and other building occupants to designated assembly areas:

Administration Building

Drill. The parking lot and Coral Tree plaza on the west side of the building away from its front entrance.

Actual Emergency. Gather in the parking lot as above, then as directed, travel via the safest route to the center of Lot #36 on Kinross Avenue between Gayley and Veteran Avenues.

Lindbrook Center, assemble in UCLA Parking Lot 36, via Wilshire Blvd.

1010 Westwood Center, assemble at designated meeting areas at the south corners of Weyburn and Glendon Avenues and along both sides of Glendon Avenue just south of Weyburn.

Gayley Center, assemble in UCLA Parking Lot 36, via either Wilshire Blvd. or Kinross Avenue.

Figueroa Center: Follow posted directions at the facility. Evacuation routes lead to assembly areas in the parking structure and at 2nd Street.

424 Kelton Avenue / Pathway Residence: Assemble directly across the street (Kelton) on the public sidewalk.

As a part of on-going life safety training, all staff will be acquainted with approved assembly areas following a decision to evacuate any building. Staff are expected to see to the safe evacuation of students and instructors as a matter of highest priority.

Crisis Management Team – Liaisons, Delegations, and Responsibilities.

The Dean is the principal liaison with the Chancellor's office for emergencies that affect the UCLA community, and has delegated authority for emergency response and recovery planning for the division. The decision to close the UCLA campus is reserved to the Chancellor. Except as noted below, the decision to discontinue operations or Extension instruction at any venue is vested with the Dean, with the Associate Dean of Administration in his/her absence, and with the designated Acting Dean should both be unavailable.

In addition to the Dean and Associate Dean of Administration, the following liaisons and delegates collectively are defined as the division's crisis management team. Delegates shall each be responsible for developing and maintaining detail action plans, that will be subject to periodic review, and which will address various contingencies and business recovery and resumption

strategies. To facilitate communication with instructors, to assist with rescheduling of classes in the event of a tier-two event, and to plan restoration of instruction following a tier-three event, all program department directors are members of the crisis management team.

Liaisons

Facilities Director: The incumbent is the liaison with the various offices of UCLA's Community Safety division, including the UCLA-PD, UC-FD, and the Environment Health and Safety department; and with both Facilities Management and Capital Programs divisions for utilities, engineering and architectural services. (The UCLA-PD is, in turn, the principal liaison for medical emergency personnel.) The incumbent is responsible for providing police and contract security services at UCLA Extension facilities, including the Administration Building and all leased properties. The incumbent is also responsible for developing and maintaining a program of fire safety and evacuation drills, earthquake preparedness training, and office and classroom safety; and for ensuring that Extension venues are adequately equipped with emergency food, water, first-aid and sanitation supplies.

Extension Human Resources (EHR) Director: The incumbent is the liaison with Campus Human Resources, and is therefore responsible for identifying and arranging emergency management and leadership training for UCLA Extension's Crisis Management Team. In the aftermath of an emergency event, the EHR Director is also responsible for identifying post-trauma counseling services available at the Staff and Faculty Counseling Center. The incumbent has delegated responsibility for maintaining the census of staff to enable rapid accounting for personnel in the event of an emergency, and to enable use of emergency contact information.

Budget and Financial Services Director: The incumbent is the liaison with UCLA Finance and with UCLA Material Management, and therefore is responsible for emergency mobilization of essential purchasing and procurement processes.

Delegates

Director of ITS: The incumbent is responsible for UCLA Extension's computing environment which consists of network infrastructure and connectivity, access to productivity tools such as email, word processing, and anti-virus software, application servers and data storage, end user computing, and the support of all of Extension's business applications. The incumbent is responsible for developing, progressively updating and annually submitting for review a detailed recovery plan with the expectation of capability for a full restoration within fifteen business days. Restoration of communications systems such as email and public website servers will always assume the highest priority.

Registrar/Director of Student Services: The incumbent is responsible for planning predicated on the restoration of operations in all units using manual processes until the restoration of administrative information systems is achieved.

("Manual Process" shall mean the ability to accept a request, and acknowledge receipt of a request, for a transaction to be completed at a future time.) To serve our large international student population, the *International Student Office* is to be ready and able to relocate and restore service at an alternate center *within one business day*. The *Enrollment and Cashier* offices' staff is to be ready and able to relocate and restore operations *within one business day*.

Executive Director of Marketing: The incumbent is responsible for service restoration of the internal production environment for marketing materials and publications following a catastrophic business interruption, and the planning necessary to effect its restoration.

Director, Office of Instructional Enhancement: The incumbent is the liaison with the organization that provides Extension's Learning Management System (LMS) housing course sites and the student and instructor work contained therein. In the event of an emergency that impacts on-the-ground resource, the incumbent will be responsible for coordinating strategic redeployment of instruction to online platforms to the greatest possible extent.

Dean's Office Communications Manager: The incumbent is responsible for managing communications tasks in the event of an emergency, including the crafting and dissemination of messages from the Dean's Office, and the relay of inbound *timely warning* and *emergency messages* from campus security authorities to Extension's student and instructor populations. The incumbent serves as liaison with *UCLA Communications and Public Outreach*.

Communication Management and Protocols

The Administration Building is designated as Extension's principal emergency operations facility. In the event of a major emergency occurring outside routine business hours, the crisis management team will, when called to do so, assemble in Westwood at the Administration Building.

Contact lists

As noted above, the Dean's office is responsible for maintaining a home/emergency contact list for members of the crisis management team. Directors and managers are encouraged but not required to develop and maintain their own home emergency call lists of staff. Employees asked for this information will be advised that providing it is voluntary. Maintaining the privacy of the employee's contact information is the responsibility of the person who holds it. Use of emergency contact information for any purpose other than an emergency may violate other policy, labor agreements, or law.

Instructor Resources

- The *Office of Instructional Enhancement* will ensure that instructors are provided with emergency information through such resources as the *Instructor Course Manager* website and the *Instructor Guide*.

- The *Marketing Department* will coordinate the content to be displayed on the institutional website during any emergency (should the Internet be available), and during recovery and restoration phases (after Internet services are restored).

Emergency Messaging and the Community Broadcast System

To push closure announcements or announcements about environmental conditions that impact operations, the Dean's Office will direct the employment of Extension's *Community Broadcast System* (CBS) which can query the institutional database for email addresses and phone numbers of students and instructors by venue, the day of the week, and the time of the day a class is scheduled to meet (i.e., whether it is a daytime or evening class).

- The Registrar's Office will maintain on its intranet site an online, real-time *Scheduling Report* that can be used to review patterns of facility usage by day and time to inform CBS extract decisions.
- Employment of Extension's *Community Broadcast System* for blast/targeted email messaging is dependent on accessibility of Extension's database by authorized users and availability of UCLA's *Enterprise Mail* (Email) for distribution. Should either or both systems be unavailable for broadcast email announcements, the Marketing Department's extract capabilities using its *Sedona* database, and email/blast capability using *ExactTarget* software will be employed.
- The following users of CBS in Dean's Office and Student Services are trained and authorized for messaging the whole population of students and instructors *en masse*:
 - Heather Chakiris
 - Justin Heyerdahl
 - Megan Henkin
 - Rob Kafka
 - Ted Kissell
 - Alvin Minassian
 - Melissa Rosenstock
- Messages to be broadcast to students or instructors of multiple departments are subject to the review and approval of the Dean's Office Communications Manager prior to distribution.
 - To ensure that all staff are informed of any institutional message, copies of email directed to instructors and students will be repeated internally to all staff, with a brief description of the targeted student and instructor population.
 - Messages will logically be paired. Students and instructors receiving *stay away* messages will receive *service restored/welcome back* messages as soon as practicable.
 - Especially with media-reported events, more than just those directly affected can be impacted. It will be to this greater population we will broadcast information. For example, a media-reported pipe-break that

closes the Lindbrook Center on a Tuesday afternoon would result in a *stay-away* message to just those students and instructors whose classes are impacted, but a complementary assurance that *all is well* will benefit students and instructors scheduled to meet in nearby locations who might believe otherwise.

- To inform closure decisions, Student Services will maintain an online/real-time web-based facility on its departmental intranet site that supports a report showing how, where and which classes are physically scheduled throughout Los Angeles, by day, date and time of day.
- Depending on the time of day and day of week, CBS/email broadcasts can be used to influence traffic and to mitigate travel time around known and media-reported obstacles by recommending alternate routes. To help inform decisions related to street closures, we will be mindful that outbound gridlock from the campus is not necessarily mirrored on the inbound side of the street, and our students are not to be deemed *impacted* by congestion normal to any rush-hour.
- UCLA, in compliance with federal regulations, periodically broadcasts *emergency notifications* to the campus community via its *BruinAlert* system. Since Extension's student and instructor populations are not automatic recipients of these messages, it is the responsibility of the Dean's Office *Communications Manager* and institutional users of CBS in his/her absence to read and interpret *emergency notifications* inbound from the campus, and to re-broadcast the messages if found to be relevant to members of Extension's communities. *In all cases where UCLA's regular daytime student population is targeted for receipt, Extension will automatically rebroadcast to its corresponding concurrent-enrollment population.*

Designated program department personnel are also approved to use CBS to contact departments' instructors. Supplementary broadcast messaging from program department leadership requires no Dean's Office endorsement.

Other considerations:

- The homepage of the institutional website will be re-programmed, either from on site or remotely by Marketing Department staff. The reprogrammed page will provide information for students, instructors and staff.
- *Auto-attendants* that front phone systems with automated messaging and phone tree applications will be reprogrammed with voice-announcements. (Messaging can be reprogrammed remotely). There is currently one auto-attendant in service, *Enrollment and Records (310) 825-9971* (Alvin Minassian or Megan Henkin)
- *UCLA BruinAlert.* (For Extension staff personnel only. ***Not for Extension students or instructors.***) Official information from the campus leadership can be expected through this system, which includes:
 - Mass notification by email

- SMS text-messaging. (Requires subscription. See *BruinAlert* page on UCLA site to subscribe.)
- AM 1630 radio
- UCLA TV Channel 3
- Extension leadership will be reminded by annual review of this policy that Extension's instructors and students cannot be informed by UCLA's *BruinAlert* System. Instead, Extension's *Community Broadcast System* used in conjunction with UCLA *Enterprise Mail* (Email) will be used to reach Extension's instructor and student populations.
- *As soon as practicable*, Extension will begin to systematically prompt for and collect students' cell phone numbers, to be identified as such in the database, both for new marketing capabilities and to prepare for future SMS-text message and/or direct- to- cell enhanced voice messaging capability.

References and Listing

This policy will be publicly listed with named delegates and currency handling routines redacted. Responsibility for content expertise rests with all directors. Questions and comments are welcomed by all.