PREPARE MORE PEOPLE IN LESS TIME

Developing a Systemwide Emergency Procedures Training

Jenny Novak, Chancellor's Office
Hope Kaye, San Francisco State University
AGENDA

Introductions
Background
Process
Challenges
Next Steps
INTRODUCTION

Hope Kaye
Director of Emergency Services
San Francisco State University
• Since February 2022
• Previous EM for K-12 schools

Jenny Novak, CEM
Director, Systemwide Emergency Management & Continuity
CSU Chancellor's Office
• Since June 2020
• Previous EM at CSUN (2015-17)
Emergency Management Policy Update – Dec 2022

"In accordance with CalOSHA requirements, campuses must develop an Emergency Action Plan that includes procedures for emergency evacuation. The plan must include procedures to account for all employees after an emergency evacuation. Campuses must train a sufficient number of persons annually to assist in safe and orderly emergency evacuation."


"Campuses shall develop and conduct a training program for their Building and Floor Marshals. Initial training shall be conducted within a reasonable time frame after a Building or Floor Marshal is assigned to the position. Refresher training shall be conducted at least annually."
BACKGROUND

• Driving Factors:
  • Changing nature of work (more hybrid)
  • Better technology
• Increase general education with easier access
• Discussion at 2022 CSUEM Conference led to formation of subcommittee
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<th>ESTABLISHED SUBCOMMITTEE</th>
<th>DEVELOPED CONTENT</th>
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<tr>
<td>• Set objectives for training</td>
<td>• Reviewed existing trainings</td>
<td>• Initial meeting with AVC of Learning &amp; Development to set process (Dec 2022)</td>
<td>• L&amp;D Team shared link to draft storyline for review</td>
<td>• EM Council review</td>
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<td>• Determined target audience</td>
<td>• Built outline</td>
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<td>• Campus customization</td>
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<td>• Developed draft slide deck and draft ‘script’ to expand on slide deck content</td>
<td>• Delivery of draft documents to L&amp;D team for initial development</td>
<td>• Subcommittee convened for (5+) 90 minute review sessions</td>
<td>• Assign training</td>
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**PROCESS**

**ESTABLISHED SUBCOMMITTEE**

September 2022

- Set objectives for training
- Determined target audience
- Collected existing trainings and resources

**DEVELOPED CONTENT**

October 2022

- Reviewed existing trainings
- Built outline
- Developed draft slide deck and draft ‘script’ to expand on slide deck content

**CONNECTED WITH L&D TEAM**

January 2023

- Initial meeting with AVC of Learning & Development to set process (Dec 2022)
- Kickoff meeting with L&D team (Jan 2023)
- Delivery of draft documents to L&D team for initial development

**REVIEWED INTERNALLY**

Feb – Apr 2023

- L&D Team shared link to draft storyline for review
- Subcommittee members reviewed and added comments
- Subcommittee convened for (5+) 90 minute review sessions

**NEXT STEPS**

April 2023 and Beyond

- EM Council review
- Campus customization
- Assign training
- Evaluation and improvement
- Development of versions for additional audiences
- Annual updates
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Prepare More People in Less Time
Introduction: Hello and welcome. In this training we will be discussing various topics related to safety, emergency preparedness, and emergency response options. While you may not consider yourself a "responder" in the traditional sense, safety is everyone's responsibility, including our students, faculty, and staff as part of our community and workplace.

Be aware that specific protocols and procedures exist for these topics in broader terms, but it is essential to be prepared. This presentation includes slides that outline the necessary training that is required.

The CSU system as a whole creates training materials that are sent out to campuses to increase awareness of our surroundings, we look at new information and how we respond with emergency protocols like how to respond during an earthquake in this training.

One of the most public-facing requirements is the CSU's Office of Emergency Operations Center, which focuses on increasing safety and preparedness efforts.

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All this to say that there are many policies and procedures in place to ensure that we are ready and resilient in the face of emergencies.

There are different types of emergency drills and training exercises. Some are discussion-based and allow individuals to talk through response options to a hypothetical event. Others require physical participation and actually responding as if an emergency were occurring. Each time you practice evacuating down a staircase or getting underneath a desk to practice an earthquake response you are creating what is called "muscle memory". This means you are training yourself on how to react so that you are not having to navigate it for the very first time in the middle of a true emergency.
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Prepare More People in Less Time
Evacuation Procedures

In preparation for an emergency, it is always a good thing to know the evacuation procedures for where you are, whether it is at work, on an airplane, in a hotel while traveling, or at home.
Earthquakes could affect any part of California and cause significant damage. Aftershocks can happen at any time, although many will be too small to feel. Earthquakes can cause many different types of damage such as structural damage, non-structural damage such as broken objects, or damage to critical infrastructure such as power lines, roads, and utility systems.

Earthquakes strike without warning. Some things to keep in mind about earthquakes include:

- Most earthquake-related injuries or deaths are caused by building damage or collapse, flying glass, or other falling objects and debris.
- Aftershocks can continue for a few hours, weeks, months, or even years following the main shock of a larger earthquake.
- Earthquakes can cause secondary hazards like tsunamis, floods, fires, and landslides.

(Note to self – redo CC, add TRANSCRIPT)
LEARNING AND DEVELOPMENT TEAM

• Who are they? (Department within Systemwide HR)
• How they manage the project
• What they bring to the table:
  • Educational expertise
  • Technical prowess
  • Accessibility knowledge
  • Outside perspective
  • Project management
CHALLENGES

• How to customize and incorporate local information
• Content selection by a committee
• Length of training and amount of content
• Level of detail and technical language included
• Making it engaging without making light of serious subject matter
• Overlap with other required trainings (such as CalOSHA, etc.)
• Knowledge checks or quiz at the end?
What to do in an earthquake

So, how can we protect ourselves during an earthquake? Let's take a look.

Drop, Cover, and Hold On - Protect Yourself During an Earthquake (1:15 duration)

Transcript (Need to transcribe)
If You Feel Shaking or Get an Alert:

If Possible
DROP! COVER! HOLD ON!

Using Cane
DROP! COVER! HOLD ON!

Using Walker
LOCK! COVER! HOLD ON!

Using Wheelchair
LOCK! COVER! HOLD ON!

EarthquakeCountry.org/step5
"HOW MANY EMERGENCY MANAGERS DOES IT TAKE TO CHANGE A LIGHTBULB?"

Answer: One to change it, and every other EM in the room to disagree about how it was changed and go ahead and change it themselves.
WORKING BY COMMITTEE

CHALLENGES

• Lots of differing opinions and room for disagreement
  • There are a lot of grey areas and often no one ‘right way’
• Scheduling meetings
• Technology for shared documents

BENEFITS

• Lots of expertise in the room, lots of different campuses represented
• Collective ownership
• Incurred interesting discussion on important topics that we otherwise might not have had, increased understanding of each other’s work and strategies
LIVE DEMONSTRATION
NEXT STEPS

• Bring to EM Council and key Systemwide partners for review
• Campuses customize the training
• Determine how to assign the trainings and how/if to make this mandatory
  • Onboarding new staff
  • Annually completed
  • Working with unions
• Evaluate and get feedback
• Develop second version geared toward students and other audiences
• Update annually
SUMMARY

- Learning & Development is a great systemwide asset
- Collective ownership is a huge benefit to working in a committee
- Content development takes lots of time – plan accordingly
- This resource will benefit all campuses and reduce workload of emergency managers
THANK YOU