



Tomás D. Morales, President

Emergency Management Structure

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EMERGENCY SITUATIONS

When an unpredicted emergency occurs or a condition exists, it will be reported immediately to the College of Staten Island Public Safety Office at 718-982-2111.

The Public Safety Desk Officer or Dispatcher will follow a defined sequence of responses. The sequence, defined below, will be followed for nearly all emergency situations. Some situations might require a deviation from this sequence, but in all situations, full and complete communication with College officials is required. The usual sequence to be followed is:

1. Dispatch Peace Officers and make appropriate fire and/or medical rescue calls
2. Notify the Director of Public Safety or designee if unavailable, who will determine whether or not to initiate their emergency notification listing or selectively notify individuals (as established through policy set by the College President or designee)
3. If the emergency notification list is initiated, the President or designee, in consultation with the Emergency Operations Group Leader, will determine the appropriate level of emergency responses) and to what extent the Emergency Response and Recovery Groups (Operations and/or Policy) will become involved.

DEFINING EMERGENCY CONDITIONS

The following are the different levels of emergency with the appropriate communications, notifications, and involvement for each level:

LEVEL 1 – A Level 1 emergency includes a minor department or building incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. An example is the Building & Grounds response to a broken water pipe. There is no need to notify or involve anyone outside of the affected area.

LEVEL 2 – A Level 2 emergency includes a department or building incident that can be resolved with existing College resources or limited outside help. A Level 2 incident is usually a one-dimensional event that has a limited duration and little impact on the campus community beyond those using the space/building in which it occurred. Examples include: minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals. Notification may be made to College administration.

Emergencies Level 1 and Level 2 usually are spontaneous and unfold rapidly, not lending to a formal declaration of emergency. For the most part, these emergencies are facilities related matters that can readily be resolved between the college facilities departments and other college groups, such as Computer Services, Public Safety and Health Safety. The President or designee must establish a protocol concerning who in the administration should be notified when such incidents occur.

LEVEL 3 –Level 3 emergencies are incidents that are primarily people, rather than infrastructure focused. Examples include: assaults, sexual assaults, building/office occupations, hate crimes, or workplace violence. In these situations, the campus Emergency Response & Recovery (ERRT) Team plans must be implemented with involvement from the Office of Public Safety or local law enforcement, and the University Emergency Management Team must be informed of the incident. Additionally, University/College Legal and Media Relations employees may need to be consulted depending upon the nature of the incident and its severity.

College administrative staff comprises a critical group that must evaluate Level 3 situations. This group needs to be convened by the President or designee. The key element in this process is the notification of these individuals or their representatives so they can evaluate all facets and potential ramifications of a Level 3 situation. Certain situations that first emerge as minor may have the potential to evolve into a major crisis if not appropriately handled. An example would be a simple assault that is later determined to be racially motivated. The college could suffer significant personal and institutional consequences if a situation such as this is not dealt with appropriately.

A variety of issues can become quite complex because of the varied institutional, student and community responses that must be coordinated. Examples of situations that have the potential to become of a magnitude that the college and its community would suffer include assaults, sexual assaults, and building/office occupation; hate crimes, bomb threats, controversial speakers, the instance of symbolic structures and bias related crimes. This list is not all-inclusive; therefore if there is ever any question, appropriate senior administrative individuals must be informed.

LEVEL 4 – A Level 4 emergency includes a major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations and often require considerable coordination both within and outside the College. Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. Examples include: bomb threats, heating plant failures, extended power outages, weather emergencies, major fires, contagious disease outbreaks, or domestic water contamination. In these situations, campus Emergency Response Team plans must be implemented and the University Emergency Management Team must be notified and involved.

LEVEL 5 – A Level 5 emergency includes a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. Examples include: earthquakes, tornadoes, or major hurricanes that require State and Federal assistance. In these situations, campus Emergency Response Team plans must be implemented and the University Emergency Management Team must be notified and involved.

C.U.N.Y. CENTRAL OFFICE NOTIFICATIONS

Level 1 & 2 Emergencies

Central Office notifications, while not required at this level, should be considered if the event is still unfolding and has a high potential to develop into a higher level emergency.

Level 3 Emergencies

College Public Safety Director notifies Office of the University Public Safety Director.

Level 4 & 5 Emergencies

College Public Safety Director notifies Office of the University Public Safety Director. College President or designee notifies Chancellor, Chief Operating Officer and Vice Chancellor for University Relations.

EMERGENCY MANAGEMENT TEAM FUNCTIONS

Members of the College Emergency Teams are designated by the President to serve as either permanent or “as-needed” members. For each group listed below, you will find suggested college management staff that should be considered for permanent membership for each group.

The **Policy Group** meets on an as-needed basis (as determined by the President) to address immediate concerns and long tenor planning needs.

The **Operations Group** meets when activated by the president to address a specific incident.

The **Planning and Support Group** represents other departments within a college or the University that may assume temporary roles outside of their normal scope, as needed by the Operations or Policy groups (upon authorization of the college president or designee).

POLICY GROUP

- ◆ Approves overall priorities and strategies
- ◆ Issues public information reports and instructions
- ◆ Liaises with governments and external organizations

Name	Title	Ext. 718-982
Tomas Morales tomas.morales@csi.cuny.edu	President	2400
William Fritz william.fritz@csi.cuny.edu	Provost	2440
Milton Santiago santiagom@mail.csi.cuny.edu	VP – Administrative Affairs	2240
Jerald Jones-Woolfolk gerald.joneswoolfolk@csi.cuny.edu	VP – Student Affairs	2335
Michael Daniels michael.daniels@csi.cuny.edu	Student Affairs	2335
Barbara Eshoo barbara.eshoo@csi.cuny.edu	VP Institutional Advancement	2201
Michael Kress michael.kress@csi.cuny.edu	VP Information Technology	2250
Kathy Galvez kathleen.galvez@csi.cuny.edu	Legal Affairs	2355
Kenneth Bach ken.bach@csi.cuny.edu	Director of Communications	2328
Paul Murtha paul.murtha@csi.cuny.edu	Public Safety	2113

OPERATIONS GROUP

- ◆ Gathers, confines and evaluates incident information
- ◆ Defines and implements tactics and actions to resolve specific priority situations
- ◆ Identifies resource needs and shortfalls
- ◆ Reassigns and deploys individuals in support of critical needs

Name	Title	Ext. 718-982
Milton Santiago santiagom@mail.csi.cuny.edu	VP – Administrative. Affairs Group Leader for Level 4 & 5 Emergencies	2240
Michael Daniels michael.daniels@csi.cuny.edu	Student Affairs Group Leader for Level 3 Emergencies	2335
James Pepe james.pepe@csi.cuny.edu	Assistant VP Campus Planning & Facilities	3209
Paul Murtha paul.murtha@csi.cuny.edu	Public Safety Backup Group Leader	2113
Vincent Bono vincent.bono@csi.cuny.edu	Building & Grounds	3206
Kathy Galvez kathleen.galvez@csi.cuny.edu	Legal Affairs	2355
Barbara Eshoo barbara.eshoo@csi.cuny.edu	Institutional Advancement/Media	2201
Tom Briggs thomas.briggs@csi.cuny.edu	Environmental Health & Safety	3213
Gail Simmons gail.simmons@csi.cuny.edu	Dean of Science & Technology	2240
Terrienne Darragh darragh@mail.csi.cuny.edu	Director of Health Center	3045
Christine Flynn Saulnier christine.saulnier@csi.cuny.edu	Dean of Humanities	2315

Individuals from the following units may be asked to join the **Operations Group** as the situations dictates:

- ◆ Academic Deans, Directors & Chairpersons
- ◆ Campus Planning & Engineering Staff
- ◆ Student Activities Staff
- ◆ Athletics Staff
- ◆ College Cafeteria/Dining Services Staff
- ◆ Computing, Information Technology & Telecommunications Staff
- ◆ Employee Assistance/Counseling Services Staff

PLANNING & SUPPORT GROUP

- ◆ Provides administrative support for Operations & Policy Groups
- ◆ Documents situation status and tracks resource use
- ◆ Coordinates equipment and special installations

Name	Department	Ext. 718-982
Mary Jeanne Hennessey maryjeanne.hennessey@csi.cuny.edu	Parking Services	2296
Dave Pizzuto pizzuto@mail.csi.cuny.edu	Sports & Recreation	3147
Joyce Taylor joyce.taylor@csi.cuny.edu	Computer Services Web Director	2207
Ira Persky persky@mail.csi.cuny.edu	Auxiliary Services	3935
Avi Gannon Avi.gannon@csi.cuny.edu	Phones	2208
Ann Booth ann.booth@csi.cuny.edu	Counseling	2089
Danny DeSantis donato.desantis@csi.cuny.edu	Operational Services	3224
Carol Brower carol.brower@csi.cuny.edu	Student Affairs	2448
George Targownik geogr.targownik@csi.cuny.edu	Campus Planning	2080
MaryBeth Reilly marybeth.reilly@csi.cuny.edu	Enrollment Management	2426
Patrice Barnett patrice.barnett@csi.cuny.edu	Human Resources	2371
Jodi Merendino merendino@mail.csi.cuny.edu	College Food Services	3027
Margaret Venditti venditti@mail.csi.cuny.edu	Disability Services	2513
Edward Rios eduardo.rios@csi.cuny.edu	Business Office	2460

PLANNING & SUPPORT GROUP DUTIES

The following College offices are expected to assume various roles, as outlined, in an effort to provide a coordinated response to an emergency. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties; taking into consideration their ability to carry out those temporary roles. It is understood that if any department does not have specific roles for their personnel to carry out, then those personnel will automatically become part of a "pool" of reserve personnel to assist as assigned by those coordinating the specific emergency (i.e. the Center for Career Development, Admissions, and Financial Aid).

- ◆ **University Public Safety**

In emergency situations that involve the City of New York or other surrounding municipalities, activities of the ERRT must be coordinated with the NYC Mayors Office of Emergency Management (OEM). Contact the Office of the University Public Safety Director for liaison assistance with City agencies such as OEM and NYPD if necessary.

- ◆ **Academic Deans & Chairs**

Identify and resolve instructional issues (re-assign classroom and instructors) and coordinate faculty resources (substitute instructors and subject experts).

- ◆ **Athletics**

Coordinate use of the gym complex as a staging area, open temporary shelter and/or temporary morgue.

- ◆ **Counseling Center**

Assist employees and students in coping with trauma.

- ◆ **Health Services or Public Safety EMT**

Provide medical support and back-up.

Assist in providing services to those with minor injuries.

Provide trauma support.

Coordinate with first aid services.

May be asked to assist and/or provide onsite medical triage.

- ◆ **Campus Planning**

Re-assign use of campus space (classrooms) as needed

Re-schedule classes and public events to include off-campus accommodations.

- ◆ **Print and Mail Center**

Provide courier services to Policy and Operations Groups Post signs and notices Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).

- ◆ **Building & Grounds**
Provide building information.
Mitigate facility and grounds damages - restore to functional level.
Assist Public Safety with creating a safety perimeter at the emergency.
Assist Public Safety with Evacuation.
- ◆ **Public Safety & Security**
Law enforcement
Crowd control
Evacuation
Site security
Mobile communications
Liaison with on-site police, fire and medical command personnel.
- ◆ **Purchasing**
Obtain emergency goods and services, including pick-up/delivery to site of emergency
- ◆ **College Safety Officer/OSHA**
Support Emergency Responders concerning OSHA matters Link with City and State Environmental Authorities when necessary.
- ◆ **Student Activities**
Coordinate student notification and response.
Liaise with parents.
- ◆ **Computer Services**
Coordinate temporary telephone, fax and computer hook-ups.
Provide "broadcast" capability for phone mail and/or email.
Arrange phone bank for necessary student call-outs to families.
Coordinate pager and radio support.
- ◆ **College Communications Director**
Coordination of Media activities through the Vice Chancellor for Media Relations.
Provide a college media spokesperson (if necessary).
- ◆ **College Food Services**
Coordinate dining services for dislocated students, personnel and emergency workers.

EMERGENCY OPERATIONS CENTER (EOC)

In cases of general widespread emergencies (Level 4 or 5), the President or designee will direct the activation of the Emergency Operations Center (EOC) which will serve as the work space for the **Operations Group** and a **Command & Control** center for the duration of the emergency.

The **Emergency Operation Center** will also:

- Assess type and scope of emergency. Determine threat to human life and structures.
- Implement Emergency Response Plans and specific emergency procedures.
- Develop and communicate action plans with objectives and a time frame to meet those objectives.
- Activate functions and assign personnel as needed.
- Continue to monitor and assess the emergency.
- Check with emergency teams for periodic updates.
- Reassign personnel as needed.
- Develop and communicate revised action plans as needed.
- Authorize release of information.
- Receive all notifications and updates relating to the emergency.
- Transmit instructions and information from the Operations Group to the campus community.
- Act as a liaison to all outside agencies.

Normally, it will be located at **1A-406 – Conference Room**, but under certain conditions (including power outage) it will be relocated to the **3A-202 - Conference Room**. It can also be set up at other locations where necessary support facilities exist.

Primary EOC Location

- *1A – Rm. 406 – President’s Conference Room*

Alternate EOC Locations

- *3A – Rm. 202 – Conference Room*
- *1M – Rm. 203H – Buildings and Grounds Conference Room*
- *2A – Rm. 108 – (Security Upgrade Project – Proposed Emergency Op Center)*

The EOC, regardless of location, shall have easy access to:

- Multiple campus phone lines (one for each member of the Operations Group)
- Minimum of one (1) phone line with campus phone system switch bypass capability
- Radio access via a scanning radio for all campus and local municipal frequencies
- Multiple campus computer network connections
- Large-scale campus map
- Reassignment of cell phones as necessary
- Radio or cell phone or text pager communications for up to five (5) people
- Designated FAX machine
- Viewing capabilities for Campus CCTV system.