

Continuity Program

California State University, Fullerton

JANUARY 1, 2026



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CSUF

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PART I:

Introductory Materials



Land Acknowledgement

The land acknowledgement below was created by the Division of Human Resources and Inclusive Excellence and was published in 2022. We collectively acknowledge that Cal State Fullerton is located on traditional, ancestral, and contemporary lands of Indigenous people. Before this land was colonized it was cared for and called home by the Tongva and Acjachemen Peoples. We recognize that this land holds great historical, spiritual, and personal significance for its original inhabitants. To ensure that we are truly catalyzing change rooted in this social justice principle, Cal State Fullerton recognizes and continually supports and advocates for the sovereignty of the Native nations in this territory and beyond. By offering this land acknowledgment, we affirm tribal sovereignty and our commitment to the tribes that historically called this land home.

For more information regarding the Land Acknowledgement and to view it online, please visit [Capital Programs and Facilities Management | CSUF](#).

Executive Summary

California State University, Fullerton (CSUF) is a leading campus of the California State University (CSU) system, serving as an intellectual and cultural center for Southern California and driver of workforce and economic development. The University is an emerging national model for supporting student success through innovative high-impact educational and co-curricular experiences, including faculty-student collaborative research.

The mission of CSUF relies upon high-quality teaching and learning opportunities centered upon diversity, equity, inclusion, and social justice values. As of fall 2025, the University serves over 45,000 students and over 4,000 staff and faculty.

The safety and security of students, faculty, staff, and the entire Titan Community is a top priority, and an integral part of our commitment to inclusive excellence. The Titan community looks to university leadership for guidance in times of crisis. It is incumbent upon university leadership to ensure mission continuity and resilience.

CSUF strives to continuously enhance its efforts to prevent, respond, and recover from potential disasters and emergencies by implementing a comprehensive Continuity Program. This program encompasses academic, business, and information technology (IT) continuity of operations plans (COOPs) which support the safety of students, staff, and faculty while also enabling the earliest possible recovery and return to regular university operations after an emergency.

This document, the CSUF Continuity Program, provides guidance to support the development, implementation, and maintenance of continuity of operations plans to maintain readiness for the essential functions after a disruption to university operations.



Delegation of Authority – CSUF Continuity Program

Pursuant to the CSU System Continuity Program (formerly Executive Order 1014), the President is delegated responsibility for the implementation and maintenance of an effective continuity program.

The President delegates authority to the Chief of Police to prioritize the development, implementation and maintenance of a Cal State Fullerton Continuity Program to ensure compliance with the CSU System Continuity Program. To facilitate managing the continuity program, the Chief of Police shall be the primary continuity program coordinator, and the Emergency Management & Continuity Coordinator shall be the back-up continuity program coordinator with the responsibility for overseeing continuity program implementation activities for the university.

This CSUF Continuity Program supersedes all previous versions and shall remain in effect until officially rescinded or superseded.



Dr. Ronald S. Rochon
President, Cal State Fullerton

12/11/2025

Approval Date

Part Two:
Continuity Program

Chapter 1: Overview of the Continuity Program

Section 1.1 – CSUF Continuity Program

Continuity, as defined by the Federal Emergency Management Agency (FEMA), is the ability to provide uninterrupted services and support, while maintaining organizational viability, before, during, and after an incident that disrupts typical operations. To achieve this, a program was created at CSUF to address this critical component of the university mission.

The Continuity Program is one portion of the Office of Emergency Management & Continuity (OEMC) at CSUF. This office was formed to enable the increase of the preparedness and resilience of the overall campus. By doing so, the office and its programs help build a culture of resilience, which aims to support the CSUF’s academic mission of teaching, research, and public service, even when faced with events or incidents.

Figure 1 features an example of the cycle of business continuity that can be used as a general guideline for the actions needed to implement and execute a continuity program.

Section 1.2 – Purpose

The purpose of the Continuity Program is to provide a framework to manage the program effectively and efficiently. This program is intended to complement the CSUF Emergency Operations Plan (EOP) and other related documents to encompass all phases of emergency management. This framework is intended to prioritize essential functions and services during disruptions to university operations to minimize disruption and support recovery efforts.

The Continuity Program was established to fulfill the requirements set forth by CSU Chancellor Executive Order (EO) 1014 that states “each campus must establish and maintain an ongoing business continuity program”.

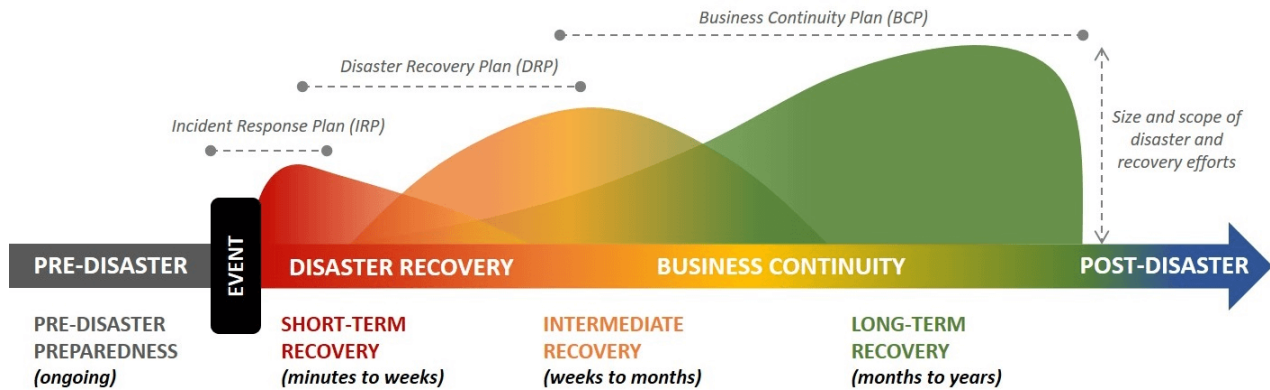
Engagement with the CSUF community, including students, staff, faculty, and other key stakeholders is critical for an effective Continuity Program to be successfully developed, implemented, and maintained.

Figure 2 features a high-level view of the timeline that occurs during a disaster.

Figure 1



Figure 2



Section 1.3 – Authority

The CSUF Continuity Plan aligns with and meets the requirements set forth in the CSU System Continuity Program (formerly Chancellor’s Executive Order 1014). For more details, please visit: [CSU Policies](#).

Under the CSU System Continuity Program, the President is responsible for implementing and maintaining an effective continuity program. To support this program, the President will designate one or more Campus Continuity Coordinators to oversee implementation activities. Ultimately, the President will be accountable for the program’s overall effectiveness.

1. The President of CSUF has assigned the following delegation responsibilities:
 - a. The Chief of Police, as the designated CSUF Campus Continuity Coordinator, will prioritize the development, implementation, and maintenance of a Cal State Fullerton Continuity Program in line with CSU System Continuity Program (formerly Executive Order 1014).
 - b. Reporting to the Chief of Police, the Emergency Management & Continuity (EM&C) coordinator will serve as the backup campus coordinator for the continuity program, responsible for coordinating the program and overseeing its implementation. EM&C assistant will serve as the secondary backup coordinator.
 - c. Each university business unit with essential functions must establish and maintain comprehensive continuity of operation plans in collaboration with the Chief of Police and the Emergency Management & Continuity team. These plans should be detailed and thoughtful, ensuring swift return to normal university operations when feasible.

Section 1.4 – Scope

There is a direct nexus and overlap from the emergency management cycle's phase of recovery with continuity that follows an event or incident. The CSUF Emergency Operations Plan (EOP) addresses immediate health, life, and safety response and incident management. The Continuity Program is executed after immediate health, life, and safety issues are addressed.

Section 1.5 – Maintenance of Continuity Program

Program maintenance requires regular reviews and updates of procedures, training, and exercises to ensure readiness. This includes this program as well as all subsequent continuity of operations plans created throughout university essential divisions and departments. At a minimum, it shall be reviewed once annually and updated every three to five years. This responsibility resides with the Chief of Police and the Emergency Management & Continuity Coordinator.

Revisions to this program must be documented and shall be completed by or in concurrence with the CSUF Chief of Police and will be recorded in Appendix H: Documentation of Approval and Maintenance of Plan.

Section 1.6 – Guiding Principles

- **Health & Well-being of Titans:** The Continuity Program (CP) prioritizes the health, safety, and well-being of University students, faculty, staff, and visitors.
- **University Operations:** The CP supports preparedness, recovery, and return to regular operations by ensuring comprehensive academic, business, and IT continuity of operations plans are developed and maintained for each identified business unit with essential function(s) at CSUF.
- **Social Justice:** The CP intentionally aligns with CSUF's six Guiding Principles of Social Justice, including: Enhance Equitable Learning; Expand Intentional Outreach; Amplify Hispanic Serving Institution Designation & Radiate an Identity of Inclusion; Building a Professorial-to-Leadership Pipeline; Recognize History and Catalyze Change; and Create an Antiracist Community.
- **Continuous Improvement: Strive** for continual improvement in CP processes to increase resilience and minimize the impact of a disruption to the university community.

Section 1.7 – Continuity Program Activation

The CP is activated after immediate health, life, and safety issues are addressed through the emergency operations plan. The activation for the CP generally begins with the Chief of Police and/or Business Unit activation and notifications:

1. **Chief of Police:** The Chief of Police is responsible for activating the university-wide CP and notifying the President's office as soon as possible following a disrupting incident.
2. **Essential Business Unit:** The university business unit's administrator and/or continuity of operations plan coordinator is responsible for activating business unit continuity plan(s) and notifying the Chief of Police of such activations as soon as possible following a disrupting incident.

Chapter 2: Roles and Responsibilities

The Continuity Program's success hinges on the active involvement of several key stakeholders. Their specific roles and responsibilities are outlined below.

Section 2.1 – President

The President of CSUF holds ultimate authority and responsibility for the Continuity Program. The President has delegated oversight and execution of the program to the Chief of Police.

Section 2.2 – Chief of Police

Charged by the President, the Chief of Police is responsible for overseeing the Continuity Program's implementation for the university as the primary continuity program coordinator.

Section 2.3– Emergency Management & Continuity Coordinator

The Emergency Management & Continuity Coordinator, who reports to the Chief of Police, is designated as the backup continuity program coordinator. Their duties include collaborating with campus partners to implement essential continuity of operations plans.

Section 2.4 – Emergency Management & Continuity Assistant

The Emergency Management & Continuity Assistant, who reports to the Chief of Police, is designated as the tertiary backup continuity program coordinator if the primary and secondary (backup) continuity coordinators are unavailable.

Section 2.5 – Emergency Management & Continuity Advisory Board

Established in 2024, the Emergency Management & Continuity Advisory Board ensures the Whole Community concept set forth by the Federal Emergency Management Agency (FEMA) is integrated into the Continuity Program and its execution. This board comprises key campus partners, including representatives from various divisions, departments, and roles.

Section 2.6 – Designated Continuity Coordinator

The role of Continuity Coordinator is a vital role dedicated to safeguarding the university's ability to maintain and quickly restore its essential functions during and after a disruption. Through meticulous planning, training, coordination, and continuous improvement, the Continuity Coordinator ensures that CSUF remains resilient and prepared for any emergencies.

The Continuity Coordinator, or CC, at CSUF plays a crucial role in ensuring the resilience and continuity of university operations. These individuals are responsible for coordinating and training the Continuity of Operations Plan (COOP) coordinators across the entire campus and ensuring that essential functions can continue or be rapidly restored during and after a disruption.

These duties may also be fulfilled by individuals designated as secondary or tertiary CCs.

This role is charged with the following responsibilities:

- Program coordination and management
- Risk assessments
- Business Impact Analyses
- Training and exercise
- Community outreach
- Communication and coordination with campus stakeholders and designated plan coordinators
- Plan activation and incident response, when appropriate
- Continuous improvement
- Resource management
- Policy development and maintenance of compliance
- Maintenance of Plan Coordinator roster, including a minimum of quarterly accuracy checks

Section 2.7 – Essential Continuity of Operations Plan Coordinators

Plan coordinators are individuals that have been designated by the executive leadership within their division, department, or office, to hold the responsibility of creating and maintaining unit-level continuity of operations plans (COOPs). They will act as the point of contact to communicate and collaborate with the Chief of Police through the Office of Emergency Management & Continuity. This role directly correlates to the overall resilience of the University if and when a disruptive event occurs.

This role is charged with the following responsibilities:

- Unit-level risk assessments
- Unit-level Business Impact Analyses
- Participation in continuity-related training and exercise
- Communication and coordination with the Office of Emergency Management & Continuity
- Act as a liaison between the overall campus Continuity Program and their unit
- Plan activation and incident response, when appropriate
- Plan maintenance and upkeep
- Communication of changes to Plan Coordinator assignments to the Continuity Coordinator (ideally completed prior to the change)

Chapter 3: Risk Assessment

An important step of continuity planning is to determine the potential hazards and/or threats that could affect the university, assess the likelihood of occurrence, and analyze potential vulnerability.

This analysis helps form the basis for preparing the continuity plan. More time and resources may then be used for planning and where possible preventing disruptive impacts that are considered to have both a high likelihood of occurrence and a high level of severity.

The risk analysis provided herein is taken directly from the CSUF Emergency Operation Plan (EOP). These university-wide hazards were identified based upon FEMA's National Risk Index (NRI) assessment.

The risk analysis addresses the likelihood of occurrence and severity of threats as viewed from a university-wide perspective at CSUF. Business units can use this assessment as a guide in developing their specific risk assessments but must realize that both likelihood of occurrence and event consequence may differ when viewed from a unit level. For example, the occurrence of a major fire that affects the entire University is judged to be unlikely, but the occurrence of a fire affecting a specific building may be judged more likely.

Appendix B: Reference for more information and to view the hazard matrix.

Section 3.1 – Broad Categories of Hazards and Threats

The university is vulnerable to a wide range of potential hazards and threats. The university, with its location next to a major freeway, its activities and use of space, growing student population, and surrounding commuter population is subject to a wide variety of negative impacts from natural, technological, and human-caused hazards. These hazards are listed alphabetically, and the list is non-exhaustive.

- Act of Violence
- Chemical, Biological, Radiological, Nuclear, and Explosives (CBRNE)
- Cyber Security
- Earthquake
- Extreme Heat
- Floods
- Food- and Water-borne Illness

- Infrastructure Disruption or Outage
- Lightning and Thunderstorm
- Public Health Emergency
- Security Threat
- Structure Failure or Fire
- Transportation Incidents
- Utility Failures or Outages
- Wildfires
- Wind Events
- Winter Storms

Chapter 4: CSUF Business Impact Analysis (BIA)

Another critical step in continuity planning is determining essential functions, respective business units, and interdependencies between these functions that must continue to exist for the University to operate and meet its mission.

The BIA identifies and prioritizes essential functions that support the university mission, as well as provide continuity strategies including the associated time recovery objectives, activities, processes and resources needed to complete these functions.

Section 4.1 – Recovery Time Objective (RTO)

The RTO priority rating and maximum allowed recovery time determined is generally the period of time following a disruptive incident within which essential functions must be restored, an activity must be resumed, or resources must be recovered before adverse impacts would result from not continuing those operations. Each department must assign a Recovery Time Objective to every essential function within their continuity plan to ensure clear restoration timelines.



The RTO priority rating and maximum allowed recovery time for essential functions should generally follow:

a. **Priority Rating: Critical**

Operation directly impacts life, health, safety, or security of the Titan community and stopping would have significant consequences.

- Max. Allowed Recovery Time: < 4 hours

b. **Priority Rating: High**

Importance: Operation must continue at normal or increased level. Pausing for more than 24 hours may cause significant consequences or serious harm to business operations, upstream and downstream dependent organizations or units, revenue and finances, reputation, or other core mission services.

➤ Max. Allowed Recovery Time: < 24 hours

c. **Priority Rating: Medium**

Operation must be continued, if at all possible, perhaps in reduced mode. Stopping for more than one week may cause major disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.

➤ Max. Allowed Recovery Time: < 1 week

d. **Priority Rating: Low**

Operation could be suspended for up to one month without causing significant disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.

➤ Max. Allowed Recovery Time < 1 month

e. **Priority Rating: Deferable**

Operation may pause and resume when conditions permit. Deferring this function for more than one month may cause slight disruption to business operations, upstream and downstream dependent organizations or units, revenue and finances, or other core mission services.

➤ Max. Allowed Recovery Time: > 1 month

Section 4.2 – Essential Functions & Critical Systems

An essential function enables an organization to provide vital services, exercise authority, maintain the safety and well-being of the Titan community during and immediately following an emergency. These functions include, but are not limited to, academic instruction and support, student services, administrative operations, safety and security, and infrastructure and utilities.

Critical systems are the technological and operational systems that support essential functions. Identifying these systems ensures that the University can protect and restore them quickly in the event of a disruption. Key critical systems include, but are not limited to, information technology (IT) systems, data management and storage, and physical infrastructure.

Essential business units and functions generally fall into one of three general categories:

- a. **Safety and Security:** Activities needed to sustain a safe and secure environment for students, faculty, staff, the visiting public, and surrounding community. While the Disaster Recovery Plan within the Emergency Operations Plan addresses restoring safety and security, the Continuity Plan addresses sustaining those functions for an extended period.
- b. **Business Support Services:** Activities that allow the University to maintain essential business operations, safeguard assets, and ensure the financial viability of the University. Examples may include payroll, revenue collection, accounts payable, and financial reporting.
- c. **Learning and Teaching:** Activities that carry out or directly support the academic mission of the University. Examples may include student support services (admissions, registration, etc.), lecture & teaching, research, and continuing education programs.

Section 4.3 – Business Units with Essential Functions

Are defined as any academic or administrative department, unit, center, institute, division, or college that are responsible for essential functions of the University's mission.

- a. Each Business Unit with essential functions shall develop and maintain a continuity of operations plan using the Kuali continuity of operations template in collaboration with the EM&C Office, as well as review, update and exercise the continuity plan annually.
- b. Administrators responsible for business units with essential functions must identify a continuity of operations plan coordinator who will be responsible for continuity planning in coordination with the EM&C Office.

Appendix C: Reference for a list of CSUF business units identified as having essential functions.

Section 4.4 – All Other Business Units

All non-mission essential function business units not otherwise identified by this CP are encouraged to create a continuity of operations plan for their business unit to ensure continuation of programs and services for their area in the event of a major disruption of operations, using the Kuali continuity of operations template in collaboration with the EM&C Office.

Chapter 5: Business Unit - Continuity of Operations Plans

The Administrator of each university business unit with essential function(s) shall establish, maintain, and activate (following a disruptive incident) a comprehensive continuity of operations plan using the Kualu continuity of operations template in collaboration with the EM&C Office that reflects sufficient forethought and detail to support the return to normal university operations as soon as feasible by continuing minimum acceptable levels of service following a disruption.

The administrator will actively support efforts to build a culture of resilience and continuity throughout their business unit(s) and the university community. University business units are responsible for developing and updating their own business unit continuity of operations plan(s), which include business unit essential functions that align with the university essential functions.

Appendix D: Reference for more information and to view the business unit continuity of operations plan template.

Section 5.1 – Continuity Strategies

Business unit continuity of operations plans using the Kualu continuity of operations template shall include at a minimum the following:

- a. **Business Unit Continuity Coordinator:** Each business unit administrator shall designate a continuity coordinator from their unit, who will collaborate with the EM&C Office in development of the business unit continuity of operations plan, as well as the planning and activation processes.
- b. **Business Unit Risk Assessment:** Identify threats, hazards and vulnerabilities that may adversely impact the business unit's ability to fulfill the university mission. Define and establish controls in place to reduce the exposure to the threat. Consider implementing mitigation measures to reduce threats, hazards, and vulnerabilities.
- c. **Business Impact Analysis & Continuity Strategies:** Identify continuity strategies and establish recovery time objectives for activities, processes, and resources needed to recover the prioritized essential functions within the business unit that support the university mission by assessing the potential quantitative (financial) and qualitative (non-financial) impact that might result if a business unit was to experience an incident, from minor to catastrophic.
- d. **Activation and Incident Response Process:** Develop a process for activating the continuity plan in order to respond to and recover from disruptions to return to normal operations in coordination with the EM&C Office. This process should include identifying business unit members and their respective responsibilities when the continuity plan is activated.

- e. **Assessment and Maintenance Plan:** Review and evaluate the continuity plan(s) on at least an annual basis with the EM&C Office in an effort to continuously improve upon the plan(s).
- f. **Crisis Communications Plan:** The continuity plan shall include a crisis communication plan that provides for timely, effective communications with internal and external partners regarding disruptions to university operations.
- g. **Multi-Year Training and Exercise Plan:** Integrate and synthesize planning efforts between the emergency management and continuity programs in collaboration with the EM&C Office to establish a multi-year training and exercise plan to familiarize staff with the continuity plan(s), including specific roles and responsibilities they may have during an activation of the plan.

Chapter 6: Execution of Continuity Program

Section 6.1 – Implementation Strategies

To ensure the continuity of operations following a disruption, CSUF will implement the six strategies below. By following these guidelines for identifying essential functions and critical systems, and by implementing comprehensive continuity strategies, CSUF will enhance its resilience and capacity to maintain operations in the face of disruptions. This commitment to continuity planning ensures that the University can fulfill its mission and serve the Titan community effectively, even during emergencies.

- 1. Risk Assessment and Business Impact Analysis (BIA):**
 - Conduct regular risk assessments to identify potential threats and vulnerabilities.
 - Perform BIAs to evaluate the potential impact of disruptions on essential functions and critical systems.
- 2. Develop and Implement Essential Unit Continuity of Operations Plans:**
 - Create Continuity of Operations Plans (COOPs) for each division, department, and/or unit with essential function(s).
 - Include procedures for maintaining and restoring critical systems and essential functions.
 - Identify alternate facilities and hybrid or remote arrangements as applicable.
- 3. Training and Exercises:**
 - Provide regular training for staff and faculty on continuity procedures and roles.
 - Conduct periodic exercises and drills to test the effectiveness of continuity plans and response capabilities.
- 4. Resource Management and Allocation:**
 - Identify and maintain essential resources, including personnel, equipment, and supplies.
 - Develop strategies for resource allocation and prioritization during a disruption.
- 5. Communication and Coordination:**
 - Establish clear lines of communication for internal and external stakeholders.
 - Coordinate with local, state, and federal agencies, as well as other CSU campuses.
- 6. Review and Update Plans:**
 - Conduct regular reviews and updates of continuity plans to ensure they remain current and effective.
 - Incorporate lessons learned from exercises, drills, and actual events into plan revisions.

Section 6.2: Training and Exercise

Training and exercises are critical components of the Continuity Program, ensuring that personnel are prepared to respond effectively to disruptions and that continuity of operations plans remain robust and effective. It also allows the opportunity to improve and update university policies and procedures after evaluation of the training and exercise has been completed through an after-action report (AAR).

Training will be conducted in various formats and tailored to the audience accordingly. This may include workshops and seminars, role-specific training, as well as exercises of ranging size, scale, and type.

Training and exercise will be conducted in accordance with the Multi-Year Training and Exercise Plan (MYTEP) created by the EM&C Office.

Chapter 7: Multi-year Training and Exercise Plan

As part of the CP, the EM&C Office shall integrate and synthesize planning efforts between the emergency management and continuity programs to establish a multi-year training and exercise plan (MYTEP) to familiarize staff with the continuity plan(s), including specific roles and responsibilities they may have during an activation of the plan.

Appendix E: The MYTEP is located within Appendix E.

Chapter 8: Crisis Communication Plan

The EM&C Office collaborates closely with the University Police Department's Communication Specialist, Strategic Communications team, other University departments and executive leadership to establish and maintain a crisis communication plan that provides for timely, effective communications with internal and external partners regarding disruptions to campus operations. The crisis communication plan will foster a culture of preparedness, safety, continuity and resilience throughout the diverse Titan community.

Appendix F: The Crisis Communications Plan is available in Appendix F.

Chapter 9: CSUF Continuity Program Distribution

A copy of this plan will be shared and readily accessible for the following parties internal to CSUF:

- Office of the President
- Provost and Vice President for Academic Affairs
- Vice President for Information Technology
- Vice President for Administration and Finance / Chief Financial Officer
- Vice President for Student Affairs and Strategic Enrollment Management
- Vice President for Human Resources and Inclusive Excellence
- Vice President for University Advancement
- Assistant Vice President for Strategic Communications and Brand Management
- Senior Associate Vice President for Institutional Effectiveness and Planning
- Director of Athletics
- University Counsel
- Offices of the College Deans
- Office of the Chief of Police
- Office of Emergency Management & Continuity
- Members of the Emergency Management & Continuity Planning Committee

A copy of the CSUF Continuity Program be shared and readily accessible for the following parties external to CSUF:

- Office of the California State University Chancellor
- Office of the California State University Chancellor's Emergency Management & Continuity
- Orange County Sheriff's Department, Emergency Management Division
- City of Fullerton's Fire Department, Office of Emergency Management

Chapter 10: References

The CSUF Continuity Program (CP) and business unit continuity of operations plans are compliant with related provisions of the following:

- i. CSU System Continuity Program (formerly Executive Order 1014)
- ii. California Executive Order S-04-06

Part Three:

Appendices

Appendix A:

Emergency Management & Continuity Advisory Board Members

	Title
1	ASI Safety & Risk Officer
2	Assistant Director of Corporate Affairs
3	Auxiliary Services Corporation
4	University Risk Manager
5	ADA Compliance Manager
6	Director, Business & Administrative Services
7	Associate Director of Student Business Services
8	Lt., Operations
9	Lt., Admin
10	Director, Environmental Health & Safety
11	EHS Associate Director
12	Manager, Facilities Energy & Resilience
13	Communications and Events Manager, HRIE
14	Interim Chief of Operations (COO) HRIE
15	AVP, Labor and Employee Relations
16	AVP Diversity, Equity, and Inclusion Program
17	AVP IT/Academic Technology Services
18	Chief of Staff, Office of the President
19	Director, Academic Scheduling and Space Management
20	Director, Residential Facilities Operations
21	Associate Director, Residential Engagement
22	Executive Director, Housing
23	Director, Public Relations

Appendix B:

Categories of University-wide Hazards and Threats

The risk analysis depicting the university-wide categories of hazards and threats provided herein is taken directly from the CSUF Emergency Operation Plan (EOP).

These hazards were identified based upon FEMA's National Risk Index (NRI) assessment. Each hazard was rated on a scale of 1-5 category and then an average score of the three scores was totaled. For the categories, 1 is the lowest rating and 5 is the highest.

The risk analysis addresses the likelihood of occurrence and severity of threats as viewed from a university-wide perspective at CSUF.

Section B.1 – Risk Assessment

This section underscores the importance of proactive measures and collaborative efforts to address the risks posed and enables policies and procedures to enhance the safety and resilience of the campus and the community.

This section is not intended to be released publicly due to the description of specific hazards that may pose risks to the university and the campus community.

Table B.1: The table below was completed by the Office of Emergency Management & Continuity on September 24, 2025.

Table B.1

Hazard	Prevention or Mitigation	Probability of Occurrence	Impact	Average Hazard Rating
Acts of Violence	3	2	3	2.66
CBRNE	3	1	4	2.66
Cyber Security	4	4	3	3.66
Earthquake	3	5	4	4
Extreme Heat	3	4	3	3.33
Floods	3	4	3	3.33
Food- and Water-borne Illness	4	3	3	3.33
Infrastructure Disruption or Outage	3	3	4	3.33
Lightning and Thunderstorm	3	2	2	2.33
PH Emergency	3	4	3	3.33
Security Threats	4	3	3	3.33
Structure Failure or Fire	3	3	3	3
Transportation Incidents	3	3	2	2.66
Wildfires	3	3	3	3
Wind Events	3	3	2	2.66
Winter Storms	3	3	3	3

Appendix C:

CSUF Business Units with Essential Functions

	Business Unit with Essential Function(s)
1	Academic Affairs
2	Academic Senate
3	Associated Students, Inc.
4	Athletic Academic Services
5	Auxiliary Services Corporation
6	Capital Programs and Facilities Management
7	College of Business and Economics
8	College of Communications
9	College of Education
10	College of Engineering & Computer Science
11	College of Health and Human Development
12	College of Humanities and Social Sciences
13	College of Natural Sciences & Mathematics
14	College of the Arts
15	Counseling & Psychological Services
16	Disability Support Services
17	Division of Administration and Finance
18	Division of Student Affairs
19	Emergency Management & Continuity
20	Financial Services
21	Housing and Residential Engagement
22	Human Resources & Inclusive Excellence
23	Information Technology
24	International Education & Engagement
25	Office of Financial Aid
26	Office of the President
27	Payroll & Data Services
28	Philanthropic Foundation
29	Police Department
30	Pollak Library
31	Risk Management & Compliance
32	Strategic Communications and Brand Management
33	University Extension
34	University Services

Appendix D:
Business Unit Continuity Plan Template

Appendix D: Business Unit Continuity Plan Template

Essential Function

Essential Function Name:
Leadership:
Plan Coordinator:

Overview

Purpose

This plan is intended to be used as a template by Continuity Plan Coordinators. Each individual essential function listed on page 4 has responsibility over their individual plans that feed into the overall CSUF Continuity Concept of Operations Plan (CONOPS), which is maintained by the OEMC.

Roles and Responsibilities

- CSUF Office of Emergency Management and Continuity:
 - Manage the overall campus continuity program and its CONOPS.
 - Provide overall subject matter expertise including policy direction, guidance and training, and objectives for continuity planning
- Continuity Plan Coordinator(s):
 - Complete, to the maximum extent possible, all portions of the plan template provided by the OEMC
 - Participated Serve as point of contact (POC) for the department, division, or office they are assigned to
 - Routinely train and exercise the plan at a minimum of once annually based on the schedule established by the OEMC
 - Update the continuity plan at a minimum of once annually based on the schedule established by the OEMC

Scope

This plan and those that are derived from it are limited in scope to recovery and operational continuance from a disruption in activities due to an event, disaster, or incident. The plan

includes procedures for all phases of continuity and can be used in conjunction with the CSUF Emergency Operations Plan (EOP) and its supporting documents, policies, and procedures.

This plan and those that are derived from it are related to but is separate from the CSUF Information Technology Disaster Recovery Plan (ITDR), which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or other required technology infrastructure. The responsibility of the ITDR plan falls under the Division of Information Technology (IT).

This plan and those that are derived from it is not intended to cover major regional or national events, disasters, or incidents. However, it can provide some guidance if such an event occurs and affects CSUF and its community.

Essential Functions

To establish a list of essential functions at CSUF an assessment was completed to identify functions that either directly or indirectly affect campus operations in the following ways. This list is non-exhaustive and may change as operations evolve.

- Academic Admission
- Athletics
- Basic Needs Services
- Contracts
- Counseling and Psychological Services (CAPS)
- Donations, Funding, and Grants
- Emergency Services
- Facilities
- Fiscal Services
- Healthcare
- Housing of Campus Community
- Infrastructure
- Payroll
- Research
- Student
- Teaching Facilitation or Instruction

Based on this assessment, the following departments, divisions, or organizations within CSUF have been identified as essential functions and must have a continuity plan specific to their operations. This list is in alphabetical order and may be changed by the OEMC if deemed necessary.

- Academic Affairs
- Academic Senate
- Associated Students, Inc.
- Athletic Academic Services
- Auxiliary Services Corporation

- Capital Programs and Facilities Management
- College of Business and Economics
- College of Communications
- College of Education
- College of Engineering & Computer Science
- College of Health and Human Development
- College of Humanities and Social Sciences
- College of Natural Sciences & Mathematics
- College of the Arts
- Counseling & Psychological Services
- Disability Support Services
- Division of Administration and Finance
- Division of Student Affairs
- Emergency Management & Continuity
- Financial Services
- Housing and Residential Engagement
- Human Resources and Inclusive Excellence
- Information Technology
- International Education & Engagement
- Office of Financial Aid
- Office of the President
- Payroll & Data Services
- Philanthropic Foundation
- Police Department
- Pollak Library
- Risk Management & Compliance
- Strategic Communications and Brand Management
- University Extension
- University Services

Terminology

This terminology is related to continuity planning and the continuity program at CSUF. This list is intended to be used as reference and is not related to terminology utilized by specific essential functions.

After-Action Report (AAR): A structured document or review created after an event, operation, exercise, or incident. It evaluates what occurred, identifies strengths and areas for improvement, and provides recommendations

Business Impact Analysis (BIA): A process designed to prioritize business essential functions by assessing the potential quantitative (financial) and qualitative (non-financial) impact that might result if CSUF was to experience an incident, from minor to catastrophic.

Business Process Analysis (BPA): A method of examining and improving organizational processes to increase efficiency, effectiveness, and alignment with goals.

Continuity: For purposes of this policy, continuity includes the ability of CSUF to continue mission essential functions following a disruptive event and following applicable practices described in business continuity and continuity of operations guidance documents. This includes both business and academic continuity.

Continuity Assessment Tool (CAT): A resource or framework used to evaluate an organization's ability to maintain essential operations during and after a disruption.

Continuity Coordinator: A role within the university's continuity program that coordinates planning and implementation for overall continuity and return to normal operations for the university.

Continuity Guidance Circular (CGC): A document published by the Federal Emergency Management Agency (FEMA) that provides guidelines and best practices to help organizations develop and maintain continuity capabilities

Continuity Plan: Documented procedures that guide the university to respond, recover, resume, and restore university essential functions to a predefined level of operation following disruption.

Continuity Program: A management framework for resuming essential functions, operations, and services after an incident or emergency that may threaten the health and safety of the university community or disrupt its programs and operations.

Corrective Action Program (CAP): A systematic process used by organizations to identify, document, and resolve issues or deficiencies that could impact operations, safety, compliance, or quality.

Disruption: An event or situation that interrupts normal business operations or services.

Emergency Operations Center (EOC): A physical location at which those assigned responsibilities coordinate activities, information, and resources.

Emergency Operations Plan (EOP): A document that establishes and outlines the ability for a campus to be prepared to respond to emergencies, as outlined in the National Incident Management System (NIMS) and Standardized Emergency Management System (SEMS).

Essential Function: A function that enables CSUF to provide vital services, exercise civil authority, maintain the safety and well-being of the public, or sustain the industrial or economic base during and immediately following a disruption to campus operations.

Information Technology (IT): An office that manages the use of computers, software, networks, and other digital systems to process, store, transmit, and manage data and information.

Memorandum of Agreement (MOA): A formal, written document outlining the terms and conditions of a partnership or collaboration between two or more parties.

Memorandum of Understanding (MOU): A formal document outlining an agreement between two or more parties.

Point of Contact (POC): A specific person or entity designated to serve as the primary communicator or liaison for a particular project, task, or organization.

Recovery Time Objective (RTO): The period following a disruptive incident within which products or services must be restored, an activity must be resumed, or resources must be recovered before adverse impacts to the university mission would result from not continuing those operations.

Risk Analysis: The process of evaluating threats, hazards, and vulnerabilities to identify unacceptable concentrations of risk to essential functions, and single points of failure, so measures can be considered that may lower the likelihood and decrease the impact a disruption.

Service Level Agreement (SLA): A formal, written contract between a service provider and a client that outlines the specific services to be provided, the expected performance standards, and the metrics used to measure service quality.

Standard Operating Procedure (SOP): A set of written instructions that outline the steps and processes to be followed for completing routine tasks or operations within an organization.

Training & Exercise (T&E): A combined approach used by organizations to enhance skills, knowledge, and preparedness.

Unit: Any academic or administrative department, unit, center, institute, division, or college.

Introduction for Continuity Plan Coordinators

This plan is designed to be a template for all essential functions at CSUF. It shall contain, or provide reference to, all the information that can be utilized in the event of a disturbance to operations. Please complete all portions to the best of your abilities with as much information regarding your specific operations as possible.

Thank you for your attention and continued efforts to ensure continuity of operations at CSUF. For any questions or concerns, please reach out to the Office of Emergency Management & Continuity (OEMC) via email at oemc@fullerton.edu.

Confidentiality Statement

The contents of this document are intended solely for the use of Cal State Fullerton (CSUF) personnel and authorized stakeholders involved in the development, maintenance, or execution of continuity plans. This document contains information that may be sensitive and proprietary in nature, including strategies, procedures, and contact details, which are critical for the university's ability to respond effectively to events, disasters, or incidents.

Land Acknowledgement

The land acknowledgement below was created by the Division of Human Resources and Inclusive Excellence and was published in 2022. We collectively acknowledge that Cal State Fullerton is located on traditional, ancestral, and contemporary lands of Indigenous people. Before this land was colonized it was cared for and called home by the Tongva and Acjachemen Peoples. We recognize that this land holds great historical, spiritual, and personal significance for its original inhabitants. To ensure that we are truly catalyzing change rooted in this social justice principle, Cal State Fullerton recognizes and continually supports and advocates for the sovereignty of the Native nations in this territory and beyond. By offering this land acknowledgment, we affirm tribal sovereignty and our commitment to the tribes that historically called this land home.

Record of Distribution

This template may be distributed via electronic or physical copy. It must be distributed, at a minimum, to:

- The Office of Emergency Management & Continuity (OEMC)
- Continuity plan coordinator(s) assigned to the essential function described within the plan
- Executive leadership with plan oversight

Plan Title:	Distributed On:	Distributed To:	Distributed By:	Means of Distribution:

Documentation of Maintenance of Plan

Please complete the following table to detail any changes or updates to the plan that have been made.

Revision Number (if applicable)	Date (Month & Year)	Purpose	Summary of Changes	Initials of Involved Party(s)

Plan Overview

Please insert general information regarding your essential function and its operations here. This can include the chief contribution(s) to the campus mission, how the operations tie into the campus' strategic plan, and other information regarding the criticality of your operations.

Essential Functions

Essential functions, as defined by the CSUF OEMC, are departments, divisions, or organizations within CSUF that ensure the university's ability to maintain critical operations during and after a disruption. These essential functions provide a framework for building resilience and help the university quickly recover and resume normal operations.

These departments, divisions, or organizations within CSUF have been identified as essential functions. The list is ordered alphabetically and may be updated by the OEMC.

Overview of Essential Function

Essential Function Title:
Recovery Time Objective (RTO) List the estimated maximum time that your operation can be inoperable.
Responsible Personnel Insert continuity plan coordinator's names here.
Resources Detail any resources such as equipment, records, or supplies that are critical to operations.
Supporting Activities List any activities that your essential function supports.
Interdependencies List other entities or operations that your function is dependent on to function.
Expected Cost Insert an estimated cost or costs that are associated with the implementation of your essential function.
Additional Overview Information

Hazard and Threat Analysis

Please complete this section by completing the table below. Place an “X” in the corresponding box if the hazard or threat would impact the essential function. After marking each “X” for every relevant hazard or threat, please count the total number of “X’s” and record the total in the “totals” section.

This section is intended to provide an analysis of hazards or threats and their impact on a particular essential function.

Hazard or Threat	Essential Function: To be completed
Acts of Violence	
CBRNE	
Cyber Security	
Drought	
Earthquake	
Extreme Heat	
Floods	
Food- and Water- Borne Illness	
Infrastructure Disruption or Outage	
Landslide	
Lightning & Thunderstorm	
PH Emergency	
Security Threat	
Structure Failure or Fire	
Tornado	
Transportation Incidents	
Wildfires	
Wind Events	
Winter Storms/Hail	
Total Number of Boxes Checked:	To be completed

Summary of Hazard and Threat Analysis

Please describe how the answers in the table above were determined. This section may include any background information to provide context to how and why certain hazards and/or threats pose a risk to your essential function. This ideally includes the frequency, probability, consequences, and impacts related to the hazard or threat.

Recovery Strategies

What strategies will help your department restore essential functions within its recovery timeline? Examples include remote work, backup systems, alternate vendors, and shared campus resources.

Response and Coordination Process

Briefly describe how your department will respond to and recover from a disruption to normal operations. This should include your internal notification steps, how essential functions will be restored, and how your team will coordinate with the campus Emergency Manager (OEMC).

Interdependencies

Please outline your interdependencies and how you rely on and support one another during emergencies or disasters. Understanding these connections will help ensure a coordinated and effective response.

Equipment and Supplies

In this section, please detail essential supplies you would like to have on hand in your office and have your personnel have prepared in case of a disruption. Please detail what supplies (e.g., first aid, flashlights, basic supplies, etc.) and where they are kept (e.g., office, car, etc.).

Go Kit Contents

A Go Kit is a pre-assembled collection of essential items designed to sustain an individual or group during an emergency. This preparation tool ensures you are prepared to evacuate quickly or respond effectively when a disruption occurs.

Item	Date Added	Last Checked

Publications

In this section, please detail any publications (e.g., Executive Orders, forms, policies, SOPs, etc.) that you need to fulfill your essential function operations.

Form Name	Written by	Primary Location(s)	Alternate Location(s)

Supplies

In this section, please detail any equipment or supplies (e.g., printers, radios, vehicles, etc.) that you need to fulfill your essential function operations.

Equipment/Supply Name	Vendor	Primary Location(s)	Alternate Location(s)

Vital Records

In this section, please detail any vital records (e.g., personnel, budget, recruitment, etc.) that you need to fulfill your essential function operations.

Vital Records Name	Vendor	Primary Location(s)	Alternate Location(s)

Programs and Software

In this section, please detail any programs and software (e.g., Microsoft Suite, PeopleSoft, Zoom, etc.) that you need to fulfill your essential function operations.

Programs/Software Name	Vendor	Primary Location(s)	Alternate Location(s)

Communications

Communication Procedures

Please identify and describe the primary means of communication that your essential function utilizes for operations (e.g., email, radios, social media, Zoom phones, etc.).

- Primary Communication Channels:
- Primary Communication Methods:
- Primary Communication Tools:

Redundancy Plans

Detail any backup communication methods or tools that are in place for when primary systems fail (e.g., secondary radio frequency, cell phones, etc.).

Internal Communication

Describe how communication is handled internally during normal operations and during a disruption.

External Communication

Describe how communication is handled externally during normal operations and during a disruption.

Testing and Training

Detail how and the frequency of testing and training that occurs specifically for communication systems your function utilizes. Ensure to include how you assess the effectiveness of your communications.

Personnel

Please complete the following table to include any contact information for individuals that are contacts that are involved in your operations. Please include any contracts or names of vendors that are involved in providing supplies for your operations.

If this is an emergency, please call or text 911. For non-emergencies, the CSUF Police Department (PD) may be reached at (657) 278-2578.

Students

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Staff

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Faculty

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Emergency Response Teams

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Recovery Teams

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Contractors

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Vendors

Name	Title	Phone Number (Primary)	Phone Number (Secondary)	Email

Terminology

Please include any acronyms or terminology that you utilize that is specific to your area that. This section is intended to enable ease of readability.

Supporting Documents

Please attach any supporting documentation here.

This may include:

- Contracts with suppliers or vendors that would be used in the event of a disruption
- Formal agreements such as MOAs or MO

Appendix E: Multi-Year Training & Exercise Plan

Appendix E: Continuity Program Multi-Year Training & Exercise Plan

Purpose

The MYTEP outlines an organization's training and exercise priorities over a specified multi-year period. As a dynamic and evolving document, the MYTEP is designed to be updated and refined annually. The plan is closely aligned with the Federal Emergency Management Agency's (FEMA) core capabilities and aims to address the organization's program priorities. Furthermore, the MYTEP incorporated FEMA's five mission areas—prevention, protection, mitigation, response, and recovery—by ensuring that training and exercises are aligned with these mission areas to effectively build and sustain the necessary capabilities for comprehensive emergency management.

The overall goal of the plan is to provide a system to manage personnel and resources to respond effectively to critical situations to protect students, faculty, staff, others within the vicinity of the campus, and those who have a vested interest in the campus and its community. The plan also aims to reduce the risk to lives, property, and the environment. These goals align with *Fullerton Forward 2024-2029*, the University's Strategic Plan for 2024 to 2029.

Overview of Training & Exercise

The multi-year training and exercise plan outlines several types of exercises that may be employed over its duration. These exercises will encompass a range of formats, including tabletop exercises, functional drills, and full-scale simulations. Each type will be carefully selected and tailored to address specific training needs and objectives, ensuring a comprehensive approach to building, and maintaining the required capabilities.

Seminar/Workshop

Seminars and workshop exercises are interactive sessions aimed at enhancing learning and discussion. Seminars focus on presenting and discussing specific topics with expert input, while workshops involve firsthand activities and group collaboration to practice and apply concepts. Both formats are designed to deepen understanding, share best practice, and encourage collaborative problem-solving.

Tabletop Exercise

Tabletop exercises (TTX) are discussion-based activities that simulate emergency scenarios in a low-stress environment. Participants gather to discuss and walk through hypothetical emergency situations, identify response actions, and discuss coordination and communication strategies. Tabletop exercises help familiarize personnel with the Emergency Operations Plan (EOP), identify gaps in preparedness, and improve decision-making skills.

Drill

Drill exercises are firsthand activities that evaluate and refine specific skills or procedures in a controlled setting. Participants practice tasks and follow protocols as they would in an actual emergency, aiming to improve performance, ensure procedural familiarity, and identify areas for improvement.

Functional Exercise

Functional exercises are interactive simulations that evaluate the operational capabilities of emergency response teams in a realistic scenario. These exercises involve the activation of the EOP and the deployment of personnel to simulated emergency sites. Participants perform their assigned roles and execute response actions as they would during a real event. Functional exercises evaluate the effectiveness of response procedures, coordination among agencies, communication systems, and resource management.

Full Scale Exercise

Full-scale exercises are comprehensive drills that replicate real-world emergency situations as closely as possible. These exercises involve the mobilization of personnel, deployment of resources, and coordination of response efforts across multiple agencies and jurisdictions. Full-scale exercises evaluate the entire emergency response system, including command and control structures, emergency communications, resource allocation, and decision-making processes.

Priority Tiers for Training & Exercise

Within these three priority tiers, which correspond to different scales of emergency, we have listed potential departments that may need to be informed or actively involved. This list is not exhaustive; not every department will necessarily be notified or required in every situation. These examples illustrate who could potentially be needed or alerted based on the severity of the emergency.

Tier 1

- Capital Programs & Facilities Management
- Counseling and Psychological Services (CAPS)
- Emergency Operations Center (EOC) Personnel
- Environmental Health & Safety
- Essential Functions Personnel and Offices
- Office of Emergency Management & Continuity
- Police Department

- President & Cabinet
- Public Information Office
- Senior Leadership
- Strategic Communications
- Quad Squad

Tier 2

- Associated Student Services
- Auxiliary Services Corporation
- Children's Center
- Disability Support Services
- Events, Facilities Use, and Filming
- Faculty
- Housing and Residential Engagement (HRE)
- Human Resources, Diversity, and Inclusion
- Information Technology
- Labor and Employee Relations
- Risk Management and Compliance
- Students (Housed on campus)
- Student Affairs
- Titan Health

Tier 3

- Athletics
- Campus Dining
- Contractors
- Extension Programs
- Guests
- Financial Aid
- International Programs
- Library
- Local Community
- Payroll & Data Services
- Philanthropic Foundation
- Staff (All)
- Students (All)
- Student Recreation Center
- Titan Student Union

2024 Training & Exercise Schedule

JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Campus wide Building marshal training	EM&C Advisory Board Meeting	EPG tabletop exercise	HRE evacuation drill	EOC Activation for Graduation Events	Kuali Orientation & Template Training for EM&C Manager	CSU Annual Conference Hosted at CSUF	Essential Functions Continuity Plan Coordinator Orientation Training	Systemwide EM exercise	Great ShakeOut	EM&C Advisory Board Meeting	2025 Systemwide EM exercise planning meeting
			Active Shooter Drill		EM&C Advisory Board Meeting		MCI functional exercise			Campus wide Building marshal training	
			EM&C Advisory Board Meeting				HRE evacuation drill			Campus wide evacuation drill	

2025 Training & Exercise Schedule											
JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Housing Evacuation Drill	Continuity Planning Meetings w/ Essential Functions Coordinators	Continuity Planning Meetings w/ Essential Functions Coordinators	Building Marshal Meeting	EOC Activation for Commencement Activities	Athletics Pool Safety Exercise	CSU Systemwide EM Conference	President & Cabinet Training	Campus Wide Evacuation Drill	Great ShakeOut		Start of Annual Review of Continuity Program & Business Continuity Plans
Building Marshal Training	Campus Wide Evacuation Drill	PSPA Homeland Security Presentation	EM&C Advisory Board Meeting			EM&C Advisory Board Meeting	Active Shooter Training	Housing Evacuation Drill	Community Police Academy		
Continuity Planning Meetings w/ Essential Functions Coordinators							Building Marshal Training	Kuali Coordinators Training	CalOES Earthquake Simulator		
								EOC Section Leads Training	Housing Evacuation Drill		

2026 Training & Exercise Schedule											
JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
EOC Personnel Training	EM&C Planning Committee Meeting	Regional Joint Mass Casualty Training Exercise	Housing Evac Drill	EM&C Planning Committee Meeting	MCI Drill	EM&C Planning Committee Meeting	Building Marshal Table-Top shelter in Place Exercise	Kuali Orientation Training for Business Unit Coordinators	Great ShakeOut	EM&C Planning Committee Meeting	Annual Review of Continuity Program & Business Continuity Plans
	EOC Personnel Training	President & Cabinet Training	Continuity Training	EOC Activation for Graduation Events		Business Units with Essential Functions Continuity Plan Coordinator Refresher Training		University Student Housing Evacuation Drill			
		Building Marshal Training	Active Shooter Drill			MCI Drill		EOC Personnel Training			
			EOC Refresher Training					Combined Exercise			

Appendix F:

CSUF Police Department Crisis Communications Plan

INTRODUCTION

This communication protocol outlines California State University, Fullerton's (CSUF) procedures to notify students and employees (Campus Community) about significant incidents or threats that may impact their physical safety. It encompasses key areas of communication under federal and state mandates:

- A. Notification Criteria (I) – This section outlines internal communication criteria and members of the Incident Management Group Core Team (IMG), Policy Group, and Critical Incident Group.
- B. Issue Management Protocol (II) - Ensures a coordinated and effective response to emerging issues or incidents affecting the Campus Community, excluding significant emergencies or dangerous situations.
- C. Clery Timely Warning Communication Protocol (III) – This protocol outlines the procedure that CSUF will follow to provide the Campus Community with timely information about Clery crimes occurring within the University's Clery geography and measures that may prevent them from becoming victims of similar crimes.
- D. Emergency Notifications (IV) – This protocol outlines the procedure that CSUF will follow to notify the Campus Community upon confirming a significant emergency or dangerous situation involving an immediate or imminent threat to the health or safety of the Campus Community that is occurring at CSUF and the detailed procedures for activating the Emergency Operations Center (EOC).
- E. CSU Statewide Risk Management Critical Incident Notification Protocol (V) - The intent of this protocol is to establish a formal and centralized process for the timely reporting of critical incidents to the Chancellor's Office of Systemwide Risk Management.
- F. Media (VI) - The section outlines the coordinated approach the CSUF Police Department (CSUF PD) will take during significant emergencies or dangerous situations involving an immediate or imminent threat to the health or safety of the Campus Community to manage media relations. It defines the roles and responsibilities in establishing a designated media location and organizing on-scene press conferences.

Throughout all stages of emergency communication, it is imperative that the CSUF PD disseminate accurate and timely information. Any delays must align with the provisions outlined in Section III of the Clery and Workplace Violence Emergency Notification Communication Protocol. The University President will be kept informed and briefed at every

phase of assessment and response.

I. NOTIFICATION CRITERIA

Answer the questions below before activating the EOC or the IMG

- A. Is this an emergency or a non-emergency crisis situation?
 - 1. If yes, proceed to question B.
 - 2. If not, no emergency notification will be issued.
 - a. Either the IMG will be activated (See IMG Protocol – Pg. 4) or
 - b. If the issue is a Clery Crime, CSUF PD will follow the Clery Timely Warning Communication Protocol (See Clery Timely Warning Communication Protocol – Pg. 6)
- B. Does the incident pose a significant emergency or dangerous situation involving an immediate or imminent threat to the health and safety of the Campus Community?
 - i. If yes, refer to the Clery and Workplace Violence Emergency Notification Communication and EOC Activation Protocol (See – Pg. 9).
 - ii. If not, no Emergency Notification is issued, and the IMG and Policy Group will communicate next steps.
- C. Communication Groups
 - 1. IMG Core Team (Non-Emergency Crisis)
 - 2. Policy Group (Emergency)
 - a. CSUF President
 - b. Provost and Vice President for Academic Affairs
 - c. Vice President for Administration and Finance
 - d. Athletics Director
 - e. Vice President for Human Resources and Inclusive Excellence
 - f. Vice President for Information Technology
 - g. Vice President for Student Affairs
 - h. Vice President for University Advancement
 - i. University Counsel
 - j. Chief of the University Police Department
 - k. Chief of Staff to the President (as policy recorder)
 - 3. CSUF Critical Incident Group
 - a. AVP Strategic Communications
 - b. Chief of Staff to the President
 - c. President's Director of Executive Communications

- d. Chief of the University Police Department
- e. Senior Director of Strategic Communications
- f. CSUF PD Command Staff
- g. CSUF PD Public Information Officer(s) (PIO)
- h. Associate Director(s) for Strategic Communications

II. ISSUE MANAGEMENT PROTOCOL

Incident Management Group (IMG)

The IMG assists the University in making a timely and fact-based assessment of non-emergency situations, developing strategy recommendations, and executing and communicating the University's coordinated response. The IMG may recommend a specific course of action to the President.

- A. IMG Core Team (Non-Emergency Crisis)
 - 1. Lead: AVP Strategic Communications
 - 2. Chief of Staff to the President
 - 3. President's Director of Executive Communications
 - 4. VP or Exec Officer where the issue emanated from or was most affected by the issue
- B. The group focuses on non-emergency incidents that could potentially a) impact the University's reputation; or b) create confusion, rumors, panic, or controversies amongst students, employees, and communities.
- C. The IMG will not assume a lead role during significant emergencies or dangerous situations involving an immediate or imminent threat to the health or safety of the Campus Community, or in incidents involving Clery crimes occurring within the University's Clery geography (See Clery Timely Warning Communication Protocol – Pg. 6 and Clery and Workplace Violence Emergency Notification Communication and EOC Activation Protocol – Pg. 9).
- D. Issues That May Activate the IMG
 - 1. Controversial speaker or event on campus
 - 2. Outside law enforcement presence on campus, conducting enforcement or large-scale training
 - 3. Discrimination, harassment, and Title IX complaints
 - 4. Student or employee misconduct allegation
 - 5. Criminal indictment or arrest of student or employee
 - 6. Student or employee demonstration, petition, or boycott
 - 7. False or misleading claims, rumors, and misstatements on a large and public scale are circulating online and/or on campus. (Claim and rumor must be significant enough to cause confusion, panic, or damage the University's reputation).
 - 8. Facility/Technology issue (isolated to one area or is non-emergency)
 - 9. Academic integrity (e.g., cheating, plagiarism, intellectual theft, grade manipulation, etc.).
 - 10. Budget or financial malfeasance
 - 11. Tuition, parking, fees, or policy changes that impacts students and/or employees

III. CLERY TIMELY WARNING COMMUNICATION PROTOCOL

In compliance with the Jeanne Clery Campus Safety Act (Clery Act), CSUF will issue Timely Warnings (TW) to the Campus Community when Clery-defined crimes occur within the University's Clery geography and represent a serious or continuing threat to the Campus Community. These warnings provide critical information and preventive measures to help individuals avoid becoming victims of similar crimes.

A. Authority

1. Jeanne Clery Campus Safety Act (Clery Act)
2. CSU Executive Order 1107

B. Examples of Clery Crimes, not part of the Clery and Workplace Violence Emergency Notifications, include, but are not limited to the following:

1. Arrest
2. Arson
3. Burglary
4. Fondling
5. Hate Crime
6. Rape
7. Incest
8. Robbery
9. Stalking

C. Implementation

1. Upon receipt and confirmation of a report of a Clery crime, the on-duty Watch Commander (WC) or Clery Director will complete the Smartsheet Timely Warning Determination Form for documentation and analysis. The Chief of Police or management designee (Chief of Police) and the Clery Director or management designee (Clery Director), if available, will analyze the information to determine if a TW will be issued. When the case involves sexual assault, dating violence, domestic violence, fondling, incest, and/or stalking, the Executive Director for Civil Rights and Title IX Coordinator will be informed and consulted.
2. If the analysis confirms that a TW should not be issued, the Clery Director will update the Smartsheet Timely Warning Form with the reason(s) a TW was not issued.
3. If the analysis confirms that a TW should be issued, the Chief of Police shall consult with the University Council, if available, about issuing the TW.

4. If the Chief of Police decides to issue a TW:
 - a. The Chief of Police will send a text (including the Clery Director) to the Policy Group, the Director of Executive Communications, and the AVP for Strategic Communications, stating that a TW will be issued to the Campus Community.
 - b. The Clery Director will send a more detailed email with a CC to the Chief of Police and Policy Group about the TW, as well as to the following groups or individuals:
 - i. Student Affairs VP Cabinet
 - ii. HRIE Leadership Team
 - iii. Deans and Associate Deans
 - iv. The Associate Vice President of Strategic Communications
 - v. The Dean of Students
 - vi. The Director of Counseling and Psychological Services
 - vii. The Director of Housing and Residential Engagement
 - viii. The Executive Director for Civil Rights and Title IX Coordinator
 - ix. The Director and Associate Director for Health Services
 - x. Director of Executive Communications
 - c. The TW shall not include, under any circumstances, the name of the victim or information so specific (i.e., the address or dorm room number or floor) that would or likely could identify the victim of the crimes of sexual assault, dating violence, domestic violence, fondling, incest, and/or stalking. TW should use gender-inclusive and culturally appropriate language and avoid victim-blaming and biased language. Generally, the suspect's skin complexion descriptor, race, and/or ethnicity should NOT be included with the other specific identifiable information within the TW messages (such as height, weight, specifically identifiable tattoos, unique identifiable clothing, etc.).
 - d. Personnel within the CSUF PD will draft the TW, and the Chief of Police will confirm that its contents meet the Clery requirements.
 - e. The Chief of Police will send the draft to the Clery Director, the Policy Group, and, in the case of sexual assault, dating violence, domestic violence, fondling, incest, and/or stalking, the Executive Director for Civil Rights and Title IX Coordinator for review. The Chief of Police will ask the group to make comments, suggestions, and edits, and approve the draft within 30 minutes.
5. Issuance of the TW
 - a. Once 30 minutes have passed, the Chief of Police will issue the TW to the Campus Community via email through the Emergency Notification System (ENS) and CSUF PD's X account.
 - b. The Chief of Police will confer with the Clery Director, whenever possible, to evaluate additional distribution methods on a case-by-case basis, which include but are not limited to the following:
 - i. Campus Community text distribution
 - ii. University website

- iii. Public area video display monitors
 - iv. Hard copies posted on the campus building entrance doors
 - v. Press release
 - c. If the decision to issue an EN is made, a TW for the same incident under the same set of circumstances will not be issued. Instead, the Clery and Workplace Violence and Emergency Notification Communication and EOC Activation Protocol will be followed.
6. Post-issuance
- a. Once the TW has been issued, the Clery Director, the PIO, and/or the on-duty WC will add additional and/or pertinent information to the Smartsheet Timely Warning Determination analysis form, if applicable, for documentation.

IV. CLERY AND WORKPLACE VIOLENCE EMERGENCY NOTIFICATION COMMUNICATION AND EOC ACTIVATION PROTOCOL

In accordance with the Clery Act and California Labor Code Section 6401.9, CSUF will promptly notify the Campus Community upon confirming a significant emergency or dangerous situation involving an immediate or imminent threat to health or safety is occurring on campus. Notifications may also be issued when incidents in neighboring communities directly affect the Campus Community or fall within Clery geography.

This protocol includes detailed procedures for activating the Emergency Operations Center (EOC), as well as the roles and responsibilities of the Issue Management Group (IMG), Policy Group, and the CSUF Critical Incident Group. It defines the Clery and Workplace Violence Emergency Notification Communication Protocol and outlines the assessment process, notification flow, and message distribution strategies. Messaging may be directed to students and employees or extended to neighboring communities, depending on the nature of the incident.

A. Authority

- 1. Jeanne Clery Campus Safety Act (Clery Act)
- 2. California Labor Code Section 6401.9
- 3. CSU Executive Order 1107

- B. CSUF PD will assume the lead communication and operational role during significant emergencies or dangerous situations involving an immediate or imminent threat to the health or safety of the Campus Community.

- C. Examples of a significant emergency or dangerous situation that may require an Emergency Notification include, but are not limited to:
1. Severe weather warning (e.g., flash flooding or tsunami)
 2. Environmental emergency occurring on campus (e.g., hazardous chemical spill, fire, earthquake, or building collapse)
 3. Criminal activity with an imminent threat to the Campus Community (e.g., active shooter, murder, fleeing suspect with a weapon, or other significant law enforcement activity)
 4. Workplace violence emergencies
 5. Public health emergencies (e.g., measles or swine flu)
- D. Implementation
1. The Chief of Police may, whenever possible, without delay and taking into account the safety of the Campus Community, confer with any appropriate public official (such as the City of Fullerton Fire Chief or the Orange County Healthcare Agency, IMG, and Policy Group), regarding the confirmation of the significant emergency and/or dangerous situation and that it poses an immediate or imminent threat to members of the Campus Community.
- E. Issuance of Emergency Notification
1. Unless doing so would delay the ability to mitigate and/or contain the emergency, the Chief of Police will confer with the Clery Director regarding the content of the Emergency Notification, whenever possible, and access the ENS to activate the notification message to the Campus Community.
 2. The contents of the EN must include the following:
 - a. A statement as to what the significant emergency and/or dangerous situation is, in specific terms
 - b. A statement providing direction as to what actions the receiver of the message should take to ensure their safety, including but not limited to evacuation and sheltering plans
 - c. A statement as to where or when additional information may be obtained
 3. Unless doing so would delay the ability to mitigate and/or contain the emergency, the Chief of Police will issue the EN immediately to the Campus Community via email, text message, and CSUF PD social media.
 4. The Chief of Police will confer with the Clery Director, whenever possible, to evaluate additional distribution methods on a case-by-case basis, which include but are not limited to the following:
 - a. A campus mass notification system, including but not limited to phone, campus email, or text messaging
 - b. Audio/visual message boards
 - c. Audible alarms/sirens
 - d. Campus public address systems
 - e. In-person or door-to-door notifications in a building or residence halls

- f. Local media
 - g. Other means appropriate under the circumstances
5. If the decision to issue an EN is made, a TW for the same incident under the same set of circumstances will not be issued.

F. Post-Issuance

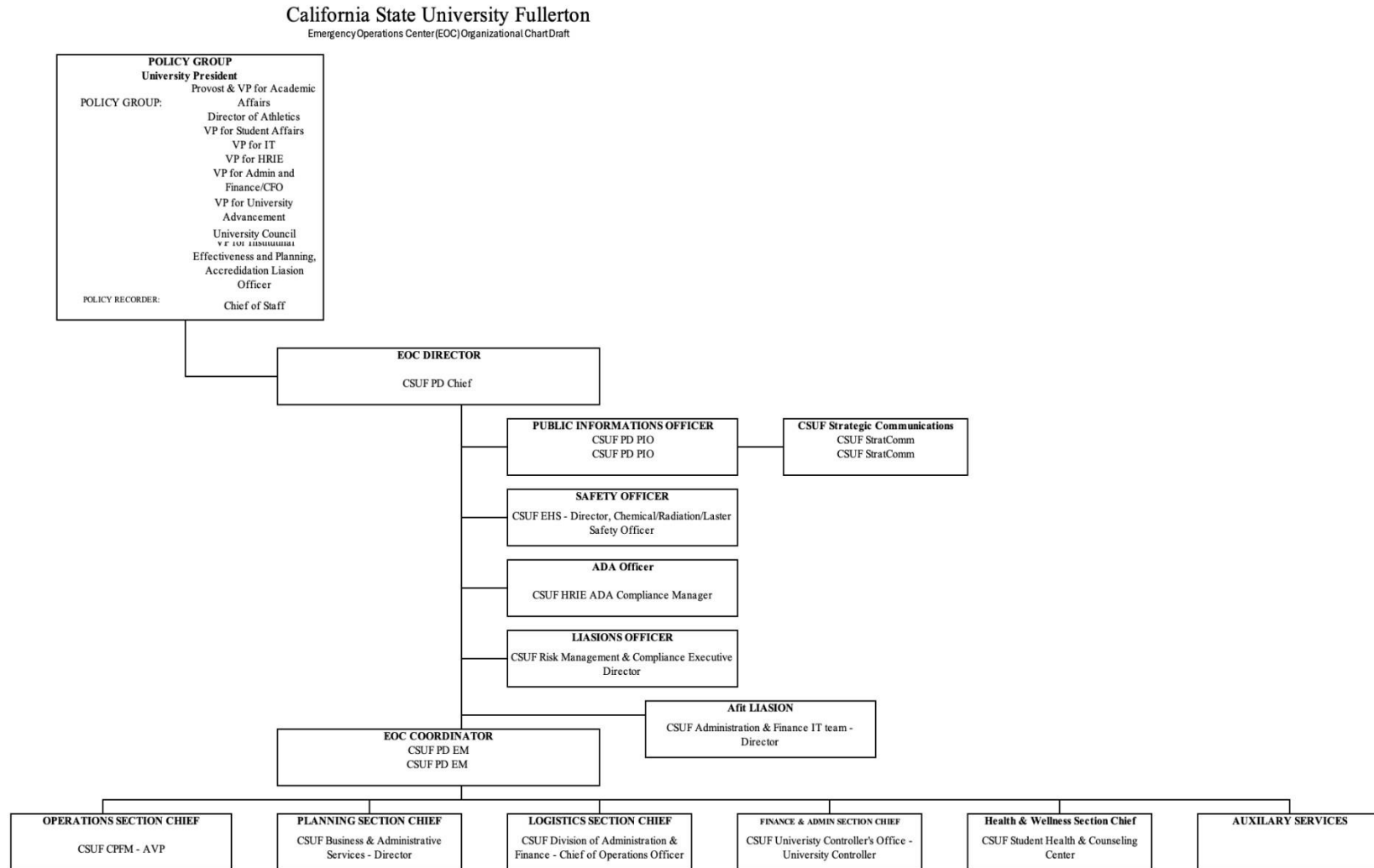
- i. After an EN is issued, the following actions will be taken in the order presented:
 - a. The Chief of Police will text the following group and individuals:
 - i. The Policy Group
 - ii. AVP Strategic Communications
 - iii. The Clery Director
 - iv. Executive Director for Civil Rights and Title IX Coordinator (if the EN related to a Title IX, VAWA, or Civil Rights issue)
 - b. The PIO will text the CSUF Critical Incident Group and remain their main point of contact.
 - i. AVP Strategic Communications
 - ii. Chief of Staff to the President
 - iii. President's Director of Executive Communications
 - iv. Chief of the University Police Department
 - v. Senior Director of Strategic Communications
 - vi. CSUF PD Command Staff
 - vii. CSUF PD Public Information Officer(s) (PIO)
 - viii. Associate Director(s) for Strategic Communications
 - c. The Clery Director will send a more detailed email (if further details are available) to the Policy Group, and the following groups or individuals:
 - i. The Student Affairs Leadership Team
 - ii. The HRIE Leadership Team
 - iii. The Dean of Students
 - iv. Deans and Associate Deans
 - v. The Director of Counseling and Psychological Services
 - vi. The Director of Health Services
 - vii. The Director of Housing and Residential Engagement
 - viii. Executive Director for Civil Rights and Title IX Coordinator (if EN is related to Title IX, VAWA, or Civil Rights issue)
 - ix. The AVP of Strategic Communications
 - x. The Director of Executive Communications
 - d. The Chief of Police will use the ENS and social media to provide updates containing pertinent new information or safety directions. This system will be used in regular intervals (determined on a case-by-case basis) until the emergency has been mitigated or no longer poses an imminent threat. A closing message will be sent via ENS.

- e. The PIO and/or on-duty WC will complete the Smartsheet Clery Emergency Notification Log within 24 hours after the significant emergency or dangerous situation has been mitigated and/or no longer poses an imminent threat.
- f. If the emergency was a workplace violence incident, the CSUF PD Operations Lieutenant will record it on the CSUF Workplace Reporting Form and maintain the log in accordance with Labor Code Section 6401.9(d).

G. EOC Activation

- 1. The EOC may be activated during a significant and ongoing emergency or dangerous situation involving an immediate or imminent threat to the health or safety of the Campus Community or in the adjacent neighborhoods.
- 2. During an EOC activation (See Emergency Operations Center Organizational Chart – Pg. 13), the IMG Core Team will join the Policy Group.
- 3. During all phases of an EOC activation, the EOC Director will brief the Policy Group.
- 4. The Incident Commander shall provide the PIO with updates every 30 minutes once there is no longer a threat, and unless doing so would delay the ability to mitigate and/or contain the emergency.
- 5. Unless doing so delays the ability to mitigate and/or contain the emergency, the PIO will ensure the CSUF Critical Incident Group is provided with updates every 30 to 45 minutes.
- 6. Examples of a significant ongoing emergency or dangerous situation that may require an EOC activation include, but are not limited to:
 - a. Active Shooter
 - b. Earthquake with significant structural damage
 - c. Campuswide Evacuation
 - d. Homicide – Manslaughter/Murder (Possible Clery – Timely Warning)
 - e. Shelter in Place – Confirmed Weapon
 - f. Shelter in Place – Hazmat, Bad Weather, Civil Disruption

EMERGENCY OPERATIONS CENTER (EOC) ORGANIZATIONAL CHART



V. CSU STATEWIDE RISK MANAGEMENT CRITICAL INCIDENT NOTIFICATION PROTOCOL

The intent of this protocol is to establish a formal and centralized process for the timely reporting of critical incidents to the Chancellor's Office of Systemwide Risk Management. Once informed about a critical incident that occurred on a campus, Systemwide Risk Management can assess the need for the activation of the Systemwide Emergency Support Team or the notification of additional Chancellor's Office Departments, partner agencies, and applicable service providers.

This protocol is not intended to and does not preclude a campus from providing any additional notifications to campus or Chancellor's Office personnel or departments that the campus decides are necessary.

A. Required Notice

1. High Impact Incidents - Campus will notify Systemwide Risk Management as soon as possible, but no later than 24 hours after the occurrence has been confirmed.
2. Moderate Impact Incidents - Campus will notify Systemwide Risk Management within 72 hours of occurrence has been confirmed.

B. Critical Incident Definitions

1. High Impact Incidents are defined as:
 - a. Fires and explosions that result in serious injuries or partial/full closure of campus buildings
 - i. Please note that fires and explosions require additional notification to the State Fire Marshal's Office Duty Chief within 24 hours. The State Fire Marshal's Office is required by law to investigate all fires or explosions in or on state-owned, state-occupied facilities and properties.
 - b. Any deaths, including suicides, that occur on campus or during campus-sponsored events
 - c. Any incident that necessitates the activation of the campus EOC
2. Moderate Impact Incidents include:
 - a. A serious injury or illness to staff or students occurring on campus or during campus-sponsored events
 - i. Serious injury/ illness is defined as requiring inpatient hospitalization regardless of length of time for any reason other than medical observation or diagnostic testing. Hospitalizations due to alcohol use do not need to be reported.
 - ii. Please note that campuses are required by law to also immediately report any such incident involving employee death or serious

injury/illness to Cal OSHA. This is typically reported by the campus Environmental Health & Safety Department.

- (1) A single incident that causes injuries to multiple students or staff
- (2) An incident that causes structural property damage, resulting in partial/full closure of campus buildings
- (3) A significant chemical / hazardous materials release to the environment

C. Method of Notification

1. These contact methods are available at all hours and will reach a core group at the Chancellor's Office Systemwide Risk Management, who will determine next steps.

Each campus leadership team may determine which department is responsible for making the notification, depending on their individual organizational structure.

- a. SMS/Voice: 562-951-4900
- b. Email: csuriskmanagement@calstate.edu
2. Content Notification – Notifications must include the following information:
 - a. Type of incident
 - b. Campus and building where the incident occurred
 - c. Date and time of incident
 - d. To the extent known, any details or information about the incident or the circumstances related to the incident
 - e. Name and contact information for follow-up

VI. MEDIA

The section outlines the coordinated approach the CSUF Police Department (CSUF PD) will take during significant emergencies or dangerous situations involving an immediate or imminent threat to the health or safety of the Campus Community to coordinate media relations.

It defines the roles and responsibilities of CSUF Strategic Communications, the CSUF PD PIO, the on-duty Watch Commander (WC), and the Office of Emergency Management and Continuity (OEMC) in establishing a designated media location, the process for notifying media outlets, determining the appropriate university spokesperson, and organizing on-scene press briefings or press conferences. The goal is to ensure timely, accurate, and consistent information is shared with the public while maintaining the safety and operational integrity of the emergency response. CSUF PD will take the lead with the support of CSUF Strategic Communications.

- A. In collaboration with CSUF Strategic Communications, the PIO, the on-duty WC, and the Office of Emergency Management and Continuity (OEMC) will establish a Media Staging location.
 - a. The PIO will post on social media to notify the press of the staging location.
 - b. The staging location should not be near the Incident Command Post (ICP).
- B. Media Inquiries
 - 1. Calls, emails, and text messages from the media will not be answered immediately in order to expedite the collection and sharing of accurate information.
 - a. Media inquiries are welcome as they will help the PIO and Strategic Communications identify what information is of interest.
 - b. Media inquiries will be accepted via email at upd.pio@fullerton.edu, by phone at (657) 278-7399 via the CSUF PD Media Inquiry line, or through Strategic Communications. If a press conference is called, individual press inquiries will not receive a response to allow the PIO and Strategic Communications to collect updated information and disseminate it.
- C. Initial On-Scene Press Conference
 - 1. Location Considerations
 - a. The press conference should be in close proximity to the incident, but far enough away to avoid media interference with the ongoing investigation or emergency response.
 - b. Ensure the location is secure. Do not allow the media to place equipment within the crime scene if one was established.
 - c. Avoid clutter in the background with a neutral/professional backdrop.
 - d. Consider media satellite truck parking, WiFi, and ADA accessibility of the location
 - 2. The PIO will provide preliminary information to the designated on-camera spokesperson with prior consultation with Strategic Communications.
 - a. Statement of Facts: Who? What? Where? When? Why?
 - b. Are there injuries?
 - c. Is there an ongoing threat to safety?
 - d. Areas to avoid
 - e. Reunification location
 - f. What comes next?
 - g. Empathy
- D. Media questions may or may not be answered during this press conference. This will be established ahead of time by the PIO and Strategic Communications.

Appendix G: Documentation of Approval and Maintenance of Plan

Any maintenance and revisions to the CSUF Continuity Program documentation shall be placed within this section. Use this table to record updates and changes to the Continuity Program as they occur.

Table H.1: Record of Plan Maintenance and Revisions

Date (Month & Year)	Purpose	Summary of Changes	Revision Number (if applicable)	Initials of Involved Party(s)

Part Four:

Annexes

Annex A:

Acronyms

This annex can be utilized to understand the acronyms and common terminology used and apply it within the appropriate settings.

- AAR: After Action Report
- BCP: Business Continuity Plan.
- BIA: Business Impact Analysis
- CC: Continuity Coordinator
- CFO: Chief Financial Officer
- COG: Continuity of Government
- CONOPS: Concept of Operations
- COOP: Continuity of Operations Plan
- CP: Continuity Plan
- CSUF: California State University Fullerton
- DRP: Disaster Recovery Plan
- EO: Executive Order
- EOC: Emergency Operations Center
- EOP: Emergency Operations Plan
- FEMA: Federal Emergency Management Agency
- ICP: Incident Command Post
- ICS: Incident Command System
- IT: Information Technology
- MYTEP: Multi Year Training Exercise
- NIMS: National Incident Management System
- NRI: National Risk Index
- TTX: Tabletop Exercise

Annex B:

Terminology

- **Business Continuity:** The capability of CSUF to continue delivery of products and services at acceptable predefined levels following a disruptive event. See "Continuity" below.
- **Business Impact Analysis (BIA):** A systematic process used to assess and evaluate the potential impacts of disruptions on an organization's critical business functions, processes, and resources in the event of an emergency or disaster. The primary goal of BIA is to identify and prioritize these functions and resources, enabling the organization to develop effective continuity and recovery strategies to minimize downtime, mitigate losses, and maintain essential operations.
- **Business Unit:** Any academic or administrative department, unit, center, institute, division, or college.
- **Continuity:** the ability of an organization or community to maintain essential functions and services during and after a disruptive event or emergency. It involves developing plans, protocols, and resources to ensure that critical operations can continue with minimal interruption, or can be rapidly restored, despite the occurrence of a crisis or disaster.
- **Continuity Coordinator:** A role within the university's continuity program that coordinates planning and implementation for overall continuity and return to normal operations for the university.
- **Continuity of Operations Plan (COOP):** a comprehensive strategy developed by organizations to ensure the continued performance of essential functions and services during and after a significant disruption or emergency event. COOPs are designed to minimize downtime, maintain vital operations, and facilitate the rapid recovery of critical functions.
- **Continuity planning:** The process of identifying essential functions and processes, assessing risks, and developing strategies to ensure their continuity in the face of various threats.
- **Continuity Program:** the systematic approach taken by organizations to ensure the uninterrupted provision of essential services and functions during and after a disruptive incident. It involves the development, implementation, and maintenance of policies, procedures, and resources aimed at sustaining critical operations under various emergency scenarios.

- **Disaster Recovery Plan (DRP):** A structured and comprehensive strategy that organizations develop to recover their technological infrastructure, data, and business operations following a significant disruptive event or disaster. The primary objective of a DRP is to restore critical systems, processes, and services to pre-disaster levels or to an acceptable operational state within minimal timeframes, thus minimizing the impact of the disaster on the organization.
- **Essential functions:** The critical activities, services, and operations that an organization must sustain to ensure its survival, fulfill its mission, and meet the needs of its stakeholders during and after a disruptive event or emergency. These functions are vital for maintaining public safety, providing essential services, and supporting the overall well-being of communities.
- **Recovery Time Objective (RTO):** The period of time following a disruptive incident within which products or services must be restored, an activity must be resumed, or resources must be recovered before adverse impacts to the university mission would result from not continuing those operations.
- **Resource management:** The strategic planning, allocation, and utilization of personnel, equipment, supplies, and other resources to effectively respond to and recover from emergencies and disasters.
- It encompasses various activities aimed at ensuring that resources are available, accessible, and deployed efficiently to support emergency response efforts and meet the needs of affected individuals and communities.
- **Risk assessment:** The systematic process of identifying, evaluating, and prioritizing potential hazards, threats, and vulnerabilities that could adversely affect individuals, communities, or organizations during an emergency or disaster. The primary objective of risk assessment is to understand the nature and magnitude of risks, enabling informed decision-making and the development of effective mitigation, preparedness, response, and recovery strategies.
- **Training and exercise (T&E):** A critical component of preparedness efforts aimed at enhancing the capabilities and readiness of personnel, organizations, and communities to effectively respond to and recover from emergencies and disasters. These activities involve simulated scenarios and real-world training to ensure that responders are adequately trained, equipped, and coordinated to handle various emergency situations.

Annex C:**Policy 1014 - CSU System Continuity Program**

<https://calstate.policystat.com/policy/17983110/latest/>

I. CSU System Continuity Program Policy

In alignment with the state of [California Executive Order S-04-06](#), each campus shall develop or update a local continuity of operations plan. The purpose of the CSU System Continuity Program Policy is to provide direction to, and requirements for, the CSU campuses to maintain ongoing continuity programs that ensure the continuation of essential functions and operations following incidents, both minor and catastrophic, that disrupt normal operations.

A. Definitions

Business Continuity. The capability of an organization to continue delivery of products and services at acceptable predefined levels following a disruptive event. See "Continuity" below.

Business Impact Analysis (BIA). A process designed to prioritize business essential functions by assessing the potential quantitative (financial) and qualitative (non-financial) impact that might result if an organization was to experience an incident, from minor to catastrophic.

Business Unit. Any academic or administrative department, unit, center, institute, division, or college.

Continuity. For purposes of this Policy, continuity includes the ability of CSU campuses to continue mission essential functions following a disruptive event and following applicable practices described in business continuity and continuity of operations guidance documents. This includes both business and academic continuity.

Continuity Plan. Documented procedures that guide the university to respond, recover, resume, and restore university essential functions to a pre-defined level of operation following disruption.

Continuity Program. A management framework for resuming essential functions, operations, and services after an incident or emergency that may threaten the health and safety of the university community or disrupt its programs and operations.

Continuity Program Coordinator. A role within the university's continuity program that coordinates planning and implementation for overall continuity and return to normal operations for the university.

Essential Function. An essential function enables an organization to provide vital services, exercise civil authority, maintain the safety and well-being of the general public, or sustain the industrial or economic base during and immediately following an emergency.

Recovery Time Objective (RTO). The period of time following a disruptive incident within which products or services must be restored, an activity must be resumed, or resources must be recovered before adverse impacts would result from not continuing those operations.

Risk Analysis. The process of evaluating threats, hazards, and vulnerabilities to identify unacceptable concentrations of risk to essential functions, and single points of failure, so that measures can be considered that may lower the likelihood and decrease the impact of the disruption caused by the threats, hazards, and vulnerabilities.

II. Procedures

A. Continuity Program

This CSU System Continuity Program policy provides the framework for the CSU campuses to develop and maintain a continuity program that ensures continuation of prioritized essential functions and services regardless of disruptions to the campus.

Each CSU continuity program shall include the following elements:

1. An organizational risk assessment.
2. A business impact analysis which identifies and prioritizes essential functions that support the campus mission, as well as the associated recovery time objectives, activities, processes, and resources needed to complete these functions.
3. Continuity strategies to recover essential functions, within the recovery time objectives identified in the business impact analysis.
4. A process for responding to and recovering from disruptions to normal operations. This should include procedures for coordination with the campus emergency manager.
5. A continuity plan documenting all of the above elements to ensure continuation of essential functions to meet the minimum acceptable levels of operations following a disruption.
6. A multi-year training and exercise plan to familiarize staff with the continuity plan(s), including specific roles and responsibilities they may have during an activation of the plan. This training and exercise plan can be coordinated with the campus emergency manager to integrate and synthesize planning efforts between the emergency management and continuity programs.
7. An assessment and maintenance plan to evaluate and improve the continuity program and to update and review the continuity plan(s) on (at least) an annual basis.

B. Roles & Responsibilities

A visual of how the following roles relate to one another can be found in the Continuity Responsibility Assignment Matrix that is included as an attachment to this policy (Section IV: Guidance).

1. Systemwide Emergency Management & Continuity

The Director of Systemwide Emergency Management & Continuity (EM&C), or their designee, provides overall leadership for the continuity policy. The EM&C may write and revise systemwide policy and official directives as necessary, including in response to emerging issues or changes to the regulatory environment. Additionally, the EM&C holds the following responsibilities:

- A. Provide guidance, training, and tools to Campus Continuity Program Coordinators to support them and their campuses in establishing and maintaining their continuity programs.

B. Establish and manage the continuity program for the Chancellor's Office.

2. *Campus President*

The President is delegated responsibility for the implementation and maintenance of an effective continuity program. To facilitate managing the continuity program, the President shall designate one or more Campus Continuity Program Coordinators with responsibility for overseeing continuity program implementation activities. The President may also wish to designate a Continuity Planning Committee to support the continuity program development and implementation. Ultimately, the President is responsible for the full outcomes of the continuity program.

3. *Campus Continuity Program Coordinator*

The Campus Continuity Program Coordinator is responsible for establishing and maintaining the campus continuity program (see "Continuity Program").

If a Continuity Planning Committee is designated at the campus, the Campus Continuity Program Coordinator shall coordinate with the committee members for additional input to the campus continuity program, and to obtain support in maintaining department planning and preparedness activities.

The Campus Continuity Program Coordinator will work with the campus business units' senior management and designated continuity lead(s) to support continuity program implementation for those business units.

In addition to managing the continuity program, Campus Continuity Program Coordinator duties may include:

- A. Coordinating continuity plan activations and supporting business units during continuity plan activations in response to disruptions. Such coordination procedures often require the use of a continuity activation team, or a continuity-focused component of the Emergency Operations Center (EOC), especially when they impact multiple business units.
- B. Working with campus Information Technology (IT) and business units to facilitate alignment of disaster recovery plans and continuity plans. Ensure recovery time objectives and recovery point objectives are communicated to IT and business units and support remediation of identified gaps.
- C. Promote broader awareness of the continuity program, with the support of business unit continuity leads, to build a culture of continuity throughout the campus community.

4. *Continuity Planning Committee*

A Continuity Planning Committee is not a requirement under this policy, but is considered a smart practice. If designated, a Continuity Planning Committee should include a cross-section of senior administrative leaders who have a working knowledge of continuity processes and are from business units that are responsible for emergency response and high priority essential functions. Such areas include, but may not be limited to, Academic Affairs, Information Technology, Business / Financial Services, Health and Safety, and Public Safety.

The Continuity Planning Committee is responsible for supporting the Campus Continuity Program Coordinator to implement designated roles and responsibilities.

5. *Campus Business Units*

Campus business units are responsible for developing and updating their own business unit continuity plans, which include business unit essential functions that align with the campus essential functions as outlined above (see "Procedures - Continuity Program"). Each business unit shall designate a continuity lead(s) from their unit, who will work with the Campus Continuity Program Coordinator in the planning process.

In addition to developing, maintaining, reviewing, and exercising their own business unit continuity plans, campus business units shall be responsible for the following activities:

1. Activating business unit continuity plans and notifying the Campus Continuity Program Coordinator of such activations as soon as possible following a disrupting incident.
2. Providing timely, effective communications to internal and external partners regarding disruptions to campus operations.
3. Supporting efforts to build a culture of continuity throughout the campus community.

III. References

Campus continuity plans and procedures should be compliant with related provisions of the following: [California Executive Order S-04-06](#)

IV. Guidance

The attached documents are intended to provide guidance and support to campuses in implementing this policy. [Continuity Responsibility Assignment Matrix](#)

V. Authority

This policy is issued pursuant to [Section II of the Standing Orders of the Board of Trustees of the California State University](#) as further delegated by the [Standing Delegations of Administrative Authority](#), and The California Emergency Services Act in Chapter VII, commencing with [Section 8550 of Division I of Title II of the Government Code](#). The president may delegate authority and responsibility described in this policy to other university officials pursuant to [Section VI of the Standing Orders of the Board of Trustees of the California State University](#).