

1. EMPATHIA / BLACK SWAN SOLUTIONS

Crisis solutions for critical events around the world, including mass fatality incidents, terrorist acts, active shoot situations, natural disasters and more. Based on scale of incident, scope of response may include:

- Incident Response Contact Center
- Survivor and Family Assistance Center
- Deployment of counselors onsite

Initiating Crisis Management

Activate the Disaster Alert Line

- 866-301-8811 in U.S.
- 262-574-2542 outside the U.S.

Notify the Chancellor's Office Systemwide Risk Management

- 562-951-4900
- csuriskmanagement@calstate.edu

For additional information, please contact Systemwide Risk Management:

Zachary Gifford / zgifford@calstate.edu / 562-951-4568
Jenny Novak / jnovak@calstate.edu / 562-400-2358

2. DEADLY WEAPONS RESPONSE PROGRAM

Addresses your needs after a violent incident on campus has occurred.

Services include Crisis Management, Counseling Services, Funeral Expenses, Demo/Clearance and Memorialization, Third-party liability coverage, First-party property damage. *Note: Crisis Services is NOT limited to deadly weapon events. It is available for any event that creates a crisis situation.*

Initiating Crisis Management

Notify the event responder of the deadly weapon event

Policy # PJ24000500007
▪ 860-677-3790

Notify the Chancellor's Office Systemwide Risk Management

- 562-951-4900
- csuriskmanagement@calstate.edu

CRISIS RESPONSE RESOURCES

3. AGILITY RECOVERY

Continuity of operations and disaster recovery services including temporary

- Office space (double wide mobile)
- Power (generators)
- Communication
- Technology
- Testing

Initiating Crisis Management

Notify the Chancellor's Office Systemwide Risk Management

- 562-951-4900
- csuriskmanagement@calstate.edu

CRISIS RESPONSE RESOURCES

4. CYBER INCIDENTS

All types of Cyber Incidents including:

- Data Breach
- Cyber Extortion

Initiating Crisis Management

**Provide immediate notice to your
Campus Information Security Officer
(ISO)**

Policy # FN2405500-RBD

5. Fires & Explosions

If a fire or explosion occurs at a CSU campus the Office of the State Fire Marshal must be notified within 24 hours. The OFSM maintains jurisdiction over all state properties for investigations.

All reports will be maintained by the CSU facility and made available to OFSM upon request.

OSFM Duty Officer Notification

**Immediate notification of the incident
on the 24-hour number:**

- 916-323-7390

6. PROPERTY DISASTERS

For major property incidents including fire, water, wind, pollution release or other catastrophes.

Initiating Property Restoration

24-Hour Emergency Hotline:

- BELFOR - 800-856-3333 (*CSU MEA*)
- ServPro - 866-388-2479 (*CSU MEA*)
- ATI - 800-400-9353 (*No MEA*)

Initiating Crisis Management

**Notify the Chancellor's Office
Systemwide Risk Management**

- 562-951-4900
- csuriskmanagement@calstate.edu

Report Incident to Alliant

Bob Frey, Alliant Insurance Services, Inc.
Policy # APIP2024 (Dec 29) 0060

- rfrey@alliant.com
- 415-403-1445

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