



## HEATHER GLEN COMMUNITY SERVICES DISTRICT

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**POLICY TITLE: Emergency Preparedness**

**POLICY NUMBER: 2300**

**ADOPTED BY BOARD OF DIRECTORS: 06/26/25**

**2300.1 Purpose:** It is the policy of the District to create and maintain an active emergency preparedness program to manage the District's critical functions during any emergency and to protect District personnel. The District will coordinate the emergency plan, function, and response with those responders from the public and private entities and organizations charged with emergency services.

**2300.2 Emergency Defined:** "Emergency" means the actual or threatened existence of conditions of disaster or extreme peril to critical District functions or to the health and safety of District personnel or the public, resulting from natural, technological, biological, or human-caused events—including, but not limited to, severe weather, fire, flood, earthquake, epidemic or pandemic, cyberattack, hazardous material release, utility disruption (such as water, power, or communications outages), water system contamination or failure, or civil disturbance—which are, or are likely to be, beyond the control of the District's personnel, contractors, services, equipment, or facilities, and which require assistance from other political subdivisions.

**2300.3 Emergency Preparedness:** The Board authorizes the establishment of an Emergency Preparedness Program, which consists of the nationally-recognized four phases of emergency management: mitigation, preparedness/planning, response, and recovery. District actions will include developing and maintaining a Districtwide emergency plan, identifying and training District personnel to activate and use the plan, appointing District personnel to critical positions identified in the emergency plan, and appointing District personnel to represent the District in negotiations or consultations with other agencies on matters pertaining to response to the emergency and recovery of damaged systems and costs incurred during the emergency.

**2300.4 Standardized Emergency Management System:** The California Office of Emergency Services regulates the Standardized Emergency Management System (SEMS), which was created pursuant to Government Code section 8607 following the East Bay Hills Firestorm in 1991. To ensure reimbursement for claims filed after a disaster, all District emergency plans, procedures, and training will follow the SEMS regulations, and coordinate with the District-wide emergency plan.

**2300.5 District Emergency Declaration:** When an emergency condition arises, the District General Manager may, in consultation with the Board President, declare a "District

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Emergency.” The Board must **ratify the declaration within 14 days at a regular, special, or emergency Board meeting.**

**2300.6 Authorization During District Emergencies:** The District General Manager’s Declaration of a District Emergency is a public acknowledgement of the serious situation the District faces, and that the District’s resources may not be adequate to respond to the emergency. The Board, in consultation with the District General Manager, may delegate to the District General Manager the authority to suspend competitive bidding and enter into emergency contracts, as authorized by Public Contract Code section 22050.

**2300.7 Mutual Aid:** The California Master Mutual Aid Agreement (Government Code sections 8561–8617) allows for the implementation of mutual aid during threatened, actual, or declared emergencies. The District General Manager, in accordance with the emergency plan, may request mutual aid assistance from other agencies, or commit District resources to other agencies requesting aid. The District General Manager may sign appropriate documents to effectuate mutual aid and other emergency response agreements.

**2300.8 Continuity of Management:** The District’s emergency plan will list at least two successors to critical District personnel identified in the plan, including the District General Manager. If the primary person is unable to respond to an emergency, each successor, in order, may assume all the duties and powers of the primary person.

**2300.9 Status Reports:** The District General Manager will provide annual reports to the Board on the progress of the Emergency Preparedness Program. Additional reports will be given to the Board on the effectiveness of the plan and District response within 60 days of the occurrence of a declared District emergency.

**2300.10 Dissemination of Information:**

**2300.10.1 Customer Contact Information:** To ensure effective communication during an emergency, the District shall develop and maintain a secure database of current customer contact information, including phone numbers, email addresses, and physical mailing addresses where feasible. Customers will be encouraged to update their contact details annually or whenever changes occur.

**2300.10.1 Communication Tree:** In conjunction with this, the District will establish and maintain an Information Dissemination Tree—a tiered communication structure designed to quickly and reliably transmit critical information during emergencies. The tree will identify key personnel and alternate contacts responsible for forwarding





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information through successive levels, including District personnel, external partners, and customers. This structure shall be tested periodically as part of emergency drills and revised as necessary to reflect District personnel or system changes.

The goals of this system are to:

- Ensure timely distribution of emergency instructions, service updates, and safety advisories.
- Minimize misinformation and confusion among customers and District personnel.
- Support the continuity of critical communications across various emergency scenarios.

The Emergency Plan shall include specific protocols for activating the dissemination tree and using customer contact data, in alignment with the District's privacy and data protection regulations.

