



CSUB Emergency Response Guide

UNIVERSITY POLICE DEPARTMENT
CHIEF MARTY WILLIAMSON



California State University, Bakersfield

EMERGENCY RESPONSE GUIDE FOR FACULTY AND STAFF

CSUB University Police Department

Information to Assist Faculty and

Staff During Emergencies

January 2019

PREFACE

California State University, Bakersfield has established emergency preparedness, response and recovery guidelines for students, faculty, staff and campus auxiliary organizations to help minimize and manage the impact of campus emergencies. This manual is intended to help the campus community respond quickly and effectively to any emergency conditions that may occur on the CSUB campus.

Please take time to become familiar with the valuable information contained in this guide as it provides a quick reference for appropriate actions in the event of an emergency situation. The guide should be kept in an accessible location, preferably near a phone.

If you have any questions or comments, please contact the University Police Department at (661) 654-2677.



Lynnette Zelezny, Ph.D, M.B.A

President

California State University, Bakersfield

January 2019

University Police Department

Chief of Police

Marty Williamson



California State University, Bakersfield

Mail Stop: 6 PS

9001 Stockdale Highway

Bakersfield, CA 93311

Non-Emergency: (661) 654-2677

Emergency: 911 or (661) 654-2111

Anonymous Tip Line: (661) 654-INFO (4636)

A Message from the Chief of Police and Director of Public Safety

Emergency Manager

The information contained in this booklet is designed to provide you with a snapshot of the California State University Bakersfield (CSUB) emergency response procedures to follow during an emergency. In the event of an emergency, this document may also be used as a quick reference guide.

The Police Department is responsible for implementation and maintenance of an emergency management system on campus and the development and implementation of programs and projects in emergency planning, training, response, and recovery.

This desk reference provides emergency response procedures for some of the most common or likely critical incident emergency situations that may occur on a university campus. Additionally, we have included an active shooter scenario that although rare, can cause a great deal of concern in terms of emergency response. Please read this booklet thoroughly before an emergency occurs. This will enhance your chances of protecting yourself and others in an emergency situation.

If you have any questions about the information in this booklet or wish further information, please contact the Police Department at (661) 654-2677.

Thank you,

Marty Williamson

Chief of Police-Director of Public Safety

Emergency Management and Response at CSU Bakersfield

California State University, Bakersfield (CSUB) has a comprehensive Emergency Management (All Hazards) Plan that establishes the policy, procedures, and organizational structure to respond, control and recover from emergency situations, using the National Incident Management Training System (NIMS). A complete copy of the plan can be found at <https://www.csub.edu/bas/police/emergency/preparedness/index.html>

Emergency Procedure Posters: are placed in classrooms and offices as a means of both educating and reminding community members of response procedures for a wide array of emergencies. The colorful and concise posters are typically located in the common areas of campus buildings.

An Emergency Operations Team consisting of managers and staff from various areas on campus are trained to respond to the Emergency Operations Center and evaluate emergency situations using the Incident Command System (ICS).

An Emergency Operations Center (EOC) is a specially equipped location used by the Emergency Operations Team to evaluate situations and plan for the effective management of the incident which will include people, organizations, and resources utilized in response to emergencies.

EOC Primary Location – University Police Department

EOC Secondary Location – Mobile Command Units

Building Marshals are designated for each campus building and are responsible for assisting in the safe and orderly evacuation of campus facilities and buildings in the event of a disaster.

The Chief of Police of the CSUB Police Department serves as the Emergency Manager and is assisted by a UPD Lieutenant and a Sergeant. These positions further enhance the campus' ability to manage and integrate its comprehensive security and emergency management programs into existing campus organizations and activities.

Communication During an Emergency

CSUB has a Communication Plan for emergency responders using satellite phones, cell phones, email, and portable radios to ensure communication and interoperability with each other and external agencies such as the Chancellor's Office, State of California Office of Emergency Services (Cal OES), local law enforcement agencies and Bakersfield Fire Department (BFD). Emergency information is communicated to the campus community by way of a voice and text messaging using CSUB Alert, Visiplex Speaker system, fire alarm systems, the University Web site, public address systems maintained by the Police Department, and external media sources.

University Web Site: In the event of an on-campus or local emergency the home page of the University's Web site may be regularly updated with information bulletins.

myCSUB: myCSUB is the Web based portal that provides campus users with single point of access for major campus Information Technology applications, including CSUB Learn, CSUB Records, and Roadrunner Email.

CSUB Alert: CSUB subscribes to an emergency messaging system that can simultaneously send safety alerts to telephones, e-mail addresses, text/SMS and TTY/TDD devices. It will only be used for emergency communication purposes and required drills. Students, faculty, and staff members are able to manage their contact information through myCSUB.

Fire Alarm Systems: CSUB has a comprehensive fire alarm system that is used to alert individuals when they are required to evacuate a building. Building Marshals within each building have been trained to facilitate an evacuation and provide guidance to students, faculty, and staff.

Signage: Members of Police & Parking Services have the capability to quickly post informational or instructional signage at the points of entry onto the campus.

Emergency Command Vehicle: The SUV is equipped with communication equipment – including public address capabilities, and is maintained by the Police Department. It is used as a mobile command post at major incidents and can act as a staging location for University Police and external agencies to work together in a Unified Command System.

Radio: Emergency Alerts may be broadcasted through County of Kern – 1610 kHz

Faculty and staff responsibilities in emergency management and preparedness include:

- Be familiar with your department or unit’s Emergency Action and Business Continuity Plans (BCP).
- Identify your Building Marshals.
- Be familiar with your building’s floor plan. Know where the stairs, fire extinguishers and first aid kits are located.
- Know the location and content of the building evacuation maps including the designated outside meeting area.
- Know about campus emergency procedures such as how to respond to a medical emergency, fire/explosion, hazardous materials spill, active shooter, bomb threat, earthquake, evacuation, etc.
- Be informed about appropriate safety information relevant to any hazards encountered in your work place.
- Ensure your emergency contact information is up-to-date within your department and the Human Resources office.

→To report an emergency, dial 911 on all campus phones to contact University Police. Dial (661) 654-2111 from a cell phone to contact University Police. Outdoors on campus use Blue Light emergency phones to report an emergency.

Medical Emergency

Injury and illness are the most common of all campus-related emergencies. If a serious injury or illness occurs, remain calm and proceed as follows:

Call University Police at 911 from a campus phone or 661-654-2111 from a cell phone

- Give your name.
- Describe the nature and severity of the medical problem.
- Give the campus location of the victim.
- Provide an estimated age and gender of the victim.
- Describe whether or not the victim is conscious and breathing.
- Look for emergency medical ID and give all information to the Police.
- Administer first aid to the extent possible based on your level of training.

NOTE: All University Police Officers are trained in basic first aid and AED response.

- In case of minor injury or illness, an injured person should notify their supervisor.
- If in doubt, contact the University Police Department.

A Supervisor's Accident Investigation Report must be completed and sent to Human Resources within 24 hours for all employee injuries.

Fire/Explosion

If you discover fire or see smoke:

Gather the following information and call University Police at 911 from a campus phone or (661) 654-2111 from a cell phone, or directly from a Blue Light emergency phone identify yourself and report the following:

- Building name and address
- Room/location of fire
- Type of fire
- Smoke or flame
- Smoke odor

For minor fires such as smoke in a waste basket, locate the fire extinguisher. If you are comfortable using a fire extinguisher see instructions that follow.

Fire Extinguisher Instructions:

- P** PULL safety pin from handle.
- A** AIM nozzle at base of fire.
- S** SQUEEZE the trigger handle.
- S** SWEEP from side to side (watch for re-flash).

For larger fires, evacuate the building and pull a fire alarm.

If you are the last person out of a room, close the door behind you – **DO NOT LOCK THE DOOR.**

If you become trapped inside a building during a fire:

Call University Police (911 from campus phone; (661) 654-2111 from cell phone). Tell them your location and that you need Fire Department assistance to get out.

- Stay near a window and close to the floor.
- If possible, signal for help.

Hazardous Materials

In case of a hazardous material spill or exposure to infectious material, remain calm, and proceed as follows:

Chemical and Solvent Spills:

If spill involves personal injury, remove clothing and flush with warm tap water for 15 minutes; call 911 from a campus phone or (661) 654-2111 from a cell phone.

If immediate hazard exists or medical assistance is required, call 911 from a campus phone or (661) 654-2111 from a cell phone. Immediately evacuate and limit access to the affected area. All evacuations should be upwind from the release location.

For small spills/those not involving immediate danger to lives or property:

- Confine the spill.
- Evacuate and secure the immediate area; limit access to authorized personnel. Contact University Police. Also insure an Environmental Health & Safety (EHS) Specialist in the Office of Safety & Risk Management at (661) 654-6320 is contacted.
- Identify yourself and report the information.
- Be as specific as possible about the type, amount and location of material released.

Unless immediate medical attention is needed, all persons who have been potentially exposed should report to emergency personnel at the Incident Command Post (ICP) site and notify University Police that they have been exposed.

Bomb Threat or Suspicious Object

Report ALL bomb threat calls to the University Police at 911 from a campus phone or (661) 654-2111 from a cell phone.

University Police Officers may conduct a detailed bomb search. Staff are requested to make cursory inspections of their areas for suspicious objects and report their location to the University police at 911 from a campus phone or (661) 654-2111 from a cell phone. If you find a suspicious object, **DO NOT TOUCH THE OBJECT-report the location to University Police!**

If you observe a suspicious object or potential bomb on campus, do not handle the object! Clear the area immediately and leave the building. Dial 911 from a campus phone or (661) 654-2111 from a cell phone as soon as possible. UPD will establish exit routes and assist in building evacuation if necessary.

Any person receiving a phone call that a bomb or other explosive device has been placed on campus is to ask the caller:

- When is the bomb going to explode? →Where is the bomb located?
- What kind of bomb is it? →What does it look like?
- Why did you place the bomb?

Keep the caller on the phone as long as possible. Listen carefully to the caller and try to determine and record the following:

- Date and time of the call →Exact words of the caller
- Age and sex of the caller →Speech pattern and/or accent
- Emotional State →Background noises (i.e. traffic)

See attached checklist.

BOMB THREAT CHECK LIST

Questions to ask: Exact wording of the threat:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What does the bomb look like? _____
4. What kind of bomb is it? _____
5. Did you place the bomb to explode? _____
6. Why did you place the bomb? _____
7. Why did you place the bomb? _____
8. What is your address? _____

Sex of Caller: M/F Age: _____ Race: _____ Length of call: _____

Caller's Voice:

- Calm Laughing Lisp Distinguished Angry Crying
 Raspy Accent Excited Normal Deep Familiar
 Slow Distinct Ragged Rapid Slurred Soft
 Nasal Loud Stutter Cracking Voice Clearing Throat
 If voice is familiar, who does it sound like? _____

Background Sounds:

- Motor Clear Static Crockery Street Noises
 Static Voices Local Music House Noises
 Booth PA System Office Machinery
 Animal Noises Long Distance Other _____

Threat Language:

- Well Spoken (educated) Foul Incoherent Irrational
 Taped

Remarks: _____

*Fill out *completely* and report the call to University Police immediately*

Earthquake

Should an earthquake strike while you are at an indoor work location, do the following:

Duck - Duck or drop down on the floor

Cover – Take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors or tall furniture.

Hold – If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

- If you are in a hallway, drop to the floor against an interior wall—protect your head and neck with your arms.
- If you are with visitors or students, shout “Earthquake! Duck, Cover and Hold!”
- Do not enter or exit the building during the shaking - there is danger from falling debris.
- Do not use the elevators.
- If you are outdoors, find a spot away from buildings, trees, streetlights and power lines. Drop to the ground and stay there until the shaking stops. Do not return to your building until authorized.
- In a car—stop in the safest place away from underpasses/overpasses, bridges, etc. Stay in the vehicle until the shaking stops.
- **BE PREPARED FOR AFTERSHOCKS!!**

Workplace Violence

You must take seriously any information you become aware of that signals a potentially violent situation.

Warning Signs of Violence (FBI's National Center for the Analysis of Violent Crime)

- Direct or veiled threats of harm;
- Intimidating, belligerent, harassing, bullying, or other inappropriate & aggressive behavior;
- Numerous conflicts with others;
- Bringing a weapon to the campus, brandishing a weapon, making inappropriate references to guns, or fascination with weapons;
- Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides;

→Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide;

→Drug/alcohol abuse; and extreme changes in behaviors

Contact University Police Department and we will partner with other campus and community resources to resolve the situation.

→Dial 911 from any campus phone or (661) 654-2111 from a cell phone in the event of imminent danger

→Carefully explain the problem and location. Do not hang up until you are told to do so.

The University has a well-established Threat Assessment / Behavioral Intervention Team that meets regularly to assess these types of situations and takes steps to intervene in an effort to prevent campus violence.

Surviving an Active Shooter Event

If you were ever to find yourself in an active shooter event, your survival may depend on whether or not you have a plan.

There are three things you can do to make a difference: **Run. Hide. Fight.**

RUN

When an active shooter is in your vicinity:

→If there is an escape path, use your best judgement, attempt to evacuate

→Evacuate whether others agree to or not

→Leave your belongings behind

→Help others escape, if possible

→Prevent others from entering the area

→Call 911 when you are safe

HIDE and LOCKDOWN

If evacuation is not possible, find a place to hide

→Lock and/or blockade the door

→Silence your cell phone

→Spread out, do not group together

- Hide behind large objects
- Remain very quiet
- Prepare a plan

Your hiding place should:

- Be out of the shooter's view
- Provide protection if shots are fired in your direction
- Not trap or restrict your options for movement

FIGHT

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter
- Act with physical aggression
- Throw items and yell at shooter to distract
- Improvise weapons, throw pencils, books, water bottle etc.
- Commit to your actions

When law enforcement arrives:

- Remain calm and follow instructions
- Keep your hands visible at all times
- Avoid pointing or yelling
- Know that help for the injured is on its way

Try to be aware of your environment, and always have an exit plan.

Evacuation

Building evacuation will occur via one of the following mechanisms:

- When a building evacuation alarm is sounded: or
- Upon notification by a University Police officer, or by a building marshal.
- When a signal to evacuate the building is sounded, walk quickly to the nearest marked exit and ask others to do the same.

- Direct visitors and students to the closest stairwell for prompt evacuation to the assembly point outside. Building marshals will be required to report on whether any staff are missing or are known to have remained in the building due to disability or injury.
- Assist people with disabilities in exiting the building.
- Once outside the building, move to your designated evacuation area. Stay at least 100 feet away from any affected buildings or structures.
- Keep streets and walkways clear for emergency vehicles and personnel.
- An Incident Command Post (ICP) may be established near the emergency site.
- DO NOT return to an evacuated building unless directed to do so by a University Police Officer or by a Building Marshal.

Await further instructions from University Police

Under no circumstances should an employee unilaterally decide to ignore a fire alarm, fire drill or a request for evacuation in order to continue working without interruption.

Shelter in Place

Some emergencies may require you to take shelter in your office. If you are notified to shelter-in-place or you find you cannot exit because of greater dangers outside the building:

- Move to an interior room or building space away from as many windows as possible.
- Do not use elevators.
- Bring everyone into the room.
- If available, take a radio or television with you to monitor the news.
- Place wet towels or clothing around doors and windows to seal
- Keep calm and review evacuation procedures with staff members.
- If available, check your CSUB email, texts, cell phone or web site regularly for messages giving you further instructions.
- Stay where you are until otherwise notified to move. Wait for a police officer or further directions.
- Follow instructions of Emergency Response Personnel.
- Do not leave your room until notified to do so by emergency personnel.

Important note regarding phones during any type of emergency:

Overloading will likely bring down all telephone services, including cellular phones. Avoid using any telephone services except for life safety and emergency calls.

Pandemic Flu Information

Should a Pandemic Flu outbreak occur, the possibility exists that the campus would need to cancel classes and activities. Individuals should monitor local media outlets and the University's Web site at www.csub.edu to obtain the latest available information. This site also contains more detailed campus information and links to additional health information and resources on this topic, such as:

Centers for Disease Control: <https://www.cdc.gov/>

U.S. Government: <https://www.usa.gov/>

Kern County Public Health Department: <http://kernpublichealth.com/>

CSUB thanks each of the sources listed above for providing information for this brochure.

Practice Good Health and Hygiene Habits

Wash hands frequently with soap and water or alcohol-based hand sanitizer.

- Cover coughs and sneezes with tissues.
- Cough or sneeze into your upper sleeve, not your hands.
- Stay healthy: Eat a balanced diet, exercise daily, and get enough rest.
- If you become ill, stay home or in student housing and away from others as much as possible.
- Students, faculty, and staff should not come to school when sick.
- Avoid close contact with people who are sick.

Emergency Preparedness

Emergency preparedness begins at home. How well you and your family survive in an emergency often depends upon how well you prepare beforehand. The information provided below can be applied to emergency planning at home as well as in the work place. Visit <https://emergency.cdc.gov/preparedness/> to obtain further information on how you can prepare yourself.

Before an Emergency:

- Conduct an office and home hazard hunt – know the safe and danger spots. Know how to shut off utilities. Secure and anchor furniture. Know where fire extinguishers are and how to use them. Have smoke and carbon monoxide detectors.
- Create an emergency plan with your family that includes:
 - A communication plan
 - An evacuation plan
 - An emergency financial plan
 - Alternate transportation plans
- Practice your plans with your family!
- Create an emergency supplies kit of food, water and supplies for your home, car and your workplace.
- Know the emergency plans at your children’s school, child care, etc.
- Learn first aid and CPR.

Emergency Supplies Checklist

- Keys—extra set of car and house keys
- Water—3 days to 1 week supply—1 gallon/person/day
- Food—3 days to 1 week supply of non-perishable food, manual can opener, utensils
- First Aid kit—with manual and medical supplies
- Radio—extra batteries
- Flashlights—extra batteries, matches, lighter
- Medications—over-the-counter, prescriptions and prescription lists
- Cash and important documents—small bills, coins, deeds, insurance papers, family photos, medical cards, etc.
- Clothing and sturdy shoes, bedding, and personal hygiene items
- Tools—adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, etc.
- Sanitation and hygiene supplies
- Special needs—supplies for kids, pets, seniors, and people with disabilities
- Out-of-state contact list

Please visit the web site for the American Red Cross for further emergency preparedness information at: <http://www.redcross.org/> or the local American Red Cross at <http://www.redcross.org/local/california/central-california/local-chapters/kern>

Emergency Contacts

- 911 (From a campus phone)
- (661) 654-2111 (From a cell phone to reach CSUB Police)
- Emergency “Blue Light” phones (activate the phone and you will be connected to CSUB police).

Emergency Information Updates

- (661) 654-6666 general campus phone will have updated recordings
- <http://www.csub.edu>: CSUB web home page will display emergency bulletins.
- Emergency Alert System (EAS): https://www.csub.edu/healthcenter/emergency_alert/

Non-Emergency Numbers

- (661) 654-2677 CSUB Police Department
- (661) 654-6320 CSUB Environmental Health & Safety
- (661) 654-2211 CSUB Operations, Planning & Construction

Notes: