



CALIFORNIA STATE UNIVERSITY
DOMINGUEZ HILLS

**CSU Dominguez Hills
Emergency Operations
Desk Reference**

***For FACULTY, STAFF
AND STUDENTS***

**Information to Assist
You in Emergency
Response Procedures**

Presented as a Service by:
University Police

1000 Victoria Street
Carson, CA 90747

Message from the Emergency Operations Incident Commander

The information contained in the pamphlet is designed to provide you with a snapshot of the Cal State Dominguez Hills emergency management and preparedness program and response procedures to follow during an emergency. In the event of an emergency, this document may be used as a quick reference guide.

University Police is responsible for the 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 shooting situations that although rare, cause a great deal of concern in terms of emergency response. Please read this pamphlet 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 pamphlet or wish further information, please contact University Police.

Thank you,

Carlos Velez

Chief of Police

Cal State University Dominguez Hills Emergency Operations Plan

Emergency Operations Plan (EOP):

The purpose of the all hazards emergency operations plan (EOP) is to establish policies, procedures and an organizational structure for response to an emergency. The EOP is in compliance with the

State of California's Standardized Emergency Management System (SEMS) which was enacted in the California Government Code in 1995 and with the Federal Government's National Incident Management System (NIMS) released in 2004. Organizational operating procedures utilize the Incident Command System (ICS) for response to an emergency.

These systems provide an organizational framework under which all agencies function in an integrated fashion. The Emergency Operations Plan organizes the flow of information, provides coordination between responding agencies, and assists in rapid mobilization and deployment of resources.

Goals of the Emergency Operations Plan:

- Ensure the safety and security of faculty, staff, students and visitors.
- Protect university property.
- Maintain university operations and essential services.
- Assist the community in disaster recovery.

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Emergency Operations Plan



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Emergency Operations Center (EOC)

In the event of an emergency the **Emergency Operations Center (EOC)** is activated to manage and coordinate resources and personnel to make decisions, and to coordinate the flow of information and strategy required to deal effectively with an emergency.

The EOC is where campus emergency management staff are deployed to coordinate the response to an emergency event impacting the campus, the deployment of campus emergency response teams, and any requests from or to the City/County EOCs, if needed. The EOC is the central command and coordination point for disaster response.

CRITERIA FOR ACTIVATION OF THE EOC:

- Resources beyond university capabilities are required.
- The emergency will be of a long duration.
- Major policy decisions will or may be required.
- Local or state of emergency is declared.
- Activation of the EOC will be advantageous to the successful management of the emergency.

Faculty Responsibilities

Faculty responsibilities in providing a safe learning environment for students in their classrooms include:

- Inform students at the first class meeting and throughout the semester of the appropriate safety information relevant to any hazards encountered in their classroom, and the following information:
- The location of the fire alarms, telephones and building emergency exits closest to the classroom.
- The location and content of the building evacuation maps, including the designated outside meeting area for the class. Building evacuation maps are located near the elevators. Information on assembly areas can be found in this pamphlet and at http://www.csudh.edu/admfin/risk_management/risk_management_evacuation_map.pdf
- Dial **911** on all campus phones to contact University Police. Dial **310-243-3639** from a cell phone to contact University police. Outside on campus, use Blue Light emergency phones to report an emergency.
- Inform students about campus emergency procedures. These include how to respond to a medical emergency, fire/explosion, hazardous materials spill, bomb threat, earthquake, evacuation, etc.
- Advise students to ensure emergency contact information is up to date in web portal for campus mass communications system.

Staff Responsibilities

Staff responsibilities in emergency management and preparedness include:

- Be familiar with your College/Department or unit's ***Emergency Action Plan***.
- Identify your Floor Wardens.
- 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. Building evacuation maps are located near the elevators. Information on assembly areas can be found in this pamphlet and at http://www.csudh.edu/admfir/risk_management/risk_management_evacuation_map.pdf
- Review campus emergency procedures located in this pamphlet on how to respond to a medical emergency, fire/explosion, hazardous materials spill, bomb threat, earthquake, evacuation, etc.
- Ask your supervisor about appropriate safety information relevant to any hazards encountered in your work place.
- If you decide to participate—ensure your emergency contact information is up to date in the web portal for the campus mass communications system.
- To report an emergency, dial **911** on all campus phones to contact University Police. Dial **310-243-3639** from a cell phone to contact University Police. Outside on campus use red emergency phones to report an emergency.

Student Responsibilities

Student responsibilities in emergency management and preparedness include:

- **Ensure your emergency contact information is up to date in the web portal for the campus mass communications system ([ToroAlert](#)).**
- Listen carefully when faculty, staff and emergency personnel tell you what to do.
- Take drills seriously and encourage others around you to do the same.
- Know the location and content of the building evacuation maps, including the designated outside meeting areas for your classes. Building evacuation maps are located near the elevators.
- Learn what to do in an emergency beforehand—know about campus emergency procedures such as how to respond to a medical emergency, fire/explosion, hazardous materials spill, bomb threat, earthquake, evacuation, etc.
- Be informed about the appropriate safety information relevant to the hazards encountered in your classrooms and labs.
- Dial **911** on all campus phones to contact University Police. Dial **310-243-3639** from a cell phone to contact University Police. Outside 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 there is a serious injury or illness occurs, remain calm and proceed as follows:

Call University Police at 911 from a campus phone or 310-243-3639 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, CPR and AED. During normal working hours (8-5) Monday through Friday, a nurse and/or a doctor from the Student Health Center may also be summoned.

- In case of minor injury or illness, an injured person may go to the Student Health Center. If in doubt, contact University Police.
- All injuries must be reported to supervisors.

An Accident Investigation Report must be completed and sent to RM/EHOS 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 **310-243-3639** from a cell phone, or directly from a red 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.

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 large 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; 310-243-3639 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 tap water for 15 minutes; call **911** from a campus phone or **310-243-3639** from a cell phone.

If immediate hazard exists or medical assistance is required, call **911** from a campus phone or **310-243-3639** 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 Risk Management/ Environmental Health & Occupational Safety (EHOS) ext. 2895

- 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 without causing further exposure.



Bomb Threat or Suspicious Object

Report **ALL** bomb threat calls to the University Police at **911** from a campus phone or **310-243-3639** from a cell phone.

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)

University Police Officers will 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. **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 as soon as possible.**



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!!***



Active Shooter Or Hostile Intruder

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation.

If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

- Get Out (Escape)
- Hide Out (Barricade)
- Take Out (Defend)

If safe to do so, escape the situation by moving quickly to a safe location, far away from the shooter.

If you feel it is too dangerous to escape:

- Go to a safe room
- Take cover behind something that will stop a bullet.
- Hide (look for a chance to escape).
- Get out if possible (i.e. windows).

If a shooter is outside your building:

- Proceed to a room that can be locked, enter and use furniture to block the door(s).
- Turn off lights and get down on the floor below window level.
- Dial **911** from a campus phone or **310-243-3639** from your cell phone and report to police. Keep your phone on vibrate so you don't alert the suspect to your location.
- Advise the dispatcher of what is taking place, and;
 - Inform him/her of your location.
 - Remain in place until the police, or a campus administrator known to you, gives the all clear.
 - Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.



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 floor warden.

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. Floor wardens 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 (look for an orange cone) 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 floor warden.

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.



Evacuation Procedures

Instructions for a safe evacuation:

- Identify the building where you currently work or are in on the map below.
- Match the color of the building with the color of the evacuation assembly area.
- Go to that area in the event of an evacuation





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.
- Shut and lock all windows and doors. Seal with duct tape if possible.
- Make a list of who is there and call University Police to report who is in the room with you.
- Keep calm and review evacuation procedures with staff members.
- If available, check your CSUDH email 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 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.



Elevator Incident

Inside the elevator:

- Press the Alarm or Emergency Call Button in the elevator to activate the intercom.
- Speak to University Police personnel.
- Report the car location (building), describe the situation and let them know how many occupants are in the elevator with you.
- Remain calm. Elevator Engineers will be dispatched by University Police and/or Physical Plant to assist you. Lights inside the elevator may be inoperable.
- Do not force elevator doors open or climb out of the car's ceiling unless assisted by the Elevator Engineers.
- Do not exit an elevator if the doors open between floors.

Outside the elevator:

- Call University Police, dial **911** in an emergency from a campus phone or **310-243-3639** from a cell phone to report a malfunctioning elevator.
- Do not use the malfunctioning elevator.
- Do not force the elevator doors open to free occupants inside the car.



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.



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 detectors.
- Create an emergency plan with your family that includes:
 - A communications 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

We suggest you have the following available at home and/or in your car:

- 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, medical cards, etc.
- Clothing** and sturdy shoes, bedding
- Tools** - adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, etc.
- Sanitation** and hygiene supplies
- Special needs** - supplies for kids, pets, seniors,

Evacuation Checklist

A checklist if you have emergency supplies:

- Emergency supply kit
- Out-of-state contact list
- Cash and credit cards
- Important documents
- Medications and prescriptions
- Clothing and personal hygiene items
- Family photos
- Baby/children needs
- Special needs items
- Pet care items

Emergency Contacts

- **911** (FROM A CAMPUS PHONE)
- **310-243-3639** (FROM A CELL PHONE TO REACH CSUDH POLICE)
- **RED EMERGENCY PHONES** (ACTIVATE THE PHONE AND YOU WILL BE CONNECTED TO CSUDH POLICE)

Emergency Information

- **1-866-747-8827** (For Campus Status)
- **<http://www.csudh.edu>**: CSUDH home page will display emergency bulletins
- **KABC 790 AM**: Emergency Alert System (EAS)

Non-Emergency Numbers

- **310-243-3639** CSUDH Police Department
- **310-243-2895** Environmental Health & Safety
- **310-243-3804** Physical Plant Management
- **310-243-3629** Student Health Center
- **310-243-2751** Emergency Mang/Prep Coord.

