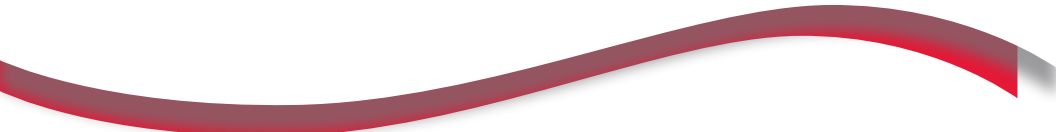




Channel Islands

CALIFORNIA STATE UNIVERSITY



**California State University  
Channel Islands  
Emergency  
Response Guide  
For Faculty, Staff, and Students**



**Information to Assist Faculty,  
Staff and Students During Emergencies**



## Message from the Chief of Police and Director of the Emergency Operations Center

The information contained in this booklet is designed to provide you with a snapshot of the California State University Channel Islands 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.

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 437-8444.

Thank you,

John M. Reid

Chief of Police

## Emergency Management and Response at CSU Channel Islands

CSU-CI 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 <http://www.csuci.edu/police/EMP-Complete.pdf>

**Emergency Procedure Posters:** are strategically placed around campus 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 Group (EOG)**, including University police officers, risk management officials, building marshals, Operations Planning and Construction staff, communication professionals, and housing staff, respond to and evaluate emergency situations using the Incident Command System (ICS).

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

EOC Primary Location – University Hall, Training Room #1650

EOC Secondary Location – University Police Station, Placer Hall

**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.

**Critical Incident Plans and Training:** The University Police Department has reviewed Critical Incident Response Plans and provided “violent incident response” training to all its police officers. In addition, police officers are certified as Emergency Medical Technicians (EMT), and receive regular training on the National Incident Management System (NIMS), mental health disorders, and firearms skills. All members of the EOG receive annual training in emergency response procedures.

**Fire Safety:** The University has established a Fire and Life Safety Committee. This group, in collaboration with a State Deputy Fire Marshal, ensures that required and/or appropriate fire safety education programming is accomplished on campus and that all campus buildings are in compliance with all applicable fire codes and regulations. Local fire protection is provided by the Ventura County Fire District.

A Sergeant assigned to the CSU-CI Police Department serves as a dedicated **Emergency Preparedness Manager**. This position further enhances the campus’ ability to manage and integrate its comprehensive security and emergency management programs into existing campus organizations and activities.

## Communication during an Emergency

CSU-CI has a **Communication Plan** for emergency responders using satellite phones, cell phones, pagers, email, and portable radios to ensure communication and interoperability with each other and external agencies such as the California State University Chancellor’s Office, State of California Office of Emergency Services, and Ventura County Sheriff and Fire Departments. Emergency information is communicated to the campus community by way of a voice and text messaging, VC Alert, campus email, fire alarm systems, the University Web site, public address systems maintained by the Police Department, and external media sources.

**Voice and Text Messaging “Blast”:** CSU-CI uses a software product called InformaCast, a robust, full-featured system that allows a University official to simultaneously broadcast a prerecorded or live audio and/or text message to multiple campus telephones, and indoor and outdoor systems. InformaCast provides the quickest and most comprehensive means of notifying all individuals on campus of a critical incident.

**VC Alert:** CSU-CI is partnered with the Ventura County Sheriff Department which provides a mass notification system (VC Alert) to provide urgent communication to all hard wired phones located within the campus community. Additionally, individuals residing on campus who have a cellular phone or mobile device can sign-up at <http://www.vcsd.org/oes/> if they want to receive text message alerts sent during a local emergency.

**Campus Email:** The campus email system has been organized to quickly send mass batches of email messages to students, faculty, and staff members in the event of an emergency.

**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. In addition, the home page at [www.csuci.edu](http://www.csuci.edu) provides a direct link to emergency preparedness resources. Users can find the link at the bottom of the Web page.

**myCI:** myCI is the web based portal that provides campus users with single point of access for major campus Information Technology applications, including CI Learn, CI Records, and Dolphin Email. During an emergency situation University officials have the ability to post information updates to myCI.

**CI Alert:** CI subscribes to the Connect-ED® 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 for occasional announcements that could be of interest to all or specific parts of the campus community. Students, faculty, and staff members are able to manage their contact information through myCI.

**Fire Alarm Systems:** CSU-CI 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 two main points of entry onto the campus.

**Emergency Command Vehicle and Trailer,** equipped with communication equipment – including public address capabilities, is maintained by the Police Department. It is used as a mobile command post at major incidents where University officials will work together in a unified command with external agencies.

**Radio:** Emergency Alerts may be broadcasted through KVEN 1450 AM, KHAY 100.7 FM, or KMLA 103.7 AM (Spanish).

### Faculty and staff responsibilities in emergency management and preparedness include:

- Be familiar with your department or unit's Emergency Action and Business Continuity Plans.
- Identify your Building and Floor 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. Building evacuation maps are posted throughout buildings.
- 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 437-8444 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 there is a serious injury or illness occurs, remain calm and proceed as follows:

Call University Police at 911 from a campus phone or 437-8444 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 and certified Emergency Medical Technicians (EMTs).

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

*A Supervisor's Accident Investigation Report (DH&S Form 620) 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 437-8444 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.

**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; 437-8444 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 437-8444 from a cell phone.

If immediate hazard exists or medical assistance is required, call 911 from a campus phone or 437-8444 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 Environmental Health & Safety (EHS) ext. 8847
- ➡ 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 site and notify University personnel 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 437-8444 from a cell phone.

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 or 437-8444 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 437-8444 from a cell phone as soon as possible.

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?
- ➡ What kind of bomb is it?
- ➡ Why did you place the bomb?
- ➡ Where is the bomb located?
- ➡ What does it look like?

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

# 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 and we will partner with other campus and community resources to resolve the situation.

- Dial 9-1-1 from any campus phone in the event of imminent danger
- Dial 805-437-8444 or 9-1-1 from a cell phone
- 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

### **WARNING** **Active Shooter**

If you were ever to find yourself in the middle of 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, 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**

If evacuation is not possible, find a place to hide

- ▶▶▶ Lock and/or blockade the door
- ▶▶▶ Silence your cell phone
- ▶▶▶ Hide behind large objects
- ▶▶▶ Remain very quiet

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
- ▶▶▶ Improvise weapons
- ▶▶▶ 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 floor or 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 and floor 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 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 or floor marshal.

*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.
- ▶▶▶ Shut and lock all windows and doors.
- ▶▶▶ 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 CSU-CI email 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 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 so individuals should monitor local media outlets and the University's Web site at [www.csuci.edu](http://www.csuci.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:** <http://www.cdc.gov/flu/avian/gen-info/facts.htm>

**U.S. Government:** <http://www.pandemicflu.gov>

**Ventura County Public Health Department:** <http://www.vchca.org/ph/>

California State University Channel Islands 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 [www.ready.gov](http://www.ready.gov) 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: [www.redcross.org](http://www.redcross.org)

### Emergency Contacts

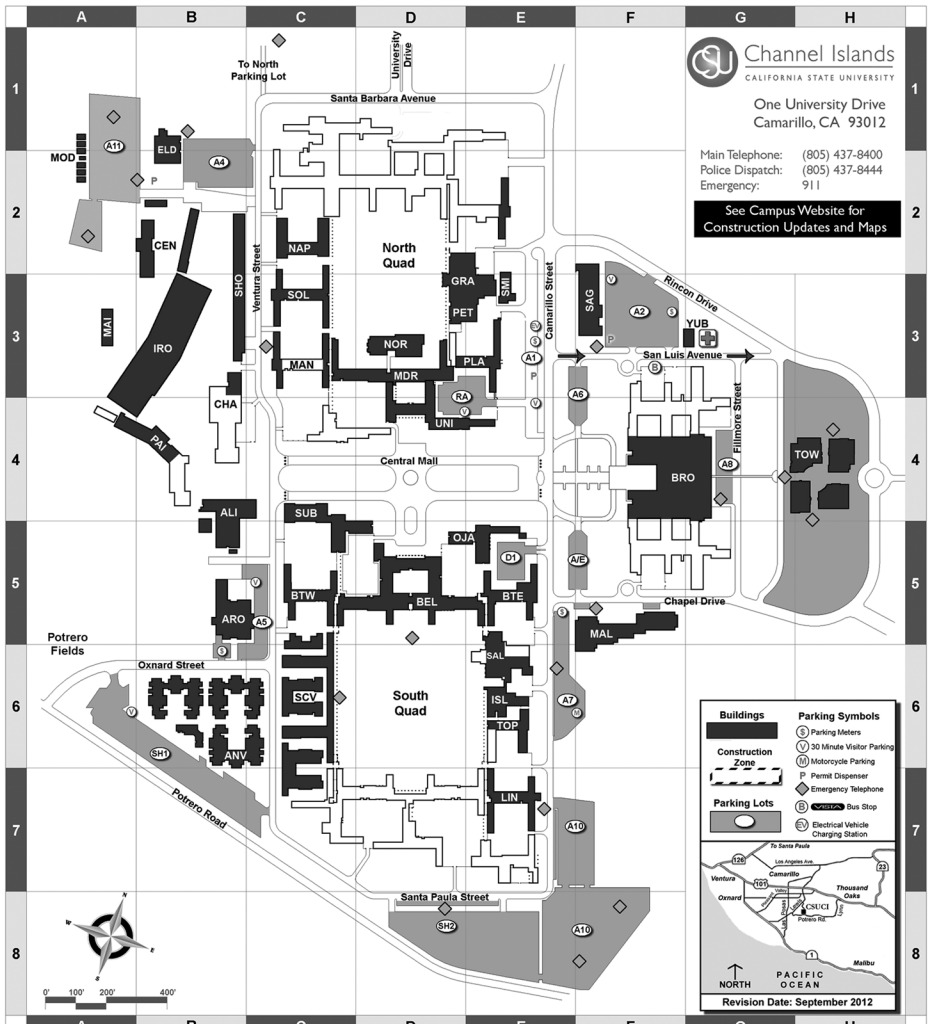
- ▶▶▶ **911** (From a campus phone)
- ▶▶▶ **(805) 437-8444** (From a cell phone to reach CSU-CI Police)
- ▶▶▶ **Emergency "Blue Light" phones** (activate the phone and you will be connected to CSU-CI police).

### Emergency Information Updates

- ▶▶▶ **(805) 437-8400**
- ▶▶▶ **<http://www.csuci.edu>**: CSU-CI web home page will display emergency bulletins.
- ▶▶▶ Emergency Alert System (EAS):  
**KVEN 1450 AM**  
**KHAY 100.7 FM**  
**KMLA 103.7 AM** (Spanish)

### Non-Emergency Numbers

- ▶▶▶ **(805) 437-8444** CSU-CI Police Department
- ▶▶▶ **(805) 437-8847** CSU-CI Environmental Health & Safety
- ▶▶▶ **(805) 437-8960** CSU-CI Operations, Planning & Construction
- ▶▶▶ **(805) 339-2234** American Red Cross
- ▶▶▶ **(805) 981-5331** Ventura County Public Health



Channel Islands  
CALIFORNIA STATE UNIVERSITY  
One University Drive  
Camarillo, CA 93012

Main Telephone: (805) 437-8400  
Police Dispatch: (805) 437-8444  
Emergency: 911

See Campus Website for  
Construction Updates and Maps

**Buildings**

**Construction Zone**

**Parking Lots**

**Parking Symbols**

- Parking Meters
- 30 Minute Visitor Parking
- Motorcycle Parking
- Permit Dispenser
- Emergency Telephone
- Bus Stop
- Electrical Vehicle Charging Stations

**Inset Map:** Shows location relative to Pacific Ocean, Santa Paula, Camarillo, Thousand Oaks, and Matbu. Includes a north arrow and scale bar.

Revision Date: September 2012

BUILDING	GRID
ALI	B4
ARO	B5
ANV	B6
BRO	F4
BTW	C5
BEL	D5
BTE	E5
CEN	B2
CHA	B4
ELD	B2
GRA	E3
ISL	E6

BUILDING	GRID
IRO	B3
LIN	E7
MDR	D3
MAI	A3
MAL	F5
MAN	C3
MOD	A2
NAP	C2
NOR	D3
OJA	E5
PAI	B4
PET	E3

BUILDING	GRID
PLA	E3
SAG	F3
SAL	E6
SCV	C6
SMI	E3
SHO	B3
SOL	C3
SUB	C4
TOP	E6
TOW	H4
UNI	D4
YUB	G3



Channel Islands  
CALIFORNIA STATE UNIVERSITY

One University Drive, Camarillo, CA 93012-8955  
(805) 437-8444  
[www.csuci.edu/police](http://www.csuci.edu/police)