

# **Emergency Response** **Guide**



**California State University, Chico**

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## **1.0**

## **PURPOSE**

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The purpose of the California State University, Chico Emergency Response Guide is to provide guidance to the campus community on how to appropriately respond to a variety of emergencies that may occur on campus.

Once you are familiar with this information, you will be able to better protect yourself and others. You are encouraged to read this guide in its entirety to gain the knowledge to be able to act quickly in an emergency situation and to minimize your exposure to danger. However, nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan.

Emergencies, disasters, accidents, and injuries can occur at any time without warning. Being prepared physically and mentally to respond appropriately to emergency situations is an individual, as well as, an organizational responsibility. California State University, Chico, has established emergency procedures for you to follow so that the effects of these emergencies can be minimized. The safety of the campus faculty, staff, students, and visitors is a priority.

## 2.0

## CONCEPT

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In any emergency situation, the initial response is the most important factor in saving lives and safeguarding property. This document is designed to be a guide that you can easily reference and become familiar with prior to any emergency. There are general principles that apply in any emergency situation:

- **Stay Alert:** Know what is going on so you can react appropriately.
- **React Based on the Situation:** Every incident is different and no “checklist” will apply to every situation. Responding appropriately may prevent injury to yourself and others.
- **Report:** You may have the one piece of information that will prevent an incident or help to resolve one. Call 911 from any CSU, Chico building phone to report an emergency. In other situations, even if the information seems trivial, report it to CSU, Chico Police Department at 898-5555.
- **Follow Instructions From Emergency Personnel:** During an incident, there is no time for a debate. In these situations, an action that is approximately right and executed well is preferable to a perfect action executed too late. Instructions from police, fire, or other emergency personnel on the scene always take precedence over any other instructions you receive.
- **Maintain Personal Accountability:** Knowing that everyone is safe is critical in an emergency. Make sure you know the whereabouts of everyone for whom you are responsible.

### 3.0

## Emergency Notification

California State University, Chico's Campus Emergency Notification System is a multi-faceted network that will immediately inform the campus and community about emergency conditions. This system will be activated in response to natural or human-caused emergencies such as chemical spills, flooding, fires, storms, power outages, criminal acts, and other public safety incidents.

**Campus Emergency Notification System:** During an emergency, this system enables campus authorities to contact the campus community through email, phone, and text messaging.

**Note:** Every student, staff and faculty member is encouraged to provide a personal phone number, cell phone number for text messages, and email address via the on-line registration at <http://www.csuchico.edu/alerts/> for the purpose of receiving emergency notification from the University.

This system is limited to use only during emergency situations, and only brief messages will be sent. In order for you to be contacted through this system, you must register your emergency notification information (phone, email, etc.).

- Campus "24-Hour Emergency Information Hotline": During an emergency situation, faculty, staff, and students can call 1-530-898-5999 to receive a pre-recorded message regarding the current status of the campus emergency in progress.
- Telephone: During an emergency, the campus phone system is one means that may be utilized as an emergency notification system. All campus phones will provide your location to University Police when 911 is utilized.
- Campus-Wide "Announce" E-mail: The "subject" line on these messages will be "Emergency Notification."
- Emergency Personnel: During a campus emergency, police or other emergency personnel may be dispatched to the area to provide specific instructions to personnel. **Note: Instructions from emergency personnel at the incident take precedence over instructions received from any other source.**
- Courier: At times, a runner or courier may be used to provide instructions to personnel in a specific area.
- Fire Alarm: This is used to signal an evacuation. When the fire alarm is activated, immediately evacuate the building and proceed to the assigned Emergency Rally Point - **Unless instructions to the contrary are provided using another method of communication.**

## 4.0

## GENERAL RESPONSIBILITIES

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### **University Police Department / Environmental Health and Safety**

The CSU, Chico Police Department and the Department of Environmental Health and Safety are jointly responsible for managing overall incident activities at the scene of an emergency. This includes coordinating the initial campus response to the incident. University Police will secure the emergency scene perimeters, assess the situation, establish a command post if needed, maintain traffic control, and coordinate the response with mutual aid agencies.

### **Emergency Operations Center (EOC)**

The EOC is where campus emergency management staff will be 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, as needed.

Functions of the EOC include providing the management, operations, planning, logistics, and finance needs during and after an emergency. All EOC team members receive a copy of the Campus EOC Reference Manual and are required to be familiar with their responsibilities.

### **Campus Emergency Response Team (CERT)**

The CSU, Chico, Campus Emergency Response Team is a self-contained, multi-purpose unit comprised of trained volunteer staff, faculty, and students from many different departments and divisions.

When a major campus event occurs, the Chief of Police may activate the CERT team and assign duties appropriate to the event. CERT Team tasks may include the following: executing light search and rescue, extrication of trapped persons, providing medical first aid and triage of the injured; and/or supporting other emergency field operations as determined by the Chief of Police or their designee.

### **Floor Evacuation Coordinators (FEC)**

Responsibilities of the Floor Evacuation Coordinators include, but are not limited to, assisting the University Police and Emergency Preparedness Coordinator during the evacuation of a building to ensure that all employees within the floor of their building have evacuated safely.

They are the direct contact to Emergency Personnel; they will provide information such as persons requiring assistance or rescue and the location of those persons within the building. They must also become familiar with all employees located within their assigned floor who may need assistance during an emergency. They will also notify the Emergency Preparedness Coordinator of any equipment deficiencies or other safety issues relating to emergency preparedness.

## 5.0

## CAMPUS CLOSURE

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The general premise is that the campus will remain open if there is no immediate danger to the campus community (faculty-staff-students-visitors).

When it becomes necessary to close the campus to normal operations, a number of factors will influence whether all or part of the campus will be affected. These factors include, but are not limited to, the risk of injury or death to people, property damage, and disruption to essential utilities.

In accordance with Title 5, California Code of Regulations, Sections 41302 and 42402, the University President (or designee) is the only person who may direct a campus closure.

It is the policy of CSU, Chico, that whenever there is an immediate or potential danger to life (including health and/or public safety) and property, the University will take every possible action necessary to protect both life and property. Those actions may include partial or complete campus closure and evacuation of some or all people.

**Unplanned Event:** An unplanned event is an event that has occurred, and which affects all or a portion of normal campus operations, without notice. ("Notice" refers to documented approval by an authorized University representative.) An unplanned event may or may not necessarily pose an apparent threat to life or property.

**Planned Event:** A planned event is an event that will occur, and which affects all or a portion of normal campus operations, with notice. A planned event may not necessarily pose an apparent threat to life or property.

**Emergency:** An emergency is a sudden, generally unexpected occurrence that requires immediate attention and affects a portion or all of normal campus operations. An emergency generally involves an apparent threat to life or property.

**Essential Personnel:** Essential personnel are employees designated by the University President or designee(s), who, by virtue of their employment responsibilities, provide services essential to the protection of life and property when an unplanned event, planned event, or emergency occurs that affects all or a portion of the persons at the University or any University property. This category is exclusive of staff members who are asked by the President (and/or designee) to work their usual schedule during an emergency.

### **Procedures for Unplanned Events and Emergencies**

**Initial Response:** If an emergency or unplanned event occurs that threatens the safety of persons or property, the University Police Department (UPD) should be notified immediately. The University Police Department will ensure the most rapid response of necessary resources. University Police personnel will conduct or coordinate with other personnel a rapid needs assessment and communicate the findings to the appropriate designated authority to further close all or a portion of campus. It should be noted that some unplanned events or emergencies may dictate the need for University Police Officers to exercise their police officer powers to direct persons to evacuate buildings or areas directly affected by a criminal or non-criminal incident for safety and evidence preservation purposes.

**Notification:** When an unplanned event or emergency occurs, the University Police Watch Commander on duty will notify the following University officials as soon as possible in the following order:

- Police Lieutenant (Operations Commander)
- Chief of Police
- University President or designee

**Campus Closure:** The decision to close the entire campus or any portion of the campus when an emergency or unplanned event occurs shall be made by the University President (or designee.) In most cases this decision will be made on the basis of information and recommendations received through consultation with the University Police Department and/or other Emergency Management personnel.

When campus closure is authorized and/or a campus emergency is declared, the Emergency Operations Center Director will implement campus closure procedures.



## 6.0

## HAZARDOUS MATERIALS RELEASE

If there is a Biological/Medical Waste Release in your area, you should take the following steps:

- Evacuate the area if necessary.
- Call 911 or 898-5555 (UPD) if necessary.

If properly trained, clean-up the spill using the following procedures, and in accordance with any specialized training you may have received (Bloodborne Pathogens, Hazard Communication, Hazardous Waste, etc.).

### HAZARDOUS MATERIALS EMERGENCY INFORMATION

**FIRE:** In the event of a fire, leave the area immediately and call 911. Pull a fire alarm on your way out of the area. Fire extinguisher use is not required or expected by any employee. However, if a fire extinguisher is available and if you have been trained on how to use one, they can be used on a small fire in its incipient stage.

**CHEMICAL SPLASHES:** If chemicals get splashed into your eyes or on your body, immediately rinse and/or flush the affected area with water using the emergency eyewash or emergency shower as applicable. Continue to flush the affected area for 15 minutes while someone else calls 911 and retrieves the Material Safety Data Sheet (MSDS) for the material involved.

**INGESTION OF CHEMICALS:** If chemicals are accidentally ingested, call 911 immediately and stay in communication with the operator. Be able to identify the materials which were ingested. Retrieve the Material Safety Data Sheet (MSDS) for the material involved.

### CHEMICAL SPILLS AND RELEASES

**LARGE SPILLS AND / OR HIGH HAZARD SPILLS:** For large spills or spills of highly hazardous materials, leave the area immediately and call 911. Pull a fire alarm on your way out if evacuation of the building is necessary to prevent injury to others.\*

**Note:** The EHS department is not a hazmat spill cleanup team, but does have a contract in place with a vendor who will respond to hazmat spills on campus. The EHS department will coordinate with this contractor as necessary.

**SMALL SPILLS AND/OR LOW HAZARD SPILLS:** Only attempt to clean up spills for which you have the appropriate equipment, training, and level of comfort. For advice and/or help with non-emergency spills, call Environmental Health and Safety (EHS) at 898-5126. Hazardous wastes resulting from spills or spill cleanup activities need to be packaged in sealed containers and labeled promptly with hazardous waste labels.

**COMPRESSED GAS CYLINDERS:** Gas cylinders all pose a hazard of sudden release of pressure. Following such a release, the cylinders can be cold enough to freeze skin. More importantly, depending on their contents, fire or toxic inhalation hazards can exist. Leave the area immediately and call 911. Pull a fire alarm on your way out if evacuation of the building is necessary to prevent injury to others.\*

#### Phone Number

Emergencies . . . . . 911	Poison Control Center . . . . . 1-800-222-1222
University Police . . . . . 898-5555	Environmental Health and Safety . . 898-5126

Minimum evacuation distance is at least 100-feet from the affected building.

**Hazardous Material Release (Continued)**

- Properly contain the waste and apply a hazardous waste label.
- Notify your supervisor of the incident.
- Contact the Department of Environmental Health and Safety (EHS) at 898-5126 for proper disposal.
- EHS will contact the medical waste contractor to dispose of any waste that cannot be held due to regulatory requirements.

## 7.0

## BOMB THREAT

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If you see a suspicious object or potential bomb on the campus, DO NOT HANDLE THE OBJECT. Clear the area immediately and call 911 or 898-5555 (UPD).

Any person receiving a phone call that a bomb or other explosive device has been placed on the campus should attempt to keep the caller on the line as long as possible and ask the questions listed below:

- When is the bomb going to explode?
- Where is the bomb right now?
- What kind of bomb is it?
- What does it look like?
- How can it be deactivated?
- Note the exact time of the call.
- Try to note the caller's voice (gender, jargon, etc.).
- Immediately notify the University Police Department and supply the information outlined above.
- If the bomb threat is received through the mail, do not further handle the envelope, letter, or package. Call 911 from any campus phone or 898-5555 (UPD) if using a cell phone.
- University officials will make a decision on whether to evacuate the building. The decision to evacuate will be based on the reported location of the bomb and the time of detonation.
- The University Police Department and emergency personnel will conduct a detailed bomb search.

## **8.0 CIVIL DISORDER OR DEMONSTRATION**

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Civil disorders can include picketing, marches, parades, sit-ins, rallies, trespassing, and riots. Most campus demonstrations will be peaceful and everyone should attempt to carry on with business as normally as possible. Avoid provoking or obstructing the demonstrators.

- In most cases, since prior warning of demonstrations can be expected, adequate precautions can be taken prior to the event.
- A threatening disturbance should be reported immediately by calling 911 from any campus phone or 898-5555 (UPD) if using a cell phone.
- University Administration and the University Police Department will assess the situation. Participants who refuse to disperse may be arrested for violation of Penal Code Section 409, failure to disperse.
- If a class or lecture is disrupted, the offending person should be asked to leave. If he/she refuses, call 911 from any campus phone or 898-5555 (UPD) if using a cell phone.

## 9.0

## EARTHQUAKE

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### During an Earthquake:

- Remain calm.
- If indoors, immediately seek refuge under a desk or table or other stable item. Face away from windows and other glass objects.
- Cover the back of your neck and head; hold onto the desk or table, or other object so you can remain under protective cover if it moves.
- If outside, get to the nearest open space, away from buildings, overhangs, utility poles, and power lines.

### After the Earthquake Stops:

- Evaluate the situation. Check for personal injuries. Protect yourself at all times and be prepared for aftershocks.
- Notify UPD of any injuries or immediate health hazards.
- Evacuate the building if necessary (using the safest and closest exit routes).
- Be aware of broken glass and other items on the floor that can cause you to trip or fall. Move slowly and carefully.
- Do not leave the campus until you are sure that the surrounding areas are safe (streets, highways, bridges.)
- Do not return into the building until directed to do so by UPD or other emergency personnel (Fire Department) or designated representatives.

For more information on earthquake preparedness go to: <http://www.totallyunprepared.com/>



## 10.0

## EMPLOYEE INJURY

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### **Life Threatening Injuries or Emergency Medical Situation:**

Immediately call 911 from any campus phone (including blue light phones) or 898-5555 (UPD) if from a cell phone.

The following lists provide examples of types of medical emergencies. If in doubt, call 911.

### **Life Threatening Injuries or situations:**

- A non-responsive person; unconscious and/or not breathing.
- Persistent or sudden chest pain.
- Difficulty breathing.
- Uncontrollable bleeding.
- Severe altered level of consciousness.
- Injuries involving trauma (falls, head injuries, severe burns, etc.)

### **Non-Life Threatening Injuries/First Aid (examples include):**

- Twisted ankle, wrist, and/or other minor injuries.
- Minor cuts or abrasions that might require medical attention.
- Debris, dust and chemicals in eyes (use eyewash first if available.)

### **For All Types of Injuries:**

- Keep the person calm and as comfortable as possible.
- Do not move the person unless absolutely necessary.
- Never give liquids to an unconscious person.
- Never remove objects that are embedded in a person's skin or eye.

**Blood or Bodily Fluids:** Do not exceed your level of training. When assisting an injured person before help arrives, wear disposable gloves if possible. Always thoroughly wash your hands with soap and water for at least thirty seconds after exposure to bodily fluids such as blood, vomit, saliva, etc.

If clean-up of blood or other bodily fluids is needed, contact FMS during business hours (898-6222) or UPD after business hours (898-5555) to ensure proper procedures are followed. For additional information, refer to the Exposure Control Plan, also known as the Bloodborne Pathogen Program located in the Department of Environmental Health and Safety (EHS) as a part of the University's Injury and Illness Prevention Program.

**Employees Needing First Aid Should Be Escorted To:**

- The CSU, Chico, Student Health Services is located at 601 Warner Street, telephone number (530) 898-5241.
- If possible, call the Student Health Services in advance of your arrival to ensure that personnel are able to assist with the injury.

**Serious Injuries/Illnesses:**

If a serious illness or an injury occurs during the weekend or after normal campus hours, call 911 or 898-5555 (UPD).

Seek Medical Assistance As Appropriate:

- Enloe Prompt Care  
888 Lakeside Village Commons  
Chico, California 95928  
Phone: (530) 332-6850  
Hours: 8:00 a.m. to 8:00 p.m., 7 days per week  
(Located at the intersection of Lakeside Village Commons and Bruce Road)
- Enloe Medical Center – Emergency Services  
1531 Esplanade Ave  
Chico, California 95926  
Phone: (530) 332-7330  
Open 24 hours/7days per week

**Reporting Responsibilities for Workplace Injuries/Illnesses:**

- Employees: It is the employees' responsibility to report an injury to their supervisor or manager immediately. Any delay in reporting an injury may cause delay in workers' compensation benefits.
- Supervisors/Managers: It is the supervisors' responsibility to report the injury/illness immediately to the Benefits and Workers Compensation Office (BENE) at 898-5436. Within 8-hours of the injury/illness, the direct supervisor must complete all sections of the OSHA 301 form. Forward the originals forms to the Disability Programs Office located in Kendall Hall, Room 220 or campus mail Zip 0010.

## 11.0

## EVACUATION PROCEDURES

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State law requires occupants to promptly evacuate when the fire alarm sounds or when ordered to do so by emergency response personnel.

All campus buildings have designated Floor Evacuation Coordinators who can be identified during emergencies by their orange safety vests. These employees have received specialized training and will provide assistance during a building evacuation. If you have information regarding the emergency, advise them as soon as possible, so they can relay the information to First Responders.

### **Building Evacuation:**

- Other notification means (telephone, verbal, etc.) may be utilized as determined necessary by authorities. Know the nearest exit(s) to your work area and the route(s) you will follow. In advance, establish an alternate route in the event your primary route is blocked or unsafe to use.
- Assist those needing assistance **ONLY** if you are able to do so without jeopardizing your own safety. Notify the Floor Evacuation Coordinators of any people who are unable to evacuate without assistance or if you believe other people may still be in the building.
- In case of fire do not use the elevator.
- Once outside, proceed to the building's designated Evacuation Assembly Points or similar area at least 100-feet from the building. See ERP / campus map page for reference.
- Evacuation Assembly Points are considered flexible and may need to be adjusted depending on wind direction or the magnitude of the hazard.
- Remain at the Evacuation Assembly Point so you can be accounted for. If you must leave, let your supervisor or co-workers know.
- Assist the Floor Evacuation Coordinators for your building in attempting to account for all persons.
- Do not re-enter the building until you receive the "all clear" from emergency personnel or other official designee.

### **Campus Evacuation:**

- If a situation requires a section of or the entire campus to be evacuated, personnel, students, and visitors will be directed to a safe place by UPD, Fire Department personnel, or designated representatives.



## **12.0 ASSISTING PERSONS WITH SPECIAL NEEDS**

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In cases of emergencies, individuals with mobility or sensory impairments (hearing or vision) may need assistance or guidance in evacuating the building. Do not use elevators if there is a fire or other situation that could affect electricity/power.

- If the person will not be able to evacuate with assistance, call 911 from a building phone immediately. Fire alarms and large numbers of people moving as they evacuate may disorient a person, even when normally familiar with the area.

### **Assisting Visually Impaired Persons:**

- Guide the person by allowing them to take your arm below the elbow and instruct him/her to come with you. Stay calm, move slowly and communicate clearly with the individual. Also, evacuate service animal with the person – do not attempt to control or give directions to the service animal.
- Advise the individual, well in advance, of any hazards or obstacles in their path.
- When you have reached safety, advise the individual of his/her location and stay with him/her if necessary. Before leaving, make sure the individual does not need any further help.

### **Assisting Hearing Impaired Persons:**

- To get a person's attention, you can flash room lights on and off, wave your arms, or tap on the person's shoulder.
- Gesture about what is happening and what to do (i.e. follow me, get down).
- Write on a board or paper the nature of the emergency or the evacuation route.

### **Assisting Mobility-Impaired Persons:**

- First ask the individual if he/she has medical/health needs, advice, or requirements.
- Individuals using wheelchairs can be pushed or accompanied to safety. Do not use elevators. If needed, seek help to safely assist the person. Look for Floor Evacuation Coordinator identified by orange safety vests.
- If located in a building where stairs are to be used as the emergency exit for mobility-impaired persons, take that person to the enclosed stairwell or pre-designated area to await assistance or rescue and explain to him/her that you will go get help ASAP to evacuate him/her from the building. Do not put yourself in extra danger.
- Individuals using canes, crutches, or walkers should evacuate themselves except in the event that rapid evacuation is deemed essential.
- If in need of assistance, call 911 or 898-5555 (UPD). Do not attempt to transfer a person from a wheelchair unless absolutely necessary.

**If you are a person with Special Needs:**

It is critical that you have a plan prior to an emergency, and that the plan is appropriate for the building. Most campus buildings have protective stairwell enclosures for those that do not have pre-designated rooms or areas that can be used as an area to await assistance or rescue.

Floor Evacuation Coordinators, University Police, and Chico Fire are aware of these locations should a rescue be needed. Your plan should include the appropriate location to go within each building you work in or frequent.

The following general guidelines will help you begin to form your plan:

- Become familiar with the locations of all exits, stairway access, areas to await assistance or rescue, “red” phones, other accessible phones, and elevators.
- If unable to speak or speak loudly, carry a whistle or have other means of attracting attention of others in the case of an emergency.
- The Accessibility Resource Center (ARC) is also available to provide guidance to persons with special needs. Call 898-5959 or go to: <http://www.csuchico.edu/arc/>
- All members of the campus community including; faculty, staff, and students are strongly encouraged to review the “Evacuation Procedures for People with Mobility Impairments” which can be found on the Emergency Preparedness web page.
- Please contact the Campus Emergency Preparedness Coordinator at 898-5126 if you need assistance in developing an emergency response plan for each building you work in or may frequent.
- Be aware of the Evacuation Assembly Point Locations for all buildings you frequent. [http://www.csuchico.edu/emergencyprep/emergency\\_rally\\_points.shtml](http://www.csuchico.edu/emergencyprep/emergency_rally_points.shtml)

## 13.0

## FIRE EMERGENCIES

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If there is smoke, fire, or an explosion in a building; follow these guidelines:

- If possible, remove anyone from immediate danger.
- Pull the nearest fire alarm station and/or call 911.
- Proceed to the nearest safe exit in an orderly fashion.
- Close all doors including interior offices (do not lock the doors).
- If smoke is present, stay below the smoke. If smoke is heavy, get down and crawl until in a clear area or inside the stairwell.
- Once outside, proceed to the designated Evacuation Assembly Point or similar area at least 100 feet from the building.
- Evacuation Assembly Points may be adjusted depending on wind direction or the magnitude of the hazard.
- Remain at the Evacuation Assembly Point, if possible.
- Attempt to account for all persons.
- Do not return into the building until the Fire Department or designated representative has given the “all clear” to re-enter the building.

If you are trapped in a building or room:

- Call 911 from any campus phone or 898-5555 from a cell phone and tell them your location.
- Move towards the window and if needed, stay as close to the floor as possible.
- If possible, hang or wave clothing or other item at the window to get attention.
- Do not break windows unless instructed to do so, or if your life is in immediate danger.

If your clothing catches on fire: STOP, DROP and ROLL.

**Note:** University employees are not required or obligated to use a fire extinguisher.

However, if you have received “hands-on” fire extinguisher training and are comfortable in extinguishing an incipient stage fire, you may attempt to extinguish the fire with a fire extinguisher if ALL of the following conditions are met:

- The fire alarm has been activated and occupants are evacuating.
- If the fire is small and has not spread from its originating point.
- You have the correct type of extinguisher.
- Your exit is clear and you can extinguish the fire with your back to the exit door.

**IMPORTANT!**  
**PLEASE REPORT ALL FIRES, INCLUDING IF EXTINGUISHED, TO UNIVERSITY POLICE**

## 14.0

## SHOOTING SITUATION

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Each shooting incident is different and the overriding consideration is the safety of the campus community. These procedures are only a guide and your response must be based on your assessment of the specific situation. Please remember, calling 911 on any campus phone will put you in contact with UPD. Calling 911 on your cell phone will put you in contact with CHP or Chico Police Department. Be sure to give your campus location to the dispatcher.

- Report the emergency to the University Police Department (UPD) immediately.
- Remain on the phone and report as much information as possible, including:
  - Location of the incident and if the subject is still shooting.
  - Condition and number of victims.
  - Brief description of suspect(s). Include a physical description, clothing, vehicle description, direction of shots fired, etc.
  - Type of weapon used (hand gun, rifle, etc.)
  - Location or direction of travel of suspect(s).
- If safe to do so, evacuate the area.
- Follow instructions provided by emergency personnel.
- Evacuate if instructed to do so or if this is clearly the safest option. If the decision is made to evacuate, use the following procedures:
  - Walk quickly to the nearest exit. Proceed to your assigned Evacuation Rally Point if it is outside of the perimeter established by emergency personnel and the potential line of fire. If possible, emergency personnel will direct you to an alternate location.
  - Do not return to a building until directed to do so by UPD or other designated personnel.
- If you are unable to leave the area, lock the door to prevent the suspect(s) from entering the classroom or office. If you cannot lock the door and you have time, try to prevent entry using furniture. Turn off the lights, remain low, and take cover.
- Remain in place until instructed to do otherwise by emergency personnel.

## 15.0

## UTILITY FAILURE

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Examples of utility failures may include electrical outages, plumbing failure/flooding, natural gas leaks, steam line breaks, ventilation problems, and/or elevator failures.

In the event of a failure, immediately notify Facilities Management and Services (FMS) at 898-6222. For emergencies or after hours, call UPD at 898-5555 or 911 from a campus phone.

**Note:** Calling 911 on any campus phone will put you in contact with UPD. Calling 911 on your cell phone will put you in contact with CHP or Chico Police Department. Be sure to give your campus location to the dispatcher.

If there is potential danger to you or other occupants:

- Call University Police at 911 from any campus phone or 898-5555 from a cell phone.  
Note: Telephones may not be functional even under generator power.
- In a situation where a building needs to be evacuated, please proceed to the building-specific Evacuation Assembly Point and wait for further instruction from an Evacuation Coordinator, identified by an orange vest or other officials.
- Turn off equipment, machines, and computers.
- Assist disabled persons to the best of your ability.
- Do not use elevators.
- Stay at the designated Evacuation Assembly Point until the Fire Department or designated representative has given the “all clear” to re-enter the building.

Note: Contact your supervisor to determine if there are specific evacuation procedures for your department.

## **16.0 VIOLENT, CRIMINAL, OR THREATENING BEHAVIOR**

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Violence in the workplace can have many sources. It may be a current or former disgruntled employee or student. It may be an angry spouse or relative of an employee or student. It also may be someone without any relationship to the victim. The violence may be a random act or something planned to gain public attention. Everyone is asked to assist to make the campus a safe place by being alert to suspicious situations.

The following guidelines are designed to reduce the likelihood of workplace violence and provide information for all employees to use as methods of prevention and intervention of workplace violence.

### **Emergency Procedures**

#### **Immediate Threat:**

- Call 911 from any campus phone or 898-5555 (UPD).
- Get out of the area and away from the immediate threat.

#### **Violence Committed:**

- Call 911 from any campus phone or 898-5555 (UPD) immediately if a person commits an act of violence against you or another person.

#### **Intimidating Situation:**

- Call 911 or 898-5555 (UPD) if a person has communicated a direct or indirect threat of physical or mental harm against you in any form (i.e. oral or written, gestures, expressions).

#### **Non-Emergency Procedures:**

- If you are not in immediate physical danger, but you have information or concerns regarding workplace violence, contact your supervisor.

Campus Blue Light Phones may also be used to report this type of incident as well as any other emergency. These phones directly contact University Police dispatch and will automatically provide your location to UPD.

# 15.0 EVACUATION ASSEMBLY POINTS (CAMPUS MAP)

