

# 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

## CONCEPTS

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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. You may also use campus Blue Light Phones to report emergencies. 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

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California State University, Chico's Campus Emergency Notification System, CHICO STATE ALERTS, is a multi-faceted network that will immediately inform the campus and community during an emergency situation. The 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.

**Chico State Alerts:** During an emergency, this system enables campus authorities to contact the campus community through email, phone, and text messaging.

**Note:** All faculty and staff members are encouraged to provide a personal phone number, cell phone number for text messages, and an email address at <http://www.csuchico.edu/alerts/> for the purpose of receiving emergency notification from the University (students are automatically registered but should update their information as needed).

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.).

Other means of emergency communication and information sources include:

- 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: Campus telephones can be used to reach University Police, when you call 911 from any campus phone the location is known to Police.
- Campus-Wide "Announce" E-mail: The campus email system may be used to provide updates and information to the campus community related to the current emergency.
- Fire Alarm: Activation of the fire alarm system indicates a building wide evacuation is warranted. When the fire alarm is activated, immediately evacuate the building and proceed to the designated Emergency Assembly Point *unless* specific instructions to assemble elsewhere have been provided.
- Emergency Personnel: During a campus emergency, police or other emergency personnel may be dispatched to the incident area to provide specific instructions or information. **Note: Instructions from emergency personnel at the incident take precedence over instructions received from any other source.**
- Couriers: As needed, couriers or "runners" may be used to deliver information or provide instructions to personnel in a specific area.

## 4.0

## GENERAL RESPONSIBILITIES

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### **University Police Department**

The CSU, Chico Police Department is responsible for responding to and managing the scene of an emergency. University Police will assess the situation, establish safe perimeters, secure the scene, and establish a command post, if needed. Other functions may include traffic control and assisting with the coordination of incoming mutual aid agencies, as applicable.

### **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, finance, and recovery needs of the University during and after an emergency. All EOC team members receive training prior to being assigned responsibilities within the EOC.

### **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.

## 6.0

## EVACUATION PROCEDURES

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Part or all of a building may be evacuated due to a number of emergency situations. A partial evacuation may be warranted due to flooding, lack of power, etc. Entire buildings will be evacuated if a dangerous situation is present or anticipated. The detection of smoke and/or fire will result in a fire alarm activation, which requires all occupants evacuate. State law requires *all* building occupants to promptly evacuate when the fire alarm sounds or when ordered to do so by emergency response personnel.

Campus buildings have designated Floor Evacuation Coordinators (FEC) who can be identified during evacuations by their orange safety vests. These employees have received specialized training and will provide assistance to others during a building evacuation. If you have information related to the emergency, please share this with a FEC 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 Emergency Assembly Points (EAP) or similar area at least 100-feet from the building. Please refer to the EAP/campus map page at the end of this document for reference.
- Emergency Assembly Points are considered flexible and may need to be adjusted depending on wind direction or the magnitude of the hazard.
- Remain at the Emergency Assembly Point so you can be accounted for. If you must leave, please let your supervisor or co-workers know that you are leaving.
- 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 the incident 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. Notification will be provided using Chico State Alerts, and other methods as available.

## **7.0 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, tell the individual of his/her current location and stay with them if necessary. Before leaving, ensure the individual does not need any further assistance.

### **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. point to exits, etc.).
- If needed and safe to do so, write on a board or paper the nature of the emergency and any special instructions that may apply.

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

- First ask the individual if he/she has specific 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 Coordinators, they can be 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 other pre-designated area to await assistance or rescue. Explain to the person 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 can 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 your needs and the building. Most campus buildings (over one story) have protective stairwell enclosures, those building who do not have enclosed stairwells have pre-designated rooms or areas that can be used as a safe area in which to take shelter while awaiting assistance or rescue.

Floor Evacuation Coordinators, University Police, and Chico Fire personnel are aware of these locations should a rescue be needed. Your emergency plan should include the appropriate location(s) 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 take shelter, await assistance or rescue, “red” phones, other accessible phones.
- 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 available to provide guidance to persons with special needs.  
**The ARC will provide you with a laminated guide containing a list of all campus buildings and the areas in which you can safely shelter while waiting assistance. This guide lists all buildings on campus that are over one story in height.**  
Please call (530) 898-5959 or go to the ARC website at : <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 (530) 898-5126 if you need assistance in developing an emergency response plan for *each* building you work in or may frequent.
- Know where the Emergency Assembly Point is for all buildings you frequent. This map and other emergency preparedness information can be found on the campus Emergency Preparedness web site. [Campus Emergency Assembly Point Locations](#)

## 8.0

## 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 provided by the Department of Environmental Health and Safety (EHS) as a part of the University's Injury and Illness Prevention Program.

**Employees Needing Medical Treatment for minor injuries can self-transport to:**

Immediate Care Medical Center, Inc. (ICMC)  
376 Vallombrosa Avenue, Chico 95926 (*located next to Wells Fargo Bank*)  
(530) 891-1676  
Open 24 hours per day/ 7 days a week

Additional locations are available in Orland and Paradise.

**Non-emergency medical transportation to the medical facility is also provided by:**

Merit Medi-trans (530) 893-8690

This transportation must be arranged by calling for pick up and an appointment faxing form needs to be completed and faxed to Merit at (530) 893-8686. The employee is not charged for this transportation and the ill or injured employee can determine if the transportation is within a reasonable time frame.

- Please visit the Human Resources Service Center (HRSC) web page, Employee Leave & Worker's Compensation section for complete information related to workplace injuries and procedures.

**Important:** Employees, Supervisors, and Managers should NOT provide transportation to injured workers under any circumstances.

**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 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 a delay in workers' compensation benefits.
- **Supervisors/Managers:** It is the supervisors' responsibility to report the injury/illness immediately to Human Resources, Employee Leaves and Worker's Compensation at (530) 898-4670. Also, 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 Employee Leaves and Worker's Compensation located in Kendall Hall, Room 220 or campus mail Zip 0010.

## 9.0

## FIRE EMERGENCIES

### Smoke, Fire or Explosion:

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, crouch and crawl if needed until in an area clear of smoke.
- Once outside, proceed to the designated Emergency Assembly Point or an area at least 100 feet from the building.
- Emergency Assembly Points may be adjusted depending on wind direction or the magnitude of the hazard.
- Remain at the Emergency Assembly Point, if possible.
- Attempt to account for all persons within your classroom, unit, or department.
- 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 provide 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 / 911 called and building occupants are evacuating.
- The fire is small and has not spread much from its point of origin.
- You have the correct type of extinguisher.
- Your exit is clear and you can extinguish the fire with your back to the exit door.
- Remember, your safety and that of others is priority over extinguishing the fire.

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

## 10.0

## SEVERE WEATHER

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Severe weather incidents include thunderstorms, heavy rain and accompanying flooding, high wind events, tornado activity, and periods of extremely high heat known as heat waves. Severe weather incidents can occur with little, if any, warning. Acting quickly and appropriately can prevent or minimize the potential of injury.

### Severe Thunderstorms - Lightning

- Move indoors to the nearest building.
- Remain indoors and move away from windows and glass doors if high winds exist.
- Turn off and unplug electronics if possible.
- Monitor local weather stations, stay alert for emergency messages from campus officials.

### Heavy Rain – Flash Floods

- Be aware of wet slippery surfaces, use extra caution while traveling on campus walkways.
- Avoid walking through flooded areas; never walk through moving water especially if you cannot see the ground below the water.
- Stay away from flooded stream and creek banks as the ground may be unstable.
- Check local weather forecasts; avoid areas known to be susceptible to flooding.

### High Wind Events

- Be aware of slippery walking surfaces due to vegetative debris.
- Be aware of the potential for flying debris and falling tree branches or limbs.
- Use caution while in the area of large trees, avoid walking in these areas.
- Follow the guidelines and precautions provided by campus officials – stay indoors away from windows if so advised.

### Tornado

- Move indoors immediately – go to the nearest building.
- If in a multi-story building, move to lower floors or the first floor if possible.
- Stay away from windows and building openings.
- Move to interior rooms or corridors, away from windows and doors.
- If conditions are severe, crouch down alongside an interior wall and protect your head with your hands.
- Monitor local weather stations, stay alert for emergency messages from campus officials.

### High Heat - Heat Waves

- Dress in light colored, loose clothing.
- Stay hydrated, avoid excessive consumption of alcohol and caffeine.
- Limit outdoor activities, stay in air conditioned environments.
- Avoid overexertion unless well acclimated to heat and exertion in high temperatures.
- Contact your personal physician if you are on medications that contribute to dehydration or create an intolerance for high heat.

## 11.0

## UTILITY FAILURE

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 small area or isolated utility failure, immediately notify Facilities Management and Services (FMS) at 898-6222. For emergencies or after hours, call UPD at 911 or 898-5555 from any campus phone.

**Note:** Calling 911 from a cell phone will put you in contact with CHP or Chico Police and Fire Dispatch. Be sure to give your exact campus location to the dispatcher.

### **Non-Emergency Situation (limited area utility failure):**

- Turn off equipment, machines, and computers.
- Communicate with your co-workers, have one person check the area to see if just your area or if the entire building is affected.
- Contact your supervisor or manager (if possible) to see if the duration of the power failure is known.
- If needed, move to an area with natural light for safety reasons.

### **Elevator Failure:**

- If you are in a malfunctioning elevator car, remain calm and use the elevator phone to contact University Police.
- **NEVER** attempt to leave a car that is between floors or has partially opened doors as this can result in serious injury or death.

### **Other Hazardous or Dangerous Situations:**

- Call University Police at 911 from any campus phone or (530) 898-5555 from a cell phone. Note: Telephones may not be functional even under generator power.
- If the building is required to be evacuated, please proceed to the building-specific Emergency Assembly Point and wait for further instruction from a Floor Evacuation Coordinator or other Campus Official.
- Assist disabled persons during the evacuation to the best of your ability.
- Do NOT use elevators, even if generators are providing power to the building.
- Stay at the designated Emergency Assembly Point until University Police, Fire Department or Campus Officials have provided the “all clear” to re-enter the building or you have been instructed to leave the area or campus.

Contact your supervisor to determine if there are specific evacuation procedures for your department. Under certain circumstances occupants may be allowed to be escorted into buildings deemed as closed to retrieve belongings or work materials.

For details regarding communication and reassignment of personnel during emergency disruptions, please refer to the CSU Policy and Procedure: [Emergency Disruptions/Shutdowns Affecting Portion or All of Campus](#).

## 12.0

## EARTHQUAKE

### 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. Be prepared for aftershocks.
- Notify UPD of any injuries or immediate health hazards - move away from hazardous situations.
- Try to locate and account for others in your area; help others if able.
- Evacuate the building if necessary (using the safest exit routes).
- Move slowly and carefully; be aware of broken glass and other items on the floor that can cause you to trip or fall.
- Proceed to the building's designated emergency assembly point if safe to do so, wait for instructions from campus officials.
- 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/>



**13.0****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 (530) 898-5126 for proper disposal.
- EHS will contact the appropriate hazardous waste disposal contractor to dispose of any waste in accordance with regulatory requirements.

## **14.0 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.

## 15.0

## 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.

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

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Violence in the workplace can originate from 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.

The University is committed to creating and maintaining an environment of civility and one that is free of violence. For details, please see the Policy on Campus Behavior and Violence Prevention, Executive Memorandum 12-025 at: <http://www.csuchico.edu/prs/EMs/2012/12-025.shtml>

Everyone is asked to assist to make the campus a safe place by being alert to suspicious situations and reporting as appropriate. We request the campus community to “See Something, Say Something”.

### **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.

## 17.0

## ACTIVE SHOOTER

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Each 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.

You are encouraged to watch the campus active shooter training video on the campus Emergency Preparedness web site, attend active shooter training sessions, and form a plan appropriate to your location and needs.

If able to do so safely, REPORT THE INCIDENT to University Police. Calling 911 on any campus phone will put you in contact with UPD.

Provide 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).

Evacuate (RUN) **if** this is a safe option. If the decision is made to evacuate, use the following procedures:

- Walk or run to the nearest exit. Get away from the danger.
- Take shelter, use buildings, large rocks, trees or other natural features to conceal your location.
- Do not return to the area until you are sure it is safe or if directed to do so by UPD or other authorized emergency personnel.

If it is not safe to evacuate, HIDE. Follow the Shelter-in Place guidelines- see Section 18.0.

If you are hiding, remain in place until instructed to do so by Police. A complete sweep of the building will occur once the threat has been eliminated.

If you are confronted and have the ability; FIGHT! Throw items at the assailant, use fire extinguishers, office supplies, anything to distract them may buy time and save lives.

Please try to remain calm, always follow instructions from Police or other emergency responders.

## 18.0

## SHELTER IN PLACE PROCEDURES

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**SHELTER IN PLACE** includes specific actions that should be taken to mitigate dangers created by environmental hazards such as severe weather. Severe weather includes high wind events, thunderstorms, hail storms and tornados. A Shelter In Place order may also be issued in the event of a chemical spill, biological hazard or other environmental hazard that poses a physical threat to campus or has potential to affect campus.

Shelter In Place is also warranted when a portion of or all of campus is threatened by a hostile and/or armed intruder(s). This may include when the threat is in the vicinity of campus, the threat is near a specific building, in the area of several buildings, or is occurring inside of a building.

### **Severe Weather / Environmental Hazard Actions:**

- If outside, go inside the nearest building. (Note: Residence Halls are locked 24/7, only students and authorized staff have card access).
- If instructed to do so, move to an interior room with no windows or small windows.
- If instructed to do so, turn off air conditioning and/or heating systems under your control.
- Close and secure all doors and windows to prevent inadvertent opening (gust of wind, etc.).
- Remain calm, locate flashlights and other emergency supplies.

### **Armed Assailant / Threat of Violence Actions:**

- If outside, take cover immediately. If safe to do so, go into the nearest building. (Note: Residence Halls are locked 24/7, only students and authorized staff have card access).
- If possible, secure exterior building doors, lock or barricade doors and windows.
- Classrooms: Lock and/or barricade the door(s). Turn off lights, crouch down out-of-sight of doors and windows. Conceal yourself as much as possible.
- Offices: Lock and/or barricade door(s). Turn off lights, move away from doors and windows. Conceal yourself as much as possible.
- Remain calm and be quiet. Turn cell phones to vibrate.
- If you have just arrived at campus, stay in your vehicle and consider leaving campus or driving to a safer location.
- Do not open doors, windows or come out until you are notified by campus officials of an “all-clear”.

During all emergency situations, please stay alert for University Emergency Notification updates. To help ensure your safety, please follow the instructions of campus officials. Make sure your contact information is current. Please go to [CHICO STATE ALERTS](#) to verify and update your information.

