GAVILAN COLLEGE
SAFETY MANUAL

INCLUDES:

EMERGENCY PLAN

&

PROCEDURES GUIDE

February, 2005
EMERGENCY PLAN PROCEDURES GUIDE

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PREFACE

This Emergency Plan Procedures Guide has been designed to provide a basic contingency manual for college personnel in order to plan for campus emergencies. While the guide does not cover every conceivable situation, it does supply the basic administrative structure and guidelines necessary to cope with most campus emergencies.

The college practices and procedures described herein are expected to be followed by all staff members whose responsibilities and authority cover the operational procedures found in the guide. Campus emergency operations will be conducted within the framework of the college guidelines. Any exceptions to these crisis management procedures will be conducted by, or with the approval of, those college administrators directing and/or coordinating the emergency operations.

All requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Vice President of Administrative Services and/or the Health, Safety, Facilities, and Grounds Committee for technical review. All changes recommended by the Vice President of Administrative Services or the Health, Safety, Facilities, and Grounds Committee will be submitted in writing to Administration for evaluation and adoption.
EVACUATION ASSEMBLY POINTS

EVACUATION INSTRUCTIONS

- Remain at assembly point until given the “all clear” from uniformed personnel or other authorized personnel
- Report any missing students or personnel to the Emergency Command Center (ECC).
- Emergency Command Center (ECC) is the Human Resources Conference Room

BUILDING GUIDE

AD Administration
APE Adaptive Physical Education
AL Art Lecture
AR Art
BOB Business Office Building
BU Business
CD Child Development
CH Chemistry
CHP Chapel
CJ Classrooms
CO Cosmetology
GY Gym
HOB Health Occupations
HR Human Resources
HRC Human Resources Conference Center
HU Humanities
LI Library
LS Life Science
MAY Mayock House
OE Occupational Education
PA Police Academy
PH Physical Science
SC Student Center/Administration
S/M Security/Maintenance
SS Social Science
TH Theater

EVACUATION ASSEMBLY POINTS KEY

<table>
<thead>
<tr>
<th>#</th>
<th>Building</th>
<th>Assembly Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PA, S/M</td>
<td>Lawn area east of Maintenance</td>
</tr>
<tr>
<td>2</td>
<td>BU, COS, MAY</td>
<td>Lawn area west of Cosmetology</td>
</tr>
<tr>
<td>3</td>
<td>AL, AR, BOB, HR, HRC, HU, TH</td>
<td>Lawn area east of Theater</td>
</tr>
<tr>
<td>4</td>
<td>AD, SC, SS</td>
<td>Lawn area north of Student Center</td>
</tr>
<tr>
<td>5</td>
<td>LI, TV/LI, OE</td>
<td>Lawn area west of parking lot C</td>
</tr>
<tr>
<td>6</td>
<td>CD, DSPS, HOB</td>
<td>Lawn area south of Child Development Ctr.</td>
</tr>
<tr>
<td>7</td>
<td>CH, LS, PH</td>
<td>Lawn area east of Life Science</td>
</tr>
<tr>
<td>8</td>
<td>APE, CJ, GY</td>
<td>Parking Lot G</td>
</tr>
</tbody>
</table>
The Emergency Contact List identifies the primary and secondary contact person responsible for each Assembly Point on the main campus in the event of an evacuation. This list can be downloaded at (site to be identified later) or a copy can be obtained by calling the Office of Administrative Services at 848-4731.
In An Emergency
** Evacuate the building
** Activate 911
** Follow instruction of emergency dispatcher
In An Emergency
** Evacuate the building
** Activate 911
** Follow instruction of emergency dispatcher
PART 1

EMERGENCY PLAN
A. REPORTING EMERGENCIES:

EMERGENCY SERVICE – 911

1. If you need … POLICE…FIRE…AMBULANCE…in an emergency:

DIAL 8-911 – If you are using a campus telephone line,

or

DIAL 911 – If you are using a campus pay phone,

AND THEN

2. DIAL ‘10’ TO REPORT INCIDENT. This automatically activates our on-campus emergency response.

Stay CALM, CAREFULLY explain the problem and location, i.e., Gym, Student Center, Life Science, etc. DO NOT HANG UP UNTIL TOLD TO DO SO.

3. Notify your Administrator/Supervisor immediately.

*IMPORTANT: To avoid misinformation when speaking to the media, use only the approved facts and figures from the Superintendent/President’s office.
B. ON/OFF CAMPUS RESOURCES OF ASSISTANCE DURING EMERGENCIES:

1. ON-CAMPUS RESOURCES OF ASSISTANCE
   a. Campus Emergency Number : ’10’
      Security ....................... 408-710-7490
   b. Maintenance Service ...... 4705
      Skilled workers are available from Maintenance 8:00 a.m. – 5:00 p.m.
      They are capable of providing the emergency maintenance services. After
      5:00 p.m., contact the Continuing Education Office for Evening
      Administrator at 4750.

2. OFF-CAMPUS RESOURCES OF ASSISTANCE

   Generally, Security is responsible for coordinating outside emergency assistance.
   These numbers are given for information and advance planning only.

<table>
<thead>
<tr>
<th>PROBLEM AREA</th>
<th>SOURCE OF ASSISTANCE</th>
<th>TELEPHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire and Paramedics</td>
<td>Fire Department &amp; Paramedics</td>
<td>On-campus 8-911</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off-campus 911</td>
</tr>
<tr>
<td>Ambulance</td>
<td>Santa Clara County</td>
<td>On-campus 8-911</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off-campus 911</td>
</tr>
<tr>
<td>Bomb Squad</td>
<td>Emergency</td>
<td>On-campus 8-911</td>
</tr>
<tr>
<td></td>
<td>Non-emergency:</td>
<td>Off-campus 911</td>
</tr>
<tr>
<td></td>
<td>Santa Clara County Sheriff’s</td>
<td>408-229-2505</td>
</tr>
<tr>
<td></td>
<td>Office</td>
<td></td>
</tr>
<tr>
<td>Electrical/Natural Gas</td>
<td>Pacific Gas &amp; Electric Company</td>
<td>Customer Service:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>800-743-5000</td>
</tr>
<tr>
<td>Office of Emergency Services</td>
<td>Santa Clara County</td>
<td>408-229-2505</td>
</tr>
<tr>
<td>Telephone (Campus)</td>
<td>Switchboard GTE Repair Service</td>
<td>Dial “O” or 4799</td>
</tr>
<tr>
<td></td>
<td></td>
<td>611</td>
</tr>
<tr>
<td>Weather Information</td>
<td>National Weather Service</td>
<td>(415) 364-7974</td>
</tr>
</tbody>
</table>
C. **EMERGENCY CODE RESPONSE TO SECURITY:**

To be used when a college staff person determines a possible dangerous situation exists and needs HELP without alerting the individual(s) present that Security is being called.

The following procedure is to be used if you feel that you or anyone else could be in immediate danger. If the situation involves Fire, Medical or Police, you should always Dial 911 first. (On campus, dial “8” first to access an outside line.)

**FIRST:**

Dial ‘10’ for campus emergency support

**SECOND:**

Say the following to the person who answers the telephone:

*This is ______________________, in _________________________, please*

*Your name*  
*location*

*cancel my appointment with ________________________________.*  
*College President*

*Note: The Security person who answers the phone may ask you a series of questions that may be answered with a “Yes” or a “No”. For example: Does the person have a weapon? Are you in immediate danger? Are others in immediate danger?*
D. MAJOR EMERGENCY GUIDELINES:

1. PURPOSE

The basic emergency procedures outlined in this guide are designed to enhance the protection of lives and property through effective use of campus resources. Whenever an emergency affecting the campus reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES, the Superintendent/President, or his/her designee, may declare a state of emergency, and these contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this plan. These are: 1) large-scale disorder, and 2) large-scale natural/man-made disaster. Since an emergency may be sudden and without warning, these procedures are designed in order to accommodate contingencies of various types.

2. SCOPE

These procedures apply to all personnel, buildings, and grounds operated by the college.

3. TYPES OF EMERGENCY INFORMATION

Types of emergency information covered by this manual are:

- Evacuation Procedures
- Earthquake
- First Aid Instructions
- Medical and First Aid
- Fire
- Utility Failure
- Violent or Criminal Behavior
- Chemical or Radiation Spill
- Bomb Threat
- Explosion, Aircraft Down, Crash on Campus
- Civil Disturbance or Demonstration
- Psychological Crisis
- Flood
- Severe Windstorm/Tornado
- Personal Preparedness Plan

4. DEFINITIONS OF AN EMERGENCY

The Superintendent/President or his/her designee serves as overall Emergency Director during any major emergency disaster. The following definitions of an emergency are provided as guidelines to assist Gavilan employees in determining the appropriate response.
a. MINOR EMERGENCY: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the college. Report immediately by telephone to Security, Dial ‘10’.

b. MAJOR EMERGENCY: Any incident, potential or actual, which affects an entire building or buildings and which will disrupt the overall operations of the college. Outside emergency services will probably be required, as well as major resource efforts from campus support services. Major policy considerations and decisions will usually be required from the Administration during times of crisis. Call 911 and report by telephone to Security, Dial ‘10’.

c. DISASTER: Any event or occurrence which has taken place and has seriously impaired or halted the operations of the college. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed. Call 911 and report to Security, Dial ‘10’.

5. ASSUMPTIONS

The College Emergency Plan is predicated on a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. Hence, the following are general guidelines.

a. An emergency or a disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.

b. The succession of events in an emergency are not predictable; hence, published support and operational plans will serve only as guidelines and checklists, and may require on-the-spot modification in order to meet the requirements of the emergency.

c. Disasters may affect residents in the geographical location of the college; therefore, city, county and federal emergency services may not be available. A delay in off-campus emergency services may be expected (up to 48-72 hours).

d. A major emergency may be declared if information indicates that such a condition is developing or is probable.

6. DECLARATION OF CAMPUS STATE OF EMERGENCY

The authority to declare a campus state of emergency rests with the Superintendent/President or his/her designee as follows:
During a period of any campus major emergency, the Security Department shall place into immediate effect the appropriate emergency procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. The Security Department shall immediately consult with the Superintendent/President regarding the emergency and the possible need for a declaration of a campus state of emergency.

When this declaration is ordered, only registered Gavilan students, faculty, staff, and affiliates (i.e., persons required by their employment) may be authorized to be present on the campus. Permission to remain on campus may be rescinded at any time by the Superintendent/President or his designee. Those who cannot present proper identification (registration or identification card, or other I.D.), showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the Penal Code.

In addition, only those faculty and staff members who have been assigned emergency resource team duties or issued an emergency pass by the Campus Security will be allowed to enter the immediate disaster site.

In the event of earthquakes, aftershocks, fires, storms, or a major disaster occurring in or about the campus, or which involves college property, the Security officers or designated Maintenance staff will be dispatched to determine the extent of any damage to college property.

After the emergency event an assessment will be made by the Superintendent/President or his/her designee in order to further strengthen the Emergency Guidelines.

E. DIRECTION AND COORDINATION:

1. EMERGENCY DIRECTOR

All emergency operations shall be directed by the Superintendent/President or his/her designee.

In the absence of the Superintendent/President, an assigned Administrator shall assume operation control of the emergency.

2. EMERGENCY COORDINATOR

All emergency operations shall be coordinated by the Vice President of Administrative Services or a designated alternate. The coordination of campus emergency resource teams is the responsibility of the Vice President of Administrative Services, who will coordinate all on-campus emergency functions as directed.
3. EMERGENCY COMMAND POST

If the emergency involves a large part of the campus, the Command Post is to be set up in the Human Resource Center. If this site is unavailable, the Emergency Director/Coordinator is to select an alternate location. At least one person is to staff the Command Post at all times until the emergency situation ends. A marshalling area for outside and local agency assistance shall be established by the Emergency Coordinator or designee for operations of the combined on-site emergency resource team. A conference room with facilities for emergency teams or media crews, and which is designed to accommodate multiple telephones and/or electrical appliances, is desirable.

If the emergency involves a small part of the campus, it shall be the responsibility of the Emergency Coordinator or designee to set up and staff an appropriate Emergency Command Post.

F. CAMPUS EMERGENCY RESOURCE TEAM:

While the Emergency Command Post is being established, the Emergency Coordinator shall immediately begin contacting all necessary members of the Campus Emergency Resource Team, which consists of the following personnel:

EMERGENCY DIRECTOR: Superintendent/President or assigned Administrator

EMERGENCY COORDINATOR: Vice President of Administrative Services

DAMAGE CONTROL: Director of Facilities

HEALTH SERVICES: Student Health Nurse and Counselors

FOOD ASSISTANT: Staff of Vice President of Student Services

CAMPUS SECURITY: Director of Security

PUBLIC INFORMATION: President’s Office

Team members may coordinate as necessary with the Emergency Coordinator (Vice President of Administrative Services) for the implementation and coordination of the campus operation Plan and support as it pertains to their areas.

Team members are to keep in constant communication with the Emergency Command Post. General responsibilities of the team members are listed below:

1. EMERGENCY DIRECTOR: Superintendent/President or designee

   a. The Superintendent/President or designee is responsible for the overall direction of the campus emergency response.
b. Works with the Emergency Coordinator (Vice President of Administrative Services) and others in assessing the emergency and preparing the college’s specific response.

c. Declares and ends, when appropriate, the campus state of emergency.

d. Notifies and conducts liaison activities with administrative governmental agencies, the Emergency Resource Team, and others as necessary.

2. EMERGENCY COORDINATOR: Vice President of Administrative Services

a. The Vice President of Administrative Services is responsible for overall coordination of the college’s emergency response.

b. Determines the type and magnitude of the emergency and establishes the appropriate Emergency Command Post.

c. Initiates immediate contact with the Superintendent/President and the college administration and begins assessment of the college’s condition.

d. Notifies and utilizes police, etc., in order to maintain safety and order.

e. Notifies the members of the Emergency Resource Team and advises them of the nature of the emergency.

f. Notifies and conducts liaison activities with an appropriate outside organization such as Fire, Police, Office of Emergency Services, etc.

g. Insures that appropriate notification is made to staff when necessary.

h. Performs other related duties as may be required.

i. In conjunction with the Emergency Resource Team, prepares and submits a report to the Superintendent/President appraising the final outcome of the emergency.

3. DAMAGE CONTROL: Director of Facilities

a. The Director, Facilities Services provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and fire prevention services, as needed, and equipment protection.

b. Provides vehicles, equipment and operators for movement of personnel, equipment and supplies; assigns vehicles as required to the Emergency Resource Team.
c. Obtains the assistance of utility companies as required for emergency.
d. Furnishes emergency power and lighting systems as required.
e. Surveys habitable space and relocates essential services and functions.
f. Provides facilities for emergency generators fueled during emergency/disaster.

4. HEALTH SERVICES: Student Health Nurse/Vice President of Student Services
   a. The Student Health Nurse coordinates emergency medical activities and directs additional trained medical personnel at the disaster site when warranted.
   b. Prepares and staffs an Emergency Health Center with necessary personnel and equipment.
   c. Establishes liaison with local medical facilities and physicians to provide necessary support.
   d. Works with Counselors to support staff and students at this time.

5. FOOD ASSISTANT: Staff of Vice President of Student Services
   a. The Foods Manager provides food, etc., as available during periods of emergencies or disasters.

6. CAMPUS SECURITY OFFICER: Director of Security and Support Services
   a. The Director of Security and Support Services maintains emergency equipment in a state of constant readiness.
   b. Monitors evacuation systems.
   c. Takes immediate and appropriate action to protect life and property and to safeguard records as necessary.
   d. Obtains assistance from city, county and federal emergency aid resources as required.
   e. Provides traffic control, access control, perimeter and internal security patrols.
   f. Provides and equips an alternate site for the Emergency Command Post.

7. PUBLIC INFORMATION: Public Information Office
All information for media (facts and figures) is channeled through the Director of Public Information.

a. The Director of Public Information establishes liaison with the news media for dissemination of information.

b. Establishes liaison with local radio and T.V. services for public announcements.

c. Arranges for photographic and audiovisual services.

d. Prepares news releases for approval and releases to the media concerning emergency.

e. Maintains liaison with telephone company for telecommunications support as necessary.

G. RESPONSIBILITIES OF EMPLOYEES:

1. SUPERINTENDENT/PRESIDENT

a. The Superintendent/President, or designated alternate as Campus Emergency Director, is responsible for the overall direction of campus emergency operations, as outlined in the Emergency Resource Team section of this guide. The Superintendent/President will establish a specific line of emergency authority, composed of designated college managers (i.e., Vice President of Instruction or Administrators) to act as alternate Emergency Director in his/her absence.

b. In the absence of the Superintendent/President an assigned Administrator shall assume the role of the Campus Emergency Director.

2. ADMINISTRATORS, DEANS, AND DEPARTMENT HEADS

Every Administrator, Dean, and Department Head has the following general responsibilities prior to and during any emergency.

a. Emergency Preparedness

1) Building evacuation information shall be distributed to all employees with follow-up discussions, on-the-job training, or explanation, as required. Contact the Vice President of Administrative Services and/or the Health, Safety, Facility and Grounds Committee for assistance.

2) Time shall be allotted to employees in order to enhance the college’s preparedness plans.
3) Time shall be allowed for training of employees in emergency techniques, such as fire extinguisher usage, first aid, C.P.R., and building evacuation drills. Contact the Vice President of Administrative Services and/or the Health, Safety, Facility and Grounds Committee for assistance.

4) Follow-up on reported safety hazards to minimize accidents (i.e., initiate work orders).

b. Emergency Situations

1) Inform all employees under their direction of the emergency condition.

2) Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.

3) Maintain emergency telephone communications with officials from their own activity (or from an alternate site, if necessary).

IMPORTANT: Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency, and to report to a designated campus area assembly point outside the building where a head count will be taken.

3. TEACHING FACULTY AND SUPERVISORS

Each faculty member and staff supervisor has the responsibility to:

a. Educate their students and/or employees concerning college emergency procedures as well as evacuation procedures for their building and/or activity.

b. Inform their students and/or staff of an emergency, and to initiate and follow emergency and evacuation procedures, as outlined in this guide.

c. Evaluate and survey their assigned building facility or activity, in order to determine the impact that a fire or earthquake could have on their facility. Report all safety hazards to their Administrator.

4. CLASSIFIED EMPLOYEES

Each classified employee has the responsibility to:

a. Have knowledge of the college emergency procedures as well as evacuation procedures for their building/work areas.
b. Follow the college emergency procedures as well as the evacuation procedures.

c. Evaluate and survey their assigned work areas in order to determine the impact that a fire or earthquake could have on their area. Report all safety hazards to their supervisor.

H. COLLEGE NOTIFICATION SYSTEM:

The telephone system is the primary means of emergency notification at Gavilan. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. Dialing ‘10’ puts you in contact with the Security cellular phone. There will be a pause of several seconds while the call is connected. DO NOT HANG UP; STAY ON THE PHONE UNTIL SECURITY ANSWERS.

1. THE CENTRAL SWITCHBOARD

The Switchboard is the focal point for the two-way transmission of official emergency telephone communications to Administrative staff. Each Administrator, upon receiving notification of a campus emergency, is to pass the same information to all those departments/offices under his/her direction.

IMPORTANT: During an emergency, campus phones must be restricted to official college notification only. Also note when there is a prolonged power failure, only the emergency phones in the Superintendent/President’s office and pay phones will operate.

I. PROCEDURES REVIEW, PRACTICES AND NOTIFICATION:

1. EMERGENCY PROCEDURES REVIEW

a. The Vice President of Administrative Services and the Health, Safety, Facility and Grounds Committee will conduct an annual review of the total Emergency Plan Procedures Guide and update it as necessary.

b. All changes recommended by the Vice President of Administrative Services and the Health, Safety, Facility and Grounds Committee will be submitted in writing to the Administration for evaluation and adoption.

2. EMERGENCY PROCEDURES PRACTICE

a. Full-scale practice drills will be conducted annually, or as directed.
b. All campus emergency personnel and occupants of the affected building(s) are to fully participate in the drills.

c. Any procedural changes found necessary through conducting the drills are to be submitted by the parties concerned to the Vice President of Administrative Services and the Health, Safety, Facilities, and Grounds Committee.

3. EMERGENCY PROCEDURES NOTIFICATION

a. Following approved changes, the Vice President of Administrative Services and the Health, Safety, Facilities, and Grounds Committee will disseminate information reflecting procedural changes to the campus community.
PART II

EMERGENCY

PROCEDURES GUIDE
A. EVACUATION PROCEDURES:

1. BUILDING EVACUATION

   Note: College policy requires each building to have a posted Building Evacuation Plan with instructions.

   a. When the evacuation order is given, vacate from the nearest marked exit and alert others to do the same.

   b. Assist individuals with disabilities or other persons that may need help in exiting the building.

   c. Once outside, proceed to a clear area that is at least 200 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. (KNOW YOUR AREA ASSEMBLY POINTS. SEE MAP, PAGE 1.)

   d. DO NOT return to an evacuated building unless told to by an Administrator/Supervisor or Security Officer.

   IMPORTANT: After any evacuation, report to your designated area assembly point. Stay there until further instructions are given by your Administrator/Supervisor or Security Officer.

2. CAMPUS EVACUATION

   a. Evacuation of all or part of the campus grounds will be announced by Administration, as directed.

   b. All persons (students and staff) are to immediately vacate the site in question, and relocate to another part of the campus grounds, as directed.

   c. When necessary to leave campus by personal vehicle, exit the gate nearest to where you are parked and follow traffic patterns as directed by Campus Security and/or the Highway Patrol.

B. NATURAL DISASTERS:

1. EARTHQUAKE

   a. During an earthquake, REMAIN CALM. DUCK! TAKE COVER!

   b. IF INDOORS, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment.
c. IF OUTDOORS, move quickly away from buildings, utility poles, and other structures. Caution: Always avoid power or utility lines as they may be energized. **GO TO YOUR AREA ASSEMBLY POINTS. SEE MAP, PAGE 1.**

d. If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.

e. After the initial shock, evaluate the situation and, if emergency help is necessary, call the Switchboard (if phone is working) and report status. If not, contact the command post.

f. Damaged facilities should be reported to the Switchboard. **NOTE: Gas leaks and power failures create special hazards.** At each gas outlet a black wrench is attached for shutoff. See **Utility Failures (Section D).**

g. When the evacuation order is given by a Security Officer or by your Administrator/Supervisor, walk quickly to the nearest marked exit and ask others to do the same.

h. **Assist individuals with disabilities or other persons that may need help in exiting the building!**

i. Once outside, move to a clear area at least 200 feet away from the affected building(s). Keep streets, firelanes, hydrant areas and walkways clear for emergency vehicles and crews.

j. A Campus Emergency Command Post may be set up near emergency site. Keep clear of the Command Post unless you have official business.

k. **Do not return to an evacuated building** unless told by an Administrator/Supervisor or Security Officer.

2. **FIRE**

   **In all cases of fire, the Fire Department MUST be notified immediately! Dial 911! Also dial ‘10’ and report. Give your name and describe the location of the fire.**

a. Know the location of fire extinguishers, fire exits, and alarm systems in your area and how to use them. Each instructor must inform his/her class about assembly points in case of fire.

b. If a minor fire appears controllable, **IMMEDIATELY** contact the Fire Department (911) and Security (‘10’). If you have been previously trained in using fire extinguishers, then promptly direct the charge of the fire extinguisher toward the base of the flame.
c. If an emergency exists, activate the building fire alarm. **Caution:** The building fire alarm rings only in the building – you must report the fire by calling the Fire Department (911) and Security (‘10’).

d. On large fires that do not appear controllable, **IMMEDIATELY EVACUATE all affected rooms, closing all doors** to confine the fire and reduce oxygen. **(Do not lock doors!)** Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic. Cover your mouth and nose; crawl as the smoke arises.

e. When the building evacuation alarm is sounded or an emergency exists, walk quickly to the nearest exit and alert others to do the same. **GO TO YOUR AREA ASSEMBLY POINTS. SEE MAP, PAGE 1.**

f. Assist persons with disabilities or other persons that may need help in exiting the building!

g. Once outside, move to a clear area at least 200 feet away from the affected building. Keep streets, firelanes, hydrant areas and walkways clear for emergency vehicles and crews.

h. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

i. **Do not return to an evacuated building** unless the Administrator/Supervisor or Security Officer instructs you to.

**NOTE:** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue teams. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. **DO NOT PANIC.**

3. **FLOOD**

Warning of a flood may be received by telephone, radio, or a message from Emergency Services officials. The extent of the flood and the amount of time before the flood is expected will dictate the appropriate actions to take. You may be directed by your Administrators to go home, evacuate the building, or take some measures to minimize damage to the building and hazards to employees.

4. **SEVERE WINDSTORM/TORNADO**

The National Weather Service has developed a system of “watches” and “warnings” that are issued when severe weather conditions may exist. A “warning” is more severe than a “watch”!
IF WATCHES AND WARNINGS HAVE BEEN ISSUED:

a. REMAIN ALERT for additional weather advisories if a severe windstorm “watch” has been issued. (A watch is issued when a thunderstorm with winds in excess of 55 m.p.h. or a tornado may develop in a given area and during a specific time frame.) If a watch is issued during working hours, you will be notified by the Administration and will be kept up to date on the latest developments.

b. WAIT FOR INSTRUCTIONS from the Administration if a severe windstorm “warning” has been issued. (A warning indicates that a thunderstorm with winds in excess of 55 m.p.h. or a tornado has been sighted in the area, and precautions to minimize potential risks should be taken.) If a warning is issued during working hours, the Administration may direct you to go home if there is sufficient time before the anticipated arrival of the storm, or may direct you to remain at work if it would be dangerous to leave.

IF THERE IS NO ADVANCE WARNING:

a. TAKE COVER immediately in interior rooms or along an inside wall. Try to find a place away from large, heavy objects and windows.

b. OPEN DOORS to reduce pressure, if possible.

c. KEEP CALM.

d. WAIT FOR INSTRUCTIONS from the Administration.

C MEDICAL CAUSES:

If a serious injury or illness occurs on campus, immediately dial ‘911’ and Security at ‘10’. The following is a guide for First Aid for Office Emergencies:
First Aid for Office Emergencies

Know where your office’s first aid kit is, what’s in it and how to use what’s in it. If you do use something in it, make sure your supervisor knows, so it can be replaced.

Check the patient for any medical ID tags, bracelets or cards to tell paramedics about. Likewise, if you have a personal medical condition, make sure there’s someone at work who knows you have the condition and who’s familiar with first aid for it.

Although you may not think of an office setting when it comes to emergencies, quick thinking in an office has saved many workers from injury or even death. Coworkers may not have told you about their medical condition, such as diabetes, asthma or epilepsy. Or you may not have told them about yours. So there are hazards in the office to watch out for.

Just in Case

“First aid” is just that—urgently needed care that’s administered until a patient is seen by a professional. Although emergencies in an office may not be as common as in typically dangerous occupations, it pays to be prepared.

Here are some first aid tips for potential office emergencies. Remember, the first step is always to dial 911.

Fainting or loss of consciousness: Tap the patient on the shoulder and ask, “Are you OK?” If there’s no response, see if the victim is breathing. If not, give mouth-to-mouth resuscitation. Administer CPR only if there’s no pulse and you’re properly trained. While waiting for help, raise the patient’s legs higher than their body, loosen their clothing and apply cold cloths to their face. (Call the local chapter of the American Heart Association or the Red Cross to find out about CPR and first aid training.)

Choking: Use the Heimlich maneuver to dislodge whatever is choking the person. Never strike someone on the back, as that may push the foreign matter deeper down the windpipe. (Call the Red Cross to find out about classes on the Heimlich maneuver.)

Heart attack: If the patient is conscious, help the person sit (not lie) down. Ask if the patient is taking medication and needs help using it. If the person is unable to speak, look for an emergency medical ID card or bracelet. Keep the patient warm. Loosen his or her collar. If breathing has stopped, give mouth-to-mouth resuscitation. If breathing and the pulse have stopped, and you’re trained, administer CPR.

Stroke: Keep the patient warm. Turn the head of a vomiting patient to one side. Don’t give the patient any stimulants or anything to eat or drink.

Head Injury: Don’t remove or restrain the person. Move harmful objects out of the way, in case of convulsions. Keep the patient warm. Use reassuring words until help arrives.

Burns or scalds: Put the burned area in cool (not ice) water until the pain subsides. Pat dry. Don’t apply butter, ointment or any other liquid. Cover the area lightly with a clean, dry bandage.

Bleeding: Wash the cut with soap and water but don’t try to clean deep wounds. Apply direct, gentle pressure until the bleeding subsides. Apply a clean, dry bandage. Call a doctor if bleeding doesn’t stop, or if the patient’s last tetanus shot was over 10 years before the emergency.

Nosebleed: Have the patient sit down and lean forward. Apply pressure to the bleeding nostril along with cold compresses around the area. If the bleeding doesn’t stop, take the patient to a hospital emergency room.

Muscle or joint strain or sprain: Remember R.I.C.E.: Rest the affected area by not using it. Place ice packs on the affected area. Compress the injured area with an elastic bandage. And elevate the injured area above the heart.

Brue: Apply cold cloths or ice packs to a bruise. If the blow or pain is severe, call a doctor.

Reading this information is no substitute for formal instruction and practice or for professional medical care.

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D. INDUSTRIAL CAUSES:

1. UTILITY FAILURE
   a. In the event of a major utility failure occurring during regular working hours immediately notify Maintenance at 4705.
   b. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists. Follow evacuation procedures.
   c. Assist individuals with disabilities and those that may need help in exiting the building!
   d. Do not return to an evacuated building unless instructed to do so by a Supervisor/Administrator or Security Officer.

Additional Information and Procedures -- always observe Steps #a and #b above whenever the following utility emergencies arise:

ELECTRICAL OR LIGHT FAILURE

When the power goes out on campus the emergency lighting, where installed, is meant only for the safe, immediate exiting of a room or building. Campus buildings equipped with emergency lighting may not provide sufficient, continuous illumination for the safe exiting of stairs and corridors so it is therefore advised to have flashlights available for emergencies.

If it is daytime, and you can proceed with business, do so. If you cannot proceed, for operational or safety reasons, contact your supervisor and wait for a decision.

If the power fails during evening classes, faculty is advised to keep the students in the classroom until Security arrives to provide illumination for a safe exit.

FLOODING

Cease using all electrical equipment. Notify Security of the emergency at ‘10’. If necessary, evacuate the area.

SERIOUS GAS LEAK

Cease all operations. Do not switch lights or any electrical equipment on or off! Remember: Electrical arcing (turning on or off) can trigger an explosion! Notify the Security, Dial ‘10’. Evacuate the area, leaving doors and windows open. The shutoff valve has a black wrench attached for shutoff.

VENTILATION PROBLEM
If smoke or odors come from the ventilation system, immediately notify Security, Dial ‘10’. If necessary, cease all operations and evacuate the area.

2. CHEMICAL OR RADIATION SPILL

IF SPILL ORIGINATES INSIDE:

a. Any spillage of a hazardous chemical or radioactive material is to be reported immediately to Security, Dial ‘10’--and the Fire Department.

b. When reporting, be specific about the nature of the involved material and exact location. Administration will contact the necessary specialized authorities and medical personnel.

c. Any person on site should evacuate the affected area at once. When evacuating, stay UPWIND, UPSTREAM, and UPGRADE OF SPILLAGE.

d. Anyone who may be contaminated with a radioactive material must stay isolated from others. If it is a chemical contamination, wash affected area immediately for 15 minutes. Required first aid and clean-up by specialized authorities should be started at once.

e. If necessary, follow evacuation procedures.

f. Assist individuals with disabilities and those that may need help in exiting the building!

g. Do not return to an evacuated building unless instructed to do so by an Administrator/Supervisor or Security Officer. Do not take unsafe actions such as lighting matches, candles, etc.

IF SPILL ORIGINATES OUTSIDE:


b. Stay upwind, upstream, and upgrade of spillage. Leave the area when you are instructed to do so. Take care to avoid fumes or fires.

3. EXPLOSION, AIRCRAFT DOWN, CRASH ON CAMPUS

a. In the event of an explosion or downed aircraft (crash) on campus:

b. Immediately take cover under tables, desks and other such objects which will give protection against falling glass or debris. Hold onto the furniture, if possible.
c. When safe to do so, notify the Fire Department (8-911) and Security ('10'). Give your name and describe the location and nature of the emergency.

d. Assist individuals with disabilities and those that may need help in exiting the building!

e. **Do not return to an evacuated building** unless instructed to do so by an Administrator/Supervisor or Security Officer. Do not take unsafe actions, such as returning to the building before it has been declared safe, getting too close to the aircraft, or lighting matches, candles.

E. **HUMAN CAUSES:**

1. **VIOLENT OR CRIMINAL BEHAVIOR**

   **In an emergency, dial 911 and ‘10’.** Security provides you with help and protection. If Security is not available and you reach voice mail, leave a message with your name, number, and incident type.

   **From On-Campus Line: DIAL 8-911 / From Pay Phone: DIAL 911**

   a. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.

   b. If you are a victim or are a witness to any on-campus criminal offense, **avoid risks** and call Security ‘10’ immediately. If you observe a criminal act or a suspicious person on campus, immediately notify Security by dialing “10” on a campus phone.

   c. When reporting the incident, promptly include the following:

      1) Nature of incident
      2) Location of incident
      3) Description of person(s) involved
      4) Description of property involved

   d. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.

   e. **If there is gunfire or discharged explosives, you should take cover immediately, using all available concealment.** After the disturbance, seek emergency first aid if necessary.

2. **BOMB THREAT**

   **Terrorist activities could take the form of bomb threats or involve threats to the personal safety of individuals, or the taking of hostages.** If circumstances
permit, you will receive warnings and directions from Administration or law enforcement agency.

a. If you observe a suspicious object or potential bomb on campus, **do not handle the object!** Clear the area and immediately call the Security at ‘10’.

b. **Any person receiving a phone call bomb threat should follow the Bomb Threat Checklist** (familiarize yourself with the information on the attached checklist) so you will be able to respond to the call and complete a report.

c. Follow evacuation procedures as directed.
BOMB THREAT CHECKLIST

Do not interrupt the caller except to ask:
When will it go off? Certain hour _______ Time remaining ________
Where is it placed? Building or department _______ Area ________
What does it look like? Appearance ______________________________________

Indicate your impression of the origin of the call: (Check)
_____ Local _____ Long distance _____ Phone booth _____ Internal (from within building)

Check the items that best describe the caller and the call:

Familiar with building? Sex? Approximate age?
_____ Yes _____ Male _____ Under 20
_____ No _____ Female _____ 21-40
_____ Don’t know _____ Don’t know _____ Don’t know

Voice characteristics? Accent? Language?
_____ Loud _____ New England _____ Excellent
_____ High pitch _____ Southern _____ Fair
_____ Raspy _____ Mid-Western _____ Foul
_____ Intoxicated _____ Western _____ Good
_____ Soft _____ Racial or ethnic _____ Poor
_____ Deep _____ Other ________ _____ Other ________
_____ Pleasant
_____ Other ________

Speech? Manner? Background noises?
_____ Fast _____ Calm _____ Office machine
_____ Distinct _____ Rational _____ Factory machine
_____ Stutter _____ Coherent _____ Street traffic
_____ Slurred _____ Deliberate _____ Airplanes
_____ Slow _____ Righteous _____ Bedlam
_____ Distorted _____ Angry _____ Animals
_____ Nasal _____ Irrational _____ Mixed
_____ Use of certain words or phrases: _____ Incoherent _____ Music
____________________ _____ Emotional _____ Party
____________________ _____ Laughing _____ Trains
____________________ _____ Giggling _____ Quiet
____________________ _____ Nervous _____ Voices

Take the following steps immediately after the call:
1) Notify Security by dialing ‘10’.
2) Notify your Administrator/Supervisor
3) Call 911. Identify your location.

Printed name of person taking call
Time/date of call
3. CIVIL DISTURBANCE OR DEMONSTRATIONS

Most campus student demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should **not** be disrupted unless one or more of the following conditions exists as a result of the demonstration:

**INTERFERENCE** with the normal operation of the college.

**PREVENTION** of access to offices, buildings, or other college facilities.

**THREAT** of physical harm to persons or damage to college facilities.

If any of the preceding conditions exist, Security should be notified, Dial ‘10’, and will be responsible for contacting and informing the Administration. Depending on the nature of the demonstration, the appropriate procedure listed below should be followed:

a. **PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS**

   1) Generally, demonstrations of this type should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct college business as normally as possible.

   2) If demonstrators are asked but refuse to leave by regular facility closing time:

      a) Arrangements will be made by the Administration to monitor the situation during non-business hours, or
      b) Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (see Section b., below).

b. **NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS**

   1) In the event that a demonstration blocks access to college facilities or interferes with the operation of the college:

      a) Demonstrators will be asked to terminate the disruptive activity by the Administration or designee.
      b) The Administration or designee will consider having a photographer available.
      c) Key college personnel and student leaders will be asked by the Administration to go to the area and persuade the demonstrators to disperse.
d) The Vice President of Student Services or designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.

e) If the demonstrators persist in the disruptive activity, they will be apprised that failure to stop the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or the possible intervention of civil authorities.

f) Except in extreme emergencies, the Superintendent/President will be consulted before such disciplinary actions are taken. After consultation with the Superintendent/President, the need for an injunction and intervention of civil authorities will be determined.

g) If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of the police, the remaining demonstrators will be warned of the intention to arrest the demonstrators in violation.

c. VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the Superintendent/President will be notified.

1) During Business Hours:

   a) The Vice President of Student Services will notify Security and the Sheriff’s Department if necessary to prevent injury to persons or property.

   b) The Superintendent/President will determine necessary action.

2) After Business Hours:

   a) Security should be immediately notified of the disturbance.

   b) Security will investigate the disruption and report to the 911 operator. The Superintendent/President or designee will be notified as soon as possible.

4. PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to him/herself or to others; or is out of touch with reality due to a severe drug reaction or a psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or complete withdrawal. If a psychological crisis occurs:
a. Contact Security, Dial ‘10’.

b. The responsible Administrator should be informed.

For Unusual or Potentially Dangerous Situations:

a. **NEVER try to handle a situation on your own that you feel is dangerous.** Assess your best resources for the situation.

b. Notify Campus Emergency of the situation. Dial Security at ‘10’ and/or 911. **Clearly state that you need immediate assistance.** Give your name, the nature of the incident and location of incident.

c. When a college staff person determines a possible dangerous situation exists and **needs HELP without alerting the individual(s) present** that Security is being called.

The following procedure is to be used if you feel that you or anyone else could be in immediate danger. If the situation involves Fire, Medical or Police, you should always Dial 911 first. (On campus, dial “8” first to access an outside line.)

FIRST: Dial ‘10’ for campus emergency support

SECOND: Say the following to the person who answers the telephone:

This is ________________, in ________________, please:

Your name    location

cancel my appointment with ____________________________

College President

*Note: The Security person who answers the phone may ask you a series of questions that may be answered with a “Yes” or a “No”. For example: Does the person have a weapon? Are you in immediate danger? Are others in immediate danger?
CRISIS INTERVENTION PROCESS WITH DISRUPTIVE PERSONS

The following procedures may help you in identifying and handling crisis situations with disruptive persons:

a. **Pre-Contact Stage**

1) People in crisis are fearful, anxious, and vulnerable, making them extremely sensitive to offers of help. At times, feelings generated by this sensitivity may take the form of physical or verbal violence.

2) Survey the situation for possible danger before becoming involved.

3) Take a deep breath or two to calm yourself while you plan your course of action.

4) Protect yourself on approach; you cannot help if you are hurt.

5) People in crisis often feel physically trapped by the environment and can become agitated. Position yourself so you have an escape route and try not to place a troubled person where he/she has no exit.

b. **Calming the Person Down**

1) **Don’t touch** the disturbed person.

2) People tend to mirror your attitude and demeanor. Use your voice and manner to calm the person down. Give calm, simple, direct instructions.

3) Ask them to walk with you outside and to tell you what is upsetting them. Try to identify feelings.

4) Do not make threats, issue ultimatums or shout at the troubled person.

5) Buy time, let the situation cool down. Don’t rush or crowd them.

c. **Problem Identification Stage**

1) Encourage the person to talk with you while walking away from the scene of the disturbance.

2) Ask open-ended questions so that the person must think in order to formulate an answer. (Don’t ask questions that can be answered with a simple “Yes” or “No”.)

3) Listen without judging.

4) Acknowledge their feelings (empathize).
5) Reassure frequently.

6) Clarify, paraphrase, summarize.

7) Don’t let the disturbed person switch the focus to you.

**SPECIFIC CRISIS SITUATIONS**

**a. THREATENED SUICIDE OR HOMICIDE**

1) A situation of extreme danger exists if a person is threatening to harm himself or herself or others and has the means and strength to follow through with this threat.

2) Protect yourself and others as much as possible and call 911 (from campus phone system 8-911). Also call Security, dial ‘10’. Suicide attempters can be potentially dangerous.

3) Buy time. Listening may be exactly what a suicide attempter wants and needs from you. The odds of tragedy occurring decrease with the passage of time and good communication.

4) Keep in mind that some people bent on killing themselves have already made up their minds. Sometimes nothing we say or do can deter them.

**b. DISPUTES OR THREATS OF VIOLENCE**

If disputants are engaged in verbal or physical conflict, call for help 911 (from campus phone system 8-911). Also call Security, dial ‘10’.

**c. DOMESTIC VIOLENCE**

1) Abused children—call 911 (from campus phone system 8-911). Also call Security, dial ‘10’.

   a) **Reporting is mandatory.**
   
   b) If life threatening, protect child by separating from abuser.

2) Mate battering or threatening:

   a) Call 911 (from campus phone system 8-911). Also call Security, dial ‘10’. **Mate battering is against the law. Reporting is mandatory**
   
   b) **Do not touch combatants.**
   
   c) **This is a potentially very dangerous situation** because hostile individuals tend to displace anger in any direction.
   
   d) **Protect yourself and others.**
F. PERSONAL PREPAREDNESS PLAN:

Please refer to “The Pocket Guide to Emergency Preparedness” provided by the Public Health Department, Santa Clara Valley Health & Hospital System. The document can be downloaded at: http://www.sccphd.org/ and is available in hard copy.