

## ***Emergency Contacts***

- **911** (FROM A CAMPUS PHONE)
- **537-7777** (FROM A CELL PHONE TO REACH CSUSB POLICE)
- **EMERGENCY "BLUE LIGHT" PHONES**  
(ACTIVATE THE PHONE AND YOU WILL BE CONNECTED TO CSUSB POLICE)

## ***Emergency Information***

- **537-9999** Recorded Emergency Information
- **<http://www.csusb.edu>**: CSUSB home page will display emergency bulletins
- **Coyote Radio**: **<http://coyoteradio.csusb.edu>**  
Emergency Alert System (EAS)

## ***Non-Emergency Numbers***

- **537-5165** CSUSB Police Department—24 hrs.
- **537-5179** Environmental Health & Safety
- **537-5166** Facilities Services
- **537-5241** Student Health Center
- **537-7477** CSUSB Emergency Manager

Presented as a Service by:  
**California State University, San Bernardino**  
**Emergency Management**  
**& Preparedness**

5500 University Parkway  
San Bernardino, CA 92407



## **CSU San Bernardino Emergency Operations Reference *For STUDENTS***

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



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***Message from the  
Emergency Operations  
Center Director,  
Chief of Police***

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

The university is responsible for the implementation and maintenance of an emergency management system on campus and the development and implementation of programs and projects in emergency planning, training, response and recovery.

This pamphlet provides emergency response procedures for some of the more common emergency situations that may occur here on campus. Additionally, we have included shooting situations that, while rare, cause a great deal of concern in terms of emergency response. Please read this pamphlet thoroughly before an emergency occurs. This will enhance your chances of protecting yourself and others in an emergency situation.

If you have any questions about the information in this pamphlet or wish to obtain additional information, please contact the CSUSB Emergency Manager at (909) 537-7477.

Thank you,

**Jimmie Brown  
Chief of Police**



***Emergency  
Supplies***

- ☐ **Keys** - extra set of car and house keys
- ☐ **Water** - 3 days to 1 week supply - 1 gallon/person/day
- ☐ **Food** - 3 days to 1 week supply of non-perishable food, manual can opener, utensils
- ☐ **First Aid kit** - with manual and medical supplies
- ☐ **Radio** - extra batteries
- ☐ **Flashlights** - extra batteries
- ☐ **Matches** and/or lighter
- ☐ **Medications** - over-the-counter, prescriptions and prescription lists
- ☐ **Cash and important documents** - small bills, coins, deeds, insurance papers, medical cards, etc.
- ☐ **Clothing** and sturdy shoes, bedding
- ☐ **Tools** - adjustable wrench, fire extinguisher, sturdy gloves, whistle, small mirror, etc.
- ☐ **Sanitation** and hygiene supplies
- ☐ **Special needs** - supplies for kids, pets, seniors, and people with disabilities

***Evacuation Checklist***

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



## ***Emergency***

Emergency preparedness begins at home. How well you and your family survive in an emergency often depends upon how well you prepare beforehand. The information provided below can be applied to emergency planning at home as well as in the work place.



### **Before An Emergency:**

- ☐ Conduct an apartment or room hazard hunt — know the safe and danger spots. Know how to shut off utilities. Secure and anchor furniture. Know where fire extinguishers are and how to use them. Have smoke detectors.
- ☐ Create an emergency plan with your family that includes:
  - A communications plan.
  - An evacuation plan.
  - An emergency financial plan.
  - Alternate transportation plans.
- ☐ Practice your plans with your roommates or family!
- ☐ Create an emergency supplies kit of food, water and supplies for your home, car and your workplace.
- ☐ Know the emergency plans at your children's school, child care, etc.
- ☐ Learn first aid and CPR.

## ***Cal State University San Bernardino Emergency Mgmt. Plan***

### **Emergency Management Plan (EMP):**

The purpose of the all hazards emergency management plan (EMP) is to establish policies, procedures and an organizational structure for response to an emergency. The EMP is in compliance with the State of California's Standardized Emergency Management System (SEMS) which was enacted in the California Government Code in 1995 and with the Federal Government's National Incident Management System (NIMS) released in 2004. Organizational operating procedures utilize the Incident Command System (ICS) for response to an emergency.

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

### **Goals of the Emergency Management Plan:**

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



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

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

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

### **CRITERIA FOR ACTIVATION OF THE EOC:**

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

### **EOC Location:**

#### **Primary Location**

Foundation Building  
Room 102 (Board Room)



## ***Shelter In Place***

Some emergencies may require you to take shelter in your classroom. If you are notified to shelter-in-place or you find you cannot exit because of greater dangers outside the classroom:

- ☐ Move to an interior room or building space away from as many windows as possible.
- ☐ Do not use elevators.
- ☐ Bring everyone into the room.
- ☐ If available, take a radio or television with you to monitor the news.
- ☐ Shut and lock all windows and doors.
- ☐ Make a list of who is there and call University Police to report who is in the room with you.
- ☐ Keep calm and review evacuation procedures with others that are with you.
- ☐ If available, check your CSUSB email regularly for messages giving you further instructions.
- ☐ Stay where you are until otherwise notified to move. Wait for a police officer or further directions.
- ☐ Follow instructions of emergency personnel.
- ☐ Do not leave your room until notified to do so by emergency personnel.

### ***Important note regarding phones during any type of emergency:***

Overloading will likely bring down all telephone services, including cellular phones. Avoid using any telephone services except for life safety and emergency calls.



## ***Evacuation***

Building evacuation will occur via one of the following mechanisms:

- When a building fire alarm is sounded, or
- Upon notification by a University Police officer, or by a building or floor marshal through broadcast alerts.

When a signal to evacuate the building is sounded:

- ☐ Take your personal belongings with you.
- ☐ Walk quickly to the nearest marked exit stairwell.
- ☐ Do **not** use the elevators.
- ☐ Assist people with disabilities or special needs in exiting the building.
- ☐ Once outside the building, move to your designated evacuation area.
- ☐ Stay at least 100 feet away from any affected buildings or structures.
- ☐ Keep streets and walkways clear for emergency vehicles and personnel.
- ☐ **DO NOT return to an evacuated building** unless directed to do so by a University Police Officer or by a building or floor marshal.

***Under no circumstances should a student or any member of the university community unilaterally decide to ignore a fire alarm, fire drill, or a request for evacuation in order to continue working without interruption.***

## ***Student Responsibilities***

Student responsibilities in emergency management and preparedness include:

- **Ensure your emergency contact information is up to date in My Coyote for the campus mass communications system.**
- Listen carefully when faculty, staff and emergency personnel tell you what to do.
- Take drills seriously and encourage others around you to do the same.
- Know the location and content of the building evacuation maps, including the designated outside meeting areas for your classes. Building evacuation maps are located in the CSU San Bernardino Disaster Preparedness Quick Reference Guide located in every classroom.
- Learn what to do in an emergency beforehand—know about campus emergency procedures such as how to respond to a medical emergency, fire/explosion, bomb threat, earthquake, evacuation, etc., which are discussed in the Disaster Preparedness Quick Reference Guide.
- Be informed about the appropriate safety information relevant to hazards encountered in classrooms and labs.
- Dial **911** from all campus phones to contact University Police. Dial **(909) 537-7777** from a cell phone to contact University Police. You may also use the Blue Light emergency phones to report an emergency.



## **Medical Emergency**

Injury and illness is the most common of all campus-related emergencies.

**If a serious injury or illness occurs, remain calm and proceed as follows:**

**Call University Police at 911 from a campus phone or (909) 537-7777 from a cell phone**

- ☐ Give your name.
- ☐ Describe the nature and severity of the medical problem.
- ☐ Give the campus location of the victim.
- ☐ Provide an estimated age and gender of the victim.
- ☐ Describe whether or not the victim is conscious and breathing.
- ☐ Look for emergency medical ID and give all information to the Police.
- ☐ Administer first aid to the extent possible based on your level of training.

**NOTE:** All University Police Officers are trained in basic first aid, CPR and AED.

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



## **Active Shooter**

An active shooter is a person who appears to be actively engaged in firing a weapon at persons or property. **Remain calm** and use these guidelines to help you plan a strategy for survival.

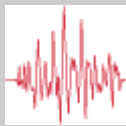
**If an active shooter presents an imminent danger, you should:**

- ☐ Try to warn others to either leave the area (if it is safe to do so) or take immediate shelter.
- ☐ Proceed to a room that can be locked or barricaded. Turn off the lights and close blinds.
- ☐ Take cover behind something that will stop a bullet.
- ☐ Silence devices that emit sound.
- ☐ Dial 911 from a campus phone or 537-7777 from a cell phone and provide police with all pertinent information regarding the situation.
- ☐ Wait until a uniformed officer, or a university official known to you, gives instructions.
- ☐ An evacuation should be attempted only when there is a reasonable likelihood that it can be accomplished without further endangering people in a secured area.

**If a shooter is outside your building:**

- ☐ Move away from the shooter or the sounds of gunshots and/or explosives.
- ☐ Look for appropriate locations for cover/protection.
- ☐ Try to warn others to take immediate shelter.
- ☐ Dial 911 from a campus phone or 537-7777 from a cell phone and provide the pertinent information regarding the situation.
- ☐ Follow instructions of emergency personnel.





## Earthquake

Should an earthquake strike while you are in a campus building, do the following:

**Duck** - duck or drop down on the floor.



**Cover** - take cover under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. *Avoid danger spots near windows, hanging objects, mirrors or tall furniture.*



**Hold** - if you take cover under a sturdy piece of furniture, *HOLD* on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.



- ☐ If you are in a hallway, drop to the floor against an interior wall—protect your head and neck with your arms.
- ☐ Do not enter or exit the building during the shaking - there is danger from falling debris.
- ☐ Do not use the elevators.
- ☐ If you are outdoors, find a spot away from buildings, trees, streetlights and power lines. Drop to the ground and stay there until the shaking stops. Do not return to your building until authorized.
- ☐ In a car—stop in the safest place away from underpasses/overpasses, bridges, etc. Stay in the vehicle until the shaking stops.
- ☐ **BE PREPARED FOR AFTERSHOCKS!**



## Fire/Explosion

**If you discover fire or see smoke:**

Gather the following information and call University Police at **911** from a campus phone or **537-7777** from a cell phone, or use a Blue Light emergency phone, identify yourself and report the following:

- Building name and address.
- Room/location of fire.
- Type of fire.
- Smoke or flame.
- Smoke odor.

For minor fires such as smoke in a waste basket, locate the fire extinguisher.

### Fire Extinguisher Instructions:

- P** PULL safety pin from handle
- A** AIM nozzle at base of fire
- S** SQUEEZE the trigger handle
- S** SWEEP from side to side (watch for re-flash)

Contact EHS to refill/replace fire extinguishers.

For large fires, evacuate the building and pull a fire alarm.

If you are the last person out of a room, close the door behind you — **DO NOT LOCK THE DOOR.**

If you become trapped inside a building during a fire:

- Call University Police (**911** from campus phone; **537-7777** from cell phone). Tell them your location and that you need Fire Department assistance to get out.
- Stay near a window and close to the floor.
- If possible, signal for help.



## **Hazardous Materials**

***In case of a hazardous material spill or exposure to infectious material, remain calm, and proceed as follows:***

Chemical and Solvent Spills: If spill involves personal injury:

- ☐ remove clothing;
- ☐ flush with warm tap water for 15 minutes;
- ☐ call **911** from a campus phone or **537-7777** from a cell phone.

If immediate hazard exists or medical assistance is required:

- ☐ Call **911** from a campus phone or **537-7777** from a cell phone.
- ☐ **Immediately evacuate and limit access to the affected area.**
- ☐ All evacuations should be upwind from the release location.

For small spills/those not involving immediate danger to lives or property:

- ☐ Confine the spill.
- ☐ Evacuate and secure the immediate area; limit access to authorized personnel.

**Contact Environmental Health & Safety (EHS) (909) 537-5179**

- ☐ Identify yourself and report the information.
- ☐ Be as specific as possible about the type, amount of the spill/material released.
- ☐ Provide the location of the spill.

Unless immediate medical attention is needed, all persons who have been potentially exposed should report to emergency personnel at the Incident Command Post site and notify the incident Commander that they have been exposed.



## **Bomb Threat or Suspicious Object**

Report **ALL** bomb threat calls to the University Police at **911** from a campus phone or **537-7777** from a cell phone.

Don't ever make a threat as a "joke."

Have a healthy suspicion that causes you to alert faculty or staff when something doesn't seem right.

**Any person receiving a phone call that a bomb or other explosive device has been placed on campus is to ask the caller:**

- ☐ When is the bomb going to explode?
- ☐ Where is the bomb located?
- ☐ What kind of bomb is it?
- ☐ What does it look like?
- ☐ Why did you place the bomb?

Keep the caller on the phone as long as possible. Listen carefully to the caller and try to determine and record the following:

- ☐ Date and time of the call
- ☐ Exact words of the caller
- ☐ Age and sex of the caller
- ☐ Speech pattern and/or accent
- ☐ Emotional state
- ☐ Background noises (i.e. traffic)

University Police Officers will conduct a detailed bomb search.

### **IF YOU FIND A SUSPICIOUS OBJECT:**

- ☐ **DO NOT TOUCH THE OBJECT**
- ☐ **CLEAR THE AREA IMMEDIATELY**
- ☐ **CALL 911 (537-7777 from a cell phone)**
- ☐ **REPORT THE LOCATION**