



SACRAMENTO
STATE

EMERGENCY RESPONSE MANUAL

Revised 2015 by: WG & KB

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LETTER OF PROMULGATION

Handling emergencies on campus may become the responsibility of any one of us at any time. Emergency preparedness and quick responses from those in the affected area can save lives and help to limit injuries. As President, one of my primary goals is to protect the life, property, security and the welfare of the campus community. The campus Multi-hazard Plan and attachments is our overarching documents to meet this goal. The Plan and additional information can be located at:

<http://www.csus.edu/aba/police/crisis-planningemergency-preparedness/multi-hazard-emergency-preparedness-plan.html>

Each member of the community is responsible for taking reasonable measures to prepare him or herself for an emergency. Individual preparedness is a fundamental step in meeting our commitment to fellow students, faculty and staff members. Furthermore, well thought out and implemented departmental emergency and continuity plans can significantly enhance the safety of our community as well as our ability to sustain operations during disruptive incidents.

I encourage each member of the campus community to read and understand our procedures for operating relative to emergencies. After reading it thoroughly, place it where it is visible and easily accessible.

Please note that our campus has its own dedicated 911-response system. All emergencies reported to 911, by campus phone, will immediately dispatch the Sacramento State Police personnel, as well as other needed emergency services.

In the unlikely event that we experience a campus wide emergency, I am assured that Sacramento State will handle it well, thanks to the dedicated efforts of many of you in making the needed preparations.

Robert S. Nelsen

President

Statement on Emergency Preparedness

To the Sacramento State Community:

Emergencies and disruptive incidents may affect university operations at any time. To protect the safety and security of our students, faculty and staff, while minimizing disruptions, the entire university community must take steps to prepare itself for such events. This Multi-Hazard Emergency Plan addresses the university's response to emergencies by taking an all-hazards approach. While this plan is a fundamental component in the preparedness process, individuals and university units must make reasonable efforts to prepare for emergencies.

Divisions, departments and offices should familiarize themselves with information in this plan. Individuals should familiarize themselves with the Emergency Response Manual and other preparedness resources available from the Sacramento State Police Department at csus.edu/aba/police/index.html.

Working together, we can continue to make Sacramento State a safe and prepared community.

Ming-Tung (Mike) Lee

Vice President for Administration/CFO

Emergency Operations Executive

Mark Iwasa

Chief of Police / EOC Incident Commander

BOMB THREAT

1. Report ALL BOMB THREATS to 911, on any campus phone. If using your cell phone on campus call 916-278-6000 which reaches the Sacramento State Police Department.

2. Any person receiving a bomb threat over the phone is to alert the supervisor or co-worker immediately by writing the nature of the call on a piece of paper, and then asking the caller:

1. When is the bomb going to explode?

2. Where is the bomb located?

3. What does it look like?

4. Why did you place the bomb?

5. What kind of bomb is it? Keep the caller on the phone as long as possible, listen carefully and try to determine and record the following:

1. Date and time of the call

2. Exact words of the caller

3. Speech pattern and/or accent

4. Emotional state

5. Age and gender of the caller

6. Background noises (i.e., traffic)

3. University police officers may conduct a search of the facility. Faculty and staff may be requested to make cursory inspections of their areas for suspicious objects and to report to the Department of Public Safety.

4. If you observe a suspicious object or potential bomb on campus, DO NOT handle the object! Clear the area immediately!

5. A building may be evacuated on the orders of University Police officers or an officer of the University (Vice Presidents or Deans).

BOMBS BY MAIL

Keep in mind that a bomb can be enclosed in either a parcel or an envelope, and its outward appearance is limited only by the imagination of the sender. However, mail bombs have some unique characteristics which may assist you in identifying a suspect mailing:

1. Mail bombs may bear restricted endorsements such as "personal" or "private."
2. Addressee's name/title may be inaccurate.
3. Cancellation or postmark may show a different location than the return address.
4. Mail bombs may have excessive postage.
5. Letter bombs may feel rigid, or appear uneven or lopsided.
6. Package bombs may have an irregular shape, soft spots, or bulges. If you are suspicious of a mailing and are unable to verify the contents with the addressee or sender:
 1. Do not open the article.
 2. Evacuate the immediate area.
 3. If you have any reason to believe a letter or parcel is suspicious, do not take a chance or worry about possible embarrassment if the item turns out to be innocent - instead, call 911 for assistance.

THE ABCs OF CPR

CPR is administered when someone's breathing or pulse (or both) stops. It is a procedure that is as simple as ABC: Airway, Breathing and Circulation.

Assessment and Activation

If you find an adult who has collapsed, check responsiveness by gently shaking a shoulder and shouting, "Are you all right?"

If the person doesn't respond, shout for help.

If a helper is available, send that person to call 911 on any campus phone. If using your cell phone on campus call 916-278-6000 which reaches the Sacramento State Police Department.

If no help is available, make the call yourself.

A. Airway

To open the airway, gently lift the chin with one hand while pushing down on the forehead with your other hand.

You want to tilt the head back.

Once the airway is open, lean over and put your ear close to the victim's mouth. **Look** at the chest for movement. **Listen** for the sound of breathing. **Feel** for breath on your cheek.

If none of these signs is present, the person isn't breathing.

If opening the airway doesn't cause the person to spontaneously start breathing, you'll have to provide rescue breathing.

If the victim is breathing, roll the person onto his or her side as a unit.

B. Breathing

The best way to give rescue breathing is by using the mouth-to-mouth technique.

Using the thumb and forefinger of your hand that's on the victim's forehead, pinch the person's nose shut. Be sure to keep the heel of your hand in place so the person's head remains tilted.

Keep your other hand under the person's chin, lifting up.

As you keep an airtight seal with your mouth on the victim's mouth, immediately give two full breaths.

C. Circulation

After giving two full breaths, find the person's carotid artery pulse to see if the heart is still beating. To find the carotid artery pulse, take your hand that's lifting the chin and find the person's Adam's apple (voice box). Slide the tips of your fingers down the groove beside the Adam's apple and feel for the pulse.

If you can't find the pulse, besides providing rescue breathing, you'll have to provide artificial circulation.

External Chest Compression

External chest compressions provide artificial circulation. When you apply rhythmic pressure on the lower half of the victim's breastbone, you force the heart to pump blood.

To do external chest compression properly, kneel beside the victim's chest. With the middle and index fingers of your hand nearest the person's legs, find the notch where the bottom rims of the two halves of the rib cages meet in the middle of the chest. Now put the heel of one hand on the sternum (breastbone) next to the fingers that found the notch. Put your other hand on top of the hand that's in position. Be sure to keep your fingers up off the chest wall. It may be easier to do this if you interlock your fingers.

Bring your shoulders directly over the victim's sternum and press down, keeping your arms straight. If the victim is an adult, depress the sternum about 1-1/2 to 2 inches. Then completely relax the pressure on the sternum. Don't remove your hands from the victim's sternum, but do let the chest rise to its normal position in between compressions. Relaxation and compression should take equal amounts of time.

If you must give both rescue breathing and external chest compressions, the proper rate is 15 chest compressions to 2 breaths. You must compress at a rate of 80 to 100 times per minute.

Neck Injury

If you suspect that the victim may have a neck injury (such as might occur in a diving or automobile accident, for example), you must open the airway differently.

Open the airway using a chin-lift without tilting the head. If the airway stays blocked, tilt the head slowly and gently until the airway is open.

CRIME IN PROGRESS/CIVIL DISTURBANCE

1. Do not attempt to apprehend or interfere with the criminal except in case of self-protection.
2. If safe to do so, stop and take time to get a good description of the criminal. Note height, weight, gender, color, approximate age, clothing, method and direction of travel, and a name, if known. This takes only a few seconds, and is of the utmost help to the investigating officers. If the criminal is entering a vehicle, note the license plate number, make and model, color and outstanding characteristics.
3. Call 911 on any campus phone. If using your cell phone on campus call 916-278-6000. Give your name, location and department. Advise the 911 operator of the situation, and remain where you are until contacted by an officer.
4. In the event of civil disturbance, continue as possible with your normal routine. If the disturbance is outside, stay away from doors and windows.
5. Do not interfere with those persons creating the disturbance, or with law enforcement authorities on the scene.

REPORTING VIOLENT OR CRIMINAL BEHAVIOR

If you are the victim of a violation of the law such as assault, robbery, theft, overt sexual behavior, etc., **DO NOT TAKE UNNECESSARY CHANCES!**

NOTIFY the University Police Department by calling 911 on any campus phone as soon as possible. If using your cell phone on campus call 916-278-6000. Supply the dispatcher with the following information:

- Nature of incident
- Location of incident
- Description of person(s) involved
- Description of property involved

If you witness a criminal act or notice a person or persons acting suspiciously on campus, immediately call 911 on any campus phone. If using your cell phone on campus call 916-278-6000 and be prepared to provide the dispatcher with the above information.

Do everything possible to avoid getting into a vehicle under threat or by force. By stepping into the vehicle, your odds of survival diminish substantially.

CONDUCT IF YOU ARE HELD HOSTAGE

- ✓ Attempt to stay calm and be alert to situations that you can exploit to your advantage
- ✓ Do not discuss what action may be taken by your family, friends, or employer
- ✓ Make a mental note of all movements including times in transit, direction, distances, speeds, landmarks along the way, special odors and sounds like transportation, bells, construction, etc.
- ✓ Whenever possible, take note of the characteristics of your abductors, their habits, surroundings, speech mannerisms, and what contacts they make.
- ✓ Avoid making provocative remarks to your adductors. They may be unstable individuals who react explosively and become violent and abusive.
- ✓ Do not make concessions that you are not able to complete (i.e., open safe)

DURING AN EARTHQUAKE

1. Stay in the building. Do not evacuate.
2. DROP, and take shelter under tables, desks, in doorways and similar places. Keep away from overhead fixtures, windows, filing cabinets and bookcases. COVER your head and neck with your arms. HOLD the position until the ground stops shaking.
3. Assist any disabled persons in the area and find a safe place for them.
4. If you are outside, stay outside. Move to an open area away from buildings, trees, power lines, and roadways.

AFTER AN EARTHQUAKE

1. Check for injuries. If qualified, give first aid; otherwise, seek help.
2. Check for safety hazards: fire, electrical, gas leaks, water supply, etc. Coordinate with your supervisor and begin turning off all potentially hazardous equipment such as gas and electric appliances.
3. Do not use telephones, including cellular/mobile phones, or roads unless necessary. Keep them open for emergency use.
4. Be prepared for aftershocks.
5. Cooperate, keep informed and remain calm.
6. DO NOT RETURN to a building unless told to do so by University Police,

IF EVACUATION IS ORDERED

1. Seek out any disabled or injured persons in the area and give assistance. Exit using the stairway. Do not use elevators.
2. Beware of falling debris or electrical wires as you exit.
3. Go to an open area away from buildings, trees, power lines and roadways.
4. Wait for further instructions from emergency personnel.

EVACUATION

Evacuation of a Building

1. Only the Department of Public Safety or an officer of the University (Vice Presidents, Deans, and Building Coordinators) can order the evacuation of a campus building.
2. When evacuation is determined necessary, occupants shall leave the building immediately and quietly by the nearest designated exit, or as advised. Public Safety will direct the occupants to a safe area – either a grassy area or another building, depending on the nature of the emergency.
3. DO NOT use elevators in the case of fires or earthquakes.
4. When evacuating, building occupants should walk, remain calm, and grasp handrails.
5. DO NOT RE-ENTER building until instructed to do so by the appropriate authorities.

Evacuation of the University

1. Only the University President or the President's designee can order an evacuation or closure of the University.

Evacuation of Persons with Access and Functional needs

1. Evacuation of persons with disabilities will be given the highest priority in all emergencies.
2. Students with disabilities should prepare for an emergency ahead of time by instructing a classmate or co-worker on how to assist him/her in the event of an emergency.
3. If assistance is not immediately available, disabled persons should remain near the stairwell landing or in the elevator lobby; rescue personnel will first check all exit corridors and exit stairwells for trapped persons. She or he should continue to call for help until rescued. Building personnel (Floor Marshals) know how to use the evacuation chair to assist with getting down stairs.
4. Persons with visual impairments should learn the locations of exits and fire alarms in advance if possible, and seek assistance of others as required. Know designated meeting places and locations specifically for persons with special needs.

EXPLOSIONS, AIRCRAFT CRASH OR TRAIN DERAILMENT

If Outside

1. If you observe an explosion, crash or derailment, DO NOT investigate further. Vacate the area and report the incident by calling 911 on any campus phone. If using your cell phone on campus call 916-278-6000.
2. Maintain a distance of at least ¼ mile from any aircraft crash or derailment. Keep roads and walkways clear for emergency vehicles.

If Inside

1. Immediately take cover under tables, desks or other such objects which will give protection against glass or debris.
2. After effects of the explosion or crash have subsided, call 911 on any campus phone. If using your cell phone on campus call 916-278-6000. Give your name and describe the location and the nature of the emergency.
3. Evacuate the immediate area of the explosion or crash.
 - a. Be aware of structural damage.
 - b. Stay away from glass doors and windows.
 - c. Do not touch or move any suspicious object.
4. Assist others, especially the injured and disabled in evacuating the building.
5. Once outside, proceed to clear the area that is at least 200 feet away from the affected area.
6. DO NOT RETURN to an affected building until told to do so by the appropriate authorities.

FIRE AND FLOOD

FIRE

1. If any fire is discovered, immediately call 911 on any campus phone. If using your cell phone on campus call 916-278-6000 which reaches the Sacramento State Police Department.

MINOR

2. Put out an easily extinguishable fire by using the nearest fire extinguisher. Point the foam/chemical stream at the base of the fire and squeeze handle in short bursts while sweeping the nozzle back and forth. Some areas have large fire extinguishers containing water. These should not be used on electrical fires. 3. On larger fires that are not immediately controllable, confine the fire by closing all doors - but do not lock them.

MAJOR

4. If the fire is larger, very smoky, or spreading rapidly, evacuate the building immediately by activating the nearest fire alarm.

5. DO NOT use elevators for an evacuation.

6. Crawl or stay near the floor while evacuating a smoke-filled building.

7. DO NOT open any door that feels hot.

8. Assist the evacuation of any injured or persons with disabilities (see "Evacuation, Persons with Access and Functional Needs").

9. Evacuate well away from building and out of the way of emergency personnel at your designated Rally Area. Do not return to the building until instructed by the Sacramento Fire Department, or the University Police.

10. If someone's clothes are on fire, have him or her drop to the floor and roll. Smother the fire with a blanket, rug or heavy coat. Call for help.

FLOOD

1. All flood related emergencies must be reported directly by calling 911 on any campus phone. If using your cell phone on campus call 916-278-6000 which reaches the Sacramento State Police Department.
2. Take refuge on the highest floor of the nearest building; do not go outside.
3. Do not attempt to leave the campus until told to do so by the appropriate authorities.
4. Do not take refuge near windows or doors.
5. Seal doors and windows with furniture, sheets of wood, etc., to reduce debris.
6. In a steady downpour, or if there is any indication of the roof leaking or sagging, take cover under desks, chairs, benches, etc., in case the roof collapses.

HAZARDOUS MATERIAL SPILL/RADIATION INCIDENT

MINOR CHEMICAL SPILLS

1. Call 911 on any campus phone. If using your cell phone on campus call 916-278-6000 and report the incident. Follow the appropriate steps listed below.

MAJOR CHEMICAL SPILLS

1. Vacate the area at once. If possible, seal the area so that other individuals are not exposed to the chemical.

2. Call 911 on any campus phone. If using your cell phone on campus call 916-278-6000. Give your name, location and nature of the emergency.

3. If the chemical is reacting in any way, is generating gas or fumes, represents a fire hazard, or is toxic, activate the building fire alarm to evacuate the building.

4. DO NOT attempt to control a chemical or hazardous material spill unless you have been formally trained to do so and have the proper equipment.

5. DO NOT re-enter the area of the spill until you have been authorized to do so by the appropriate authority.

6. Anyone with chemicals on his or her body or clothes should flush with large amounts of water for at least 15 minutes. If material is in eyes, flush with water for at least 15 minutes. After use of water, seek prompt medical attention.

IMPORTANT PHONE NUMBERS

Police Services

Emergency (Police, Fire, and Medical)	911(campus phone)
On cell phone call.....	278-6000
Non-Emergency (Police, Fire, and Medical)	278-6000
Police Administration	278-7321

Transportation and Parking Services

UTAPS	278-7275
Shuttle Service	278-7260

University Agencies

Student Health Center	278-6461
Environmental Health & Safety.	278-5252
Facilities Management.	278-6421
Residential Hall Life	278-6655
Women’s Resource Center	278-7388

Outside Agencies

CHEMTREC (Hazmat Information)	1-800-424-9300
CHEM-TEL (Hazmat Information).	1-800-255-3924
Victims of Crime Program	1-800-777-9229
WEAVE (Crisis Line).	920-2952

REPORTING EMERGENCIES

1. Call 911 on any campus phone. If using your cell phone on campus call 916-278-6000. The dispatcher will contact the appropriate agency for assistance: Paramedics, Fire Department, Police or other.
2. Stay calm and give your name, location and nature of the emergency. **DO NOT HANG UP UNTIL YOU ARE TOLD TO.**
3. In the event of injuries or illness, render first aid **ONLY IF QUALIFIED.**
 - Do not move the person unless it is absolutely necessary
 - Make the person as comfortable as possible. It is important to keep the person warm and quiet to minimize shock
 - Restore breathing by clearing air passages or administering CPR, if certified. (See Section on ABC's of CPR)
4. In the event of a major campus wide emergency, the President will activate the Emergency Operations Center. Information for faculty, staff and students will be available and posted on the Campus website, social media and with local news outlets depending on damage and the nature of the emergency.
5. Be certain to notify your supervisor as soon as possible.

UTILITY FAILURES

Disruption or failure of any utility is to be reported immediately to Facilities Management Work Control at 278-6242 during the work day or to the Department of Public Safety during other periods at 278-6851. **NOTE:** The emergency telephone and light will function in the elevator if a power outage occurs.

ELECTRICAL FAILURE

1. Turn off or unplug electrical equipment that may be a hazard if unattended when power resumes.
2. Instructors, supervisors or technicians should secure experiments or activities that may present a danger with electrical power off or if it comes back on unexpectedly.
3. If evacuation is required, use stairways. Do not attempt to use elevators. Seek out disabled persons and assist as needed.
4. When mechanical ventilation is interrupted, vapors of chemicals may reach hazardous concentrations. To avoid this, use natural ventilation and clean up or put away chemicals and close containers. If this is not possible, respirators may be required until control is obtained.
5. Most major campus buildings are equipped with an emergency light system that will provide enough illumination in corridors and stairs for safe exiting. It is advisable for departments to have some flashlights and extra batteries available.

WATER LEAKS/PLUMBING FAILURES

1. Cease using all electrical equipment, vacate the area and call Facilities Management Work Control at 278-6242.

NATURAL GAS FUMES/SUSPECTED LEAK

1. Do not attempt to find leak or shut off utility valves; notify Facilities Management Work Control at 278-6242 and call 911 on any campus phone. If using your cell phone on campus call 916-278-6000 which reaches the Sacramento State Police Department.
2. Cease all operations and immediately vacate the area.
3. Do not switch on or off any lights or electrical equipment. Electrical arcing can trigger an explosion!