
“IF A CRISIS OR EMERGENCY OCCURS”

1.10.12
Introduction

Recent events throughout the world have highlighted the need for colleges and universities to prepare for a variety of possible emergencies. The University of the Pacific is concerned about the safety of all members of our campus community and is aware that the greatest strength we have in minimizing the affects of an emergency is to have well trained staff and faculty. In order to fulfill this objective, the Pacific Alert Team (PAT) has designed this guide to instruct you on what you should do during a crisis or emergency. Please take time to review and be familiar with the contents of this manual. If you have any questions or need more information, be sure to contact your Building Team Leader or Public Safety at 209-946-2537.

Please Note: In order to recover from any emergency, it is important that all University departments create a Business Contingency Plan (BCP). For more information on how to create and implement a BCP for your department, please contact Risk Management at 209-946-2908.
General Instructions

In the event of an emergency or a crisis:

1. **Remain calm.** Others will respond as you do during the crisis.
2. Ensure that you are in a safe location and out of harm’s way.
3. Contact Public Safety using any “Blue Light” emergency phone or by calling **6-3991** or **209-946-2537** and report the facts and important information. Do **NOT** hang up until told to do so.
4. Stay alert, size up the situation, follow the instructions of emergency personnel, take action based on the known facts and adhere to the guidelines outlined in this manual.
5. In any emergency situation, the Pacific Alert Team will coordinate the University’s response. One of the Pacific Alert Team Co-Chairs will serve as the Incident Commander. The President of the University (or her/his designated appointee) will have ultimate responsibility and authority for all major emergency plans and/or decisions.
6. All media inquires must be forwarded to the staff in Marketing and University Communications. This staff will work with the media to ensure that information is offered in a timely and efficient manner.
Emergency Communication Plan

Communication throughout an emergency is vital to the management of a crisis. In an effort to keep the University community informed, please look to the following during an emergency:

1. Upon notification of an emergency or crisis, the Pacific Alert Team (PAT) will issue a Pacific Connect voice mail, e-mail, and text to those registered for the system. The PAT will also issue an announcement on all University IP phones. It is vital that all students, faculty and staff register for Pacific Connect in order to receive vital information during a crisis. To register for Pacific Connect, please go to insidepacific.pacific.edu.

2. E-news statements will be issued on a regular basis throughout the crisis. University emergency website (emergency.pacific.edu) updates will also be posted throughout the crisis as new information becomes available.

3. Phone trees will be activated within various offices including Housing and Greek Life, Public Safety, and Student Life. It is recommended that all Building Team Leaders create an emergency phone tree within their area.

4. If cell phone and internet service is not working, information will be broadcasted via campus and local radio stations and through the loudspeakers on each Public Safety vehicle.
Medical Emergency Response

Should a person need any medical assistance, please do the following:

1. Ensure the safety of yourself and the victim(s) and that everyone is out of harm’s way.
2. Contact Public Safety using any “Blue Light” emergency phone or by calling **6-3991** or **209-946-2537** and report the facts and important information.
   a. Identify yourself and your location, the location of the victim and his/her identity if known.
   b. Describe the condition of the victim(s) (breathing, alert, bleeding).
   c. Send someone to the facility entrance doors to open them and direct emergency response personnel.
   d. Do NOT hang up until told to do so.
3. Stabilize the victim’s neck and/or injured back.
4. Maintain victim’s body temperature with blankets. Be sure the victim does not become overheated.
5. Administer first aid and CPR if you are trained to do so.
Evacuation

Preparing for an evacuation:
1. Know your building’s floor plan. This includes stairs, fire extinguishers, nearest exit, and alternate exit locations.

In the event of a building evacuation:
1. Remain Calm.
2. Walk; do not push or crowd.
3. Take the safest way out of the building.
4. Use stairwells and stay to the right. Do NOT use elevators.
5. Move away from the building. Look out for falling objects. Keep roadways and walkways clear. Move to your assembly point and assist people with disabilities to safety.
6. Take a roll call of all students, faculty, and staff within your area
7. Follow instructions of emergency personnel
8. Do not return to the building until notified that it is safe to do so by emergency personnel.

In the event of a campus evacuation:
1. The President (or her/his designee) will make the decision if the campus is to be evacuated, the length of the campus evacuation/closure, and when classes and normal university operations will resume.
2. Once a decision has been made to evacuate or close the campus, notification will be sent to the University community via Pacific Connect (e-mail, voice mail and text), campus IP phones, e-news, the University emergency website, and an e-mail sent to the entire University.
3. Remain calm and evacuate campus as quickly and effectively as possible. Students who live on campus will be bused to an off-campus location.
4. Regularly check the University’s emergency website (emergency.pacific.edu) for updates and information about when the campus will reopen. Do NOT return to campus until informed to do so via the emergency website.
Flood

In the event of an imminent on-campus flood, the extent and time of a flood warning will largely dictate the course of action. The University of the Pacific Flood Plan provides guidelines and establishes protocols to offices and departments for an organized response to a flood. **Please note:** As part of the University’s Business Contingency Plan (BCP), all departments are expected to have a plan in place to respond to a flood.

Initial Contact Response:

1. Upon notification of a potential flood byte San Joaquin County Office of Emergency Services, the Director of Public Safety will activate the Pacific Alert Team who will monitor the situation and initiate flood prevention plans. If a flood were to occur, the President (or her/his designee) will decide if the campus is to be evacuated, the length of the campus evacuation/closure, and when classes and normal University operations will resume.

2. Once a decision has been made to evacuate or close the campus, notification will be sent to the University community via Pacific Connect (e-mail, voice mail and text), campus IP phones, e-news, the University emergency website, and an e-mail sent to the entire University.

3. Regularly check the University’s Emergency website (emergency.pacific.edu) for updates and information about when the campus will reopen. Do NOT return to campus until informed to do so via the emergency website.
Fire and/or Explosion

In the event of a building fire and/or explosion:

1. Remain Calm.
2. Check doors for heat before opening. If the door is hot, do NOT open it!
3. Activate the nearest fire alarm pull station. Do not underestimate any fire.
4. Warn the people in your area so that they can evacuate safely
5. Walk, do not push or crowd. If smoke is present, stay close to the ground as you evacuate the building
6. Use stairwells and stay to the right. Do NOT use elevators.
7. Move away from the building. Look out for falling objects. Keep roadways and walkways clear. Move to your assembly point and assist people with disabilities to safety
8. Take a roll call of all students, faculty and staff within your area
9. Stand by and follow instructions of emergency personnel
10. Do not return to the building until notified that it is safe to do so by emergency personnel.
Earthquake

In the event of an earthquake:

1. Crouch down near a heavy piece of furniture or stand between a doorway. Do not crawl under any furniture.
2. Leave building calmly and quietly.
3. Do not turn on any electrical equipment due to potential gas leaks and avoid touching electrical wires.
4. If you are able to get outside, get into the open. Move away from the building. Look out for falling objects. Keep roadways and walkways clear. Move to your assembly point and assist people with disabilities to safety.
5. Follow instructions of emergency personnel.
6. Take a roll call and wait until Public Safety or a Building Team Leader notifies you that it is clear to enter the building.
Hazardous Chemical Spill

In case of any spillage of hazardous chemicals or radioactive materials on or near the campus, the following procedures should be followed:

1. Be aware of any hazardous materials in your area and where the material is located
2. If any hazardous chemicals or radioactive materials are spilled, immediately notify Public Safety at via any “Blue” emergency phone or by calling 6-3991 or 209-946-2537
   a. Inform Public Safety of the nature of the involved material (if known)
   b. Location of the spill or affected area
3. Identify any possible injuries or those who may be contaminated by the spill Vacate the affected building/area immediately by pulling the fire alarm. Seal off area to prevent further contamination until the arrival of Public Safety and/or emergency personnel
4. Move to your assembly point and assist people with disabilities to safety.
5. Anyone contaminated by the spill should avoid contact with others as much as possible and remain in the vicinity to give one’s name and information to Public Safety
6. Provide First Aid and/or CPR if you are trained to do so while being cautious of possible additional contamination of others
7. Clean up will start immediately by authorized personnel who have proper equipment and experience
8. Do not return to an evacuated building unless authorized by Public Safety
Hostage Situation

In the event that you are involved in a hostage situation, the following procedures are recommended:

1. Remain calm and do not panic.
2. Follow instructions of the captor.
3. Do NOT try to escape or attempt to resolve the situation by force
4. Do NOT speak unless spoken to and then only when necessary. Avoid irritating the captor. Do not attempt to intimidate them
5. Be observant and remember everything you see and hear
6. Try to rest as much as possible. Be patient and wait for additional instructions. Remember: Others will be working to help you
7. If a rescue takes place, lie on the floor and await instructions from the rescuers
Active Shooter on Campus

In the event there is an individual(s) actively shooting a gun on campus:

1. Remain calm.
2. Do not attempt to approach the person with the weapon.
3. If outside, use your surroundings to take cover (i.e. trees, bushes, walls, etc.). If you are in an open area, lie flat on the ground.
4. If you are inside, lock your door, turn off your lights and close your blinds or drapes. If you are unable to lock your door, use everything in the room to block it (i.e. desks, furniture, books).
5. If you are in a classroom, make sure students and other personnel remain inside. Take a roll for any missing students.
6. Contact Public Safety via any “Blue” emergency phone or by calling 6-3991 or 209-946-2537.
7. While waiting for Public Safety and/or emergency personnel, stay on the floor and away from windows.
8. Follow instructions of emergency personnel.
Bomb Threat

In the event of a bomb threat on campus, the following procedures will be followed:

If you notice a suspicious looking package on campus:

1. **DO NOT TOUCH THE OBJECT.** Clear the area and immediately contact Public Safety via any “Blue” emergency phone or by calling **6-3991** or **209-946-2537**

If you receive a Bomb Threat made by phone:

1. Remain Calm, listen carefully and keep the caller on the line as long as possible
2. Identify and record the caller’s number from the phone if it is available
3. If the caller remains on the line, ask:
   a. When is the bomb going to explode?
   b. Where is the bomb located?
   c. What kind of bomb is it?
   d. What does it look like?
   e. What is the reason of the bomb threat?
4. Record every word spoken by the person and gather as much information as possible such as:
   a. Time of call
   b. Estimated age and gender of the caller
   c. Any speech pattern or dialect
   d. Emotional state of the caller
   e. Any background noise you might hear
5. Contact Public Safety via any “Blue” emergency phone or by calling **6-3991** or **209-946-2537**
6. Do not activate any fire alarms and avoid using cell phones due to the possibility of their electrical current activating a potential bomb
7. Follow all instructions from emergency personnel

If you receive a bomb threat by written communication:

1. Contact Public Safety via any “Blue” emergency phone or by calling **6-3991** or **209-946-2537**
2. Hand the written communication to Public Safety along with the following information:
   a. Who found it?
   b. Where was it found?
   c. When was it found or delivered?
   d. Who touched it?
Theft/Robbery

In the event of a theft or robbery:

1. Remain calm and any action that might incite the suspect to act violently
2. Obey the suspect’s instructions. Money and property are not worth having you being harmed
3. Contact Public Safety via any “Blue” emergency phone or by calling 6-3991 or 209-946-2537