

Hope International University

CRISIS MANAGEMENT PLAN

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CRISIS MANAGEMENT MISSION STATEMENT

Hope International University is committed to overseeing the health, well-being and safety of the students, staff, faculty and visitors to our campus. Our goal is to minimize any and all danger to life resulting from the effects of a natural disaster or civil disturbance. When such an emergency condition arises, we want a Crisis Management Team to be able and ready to respond. This Crisis Management Plan ensures our response will be timely and effective, no matter what the crises. I hereby establish the policy that Hope International University will commit the necessary resources to minimize the loss of life and destruction. This, being a Crisis Management Team, requires the support and cooperation of all faculty, staff, students and supportive services involved.

DR. JOHN DERRY, PRESIDENT

DATE

PREFACE

This Crisis Management Plan has been designed to provide a guide for Hope International University administrators in order to plan for campus emergencies. While the manual does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with most major campus emergencies.

The University policies and procedures herein are intended to be used primarily for preparedness training. While it is not practical to suggest that these procedures will be followed verbatim during an actual emergency situation, they will provide the information needed to adequately prepare for an emergency as well as carry out crisis management. Campus crisis management **will** be conducted within the framework of the university guidelines.

All requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Emergency Preparedness Coordinator for technical review. Please send suggestions to the Vice President for Student Affairs.

I. INTRODUCTION

A. PURPOSE

This multi-hazard Crisis Management Plan addresses the campus emergency management system for extraordinary emergencies. It strives for compatibility with Hope International University. The campus Crisis Management Plan is supported by various sections that focus the responsibility of specific campus functional units to specific kinds of emergencies, such as major earthquakes, floods, or hazardous materials incidents. It is placed into operation by the President or his designee whenever an extraordinary emergency affecting the campus is anticipated or when such an emergency reaches proportions beyond the capacity of routine procedures.

The major goals of this Crisis Management Plan and supporting guidance are the preservation of life, the protection of property, and the continuity of campus operations. Secondary objectives include:

- Prescribing authority, responsibility, functions, and operations of the campus Crisis Management Center, including the management of critical resources.
- Coordinating Crisis Management with those of other agencies.
- Developing mutual aid and other support agreements with appropriate local and state agencies.

B. SCOPE

These procedures apply to all personnel, buildings and grounds, owned and operated by Hope International University

C. TYPES OF EMERGENCIES

Types of emergencies covered in this manual are:

- Aircraft crash on campus
- Armed suspects/Shooting
- Assault
- Berating Language
- Building Evacuation
- Civil disturbance and demonstration
- Death or Serious Injury
- Disorderly Conduct
- Earthquake
- Explosive/Bomb Threat
- Fire
- Flood
- Harassment
- Hazardous material leak or Spill
- Homicide
- Hostage situation
- Kidnapping
- Physical or Verbal Threats
- Power Failure
- Property Damage
- Rape
- Resuming Operations
- Robbery
- Suicide

D. DEFINITIONS OF AN EMERGENCY

The University President or his designee shall declare a “state of emergency” when he/she deems it necessary. The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining the appropriate response:

TERMS:

1. STATE OF EMERGENCY: A condition, which requires immediate action in order to save lives and maintain control of Hope International University campus. A state of emergency will be declared and terminated by the President.
2. CAMPUS EMERGENCY: Any emergency that might endanger the lives of Hope International University population or buildings.

3. **COMMUNITY EMERGENCY:** Any emergency in the surrounding Orange County or the Fullerton area that might endanger the Hope International University population.
4. **STATE OR NATIONAL EMERGENCY:** This type of an emergency will be managed by the Orange County Emergency Management Agency. The Hope International University CMT may be called on to assist in this event.
5. **CRISIS MANAGEMENT COMMAND CENTER (CMCC):** The location from which the CMT will monitor, support and give direction during an emergency situation. Giving appropriate protective action and guiding supportive personnel services to and from the site of emergency.
6. **CRISIS MANAGEMENT TEAM (CMT):** Individuals listed in this policy who will direct the University through a disaster or civil disturbance.
7. **EARLY WARNING SYSTEM:** Warning of danger may come from sources such as television and radio. When the Crisis Management Plan (CMP) is implemented by the President, key CMT members or their designated representative will begin the first stage of the Crisis Management Plan.
8. **MINOR EMERGENCY:** any incident, potential or actual, which will not seriously affect the overall functional capacity of the University. Report immediately to Emergency Preparedness Coordinator at extension 1211

NOTE: Minor emergencies are not covered in this manual.

E. ASSUMPTIONS

The Crisis Management Plan is established as a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

1. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
2. The succession of events in an emergency is unpredictable. Hence, published support and operational plans will serve only as a guide and checklist, and may require field modifications in order to meet the requirements of the emergency.
3. Disaster may affect residents in the geographical location of the University. Therefore city, county and federal emergency services may not be available. Area residents may rely on the University to provide basic services such as food and shelter. A delay in off-campus emergency services may be expected (from 48 to 72 hours).

A State of Emergency may be declared if information indicates that such a condition is developing or is probable.

F. DECLARATION OF CAMPUS STATE OF EMERGENCY

The University President acts as the highest level of authority during an emergency.

PRESIDENT: The University President along with the cabinet is responsible for the initial declaration of a state of campus emergency, as well as a declaration to end the state of emergency when appropriate.

The President may be reached through his administrative assistant, or the University Switchboard.

In the event that the President is not available, the designee shall be one of the following individuals. This is the President's chain of command:

- Vice-President for Student Affairs
- Vice-President for Business and Finance
- Vice-President for Institutional Advancement
- Vice President for Academic Affairs
- Vice President for Enrollment Management

II. ORGANIZATION

A. CRISIS MANAGEMENT TEAM (CMT)

1. In a crisis situation, all resources and personnel will be applied to the management of the crisis under the direction of the Crisis Management Team.
2. These individuals have been selected and given the authority to make any necessary changes to University procedures in the process of handling the crisis.
3. See section B for duties and responsibilities of each CMT member.
4. The CMT will consist of the following individuals:

<u>Name and Title</u>	<u>Office Number</u>	<u>Home Number</u>	<u>Cell Number</u>
Dr. John Derry <i>President</i>	714-879-3901 EXT 2237	714-257-1290	714-319-1352
Mr. Mark Comeaux <i>Vice President for Student Affairs</i>	714-879-3901 EXT 1211	714-672-9511	714-507-6108
Mr. Frank Scotti <i>Vice President for Business and Finance</i>	714-879-3901 EXT 2280	714-526-2011	714-296-3000
Mr. Michael Mulryan <i>Vice President for Institutional Advancement</i>	714-879-3901 EXT 2323	714-641-7541	562-618-7351
Dr. Paul Alexander <i>Vice President for Academic Affairs</i>	714-879-3901 EXT 1251	714-528-4958	714-686-2731
Mrs. Teresa Smith <i>Vice President of Enrollment Management</i>	714-879-3901 EXT 2321	951-343-7229	714-365-8609
Mr. Steve Mullins <i>Director of Operations</i>	714-879-3901 EXT 2530		714-225-5973
Mrs. Wende Holtzen <i>Director of Human Resources</i>	714-879-3901 EXT 2281	714-300-9180	
Mr. Mike Carter <i>Director of Information Systems</i>	714-879-3901 EXT 2229		714-396-6870

B. DUTIES AND RESPONSIBILITIES OF CMT AND SUPPORT PERSONNEL

1. THE PRESIDENT

The President will be the primary point of contact for the on-scene coordination and the Crisis Management Team (CMT). If the President or his designated official is not available, a Vice President will assume control and responsibility of the Crisis Management Team.

- a. A Vice President in consultation with the President will be responsible for the overall operation and management of the Crisis Management Plan.
- b. Ensure that the Crisis Management Plan is current.
- c. Only the President, his designated representative or a Cabinet member can activate the Crisis Management Plan (CMP).
- d. Upon the activation of the CMP, call the CMT together.
- e. When the CMP is activated, the President will move to the Crisis Management Command Center and manage all activities with the assistance of the CMT and all other support personnel.

2. VICE PRESIDENT FOR STUDENT AFFAIRS

The Director of Residence Life and Housing will act on behalf of the Vice President for Student Affairs in his/her absence.

- a. Shall serve as the Emergency Preparedness Coordinator.
- b. Secure storage for any and all property removed from the crisis area.
- c. Ensure that all residence hall occupants are aware of fire safety measures and evacuation plan for each building.
- d. Ensure that residence hall staff performs fire safety inspections each semester.
- e. Secure temporary shelter for the residence hall evacuee.
- f. Activate campus wide communication in the event of an emergency.

3. VICE PRESIDENT FOR BUSINESS AND FINANCE

The Budget Director/Controller will act on behalf of the Vice President for Business and Finance in his/her absence.

- a. Monitor all activities.
- b. Gather all data.
- c. Ensure all key personnel are in place and operating effectively.
- d. Ensure all building coordinators are informed and apprised of current events.
- e. Ensure that all city, state and federal officials have been appropriately notified.
- f. Ensure regular safety inspections of the University campus.

4. *VICE PRESIDENT FOR ACADEMICS*

The Dean of the Graduate School will act on behalf of the Vice President for Academic Affairs in his absence. The Vice Presidents for Academic Affairs will appoint Building and Classroom Coordinators. Each person responsible for a particular building or area is responsible for:

BUILDING COORDINATOR:

- a) Emergency Preparedness: The Building Coordinator, in conjunction with the appropriate Dean or VP, will determine adequate evacuation assembly areas outside the building where Department/Classroom Coordinators can perform a head count of employees/students.
- b) Emergency Procedures: Inform the occupants of your building, whether they are faculty, staff, students or visitors, of the emergency and initiate emergency procedures as outlined in this manual.

If an evacuation is necessary, building occupants will follow the evacuation guidelines and report to the designated assembly area outside the building, where Department/Classroom Coordinators will conduct a head count at the assembly area.

Once a preliminary count has been received from the Department/Classroom Coordinators, the Building Coordinator will immediately communicate this vital information to the Crisis Management Center.

The Building Coordinators will assist security personnel as necessary to keep people clear of the building until it is determined to be safe to reenter the building.

Assess your immediate area for injuries, building damage, fires, gas leaks, etc., and relay this information to the Crisis Management Center by whatever means available.

CLASSROOM COORDINATOR:

Each faculty member acts as a classroom coordinator for a particular classroom of students and shall be responsible for:

- a) Emergency Preparedness: Advise students periodically of classroom emergency procedures and evacuation procedures at the beginning of each semester.
- b) Emergency Procedures: Follow procedures as outlined in this manual and in accordance with the “Emergency Procedures Flip Booklet” for evacuation procedures. Once in the assembly area, the Classroom Coordinator will conduct a head count and determine all students who are unaccounted for. The number of students present at the assembly point along with the aforementioned information will then **immediately** be communicated to the Building Coordinator.
- c) Each faculty member who has a student with special needs in his or her class needs to have a plan in place to remove that student to safety. This may be practiced at the time of the University Emergency Drill.

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

5. VICE PRESIDENT FOR INSTITUTIONAL ADVANCEMENT

The Vice President for Institutional Advancement will be responsible for the preparation and release of public announcements. The Vice President for Business and Finance will act in the absence of the Vice President for Institutional Advancement.

- a. Appoint a spokesperson and a backup
 - Be on the scene at all times and maintain contact with the media center and with the on-site coordinator
 - Work with security to arrange for photographers and videographers on site as warranted by circumstances and safety
- b. Establish media center for media representatives
 - Media center location will be in close proximity to the Crisis Management Command Center
 - Staffed by an official from the public relations office
 - Provide multiple telephone lines
 - Work study students and support staff will be used to answer phones and serve as escorts for media to and from site
- c. Issue regular news briefing/statement
 - Vice President for Institutional Advancement will work with the on-site coordinator to prepare regular (hourly/ daily/weekly depending on situation) statements for the media and to respond to telephone inquiries quickly
 - All statements will be emailed to faculty/staff and posted to the Hope International University webpage as time and situation allow
 - Depending on the nature of the crisis, the news media may be given any or all of the following information:
 - Nature of the crisis
 - Location of the crisis
 - Person(s) or issue(s) involved
 - Hope International University's official response to the crisis
 - Number of deaths/injuries (if any)
 - Names of dead/injured (only after families have been notified)
 - Current status of crisis
 - Approximate time event happened and when it came under control
 - Damage (avoid giving specific dollar figures until insurance companies have released exact figures)
 - Effect on Hope International University's operation for the following day/week/month
 - Basic facts about Hope International University, its mission and positive side of things
 - When the next information will be available
 - When all the facts will be available
 - Name and title of spokesperson(s) to whom the facts can be attributed
- d. Hold regular news briefings/conferences in the Student Center or Pavilion, depending on nature, location and extent of crisis, detailing the above information from news release.

- e. Keep a record log (hourly if possible) of the information that has been released, rumors heard and rumor control efforts. Include notes, news clippings and records of statements to help evaluate the incident and resulting action.
- f. Policies for dealing with the media and general inquiries
 - No reporter or photographer is to wander unescorted on campus during a crisis. If an escort is unavailable, a media ID tag will be issued at the media center. The University has no control of photographers, videographers or interviews made off campus but can control those made on campus.
 - No reporter is to enter a residence hall without prior permission from the Vice President for Student Affairs.
 - All inquiries, including telephone, by the media or general public during a crisis will be referred and routed to the Hope International University Public Relations Office.
 - All telephone inquiries will be answered with a prepared statement issued by the spokesperson. This is the only information to be given over the phone. Inquiries from parents should be directed to the Student Affairs Office.
 - Campus personnel should make no “off-the-record” statements.
 - Do not speculate; share candid but appropriate information and control rumors
 - Information is made available only after facts have been determined
 - Remember our real audience is our constituencies, not just the media

6. DIRECTOR OF OPERATIONS

The Assistant Director of Operations will act on behalf of the Director of Operations in his absence.

- a. The Director of Operations will report, advise, and update the President or his representative.
- b. Upon approval from the President, the Director of Operations will activate the emergency response procedures outlined in the following sections of this handbook.
- c. Take immediate action to reduce the threat of injury or loss of life. In cooperation with the Emergency Preparedness Coordinator activate evacuation or Shelter-In-Place when required.
- d. Provide logistical support for the CMT, including buildings, equipment and required resources.
- e. Provide necessary vehicles and operators required for CMT. First priority is given to Hope International University vehicles and equipment.
- f. Ensure that floor diagrams and evacuation routes are listed on each floor of every building.
- g. Assist with maintaining order and keeping routes clear for all safety and support vehicles.
- h. Propose various drills and submit for possible implementation of drills.
- i. Review all fire safety inspections and coordinate any necessary corrective actions.

6. RESIDENT LIFE COORDINATORS

Resident Life Coordinators are the key personnel managing safety, fire and health matters in the residence halls. The Director of Residence Life or the Vice President for Student Affairs will act in the absence of the Directors of Residence Life and Housing.

- a. Ensure that all floor diagrams and evacuation plans are adequately posted on each floor.
- b. Ensure that an annual fire safety drill is conducted for building. *(This drill will be documented and on file.)*
- c. Designate Resident Assistants who will assist with crisis management plans.
- d. Ensure that residence hall staff is familiar with crisis management plans and evacuation plans. *(Training will take place at the fall retreat.)*
- e. In case of an evacuation, residents should go to designated areas to leave the way clear for emergency personnel and equipment. *RA's will be responsible for taking roll to account for residents on their floor.* Further instructions, if necessary, will be given at the assembly areas.
- f. Know designated areas for residents to assemble in case of an evacuation. They are as follows:

Alpha Dorm

Student Parking lot (SE Corner)

Omega Dorm

Student Parking lot (SW Corner)

C. CRISIS MANAGEMENT COMMAND CENTER (CMCC)

1. A Vice President will be assigned to the Command Center Coordinator roll. **All Vice Presidents must be prepared to assume this responsibility. The President shall identify the specific individual relative to the situation to lead the effort.**
2. The CMCC will be the single point for monitoring and coordinating all responses to a crisis situation.
3. Access to the CMCC will be limited to the Crisis Management Team or appointed representatives.
4. One of the locations listed below will serve as the Crisis Management Command Centers:
 - a. PRIMARY SITE: Lawson-Fulton Student Center
 - b. SECONDARY SITE: Business Office
 - c. TERTIARY SITE: Operations Office
5. Personnel will be notified of the Command Center site at time of roll call.
6. It may become necessary for the CMT to set up an “On-Scene Command Post.” When this post has been established, there will be need for immediate and effective communication set up between the on-scene command post and the CMCC.
7. CMCC equipment
 - a. Cellular Telephone
 - b. Florescent Vests
 - c. Public Address System
 - d. Television
 - e. Weather Radio
 - f. Marker and Boards
 - g. Reference Materials (blueprints, maps, etc.)
 - h. Audio Pack
 - i. Two-way Radio Network (stationary and portable) with the ability to communicate with:
 - Security
 - Physical Plant
 - Fire Department—Fullerton
 - Police Department—Fullerton

III. THE RESPONSE

A. GENERAL RESPONSE OF CMT

The following steps are designed to provide efficient and immediate responses to any crisis situation on or near the Hope International University campus:

1. Duties of the first CMT member to arrive on the scene
 - a. Determine the type, extent and location of the emergency.
 - b. Send personnel to evacuate and secure the area.
 - c. Contact emergency services (fire, rescue squad, police, etc.).
 - d. Notify Crisis Management Team.
 - e. Establish Crisis Management Command Center.
 - f. When approved by the CMT, choose and broadcast one of the Early Warning System messages.
 - 1) Emergency Preparation
“This is _____ (Name), with an official disaster alert. A _____ (Type of crisis), is expected to strike the Hope International University Campus within _____ (Time).”
 - 2) Mass Evacuation
“This is _____ (Name), with an official disaster alert. A _____ (Type of crisis) has occurred or is in progress at _____ (Location).”
 - g. Follow procedures for specific crisis situation as outlined in the Crisis Management Plan.
 - 3) Each of these messages will be followed with specific commands:
 - Stay where you are
 - Move away from windows
 - Proceed to the nearest evacuation area
 - Evacuate all buildings
2. From the Crisis Management Command Center
 - a. Contact each member of the CMT, the Resident Life Coordinators in each residence hall, and the building coordinator for each building on campus.
 - b. Begin an accounting of all students, faculty, staff, and visitors. (Source of names needs to be determined.)
 - c. Keep a detailed log of events and responses to the situation. Log the time and any deviations from the Crisis Management Plan.
 - d. Establish procedures for further evacuation in case the incident expands. This may include sending students and faculty home by normal means or providing transportation.
 - e. Begin planning to secure equipment and structures.

3. For crisis situations not detailed in this plan, the following items should be considered:
 - Assess the situation
 - a. Warn employees and students
 - b. Communicate with personnel and community responders
 - c. Conduct an evacuation and accounting for all persons in the facility
 - d. Manage response activities
 - e. Activate and operate an emergency operations center
 - f. Shut down operations
 - g. Protect vital records
 - h. Restore operations

B. EVACUATION PLAN

Where there is sufficient advance warning of a natural or human caused disaster and the University population is considered to be in immediate danger, timely and systematic evacuation may be required.

1. ON CAMPUS

A. Evacuate premises.

- 1) The first person who is aware of a crisis (fire, bomb threat, gas leak, chemical spill, etc.) requiring evacuation of a building or area should direct evacuation of the immediate area by activating the fire alarm.
- 2) An individual should immediately phone/go/send someone to the appropriate place to report the crisis and have the fire alarm activated.
- 3) A staff runner should be sent to personally alert classrooms, offices or dorm rooms. (Use only if alarm system is not functioning.)

B. Evacuation Procedures

- 1) It is important for all students to go to designated area to leave the way clear for emergency personnel and equipment. Further instructions, if necessary, will be given at the assembly areas.
- 2) Entire student body and staff should evacuate buildings and assemble in a predetermined location at the Emergency Assembly Area for your particular building:

Alpha Dorm	Commonwealth Parking lot (SE Corner)
Omega Dorm	Commonwealth Parking lot (SW Corner)
Student Center	Commonwealth Parking lot (behind Central Plant)
Academic Buildings	Nutwood Lawn / Commonwealth Parking Lot (NE)
Library	Nutwood Lawn
Pavilion	Commonwealth Parking lot (behind Central Plant)
Café	Commonwealth Parking lot (behind Central Plant)
Pacific Auditorium	Auditorium Parking Lot or Nutwood Lawn

- 3) At the Assembly Area, RA's or Building Coordinator's will take roll. (All students, staff, and visitors are accounted for.)
- 4) Students and staff should not re-enter any buildings until officials declare the area safe.

2. OFF CAMPUS

- A. Contact the Fullerton Police Department (714) 738-6800 for traffic support to direct traffic flow away from the source of danger. Routes of egress will be chosen in relation to the crisis.
- B. Contact the Orange Transit Authority to provide necessary evacuation transportation for students and University personnel under the coordination of the Civil Defense Agency.

- 1) Those able to leave by automobile or other means should proceed to the off campus Evacuation Assembly Areas listed below:

- a) **Dong Shin Church (714-680-9556)**
2505 Yorba Linda BLVD Fullerton, CA 92381.

Contacts:

Rev. Taewoo Kim (Ted) - Administration Cell - 714-770-9628
Rev. Chul H. Koo (Charlie) - English & Education Cell - 562-774-5906

C. CRISIS MANAGER RESPONSIBILITIES:

The CMCC shall be under the direction/coordination of the Crisis Manager. The Crisis Manager shall be a University Vice President or his/her designee. **All Vice Presidents must be prepared to assume this responsibility. The President shall identify the specific individual relative to the situation to lead the effort.** The responsibilities of the Crisis Manager include the following:

- 1) Responsible for the overall direction and coordination of the University emergency response.
- 2) Determines the type and magnitude of the emergency and establishes the appropriate Crisis Management Command Center
- 3) Initiates immediate contact with the President and Vice Presidents of the University and begins assessment of the campus condition.
- 4) Notifies and utilizes Emergency Preparedness Coordinator and, if necessary, student aides in order to maintain safety and order.
- 5) Notifies and conducts communication activities with appropriate outside organizations such as Fire, Police, Office of Emergency Services, etc.
- 6) At the conclusion of the emergency, prepares and submits a report to the President appraising the final outcome of the emergency.

IV. EMERGENCY RESPONSE TEAMS

Each team shall have a designated Team Coordinator responsible for preparedness as well as for following the procedures listed below during an actual emergency.

A. EMERGENCY PREPAREDNESS COORDINATOR

Emergency Preparedness

- **The Emergency Preparedness Coordinator will be the Team Coordinator.**
- The Emergency Preparedness Coordinator shall appoint an alternate Team Coordinator.
- Staff an emergency crew and maintain a current roster.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by Team members.
- Conduct periodic emergency preparedness training.
- Maintain the Emergency Preparedness Coordinator Department in a state of constant readiness.
- Provide all other Emergency Response Teams with training and training documentation report forms. Ensure that all Teams complete required training in a timely and periodic manner.

Emergency Procedures

- Notify University administrators of major emergencies.
- Monitor campus emergency warning and evacuation systems.
- Take immediate and appropriate action to protect life, property, and to safeguard records as necessary.
- Conduct evacuation procedures in cooperation and coordination with Building Coordinators.
- Obtain assistance from City, County and Federal Agencies for radiological monitoring and first aid as required.
- Provide traffic control, access control, perimeter and internal security patrols and fire prevention services as needed.
- Provide and equip an alternate site for the CMCC.
- Maintain communication with the Manager of Telecommunications for telecommunications support as necessary.
- Carry out other responsibilities as may be assigned to this Team.

B. INFORMATION SYSTEMS

The purpose of this Team is to ensure the security and safety of institutional data controlled by the computer and data processing systems as outlined by department procedures.

Emergency Preparedness

- The Manager of Computer Operations will be the Team Coordinator.
- The Manager of Computer Operations will appoint an alternate Team Coordinator.
- Staff an emergency crew and maintain a current roster.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by Team members. Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Refer to Computer Services emergency plan.

C. MAINTENANCE & OPERATIONS

The purpose of this Team is to provide for the maintenance and operation of campus property, buildings, structures, and equipment. It will also provide the restoration of utility services to the campus following a disaster.

Emergency Preparedness

- The Director of Operations will be the Team Coordinator.
- The Director of Operations will appoint an alternate Team Coordinator.
- Staff an emergency crew and maintain a current roster.
- To maintain (via advance contract, communication or other appropriate means) a current resource of special assistance personnel such as earthmoving contractors, electrical and plumbing contractors, etc., to provide material and labor assistance.
- To provide and maintain a current inventory of personnel, apparatus and auxiliary equipment needed for their services.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- To organize, mobilize, and operate equipment necessary to perform needed functions.
- To provide labor, equipment and necessary supervision to aid other services.
- The Team will advise fire, police, construction and maintenance crews, materials suppliers or others as necessary regarding damage to physical Operations on campus, and suggest appropriate corrective actions.
- Assist the Police and Fire departments in taking all necessary actions to effect the rescue or the protection of persons and/or university property.
- Conduct evacuation procedures in cooperation and coordination with Building Coordinator.
- Survey campus buildings and infrastructures immediately after and routinely during the emergency and report findings to the Crisis Management Center.
- Survey operations and environment to determine if they are safe and sanitary.
- Make surveys to determine the status of buildings as to repair or condemnation for the safety of all concerned. When action must be taken, the Team will prepare the necessary construction documents to conduct the appropriate functions.
- Carry out other responsibilities as may be assigned to this Team.

D. FOOD SERVICES

As needed, the Team's purpose is to operate the campus housing and food service Operations to accommodate and/or feed the normal University population and non-University personnel insofar as the Operations permit during a major disaster.

Emergency Preparedness

- The Director of Food Services will be the Team Coordinator.
- The Director of Food Services will appoint an alternate Team Coordinator.
- Staff an emergency crew and maintain a current roster.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by Team members.
- Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Establish auxiliary kitchens or mess halls/tents as required.
- Make arrangements for food and housing of external agencies that are required to work on campus and do not have their own operations.
- Cooperate with other Emergency Response Teams and with outside agencies in the control of a sanitation, safety and security in the feeding areas.
- Maintain records of the activities and operations conducted and the associated costs.
- Carry out other responsibilities as may be assigned to this Team.

E. HUMAN RESOURCE/RECORDS

The purpose of this Team is to review available human resources before and during an emergency situation in order to recruit, reorganize, and train personnel to perform in appropriate areas where needed.

Emergency Preparedness

- The Director of Human Resources will be the Team Coordinator.
- The Director of Human Resources will appoint an alternate Team Coordinator.
- Review existing employee roster and new employees to determine skills in various fields other than the ones used in present jobs in order to recruit such skills in times of emergencies and disasters.
- Develop volunteer assistance in times of emergency disaster from among the members of the staff and faculty.
- Maintain a permanent on-going “Emergency Staffing Roster” i.e.: law enforcement, fire control, health services, public information, food/housing, engineer, building trades, communications, utilities, messengers, etc.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Assist other Emergency Response Team coordinators in utilizing additional staffing, whether paid or volunteer.
- Maintain roster, pay records, etc., of all workers during the emergency incident.
- Perform other duties as may be assigned to this Team.

F. LEGAL COUNSEL

Emergency Preparedness

- The Chief Legal Counsel will be the Team Coordinator.
- The Chief Legal Counsel will appoint an alternate Team Coordinator.
- Become familiar with responsibilities, rights, duties, rightful claims, and other legal matters concerned with the emergency incidents, cause, the conduct of the Crisis Management procedure, and its aftermath.

Emergency Procedures

- Advise and assist University Administration and the Emergency Preparedness Coordinator as to their legal responsibilities before, during and immediately after an emergency.
- Carry out other responsibilities as may be assigned to this Team.

G. MEDIA/PUBLIC RELATIONS

Emergency Preparedness

- The Vice President for Institutional Advancement will be the Team Coordinator.
- The Vice President for Institutional Advancement will appoint an alternate Team Coordinator.
- Prepare a practical plan of emergency for communications action.
- Provide written instructions of the emergency plan for use by Team members. Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Prepare statements for release to news media concerning the University disaster operation.
- Maintain a complete diary of events during the disaster operation, including photographs, slides, and/or videotapes, etc.
- Clear for accuracy, with the appropriate campus and/or public officials, all statements released regarding information on campus personnel or the news media and retain copies of all messages released.
- Maintain inventory of equipment to serve the public information function, i.e.: various message forms and supplies.
- Carry out other responsibilities as may be assigned to the Team.

H. MEDICAL AND HEALTH

The purpose of the Team is to help save lives, prevent suffering, and minimize injuries and losses through coordinating an effective medical response to disaster situations involving the campus community.

Emergency Preparedness

- The University's Athletic Trainer will be the Team Coordinator.
- The University's Athletic Trainer will appoint an alternate Team Coordinator.
- Develop a practical plan of emergency action. The plan should include, but not be limited to, handling mass casualties, triage procedures according to the degree of injury, and patient flow.
- Outline procedures for cooperation with off-campus emergency rescue services such as the Sheriff and Fire Departments.
- Provide written instructions of the emergency plan for use by Team members. Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- In time of emergency disaster, follow a plan for handling the mass casualties.
- Follow procedures for coordinating patient flow and off-campus cooperation between the police, emergency rescue services, and student health services.
- Carry out other responsibilities as may be assigned to this Team.

I. STUDENT VOLUNTEERS

The Team's purpose is to determine the number of student assistants that could be effectively utilized in emergency services and to establish the functions that these student volunteers will perform. It must be noted that any student volunteer roster might be substantially reduced during the summer months or during recess periods and holiday seasons.

Emergency Preparedness

- The Director of Residence Life will be the Team Coordinator.
- The Director of Housing will be the alternate Team Coordinator.
- Recruit student volunteers for various job assignments. Student volunteers will ***not*** be utilized as policemen or firemen, or be engaged in activities that are likely to be hazardous to their health and safety. It is intended that student volunteers would be utilized to: assist with crowd control, evacuation of buildings, carry messages, and assist with telephone answering services to receive and disseminate information.
- Train students and necessary staff to assist the team in the discharge of its duties.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by the Team members. Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Supervise the work of any student volunteers being used during an emergency.
- Maintain communication with the Associated Students, Residence Halls, and other registered student organizations.
- Prepare required buildings for sleeping purposes and assign spaces. This may involve the use of buildings not normally used for sleeping, or may involve the use of tents.
- Cooperate with other Emergency Response Teams and with outside agencies in the control of a sanitation, safety and security in the housing areas.
- Maintain records of the activities and operations conducted and the associated costs.
- Maintain communication with the CMC as well as any other Emergency Response Teams in order to provide them with any needed voluntary student assistance.
- Carry out other responsibilities as may be assigned to this Team.

J. TELECOMMUNICATIONS

The functional purpose of the Telecommunications office is to meet the campus-wide communication requirements necessary under any emergency condition. It will assist in establishing communications between the field control points and the CMC.

Emergency Preparedness

- The Director of Information Systems will be the Team Coordinator.
- The Director of Information Systems will appoint an alternate Team Coordinator.
- Staff an emergency crew and maintain a current roster.
- Prepare a practical plan of emergency action.
- Provide written instructions of the emergency plan for use by Team members. Copies of the plan shall be sent to the Emergency Preparedness Coordinator.
- Conduct periodic emergency preparedness training.
- Complete and return training documentation forms to Emergency Preparedness Coordinator as requested.

Emergency Procedures

- Make arrangements with the telephone company for stand-by of their service groups.
- Remove live wire telephone service from any phones or buildings as required.
- Carry out other responsibilities as may be assigned to the team.

V. RESOURCES

A. ON CAMPUS RESOURCES

1. UNIVERSITY NOTIFICATION SYSTEM:

The mass notification system is the primary means of emergency notification at Hope International University. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. The University switchboard is the focal point for the two-way transmission of official emergency communications to University administrators.

IMPORTANT: During an emergency, campus phones must be restricted to University official notification only. In the absence of phone services, the Emergency Preparedness Coordinator, with cooperation from the Student Affairs Team may provide runners for emergency notification (contingent on available personnel).

- a. The Emergency Preparedness Coordinator will instruct the switchboard operator in initiating the notification system by calling the following University administrators as appropriate.
 - 1) President
 - 2) Vice President for Student Affairs
 - 3) Vice-President for Institutional Advancement
 - 4) Vice-President for Business and Finance
 - 5) Vice President for Academic Affairs
 - 6) Vice President for Enrollment Management
- b. Each University administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under their supervision.

Amateur radio operators will be available during an emergency for communication needs with off campus personnel or resources, such as the American Red Cross, Fullerton City Hall, and Orange County Sheriff's Department. The Fullerton City Crisis Management Center's radio frequency is **144.915 MHz**.

2. CAMPUS SECURITY:

Emergency assistance is available through the University switchboard by dialing **9-1-1** from on-campus telephones. If telephones are inoperable, information must be relayed by messenger.

Uniformed Security officers are on duty 24-hours a day. The officer on duty will notify the switchboard operator of any campus emergency.

3. OPERATIONS SERVICES:

In the event of a major utility emergency, contact the Operations Services office at ext. 2530 or 714-225-5973 (cell phone). After hours, contact Campus Security at ext. 7333 or 714-718-2425 (emergencies only).

Skilled workers are available from Operations at all times during normal working hours and on short notice at other times. They are capable of providing the following emergency services:

- a) **UTILITIES:** Repairs to water, gas, electric and sewage systems.
- b) **STRUCTURES:** Repairs to structures and mechanical equipment therein, including heating and cooling systems.
- c) **EQUIPMENT:** Portable pumps, generators, floodlights, welders, air compressors, tractors, forklifts, etc.

B. OFF-CAMPUS DISASTER RESOURCES

Phone Number

<i>Federal Emergency Management Agency (FEMA)</i>	800-621-3362
Air Quality Management District (S. Coast AQMD)	800-288-7664
Ambulance Service	911
American Red Cross, Orange County	714-481-5300
American Red Cross, S. CA Blood Region	909-859-7006
Animal Control, County of Orange/0800-1700 hrs.	714-935-6848
Animal Control, County of Orange/1700-0800 hrs.	714-935-7158
California Highway Patrol, OC Communications Center	949-559-7888
Disposal Company, MG Disposal	714-238-3300
FBI (Federal Bureau of Investigation)	714-542-8825
Fullerton City Hall	714-738-6317
Fullerton Fire Department	911
Fullerton Police Department	714-738-6715
Fullerton Police Department – Emergency	911
Gas Company, The	800-427-2200
Gas Company, The – contact Jayner Pabalan	714-634-3250
Municipal Water District	714-963-3058
National Response Center (Toxic Chemical Spills)	800-424-8802
Paramedics	911
Poison Control Center	800-222-1222
Sempra Facilities Management - contact David Yancosky	714-936-0762
Southern California Earthquake Center	213-740-5843
Southern California Edison Company	800-611-1911
Southern California Edison Company – contact Craig Stehsel	626-633-7156
Southern California Emergency Operations Center	562-740-5843
Telephone Services – contact Kevin Saunders for emergencies	714-403-6877
UCI Medical Center, Physicians’ Offices	714-456-7002
Universal Abatement Services, Inc.	800-606-8500
Vector Control, County of Orange	714-971-2421
U.S. Geological Survey Hotline.....	415-329-4085

Media:

KABC - Channel 7: Main Line 818-863-7777	Breaking News Tips 877-777-6397
KNBC - Channel 4: Main Line 818-840-4444	Breaking News Tips 818-244-6397
CBS 2 / KCAL 9: Main Line 323-460-3000	News Assignment Desk 323-460-3316
KTTV - Fox Channel 11: Main Line 310-584-2000	News 310-584-2369
KROQ 106.7	Business Line 323-930-1067
FISH 95.9	Business Line 818-956-5552
STAR 98.7	Business Line 818-559-2252

VI. PROCEDURES

This section contains the recommended procedures to be followed during specific types of emergencies. The procedures should always be followed in sequence, unless conditions dictate otherwise.

A. BUILDING EVACUATION

1. All building evacuations will take place when an alarm sounds and/or notification by the Emergency Preparedness Coordinator, the Department Coordinator or the Building Coordinator.
2. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. Assist the disabled in exiting the building. **DO NOT USE THE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE.**
4. Once outside, proceed to a clear area that is at least 500 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.
5. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a University official.

IMPORTANT: After an evacuation, report to your designated area assembly point. Stay there until an accurate head count is taken. The Building Coordinator will take attendance and assist in the accounting for all building occupants.

6. Campus Evacuation
 - Evacuation of all or part of the campus grounds will be announced by Emergency Preparedness Coordinator as described.
 - All persons (students and staff) are to immediately vacate the site in question and relocate to another part of campus grounds as directed.

B. EARTHQUAKE

1. EARTHQUAKE PREPAREDNESS

- a) Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.

- b) **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

c) **Be aware of nonstructural earthquake hazards in your workplace:**

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be store properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

d) Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!

- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

4. GENERAL EARTHQUAKE INFORMATION:

a) Principle of Psychological First Aid

Following an earthquake, there may be persons who are overwhelmed by the event and have difficulty coping with the situation and their emotions. You may be able to help those persons to make it through the first few difficult hours.

- Attempt to calm the victim to relieve the anxiety and stress.
- Communicate confidence in yourself as well as concern for the victim.
- Show you care by your attitude.
- Accept a person's limitations as real.
- Encourage the person to speak freely about whatever is on their mind.
- Be very patient.
- When the person begins talking, interrupt as little as possible.
- Do not argue with the person if he/she disagrees with you and do not impose your ideas on him/her. His/her own solution will be the most successful for him/her.
- Accept your own limitations in a relief role. Do not attempt to be all things to all people. Do what you can and obtain additional help from a qualified counselor.

b) Emotional and Psychological Considerations in a Disaster is a crisis in itself. However, disaster increases the crisis situation when it is accompanied by job and/or financial difficulties, illness, loss of personal belongings, death, injury, or family problems.

Factors in dealing with crisis of your own or that of your family members include:

- Being able to talk about the experience and express the feelings accompanying the experience.
- Being fully aware of the reality of what has happened, and being assured that you are with caring people.
- Resuming concrete activity and being able to reconstruct the pre-disaster life routine as soon as possible.

REMEMBER: An emergency telephone hot line will be available after a major earthquake or other disaster to provide information to those off campus or out of state who need to know. A recorded message will be given with pertinent information of conditions on campus as well as reports of injuries or damage. That number is: (714) 879-3901.

5. EARTHQUAKE PROCEDURES FOR LABS

Before the Earthquake

Examine your lab area to determine how you can mitigate potential earthquake hazards.

- a) Chemicals stored on open shelves may fall and intermingle during a quake. Acids, bases, and solvents should be stored separately and all chemicals should be anchored with seismic restraint.
- b) Be sure that all cabinets equipped with hinged doors have positive latching devices. Sliding doors should be kept closed when not in use. Install refrigerator clasp locks.
- c) Secure all expensive analytical instrumentation and equipment, including gas chromatographs, microscopes, lasers, etc, with clamps, stands or Quake Grip Velcro. Water stills should be secured firmly with straps and blocked to resist movement.
- d) Gas cylinders must be secured individually to lab bench or wall with welded-link chains. Gas cylinders may not be secured to mobile furniture such as carts or tables.
- e) Never store hazardous material – chemical and/or radioactive – on wheeled carts.
- f) Glass aquariums can fall and break open during a quake. They must be firmly mounted and glass should be replaced with plastic if possible.
- g) Be sure that tall bookcases are not freestanding in the middle of rooms, and are not used as partitions. All furniture over 72” tall must be fastened to the walls.
- h) There should be no overhead storage of large containers, boxes or glassware.
- i) Examine your lab area. Contact your Crisis Management Director and/or Building Coordinator to determine how to carry out the evacuation procedures. Also, examine the hallway outside your lab to ensure clear and unobstructed access to emergency exits.

During the Earthquake

NOTE: In classrooms and other non-laboratory space, we instruct students, faculty, and staff to take cover where they are during a quake (e.g., under a desk or table). The instructions in a laboratory are different. If you work with hazardous materials, read the recommendations listed below very carefully.

- a) Announce that the lab is being evacuated, turn off the gas burner if possible and **leave the room**. Close the door but do not lock it.
- b) **SIT DOWN IN THE HALL TO TAKE COVER FROM THE EARTHQUAKE MOTION.**

After the Earthquake

Cooperate with the Crisis Management Building Coordinator and try to restore calm among your co-workers.

- a. DO NOT RE-ENTER THE LAB UNTIL IT IS DETERMINED TO BE SAFE.
- b. Follow instructions of emergency personnel.

C. FIRE

1. Notify the fire department immediately, using 911. Be prepared to give as much specific information as possible, such as the following:
 - a. I am calling to report a fire at Hope International University
 - b. The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
 - c. The telephone # I am calling from is _____
 - d. An escort will meet you at _____
 - e. Fire vehicles can enter the site at _____
2. Evacuate premises
3. CMT's duties during a fire emergency
 - a. The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
 - b. In case of a fire alarm, other than a practice drill, the Director of Operations, or designee, shall phone the local fire department immediately.
 - c. The Director of Operations should alert the President of the situation as soon as possible.
 - d. Communication should be kept open with the local police and fire officials.
 - e. Call the police department with crowd and traffic control, if necessary.
 - f. Notify utility companies of a break or suspected break in lines. Record time called and person reported to.

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security at ext. 7333 or 714-654-9273.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

4. GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.
- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.
- 9) If requested, assist emergency crews as necessary.

D. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix C)

1. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

a. On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- 1) Be aware of the chemical.
- 2) Notify the department head, or designee, of type of chemical and location.
- 3) Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- 4) Re-locate students/staff to safe areas.
- 5) If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- 6) If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

b. Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas.

Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- a. As appropriate, notify fire/police by calling 9-1-1.
- b. Determine the need to *remain/inside or outside*.
- c. Determine whether the students and staff should leave the University grounds.
- d. Maintain control of students in a safe area.
- e. Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

E. ACTIVE SHOOTER IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Students are likely to follow the lead of staff and faculty during an active shooter situation.

Call 9-1-1 WHEN IT IS SAFE TO DO SO

1. If the threat is **NEAR YOU and YOU CAN ESCAPE:**
 - **MOVE AWAY** from it, do so as quickly as possible. **RUN, if possible.**
2. If the threat is near you and **YOU CANNOT ESCAPE:**
 - **Find a secure room and LOCK THE DOOR:**
 - I. Put any big object in front of the door to prevent entry.
 - II. Turn off the lights and silence all electronic devices.
 - III. Hide behind furniture and be as quiet as possible.
 - IV. Wait for Crisis Coordinator to release you from your position.
 - If you **CANNOT (SAFELY) LOCK THE DOOR nor ESCAPE:**
 - I. **HIDE**, as best you can, **but be prepared to disarm the threat:**
 - II. Two to five persons (Attack Team) should be just inside the door to knock down the weapon and push the shooter to the floor and disarm.
 - III. Set a table up on its side by the door to block a clear view of the room from the door.
 - IV. Set a chair or desk by the door to slow the approach and help trip the attacker, then darken the room as much as possible.
 - V. As the attacker enters, throw something to the opposite side of the room to distract the shooter from the Attack Team's location.
 - VI. Other persons in the room should stay away from the entrance "line of sight" to avoid gunfire.

WHEN LAW ENFORCEMENT ARRIVED ON THE SCENE

1. **How you should react when law enforcement or 911 arrives**
 - Remain calm, and follow officers' instructions
 - Keep your hands visible at all times
 - Avoid making quick movements towards officers such as attempting to hold on to them for safety
2. **Information you should provide to law enforcement or 911 operators**
 - Location of the active shooter
 - Number of shooters, if more than one
 - Physical description of shooter(s)
 - Number and type of weapons held by the shooter(s)
 - Number of potential victims at the location

F. HOSTAGE SITUATION

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Police (911), Emergency Preparedness Coordinator at ext. 1211 or 714-507-6108.**
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. **KEEP ALL RADIOS, TELEVISION SETS, AND COMPUTERS TURNED OFF.** Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Police (911), and Emergency Preparedness Coordinator at ext 1211 or 714-507-6108.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
4. Be aware that the police department’s SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a “no walk” area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

G. HOMICIDE

IF A HOMICIDE OCCURS ON CAMPUS:

1. Immediately alert the Police (911), and Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108).
2. Relay as much information as possible to the Emergency Preparedness Coordinator (if the suspect is still on campus, where the suspect is now or is headed, any info on suspect, location of occurrence, number of wounded, type and location of weapon).
3. If safe, evacuate others from the area as quickly as possible.
4. If classes are in session, a Shelter-In-Place will be implemented to contain students and faculty in their classrooms/buildings.
5. **DO NOT DISRUPT THE CRIME SCENE.** Be aware that the crime scene will be secured with tape and that designated staff members under the direction of the Emergency Preparedness Coordinator are to protect the crime scene area. No one is to enter that area until the police arrive to do so.
6. Anticipate that witnesses are to be gathered in one central location for questioning. Do not allow them to talk to one another (to protect the police investigation).

H. SUICIDE

Suicide rarely occurs without warning to someone. Staff and students must take all comments about suicidal thoughts seriously, especially if details are provided.

WHEN AN INDIVIDUAL IS THREATENING SUICIDE ON CAMPUS AND HAS A LETHAL WEAPON AVAILABLE:

1. Remain calm and immediately alert the Police (911), and Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108).
2. Provide as much information as possible to the Emergency Preparedness Coordinator dispatcher (location, your name, name of suicidal individual, call-back phone number, intended weapon/drug).
3. Try to clear others from the scene (if applicable).
4. Make a mental note of everything the threatening individual says and does, and monitor the behavior constantly.
5. Do not minimize or challenge the individual's threat; take it seriously.
6. Never promise confidentiality; instead, promise help and privacy.
7. If possible, attempt to keep the threatening individual calm and secured in your location until Emergency Preparedness Coordinator and/or the police arrive.

I. DEATH OR SERIOUS INJURY

These procedures apply when addressing a situation involving serious injury or the loss of life of a Hope International University student, employee, or visitor on campus.

1. On Site Procedures
 - a. Designate person “in charge.”

The “on the scene” University staff member with the most authority will be responsible for coordinating events and will be considered the official “in charge” until such time as a chief administrator is present.
 - b. Notify Authorities
Authorities should be notified in the following order when possible:
 - Emergency Medical Service (9-1-1)
 - Campus Safety (ext. 7333 or 714-654-9273)
 - President, President’s Cabinet and Crisis Management Team
 - (Any persons present should be directed **not** to notify anyone or make any phone calls until the parents or guardians have been notified by University officials.
 - c. Identification of injured/deceased
The staff member or administrator in charge should immediately locate an individual who can assist the medical personnel in identifying the injured/deceased.
 - d. Secure scene of incident
 - Every effort should be made to secure the incident scene.
 - The area should be evacuated of all persons except for University officials, medical personnel, or police officers.
 - Staff members should be assigned to address crowd control concerns.
 - If the accident occurs outdoors, secure a reasonable distance from the scene (75' to 100'). If the accident occurs indoors, the adjacent rooms or offices should be vacated until permission is given by authorities to re-enter the area.
 - The individual’s personal belongings should be maintained in a secure manner until the family is able to indicate to University personnel when and how the items will be removed from campus.
2. Notification and Release of Information:
 - a. Information needed
 - Complete name (*care must be take to ensure we have the correct name*)
 - Home address and telephone number Parent/Guardian’s name Social Security Number
 - Minister’s name and telephone number

In the case of students, this information may be obtained from the Registrar’s Office or the Student Affairs Office. For University employees, it may be obtained from the Personnel Office. The persons contacted should be given a University telephone number and the name of a responsible individual to call for additional information.

- b. Notify appropriate persons
 - In incidents involving students, the Vice President for Student Affairs (or his designee), and in incidents involving University employees, the President (or his designee), should notify the following persons and offices listed below, giving the details limited to the facts as known at the time. (Read #2-4 of this section **first**.)
 - 1) President and Cabinet
 - 2) Immediate family members
 - 3) Family's Minister
 - 4) Residence Hall Staff (in cases of students)
 - 5) Campus Minister
 - 6) Director of Counseling
 - 7) Appropriate members of the campus community
 - c. Care should be taken not to speculate on cause of death or other details, which cannot be substantiated.
 - d. No notification should be made, in cases involving death, until after the coroner has confirmed the identity of the deceased. Once the coroner has authorized notification, the family members should be notified in person by one of the following individuals (in order of preference):
 - Family minister (with police officer when possible)
 - Family relative/close friend (with police officer when possible)
 - Police officer.
 - e. The family members will need to know the name and telephone number of the hospital, in cases of injury, or the mortuary, in case of death.
 - f. Release of Information
 - 1) Information released to the campus community or general public shall be limited to a statement of facts, including name and directory information, having been first approved by the President or the President's Cabinet.
 - 2) Information shall be made available through the Presidents Office with requests for additional details referred to the appropriate chief administrator.
3. Follow Up
- a. Campus Community
 - Every effort should be made to identify all persons who actually viewed the incident and the close friends of the victim.
 - Staff should be assigned to meet any special emotional and psychological needs evident.
 - The Director of Counseling and the Campus Minister should be notified of these individuals.
 - b. Miscellaneous Concerns
 - Notify Board of Trustees
 - Provide support services for friends, coworkers
 - Inform campus community of funeral location and time
 - Send flowers from University for funeral

- Provide profile of individual's involvement in the University for the minister/family
- University representatives at funeral
- On-campus memorial service (when appropriate)
- Memorial fund (when appropriate)
- In cases of death, remove name from University mailing lists, billings, etc.
- Prepare information for release to the larger constituency.

J. CIVIL DISTURBANCE OR DEMONSTRATION

Most campus 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 University
- PREVENTION of access to office, buildings or other University Operations
- THREAT of the physical harm to persons or damage to University Operations

If any of these conditions exist, Emergency Preparedness Coordinator should be notified and will be responsible for contacting and informing the President, Vice Presidents, Deans and University Legal Counsel. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed.

1. PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS

- Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct University business as normally as possible.
- If demonstrators are asked to leave but refuse to leave by regular facility closing time, arrangements will be made by the Emergency Preparedness Coordinator to monitor the situation during non-business hours.
- Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (See Section 2).

2. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a demonstration blocks access to University Operations or interferes with the operation of the University:

- Demonstrators will be asked to terminate the disruptive activity by the appropriate University official.

- b) Key University personnel and student leaders will be asked by the appropriate University official to go to the area and persuade the demonstrators to desist.
- c) The Emergency Preparedness Coordinator or his/her designee will go to the area and ask the demonstrators to leave or discontinue disruptive activities.
- d) If the demonstrators persist in the disruptive activity, they will be advised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities.

Except in extreme emergencies, the University President will be consulted before such disciplinary actions are taken.

- e) Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- f) After consultation with the University President, University Legal Counsel and the Vice Presidents, 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 will be warned of the intention to arrest.

3. VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs or appears probable, the University President, Emergency Preparedness Coordinator, University Legal Counsel, and the Vice President's will be notified.

During business hours:

- a) The Emergency Preparedness Coordinator will contact the Fullerton Police Department.
- b) The University President, in consultation with University Legal Counsel, the Vice Presidents and the Emergency Preparedness Coordinator, will determine the possible need for an injunction.
- c) Emergency Preparedness Coordinator will act as a liaison between the Fullerton Police Department and the University.

After business hours:

- a) The Emergency Preparedness Coordinator will be immediately notified of the disturbance (714-507-6108).
- b) Emergency Preparedness Coordinator will investigate the disruption and report it to the Vice President of Student Affairs.
- c) The Vice President for Student Affairs:
 - 1) Report the Circumstances to the President.
 - 2) Notify the University Legal Counsel.
 - 3) Notify key administrators and if appropriate the administrator responsible for the building area.
 - 4) Notify the University Director of Public Relations (Institutional Advancement).
 - 5) Arrange for a photographer.

NOTE: Emergency Preparedness Coordinator reserves the right to call for Police Department assistance without counsel of others if it is deemed to be of paramount importance to the safety of persons involved.

K. RAPE

IF A RAPE OCCURS ON CAMPUS:

1. Immediately alert Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108). Have as much information about the situation ready as possible (assailant, location, time). If it has not been done already, Emergency Preparedness Coordinator will then notify local authorities.
2. The Hope Counseling Center will be contacted upon request of the victim.
3. Protect the “PRIVACY” and “Rights of Confidentiality” of the victim and family. Take the necessary steps to protect the victim’s identity by asking all involved not to share information with others.
4. Offer the victim care and first aid, but **avoid destroying any evidence** until the authorities arrive. Do not permit the victim to use the restroom until instructed to do so by the police.
5. If a staff member or student talks to victim prior to the arrival of the police, restrict the conversation to immediate medical needs. If there is discussion about the situation, speak only in very general terms. **DO NOT DISCUSS THE SPECIFICS OF THE CASE.** It is better in court if the initial statements about the crime are recorded by the police.
6. A representative of Emergency Preparedness Coordinator will accompany the victim to the hospital (if appropriate).
7. If applicable, the Emergency Preparedness Coordinator will work with the Director of Communications (Institutional Advancement) to develop press releases to inform the community of the assailant’s disposition.

L. KIDNAPPING

1. Call 9-1-1 -- emergency squad/medical
2. Call Fullerton Police Department, (714) 738-6800
3. Pastoral notification of family --- President or senior staff

M. ASSAULT

1. Call 9-1-1 -- emergency squad/medical
2. Call Fullerton Police Department, (714) 738-6800
3. Pastoral notification of family --- President or senior staff
4. Assign staff member of same sex to accompany victim as needed through medical attention, police investigation
5. File workers compensation report

N. ROBBERY

1. Call 9-1-1 -- emergency squad/medical if injuries involved
2. Call Fullerton Police Department, (714) 738-6800
3. Contact insurance company to report loss

O. HARASSMENT

1. Report to Personnel Office
2. Assess threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Affairs Office

P. DISORDERLY CONDUCT

1. Report to Personnel Office
2. Threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Affairs Office.

Q. BERATING LANGUAGE

1. Report to Personnel Office
2. Assess threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Affairs Office

R. PHYSICAL OR VERBAL THREATS

1. Report to Personnel Office
2. Assess threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Affairs Office.
3. File complaint with Fullerton Police Department, (714) 738-6800

S. PROPERTY DAMAGE

1. Call Fullerton Police Department -- file report, (714) 738-6800
2. Report to Personnel Office
3. Assess threat to/by employee (involve appropriate VP and Personnel Office) and determine appropriate response. If student(s) involved, include Student Affairs Office.
4. Notify insurance company of loss

T. AIRCRAFT CRASH ON CAMPUS

In the event a mishap occurs such as an explosion or an aircraft crash on campus, take the following action:

1. Immediately take cover under tables, desks and other objects that will give protection against falling glass or debris.
2. After the effects of the explosion and/or fire have subsided notify the Emergency Preparedness Coordinator. Give your name and describe the location and nature of the emergency.
3. If necessary or when directed to do so, activate the building's alarm. **CAUTION: THE BUILDING ALARM MAY NOT RING INSIDE ALL BUILDINGS, SO YOU MUST REPORT THE EMERGENCY BY TELEPHONE.**
4. When the building evacuation alarm is sounded or when told to leave by University officials, walk quickly to the nearest marked exit and ask others to do the same. *If no buildings are endangered, instruct individuals to stay inside.*
5. Once outside move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. ***Know your assembly areas.***
6. If requested, assist emergency crews as necessary.
7. A Crisis Management Center may be set up near the disaster site. Keep clear of the Management Center unless you have official business.
8. **DO NOT RETURN TO AN EVACUATED BUILDING.**

IMPORTANT: After an evacuation, report to your designated assembly area. Stay there until an accurate head count is taken. The Building Coordinator will take attendance and assist in the accounting for all building occupants.

U. FLOOD

A **flood watch** means that conditions are favorable for flooding. Staff members need to be aware, but no action will be taken.

A **flood warning** means that rising water threatens to close roads, wash out bridges and inundate property. Action should be taken to move to higher ground.

BEFORE THE FLOOD:

1. Store sandbags, plywood, plastic sheeting, and lumber to protect windows and make repairs.
2. Always keep emergency supplies available.
3. Anticipate 2 or 3 alternative evacuation routes or pick-up locations.
4. Learn your building's flood evacuation route and the location of high ground. It is also important to know different routes into the school and which ones may flood.

DURING OR AFTER THE FLOOD:

1. If possible, listen to television or radio for weather information and instruction.
2. Turn off utilities. Disconnect electrical appliances, being careful not to touch any electrical equipment if the floor is wet or underwater.
3. Report broken utility lines and/or other facility damage to the proper authorities.
4. A qualified professional should check all water-damaged equipment prior to usage.
5. Flooded areas should be gradually pumped out to minimize structural damage.

V. OPERATIONAL PLAN FOR BOMB THREAT (Form Appendix D)

A. BOMB THREAT

1) By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

b. By written message

- 1) Letter should be preserved for investigation by the police.
- 2) Place letter in a document protector and report it per established procedures.

B. Procedures

- a. Activate fire alarm.
- b. Call 9-1-1 and report threat to police, providing:
 - name and title
 - building location
 - problem
- c. Call the President's Office to report the incident and action taken so far.
- d. Evacuate buildings and proceed to Emergency Assembly Areas to take roll
- e. Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.
- f. Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- g. When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

W. POWER FAILURE (Form, Appendix E)

The response procedures are dependent upon whether we have or do not have advance warning and whether school is in session or is not in session.

1. Power outage WITH ADVANCE warning
 - a. If after consultation with Vice President for Academic Affairs, classes will be cancelled or the regular hours of the school day changed, notify:
 - Area radio and TV stations
 - Physical Plant
 - Faculty, staff and residence hall staff
 - b. Alert key personnel to specific responsibilities.
 - c. Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.
 - d. Shut off all electrical switches at the electrical panel.
 - e. When power is restored, check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.)

2. Power outage WITHOUT ADVANCE warning
 - a. Tune to the Emergency Broadcast System on battery-powered radio.
 - b. The Operations staff should survey the campus for any power problems or potential safety concerns that may have caused or resulted from the power outage
 - c. The Operations staff should contact the local power station to determine the nature of the power outage and whether any action is necessary by University personnel
 - d. If after consultation with Vice President for Academic Affairs classes will be cancelled or the regular hours of the school day changed, notify:
 - Area radio and TV stations
 - Physical Plant
 - Faculty, staff and residence hall staff
 - f. Alert key personnel to specific responsibilities.
 - g. Turn off all electrical equipment (computers, printers, typewriters, copiers, etc.) individually.
 - h. Shut off all electrical switches at the electrical panel.
 - i. When power is restored, check the effect of the power outage on the site (refrigerated food, clocks, timers, etc.).

X. RESUMING OPERATIONS

1. Immediately after an emergency, take steps to resume operations.
2. Establish a recovery team, if necessary. Establish priorities for resuming operations.
3. Continue to ensure the safety of personnel and students on the property. Assess hazards. Maintain security at the incident site.
4. Conduct an employee briefing.
5. Keep detailed records. Take photographs of or videotape the damage.
6. Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
7. Follow notification procedures.
 - a. Notify employees' families about the status of personnel on the property.
 - b. Notify off-duty personnel about work status.
 - c. Notify insurance carriers and appropriate government agencies.
8. Protect undamaged property. Close up building openings. Remove smoke, water and debris. Protect equipment against moisture. Restore sprinkler systems. Physically secure the property. Restore power.
9. Conduct an investigation. Coordinate actions with appropriate government agencies.

10. Conduct salvage operations. Segregate damaged from undamaged property. Keep damaged goods on hand until an insurance adjuster has visited to the premises, but you can move material outside if it's seriously in the way and exposure to the elements won't make matters worse.
11. Take an inventory of damaged goods. This is usually done with the adjuster, or the adjuster's salvor if there is any appreciable amount of goods or value. If you release goods to the salvor, obtain a signed inventory stating the quantity and type of goods being removed.
12. Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
13. Assess the value of damaged property. Assess the impact of business interruption.
14. Maintain contact with suppliers.

APPENDIX A

EMERGENCY PREPAREDNESS CHECKLIST

When disaster strikes it is too late to prepare. There are certain items that should always be readily available, and should be stockpiled if there is any indication of impending disaster or emergency. These include but are not limited to the following:

Water: At least one gallon daily for each person. If forewarned of disaster, store as much water as possible in non-breakable containers.

Non-perishable Foods: These would include canned fruits and vegetables, dried foods, foods that require little or no cooking. Also have on hand any food that is required for those who are on special diets.

Eating and drinking utensils: Non-breakable

Can openers

Supply of trash bags

Water purifying tablets

A heating source: Cook stove or sterno, as well as extra fuel

Communication, Lighting, and Safety Needs: Battery operated radio with an extra supply of batteries. Lantern and fuel, and/or a flashlight and batteries. Candles and matches or a lighter. Fluorescent distress flag or flares. Fire extinguishers. Work gloves. CB Radio. Shovel.

Clothing and Bedding: One complete change of clothing per person, suited to the weather situation. Sturdy work clothes and shoes. Extra socks and underwear. Outer wear such as rain gear and boots. Pillows. A sleeping bag or two blankets per person.

Personal Items: Washcloth and small towel. Reading and writing materials. Sewing kit. Toiletries such as soap, deodorant, toothbrush, and toothpaste. Brush and/or comb and other hair care items. Contact lens cleaner. Insect repellent and insecticide. Mirror. Sanitary napkins or tampons. Shaving kit. Dentures.

Sanitary Needs: Paper towels and toilet paper. Liquid detergent. Disinfectant. Garbage can or bucket with tight fitting lid, which can be used as an emergency toilet if the need arises. Garbage bags.

APPENDIX B

CAMPUS DISASTER SUPPLY LIST

- Paper plates and cups
- Plastic knives, forks, and spoons
- Napkins and paper towels
- A first-aid kit. The kit should include hydrogen peroxide, antibiotic ointment, bandages, tape, instant ice pack, aspirin and non-aspirin pain reliever, scissors, tweezers, and safety pins.
- Bottled water
- Cooler
- Food pantry with non-perishable items (**brought by students**).
Suggestions include: tea, powdered coffee, canned fruit and vegetable juices, powdered milk, ready to serve canned soups, canned or dried fruits, cookies, crackers, granola bars, peanut butter, sugar, salt, hard candy, and nuts.
- Tools – brooms, a crowbar, hammer, rope, screwdriver, shovel, plastic or electric tape, and tarp.
- Phone numbers of disaster relief agencies, and fire and police departments.
- Large trashcans with lids and large plastic garbage bags.
- Extra newspaper – for blankets and fire, also to wrap waste and garbage.
- Signage for campus entrances.

APPENDIX C

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX D

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

A. Exact Words of Caller/Threat _____

B. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

C. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

D. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

E. Time caller hung up _____

F. Remarks: _____

CONTINUED ON NEXT PAGE

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

APPENDIX E

POWER FAILURE SITE CHECKLIST

This checklist delineates the action to be taken in response to a power failure. It is imperative that all staff members be aware of these procedures and that persons other than the President/CMT be preauthorized to carry them out if the President/CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____

Area(s) involved _____

Admin. in charge _____ Duration of power outage _____

Check off completed tasks as appropriate to the circumstances of the power failure.

Operations notified. By whom? _____ Spoke to _____

President/Cabinet notified. By whom? _____ Spoke to _____

Determination: Close school (date/duration) _____

Disperse students to (where, i.e., another building, dorms, etc.)

Other _____

Local police notified or alerted. By whom & action taken _____

Area radio & TV (list) _____

By whom & action taken _____

Key personnel alerted. Whom: _____

STUDENT CENTER – 1ST FLOOR EMERGENCY PREPAREDNESS PLAN

Darling Pavilion, Locker Rooms, Training Room, Fitness Center, Mailroom, Activity Center, and Bookstore

Chain of Command

Athletic Director- John Turek: ext. 5400, cell 714-313-2155

Athletic Trainer- Kim Jaramillo: ext 1214, cell 530-228-4857

Sports Information Director- Tim Gooszen: ext 1605, cell 714-473-3541

Information Desk Worker: ext 1213

When to call whom?

9-1-1	<i>Call 9-1-1 for any emergency that you would call 9-1-1 from anywhere. Call Campus Safety after calling 9-1-1. Call Preparedness Coordinator 714-507-6108 or HIU Telecommunications at 714-403-6877 after calling Campus Safety.</i>
Campus Safety – Security	<i>Call to report a situation or ask for help with a non-9-1-1 emergency. From Campus Phone: Ext. 7333 Direct: 714-681-7333 Cell (in case the campus phone system is unavailable): 714-718-2425</i>
Building Coordinator	<i>Call to report an emergency reported to either 9-1-1 or Campus Safety, or to ask for assessment of a possible situation to report to Campus Safety. Athletic Director- John Turek: ext 5400, cell 714-313-2155</i>

1. EVACUATION EMERGENCIES

**All areas should be evacuated to the Student Parking Lot on the east side of the Student Center.*

A systematic approach to evacuation of these facilities includes:

Darling Pavilion

During Athletic Contest: Use the bullhorn to alert all occupants to calmly proceed to the exits and direct them to the Student Parking Lot on the east side of the building. Use the following script to address those in attendance:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed to the nearest exit and make your way to the Student Parking lot located on the east side of the building. Thank you for your cooperation.”

During Athletic Practice Session: Alert Head Coach and direct team(s) to the east exits, which leads to the Student Parking Lot.

All other Times: Walk through entire Pavilion looking for any occupants. Make sure to check all corner storage areas. Alert any occupants to evacuate using the east exits, which leads to the Student Parking Lot.

Men's/Women's locker rooms-Faculty/Staff locker rooms-Visiting Team locker rooms

During Athletic Contest: Locker rooms may be in use during halftime of basketball games. If evacuation is needed during this time, alert coaches and team to evacuate to the right (east) down the corridor toward the emergency exit doors, which leads to the Student Parking lot.

Note: Game officials use the faculty/ staff locker rooms during halftime.

All other times: Walk through entire locker room to check for any occupants. Make sure to check all bathroom stalls and shower areas for possible occupants. Direct any occupants to evacuate to the right (east) down the corridor toward the emergency exit doors, which leads to the Student Parking lot.

Fitness Center

Peak times: During these times there will be many occupants working-out, listening to music, and watching TV. Start by alerting those occupants on one end of the Fitness Center to evacuate down the corridor toward the emergency exit doors, which leads to the Student Parking lot. Proceed to the other side of the Fitness Center to alert any occupants that did not hear the original message.

Note: Occupants may have headphones on so it may be necessary to speak loudly or wave arms to get their attention.

Non-Peak times: Walk through entire Fitness Center looking for any occupants. Make sure to scan all fitness equipment. Alert any occupants to evacuate down the corridor toward the emergency exit doors leading to the Student Parking lot.

Athletic Training Room

During athletic practice sessions (peak time): There may be many occupants talking, listening to music, getting taped, stretching, etc. However, the room is small enough that all occupants can be alerted at one time by using a loud voice. Direct all occupants to evacuate down the corridor toward the emergency exit doors, which lead to the Student Parking lot.

Non-Peak times: Walk through athletic training room to look for any occupants. Direct any occupants to evacuate down the corridor toward the emergency exit doors, which lead to the Student Parking lot.

Student Activity Center

During Athletic Contest: The bathrooms directly across from the student activity center may be in use during games. If evacuation is needed during this time, alert occupants to evacuate north down the hallway and go the right (east), down the corridor toward the emergency exit doors, which lead to the Student Parking Lot.

All other times: Walk through entire student activity center to check for any occupants. Also make sure to check the bathrooms directly across from the student activity center for possible occupants. Alert occupants to evacuate north down the hallway and go the right (east), down the corridor toward the emergency exit doors, which lead to the Student Parking Lot.

Mailroom and Bookstore

At all times: Walk through entire Mailroom and Bookstore to check for any occupants. Direct any occupants to evacuate north down the hallway and go the right (east) down the corridor toward the emergency exit doors, which lead to the Student Parking Lot.

2. SHELTER-IN-PLACE SITUATION

* In certain situations, such as an intruder (i.e. possible shooter) it will be necessary for occupants to remain indoors and locked in.

A systematic approach to Shelter-In-Place of these facilities includes:

Darling Pavilion

During Athletic Contest: Use the bullhorn to alert all occupants to calmly clear areas with doors and windows and gather in the center of the floor. Use the following script to address those in attendance:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please calmly proceed to the center of the floor away from all doors and windows. Thank you for your cooperation.”

Note: If further precautions must be taken, all Pavilion occupants will be instructed to proceed to the exits and directed to team locker rooms. Student locker rooms and aerobics room may also be used if needed.

During Athletic Practice Session: Alert Head Coach and instruct team(s) to calmly proceed to the exits and direct them to team locker rooms. Student locker rooms may also be used if needed.

All other Times: Walk through entire Pavilion looking for any occupants. Make sure to check all corner storage areas. Alert all occupants to calmly proceed to the exits and direct them to team locker rooms. Student locker rooms may also be used if needed.

Men’s/Women’s Locker Rooms-Faculty/Staff Locker Rooms-Visiting Team Locker Rooms

During Athletic Contest: Locker rooms may be in use during halftime of basketball games. If Shelter-In-Place is needed during this time, alert coaches and team to remain in the locker rooms until the Shelter-In-Place order has been lifted.

Note: Game officials use the faculty/ staff locker rooms during halftime.

-Continued Next Page-

All other times: Walk through entire locker room to check for any occupants. Make sure to check all bathroom stalls and shower areas for possible occupants. Direct any occupants to remain in locker rooms until Shelter-In-Place order has been lifted.

Fitness Center

Peak times: During these times, there will be many occupants working-out, listening to music, and watching TV. Start by alerting those occupants on one end of the fitness center to calmly proceed to the visiting team locker rooms located on the south side of the fitness center. Proceed to the other side of the fitness center to alert any occupants that did not hear the original message. Instruct them to remain in the locker rooms until Shelter-In-Place order has been lifted.

Note: Occupants may have headphones on so it may be necessary to speak loudly or wave arms to get their attention.

Non-Peak times: Walk through entire fitness center looking for any occupants. Make sure to scan all fitness equipment. Alert any occupants to calmly proceed to the visiting team locker rooms located on the south side of the fitness center. Instruct them to remain in the locker rooms until Shelter-In-Place order has been lifted.

Athletic Training Room

During athletic practice sessions (peak time): There may be many occupants talking, listening to music, getting taped, stretching, etc. However, the room is small enough that all occupants can be alerted at one time by using a loud voice. Alert all occupants to calmly proceed to the exit and direct them to the team locker rooms. Instruct them to remain in the locker rooms until Shelter-In-Place order has been lifted.

Non-Peak times: Walk through athletic training room to look for any occupants. Instruct any occupants to the exit and direct them to the team locker rooms. Direct them to remain in the locker rooms until Shelter-In-Place order has been lifted.

Student Activity Center

During Athletic Contest: The bathrooms directly across from the student activity center may be in use during half time of games. If evacuation is needed during this time, alert all occupants to calmly proceed north down the hallway and turn right (east) and direct them to team locker rooms. Student locker rooms may also be used if needed.

All other times: Walk through entire student activity center to check for any occupants. Also make sure to check the student activity bathrooms directly across from the student activity center for possible occupants. Alert all occupants to calmly proceed north down the hallway and turn right (east) and direct them to team locker rooms. Student locker rooms may also be used if needed.

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Mailroom and Bookstore

At all times: Walk through entire Mailroom and Bookstore to check for any occupants. Alert all occupants to calmly proceed north down the hallway and turn right (east) and direct them to team locker rooms. Student locker rooms may also be used if needed.

Athletic Offices

At all times: Walk through all the offices and alert any occupants. Alert all occupants to calmly proceed down the southeast (back) stairway and direct them to team locker rooms. Student locker rooms may also be used if needed. If locker rooms are occupied, the aerobics room directly across from the athletic offices may be used as an alternative.

3. FIRE

- A. Notify the fire department immediately, using 911. Be prepared to give as much specific information as possible, such as the following:
- 1) I am calling to report a fire at Hope International University
 - 2) The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
 - 3) The telephone # I am calling from is _____
 - 4) An escort will meet you at _____
 - 5) Fire vehicles can enter the site at _____
- B. Evacuate premises
- C. CMT's duties during a fire emergency
- 1) The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
 - 2) In case of a fire alarm, other than a practice drill, the Director of Operations, or designee, shall phone the local fire department immediately.
 - 3) The Director of Operations should alert the President of the situation as soon as possible.
 - 4) Communication should be kept open with the local police and fire officials.
 - 5) Call the police department with crowd and traffic control, if necessary.
 - 6) Notify utility companies of a break or suspected break in lines. Record time called and person reported to.

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IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security at ext. 7333 or 714-654-9273.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

D. GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.

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- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.
- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.

If requested, assist emergency crews as necessary.

4. EARTHQUAKE PREPAREDNESS

- A. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- B. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.
- C. **Be aware of nonstructural earthquake hazards in your workplace:**
 - Remove heavy objects from high shelves.
 - Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
 - Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
 - Cover glass windows with protective film.
 - Relocate office desks and chairs away from windows.
 - Remove hanging plants from above work areas.
 - Secure water heaters to the wall.
 - Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
 - Secure glass aquariums and make sure they are firmly mounted.
 - Chemicals should be store properly to prevent falling as well as to prevent intermingling.
 - Make sure objects of any kind are not stored in aisles or building exit paths.

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D. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix A)

A. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

1) On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- a. Be aware of the chemical.
- b. Notify the department head, or designee, of type of chemical and location.
- c. Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- d. Re-locate students/staff to safe areas.
- e. If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- f. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

2) Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

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These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- a. As appropriate, notify fire/police by calling 9-1-1.
- b. Determine the need to *remain/inside or outside*.
- c. Determine whether the students and staff should leave the University grounds.
- d. Maintain control of students in a safe area.
- e. Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

6. OPERATIONAL PLAN FOR BOMB THREAT (Form Appendix B)

A. BOMB THREAT

1) By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

2) By written message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

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B. PROCEDURES

- 1) Activate fire alarm.
- 2) Call 9-1-1 and report threat to police, providing:
 - name and title
 - building location
 - problem
- 3) Call the President's Office to report the incident and action taken so far.
- 4) Evacuate buildings and proceed to Emergency Assembly Areas to take roll
- 5) Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.
- 6) Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- 7) When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

G. Exact Words of Caller/Threat _____

H. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

I. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

J. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

K. Time caller hung up _____

L. Remarks: _____

CONTINUED ON NEXT PAGE

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

STUDENT CENTER - 2ND FLOOR EMERGENCY PREPAREDNESS PLAN

Chain of Command

Director of Campus Ministry – Bryan Sands: ext 1294, cell (951) 312-8394

Director of International Student Services – Judy Kim: ext 1411, cell (562) 556-1213

Director of Undergraduate Admissions – Dionne Butler: ext 2294, cell (714) 267-9772

Points of Exit: Exit Hallways/Stairs at the South end of the Offices. Exit Hallways/Stairs at the East end of the Athletic Offices. Exit Hallway/Stairs at South end of Christensen/Rotary Room. Exit Hallway/Stairs outside of office entrance leading to 1st Floor entrance. The elevator accessible from hallway outside of north offices entrance doors. **DO NOT USE ELEVATOR IN THE CASE OF A FIRE AND/OR EARTHQUAKE.**

When to call whom?

9-1-1	<i>Call 9-1-1 for any emergency that you would call 9-1-1 from anywhere. Call Campus Safety after calling 9-1-1. Call Preparedness Coordinator 714-507-6108 or HIU Telecommunications at 714-403-6877 after calling Campus Safety.</i>
Campus Safety – Security	<i>Call to report a situation or ask for help with a non-9-1-1 emergency. From Campus Phone: Ext. 7333 Direct: 714-681-7333 Cell (in case the campus phone system is unavailable): 714-718-2425</i>
Building Coordinator	<i>Call to report an emergency reported to either 9-1-1 or Campus Safety or to ask for assessment of a possible situation to report to Campus Safety. Director of Campus Ministry – Bryan Sands: ext 1294, cell(951)312-8394</i>

1. EVACUATION EMERGENCIES

**All areas should be evacuated to the Student Parking Lot on the east side of the Student Center.*

A systematic approach to evacuation of these facilities includes:

1. The Building Coordinator for the 2nd Floor of the Student Center will alert personnel present on the 2nd floor to evacuate the building using the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed to the nearest exit and make your way to the Student Parking Lot on the east side of the building. Thank you for your cooperation.”

2. The Building Coordinator will check all areas safe to inspect on the 2nd Floor to ensure everyone has been evacuated. The Building Coordinator will assist in evacuating all disabled personnel.

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All personnel from the 2nd Floor will be instructed to remain in the Student Parking Lot. The Building Coordinator will account for all personnel from the 2nd Floor of the Student Center.

1. Building Coordinator will contact Crisis Management Team with head count from area and wait for further instruction.
2. All personnel will await further assistance or instruction from the Crisis Management Team, Campus Safety, Police or Fire department.

2. SHELTER-IN-PLACE SITUATION

*In certain situations, such as dangerous person on campus (i.e. possible shooter) it will be necessary for occupants to remain indoors in a locked down area.

A. Shelter-In-Place Situation with Dangerous Person On-Campus, Not Present on 2nd Floor of Student Center

A systematic approach to secure the facility includes:

1. The Building Coordinator or his designee will alert personnel present on the 2nd floor using the following script:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Everyone on South hallway please calmly proceed to the Christensen Room and secure the doors (lock) at the South end of the hallway and keep away from all doors and windows. Everyone on the North hallway please proceed to the Aerobics Room and secure (lock) the doors. Thank you for your cooperation.”

John Turek and/or Mark Comeaux will be responsible for locking the Aerobics Room. Bryan Sands and/or Verna Lindell will be responsible for locking the Christensen Room.

2. All personnel from the 2nd Floor will be instructed to remain in the Christensen Room or Aerobics Room until further instruction. The Christensen Room and Aerobics Room have two exits points. Both exits need to be locked and secure.
3. Building Coordinator will contact the Crisis Management Team and wait for further instruction.
4. All personnel will wait for further assistance or instruction from the Crisis Management Team, Campus Safety, Police or Fire Department.

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B. Shelter-In-Place Situation with Dangerous Person Present on 2nd Floor of Student Center

A systematic approach to secure the facility includes:

1. The Building Coordinator or his designee will alert personnel present on the 2nd floor with an intermittent signal using the bullhorn.
2. Upon hearing the signal, all personnel and any guests will calmly proceed to the offices or room, placing themselves away from sight through doors and windows. Doors will be locked.
3. Building Coordinator will contact the Crisis Management Team and wait for further instruction.
4. All personnel will remain in their offices out of sight until they receive further instructions from the Crisis Management Team, Campus Safety, Police or Fire Department.

(Diagram of Student Center 2nd Floor)

3. FIRE

- A. Notify the fire department immediately, using 911. Be prepared to give as much specific information as possible, such as the following:
- 1) I am calling to report a fire at Hope International University
 - 2) The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
 - 3) The telephone # I am calling from is _____
 - 4) An escort will meet you at _____
 - 5) Fire vehicles can enter the site at _____
- B. Evacuate premises
- C. CMT's duties during a fire emergency
- 1) The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
 - 2) In case of a fire alarm, other than a practice drill, the Director of Operations, or designee, shall phone the local fire department immediately.
 - 3) The Director of Operations should alert the President of the situation as soon as possible.
 - 4) Communication should be kept open with the local police and fire officials.
 - 5) Call the police department with crowd and traffic control, if necessary.
 - 6) Notify utility companies of a break or suspected break in lines. Record time called and person reported to.

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security at ext. 7333 or 714-654-9273.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

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FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

D. GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.
- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.

If requested, assist emergency crews as necessary.

4. EARTHQUAKE PREPAREDNESS

- A. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- B. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

- C. **Be aware of nonstructural earthquake hazards in your workplace:**
- Remove heavy objects from high shelves.
 - Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
 - Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
 - Cover glass windows with protective film.
 - Relocate office desks and chairs away from windows.
 - Remove hanging plants from above work areas.
 - Secure water heaters to the wall.
 - Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
 - Secure glass aquariums and make sure they are firmly mounted.
 - Chemicals should be store properly to prevent falling as well as to prevent intermingling.
 - Make sure objects of any kind are not stored in aisles or building exit paths.

- D. Prepare your family.
- If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix A)

A. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

1) On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- a. Be aware of the chemical.
- b. Notify the department head, or designee, of type of chemical and location.
- c. Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- d. Re-locate students/staff to safe areas.
- e. If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- f. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

2) Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

-Continued Next Page-

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- a. As appropriate, notify fire/police by calling 9-1-1.
- b. Determine the need to *remain/inside or outside*.
- c. Determine whether the students and staff should leave the University grounds.
- d. Maintain control of students in a safe area.
- e. Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

6. OPERATIONAL PLAN FOR BOMB THREAT

A. BOMB THREAT

- By Telephone
 - Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
 - If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
 - Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
 - Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
 - Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
 - If possible, try to have more than one person listen in on the bomb threat call.
- 2) By written message
 - Letter should be preserved for investigation by the police.
 - Place letter in a document protector and report it per established procedures.

-Continued Next Page-

B. PROCEDURES

- 1) Activate fire alarm.
- 2) Call 9-1-1 and report threat to police, providing:
 - name and title
 - building location
 - problem
- 3) Call the President's Office to report the incident and action taken so far.
- 4) Evacuate buildings and proceed to Emergency Assembly Areas to take roll
- 5) Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.
- 6) Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- 7) When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____

Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.

Action taken: _____

- (Only if necessary) 911 called by _____ Time _____

Report:

- his/her name and title, school/site name and address
- problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).

- Owner, notified by _____ Time _____

Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."

- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.

Directed to remain on the site to _____ by (name of person/title and agency) _____

- Transportation requested from Physical Plant to move (#) _____ students and staff.

Yes No Time _____

Evacuation Location _____

- President's Office/CMT notified of evacuation by _____

- Students/all personnel return to classrooms/dorms/work areas.

Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

M. Exact Words of Caller/Threat _____

N. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

O. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

P. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

Q. Time caller hung up _____

R. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

STUDENT CENTER – Pioneer College Caterers-EMERGENCY PREPAREDNESS PLAN

Chain of Command

John Melanson, Director W/714-681-7461, C/714-742-6351

Susie Simeon, Manager W/714-681-7462, C/714-393-2944

When to call whom?

9-1-1	<i>Call 9-1-1 for any emergency that you would call 9-1-1 from anywhere. Call Campus Safety after calling 9-1-1. Call Emergency Preparedness Coordinator 714-507-6108 or HIU Telecommunications at 714-403-6877 after calling Campus Safety.</i>
Campus Safety – Security	<i>Call to report a situation or ask for help with a non-9-1-1 emergency. From Campus Phone: Ext. 7333 Direct: 714-718-2425 Cell (in case the campus phone system is unavailable): 714-718-2425</i>
Building Coordinator	<i>Call to report an emergency reported to either 9-1-1 or Campus Safety or to ask for assessment of a possible situation to report to Campus Safety. John Melanson, Director W/714-681-7461, C/ 714-742-6351</i>

PROCEDURES TO FOLLOW DURING AN ACTUAL EMERGENCY

Remain calm. Determine what type of crisis is occurring: fire, bomb threat, gas leak, earthquake, power outage, Shelter-In-Place or evacuation.

Once identified, determine the appropriate response-**Remain calm**

1. EVACUATION - DURING A MEAL PERIOD WHEN GUESTS ARE PRESENT:

If an emergency occurs during a meal period and occupants are within the dining area and an evacuation needs to occur, use the following script and bullhorn to alert all present:

“Your attention please, we have just been informed that we need to evacuate this building. Please calmly proceed to the nearest exit and make your way to the GATHERING POINT-east side of batting cage outside back of kitchen. Thank you for your cooperation.”

Instruct all personnel and guests to proceed out of the Student Center using the back kitchen doors by loading dock and go to the east side of batting cage.

The Building Coordinator will check all areas safe to inspect in the dining area to ensure everyone has been evacuated. The Building Coordinator will assist in evacuating all disabled personnel.

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All personnel evacuated from the dining area will be instructed to remain at the gathering point. The Building Coordinator will account for all personnel from the dining area.

Building Coordinator will contact School's Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108) with head count and wait for further instruction.

2. SHELTER-IN-PLACE SITUATION

In certain situations, such as an intruder (i.e. possible shooter) it will be necessary for occupants to remain indoors and locked in. Use bullhorn to alert guests and staff to calmly clear areas near doors and windows and gather to the south end of dining area of the floor. Use the following script to address those in attendance:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please calmly proceed to the gathering point at the south end of the dining area of the floor, away from all doors and windows. Thank you for your cooperation.”

All personnel and guests will be instructed to remain at the gathering point until further instruction from the Crisis Management Team, Campus Safety, Police or Fire Department.

When safe to do so, all exits should be locked and secure.

Building Coordinator will contact the Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108) and wait for further instruction.

3. FIRE

Dial 9-1-1. Alert Campus Safety, and then alert School's Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108). If possible, use fire extinguisher on fire. Assess and provide first aid as needed. Proceed to **GATHERING POINT-east side of batting cage outside back of kitchen**. Maintain communication with School's Crisis Management Team and outside agencies.

A. Notify the fire department immediately, using 911. Be prepared to give as much specific information as possible, such as the following:

- 6) I am calling to report a fire at Hope International University
- 7) The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
- 8) The telephone # I am calling from is _____
- 9) An escort will meet you at _____
- 10) Fire vehicles can enter the site at _____

B. Evacuate premises

C. CMT's duties during a fire emergency

- 7) The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
- 8) In case of a fire alarm, other than a practice drill, the Director of Operations, or designee, shall phone the local fire department immediately.
- 9) The Director of Operations should alert the President of the situation as soon as possible.
- 10) Communication should be kept open with the local police and fire officials.
- 11) Call the police department with crowd and traffic control, if necessary.
- 12) Notify utility companies of a break or suspected break in lines. Record time called and person reported to.

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security at ext. 7333 or 714-654-9273.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

5. **OPERATION PLAN FOR BOMB THREAT**

A. BOMB THREAT

Dial 9-1-1. Alert Campus Safety, and then alert School's Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108). When directed, proceed to **GATHERING POINT-east side of batting cage outside back of kitchen**. Maintain communication with School's Crisis Management Team and outside agencies.

1) By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.

- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

2) By written message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

B. PROCEDURES

8) Activate fire alarm.

9) Call 9-1-1 and report threat to police, providing:

- name and title
- building location
- problem

10) Call the President's Office to report the incident and action taken so far.

11) Evacuate buildings and proceed to Emergency Assembly Areas to take roll

12) Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.

13) Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.

14) When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

S. Exact Words of Caller/Threat _____

T. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

U. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

V. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

W. Time caller hung up _____

X. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

5. HAZARDS MATERIAL LEAK OR SPILL (Form, Appendix A)

A. GAS LEAK

Dial 9-1-1. Alert Campus Safety, and then alert School's Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108). If possible, turn off all gas appliances, vacate premises. When directed, proceed to **GATHERING POINT-east side of batting cage outside back of kitchen**. And wait for emergency personnel. Maintain communication with School's Crisis Management Team and outside agencies.

B. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

1) On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- g. Be aware of the chemical.
- h. Notify the department head, or designee, of type of chemical and location.
- i. Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- j. Re-locate students/staff to safe areas.
- k. If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- l. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

2) Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- a. As appropriate, notify fire/police by calling 9-1-1.
- b. Determine the need to *remain/inside or outside*.
- c. Determine whether the students and staff should leave the University grounds.
- d. Maintain control of students in a safe area.
- e. Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

6. EARTHQUAKE PREPAREDNESS

- A. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- B. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

C. **Be aware of nonstructural earthquake hazards in your workplace:**

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be store properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

D. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

7. POWER OUTAGE

Alert Campus Safety, and then alert School's Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108). Turn off all electric appliances. Maintain communication with School's Crisis Management Team and outside agencies.

-Continued Next Page-

8. DURING ALL EMERGENCIES

- Student workers are always to follow Campus procedures.
- Tell any news Media to contact School's Crisis Management Team or no information is available yet.
- Have insurance information available for hospital or emergency personnel.
- Get name of investigating officer or personnel.
- When local authorities and / or School Crisis Management Team decide it is safe to return to work location, return in a safe and orderly manner.
- Determine appropriate time of recovery and communicate to necessary personnel and departments.
- Please be aware that during an emergency, phones may become clogged with calls. You will need to use the alternate phone number (**714-278-9361, if busy dial 714-278-9102, if busy dial 714-278-9042**). Use cell phones to make non-9-1-1 calls and calls to co-workers, family, and friends.

Capture lessons learned during employee debrief, incorporate those lessons into revised training.

(Continue to Employee Rosters on next page)

EMPLOYEE ROSTER TO BE ACCOUNTED FOR –check daily staff schedule

CAFÉ

CURRENT STAFF MEMBER	ACCOUNTED FOR?
1. Alicia Clemetson	
2. Marco Moreno	
3. Audrey Brown	
4. Joseph Chidiac	
5. Bethany Davis	
6. Irvin Dina	
7. David Ee	
8. Caleb Elsensohn	
9. Jennifer Espinoza	
10. Jonathan Gillette	
11. Hector (Ricky) Hernandez	
12. RioHerrera	
13. Kaleigh Hills	
14. Sophia Hinchliff	
15. Veronica Lopez	
16. Kyle Payne	
17. Priscilla Ramos	
18. Mayett Ruiz	
19. Amber Sager	
20. Ashley Stevenson	
21. Brian Tressler	
22. Natasha Walter	
23. Tracey Wilkins	
24. David Wilkins	
25. Zack Williams	
26. Josephina Bejarano	
27. Joel Mutuku	
28. Isabel Rodriguez	
29. Dana Petersen	
30. John Melanson	
31. Susie Simeon	

RETAIL-Royal Hub

CURRENT STAFF MEMBER	ACCOUNTED FOR?
1. Saul Salmeron	
2. Melina Arciniega	
3. Maddie Martus	
4. Tara McNaught	
5. Tim Shenkin	
6. Ashley Warren	

**ALPHA RESIDENCE HALL, OMEGA RESIDENCE HALL, SWIMMING POOL
EMERGENCY PREPAREDNESS PLAN**

Chain of Command

Dean of Students – Reid McCormick, ext. 2581, (661) 400-9537

Residence Coordinator for Men – Judson Lim, ext 1644, cell (714) 392-8100

Residence Coordinator for Women – Tasha Wadley, ext.1644, cell (805) 453-9145

14-15 Resident Assistants:

- - Alpha 120-130 halls Andrea Estrada
- - Alpha 140; 111 halls Tim Shenkin
- - Alpha 230-220 halls Michael Maiolo
- - Alpha 210 - 240 hall Nick Swenson
- - Alpha 330-340 halls Jeremiah Matters
- - Omega 110; 140 halls Kim Aufrecht
- - Omega 120-130 halls Danae Fumar
- - Omega 210; 240 halls Melina Arciniega
- - Omega 220-230 halls Rachel Malabuyo
- - Omega 330-340 halls Jessie Garcia

When to call whom?

9-1-1	<i>Call 9-1-1 for any emergency that you would call 9-1-1 from anywhere. Call Campus Safety after calling 9-1-1. Call Emergency Preparedness Coordinator 714-507-6108 or HIU Telecommunications at 714-403-6877 after calling Campus Safety.</i>
Campus Safety – Security	<i>Call to report a situation or ask for help with a non-9-1-1 emergency. From Campus Phone: Ext. 7333 Direct: 714-718-2425 Cell (in case the campus phone system is unavailable): 714-718-2425</i>
Building Coordinator	<i>Call to report an emergency reported to either 9-1-1 or Campus Safety or to ask for assessment of a possible situation to report to Campus Safety. Dean Students – Reid McCormick, ext 2581, cell (661) 400-9537</i>

1. EVACUATION PROCEDURES

* All areas should be evacuated to the Student Parking Lot on the East side of the Student Center.

A systematic approach to evacuation of these facilities includes:

Alpha and Omega Residence Halls

In the event of an emergency that would require the evacuation of the residence halls (i.e. earthquake, fire, etc.) the emergency alarm will sound, being pulled by one of the residents, RAs or other University staff.

-Continued Next Page-

In response to the alarm, all individuals will exit the building via the emergency exit route. This route is depicted on the last page of this section. The general emergency route depicted recommends all occupants to proceed out of the dorm rooms, into the hallways and away from the center of the building, exiting at the end of the hallway, through the emergency exit doors. Upon exiting the emergency exit doors, the door alarms will sound as well. As soon as the resident is outside they will proceed directly to the Student Parking Lot, on the East side of the Student Center.

During the Day:

Between 7:00am and 3:30pm, M-F, the Operations Department of the University will be responsible for clearing the residence halls of occupants, going room to room.

During the Evening:

Between 3:30pm and 7:00am the RAs on duty and any/all RAs in the building and the RLC, if in the building, at the time of the alarm/emergency are responsible for verbally clearing the residence halls. The procedure is as follows:

- At the sound of the alarm or notice of the emergency event, each RA/RLC will immediately make their way to the RA desk in the first floor lobby.
- The RA on duty that evening is in charge in the absence of an RLC.
- Each RA will then be assigned halls/rooms and instructed to clear by pounding on each residence door and yelling. The only ability to key into rooms would be with the RA on duty and the RLC, if present, (only two sets of masters) and will be used to the extent possible by those two individuals.
- Clearance must include: First floor lobby (including bathrooms), first floor halls/rooms, Prayer Room, Second floor landing, community kitchen, second floor halls/rooms, third floor halls/rooms, computer lounge rooms, and fourth floor lobby.
- In Omega, guest apartments (rooms 119, 149, and 219) will be cleared (pounding on door and yelling) by Campus Safety staff.
- In Alpha, guest apartment (room 149) will be cleared (pounding on door and yelling by Campus Safety staff.
- Once building is cleared or staff is forced out of the building by unsafe environment or emergency services, they will proceed directly to the Student Parking Lot on the East side of the Student Center and begin attendance count and log as best as they can with resources available.

On the Weekend (day or night):

The procedure for the weekend is the same as “During the Evening” above.

Swimming Pool Area:

In the event of an emergency that would require the evacuation of the swimming pool area (i.e. earthquake, fire, etc.) the emergency alarm will sound, being pulled by one of the residents, RAs or other University staff.

-Continued Next Page-

In the event of an earthquake, the individuals should remain as far away from the buildings (residence halls) and out from under the Lambda Lounge as possible, until the quake is completely over. At that time, the individuals should carefully exit the swimming pool area out the rear entrance/exit gate to the west of the pool.

Once on the outside of the residence hall complex the individuals should immediately make their way to the Student Parking Lot on the East side of the Student Center, keeping as far away as possible from any and all buildings and structures.

In the event of a fire, all individuals should calmly exit the nearest gate leading out of the pool area and proceed directly to the Student Parking Lot on the East side of the Student Center.

2. SHELTER-IN-PLACE SITUATION

* In certain situations, such as an intruder (i.e. possible shooter) it will be necessary for occupants to remain indoors and locked in.

A systematic approach to secure the facility includes:

Alpha and Omega Residence Halls

During the Day:

In the event of a hostile intruder 7:00am – 3:30pm, M-F, University Operations Department Staff is responsible for going to the residence halls and informing residents, room by room, if necessary, to stay in their rooms, close the doors, stay away from the windows and remain there until otherwise notified by a University official. All public areas (lobbies, second floor landings, community kitchen, fourth floor lobby, etc.) should be cleared as quickly and quietly as possible, with the people in those public areas going to the most easily accessible dorm room, regardless of whose it is.

During the Night:

In the event of a hostile intruder 3:30pm – 7:00am, The RA on duty is responsible of informing residents, room by room, if necessary, to stay in their rooms, close the doors, stay away from the windows and remain there until otherwise notified by a University official. All public areas (lobbies, second floor landings, community kitchen, fourth floor lobby, etc.) should be cleared as quickly and quietly as possible, with the people in those public areas going to the most easily accessible dorm room, regardless of whose it is.

On the Weekend (day or night):

The procedure for the weekends is the same as “During the Evening” above.

Swimming Pool Area:

In the event of a hostile intruder on campus, All individuals in the pool area are to evacuate the pool and immediately congregate in the Alpha or Omega emergency exit stairwells on the west end of the pool area. Once inside the stairwells, the individuals should go as far up the stairs as possible, away from the pool area and remain as quiet and stay there until otherwise notified by a University official.

3. FIRE

- A. Notify the fire department immediately, using 9-1-1. Be prepared to give as much specific information as possible, such as the following:
- 1) I am calling to report a fire at Hope International University
 - 2) The fire is located in (office or location) (define the type of fire, i.e. electrical, closet, attic, car, etc.)
 - 3) The telephone # I am calling from is _____
 - 4) An escort will meet you at _____
 - 5) Fire vehicles can enter the site at _____
- B. Evacuate premises
- C. CMT's duties during a fire emergency
- 1) The CMT, or designee, shall take whatever steps are possible to protect the school's vital records.
 - 2) In case of a fire alarm, other than a practice drill, the Director of Operations, or designee, shall phone the local fire department immediately.
 - 3) The Director of Operations should alert the President of the situation as soon as possible.
 - 4) Communication should be kept open with the local police and fire officials.
 - 5) Call the police department with crowd and traffic control, if necessary.
 - 6) Notify utility companies of a break or suspected break in lines. Record time called and person reported to.

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security at ext. 7333 or 714-654-9273.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

-Continued Next Page-

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

D. GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.
- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.

If requested, assist emergency crews as necessary.

4. EARTHQUAKE PREPAREDNESS

- A. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- B. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

C. **Be aware of nonstructural earthquake hazards in your workplace:**

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be store properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

D. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix A)

A. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

1) On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- a. Be aware of the chemical.
- b. Notify the department head, or designee, of type of chemical and location.
- c. Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- d. Re-locate students/staff to safe areas.
- e. If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- f. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

2) Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- a. As appropriate, notify fire/police by calling 9-1-1.
- b. Determine the need to *remain/inside or outside*.
- c. Determine whether the students and staff should leave the University grounds.
- d. Maintain control of students in a safe area.
- e. Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

6. OPERATIONAL PLAN FOR BOMB THREAT (Form Appendix B)

A. BOMB THREAT

1) By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

2) By written message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

B. PROCEDURES

1) Activate fire alarm.

2) Call 9-1-1 and report threat to police, providing:

- name and title
- building location
- problem

3) Call the President's Office to report the incident and action taken so far.

4) Evacuate buildings and proceed to Emergency Assembly Areas to take roll

5) Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.

6) Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.

7) When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____

Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.

Action taken: _____

- (Only if necessary) 911 called by _____ Time _____

Report:

- his/her name and title, school/site name and address
- problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).

- Owner, notified by _____ Time _____

Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."

- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.

Directed to remain on the site to _____ by (name of person/title and agency) _____

- Transportation requested from Physical Plant to move (#) _____ students and staff.

Yes No Time _____

Evacuation Location _____

- President's Office/CMT notified of evacuation by _____

- Students/all personnel return to classrooms/dorms/work areas.

Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Y. Exact Words of Caller/Threat _____

Z. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

AA. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

BB. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

CC. Time caller hung up _____

DD. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

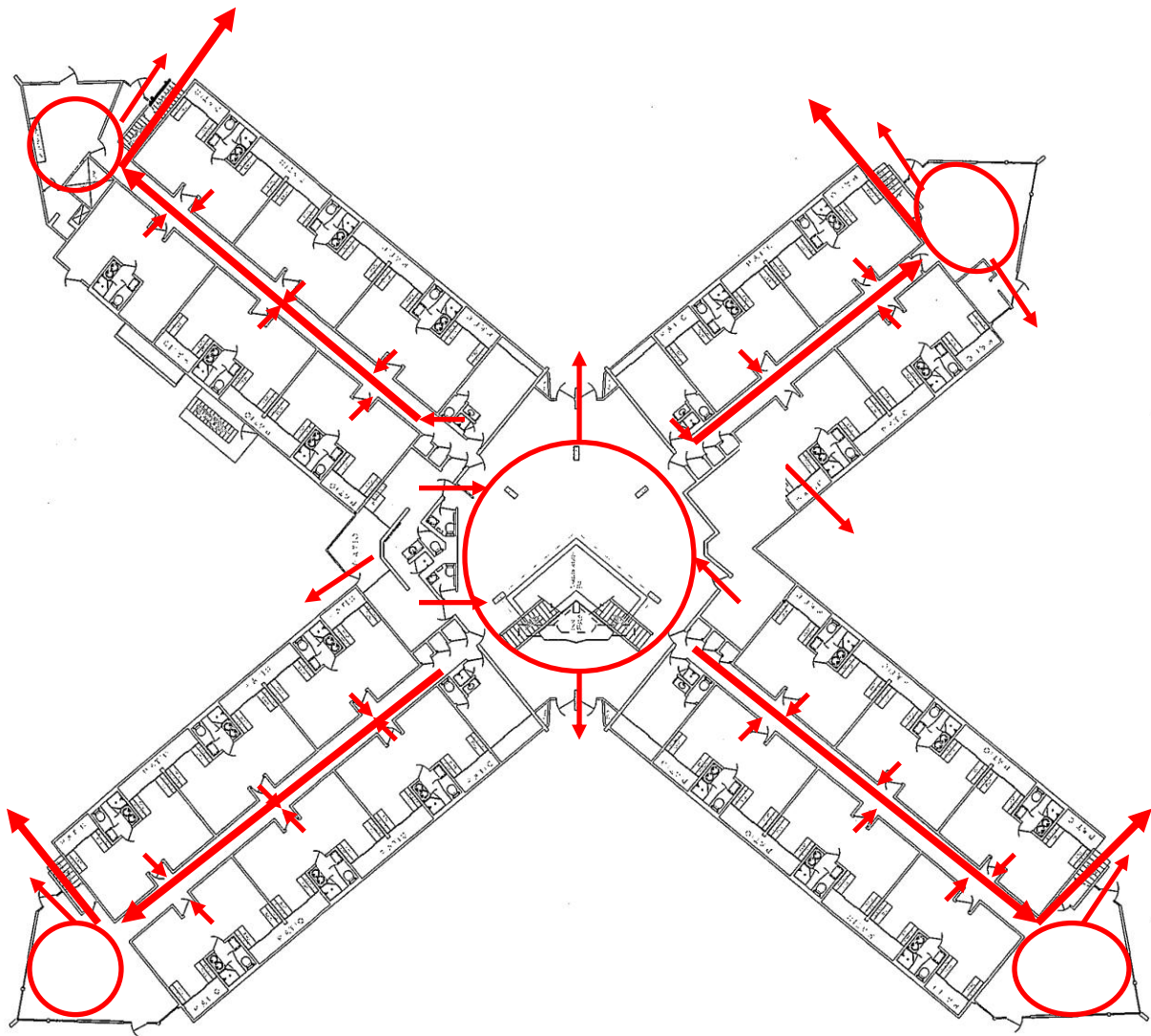
Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

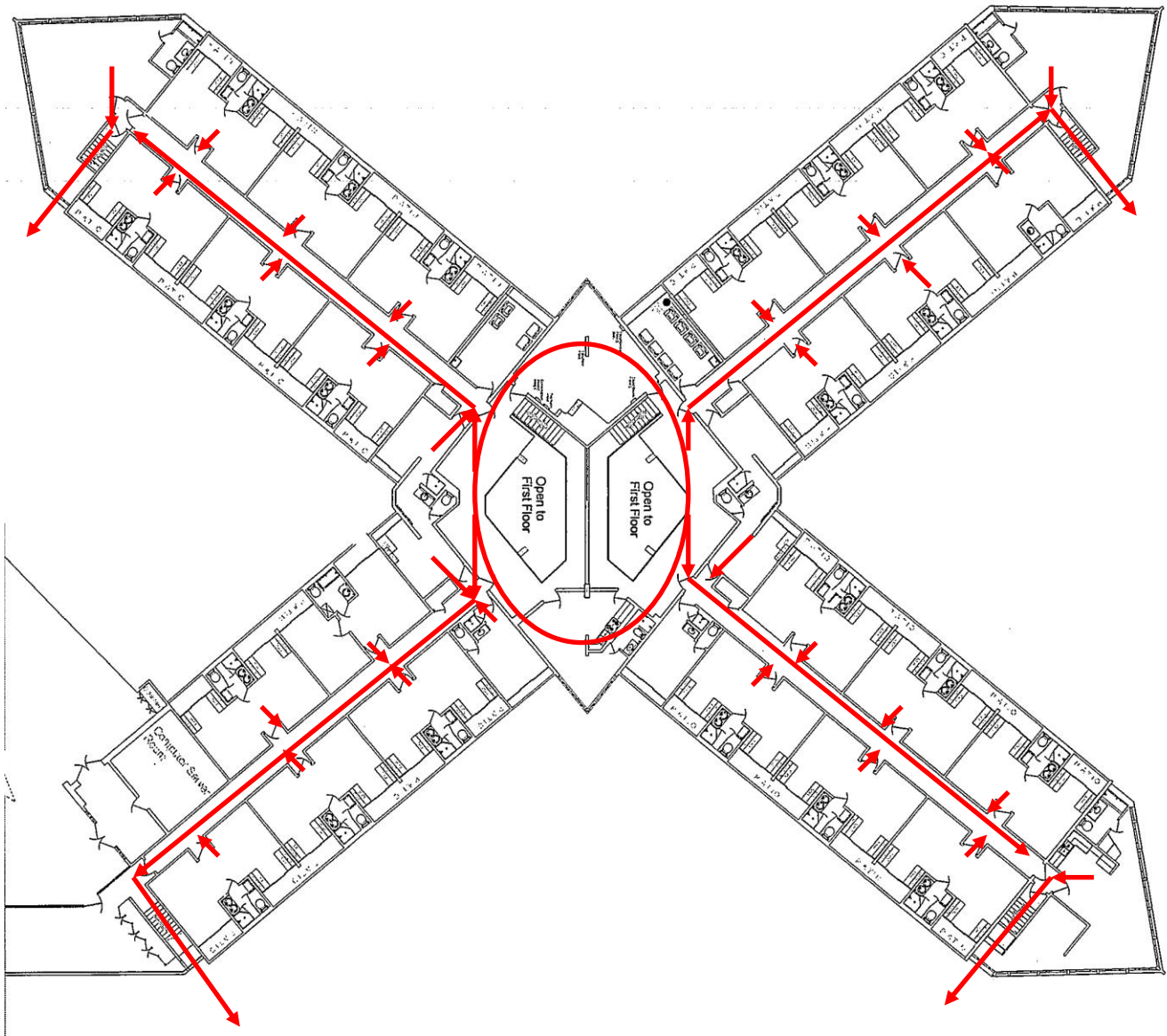
Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

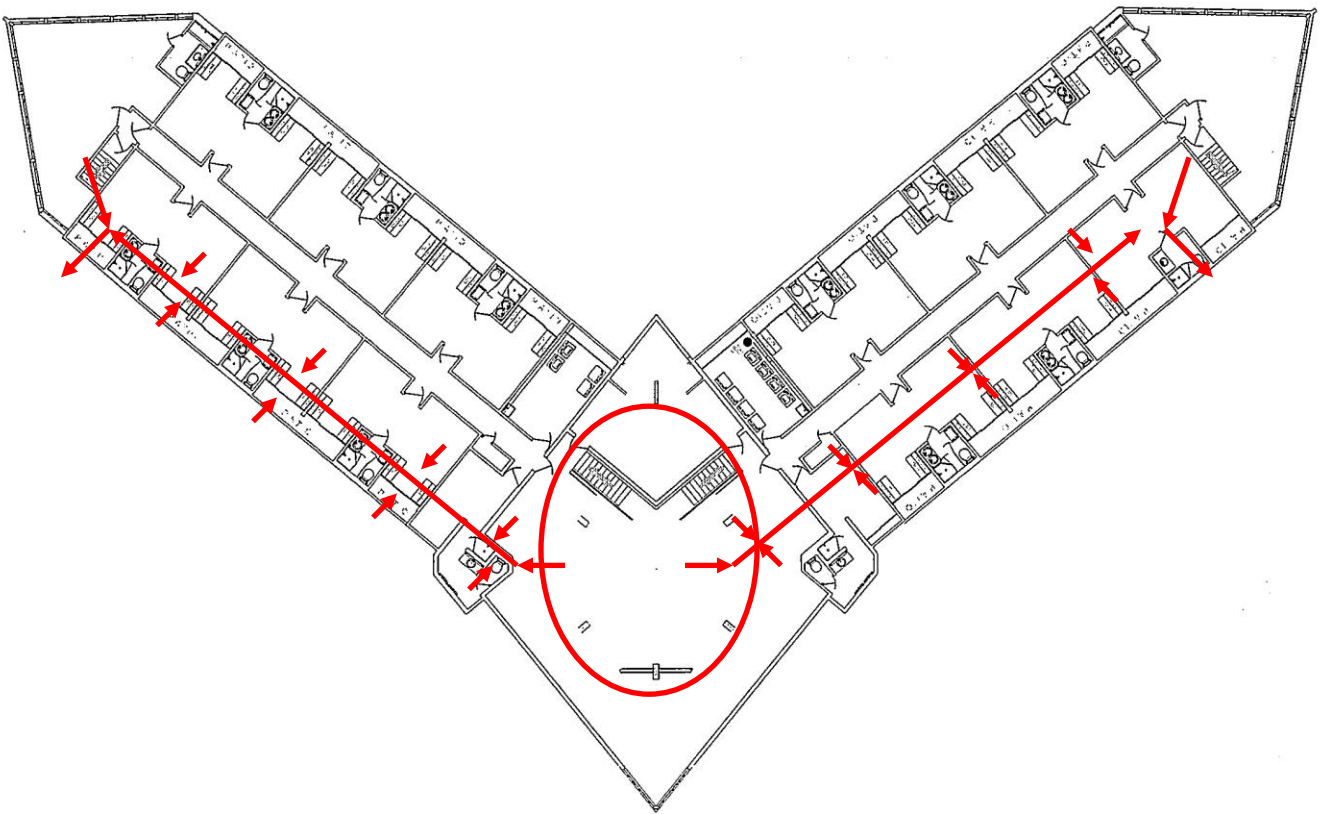
Basic Alpha and Omega
Residence Halls – First Floors



Basic Alpha and Omega
Residence Halls – Second Floors



Basic Alpha and Omega
Residence Halls – Third Floors



**NUTWOOD BUILDING - EAST WING
BUSINESS OFFICE EMERGENCY PREPAREDNESS PLAN**

Chain of Command:

Building Coordinator – Gwen Jones, ext. 2279; cell: 562-508-6566

Building Coordinator Back-up – Gilbert Bailey, ext. 2221 cell: 714-914-0939

When to call whom?

9-1-1	<i>Call 9-1-1 for any emergency that you would call 9-1-1 from anywhere. Call Campus Safety after calling 9-1-1. Call Preparedness Coordinator 714-507-6108 or HIU Telecommunications at 714-403-6877 after calling Campus Safety.</i>
Campus Safety – Security	<i>Call to report a situation or ask for help with a non-9-1-1 emergency. From Campus Phone: Ext. 7333 Direct: 714-681-7333 Cell (in case the campus phone system is unavailable): 714-718-2425</i>
Building Coordinator	<i>Call to report an emergency reported to either 9-1-1 or Campus Safety or to ask for assessment of a possible situation to report to Campus Safety. Gwen Jones, ext. 2279; cell: 562-508-6566</i>

1. EVACUATION EMERGENCIES

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Command Coordinator (CMCC).

Evacuation Assembly Area – Northeast Side of Commonwealth Parking Lot

Make an announcement using a bullhorn to alert all occupants with the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed out the south exits to the Northeast corner of the Commonwealth Parking Lot. Thank you for your cooperation.”

- A. The Building Coordinator (or designee) will take the *Crisis Management Plan*.
- B. If in personal office, lock your computer (Ctrl + Alt + Del), pick up necessary items (keys, etc) and exit through closest door with emergency evacuation sign.
- C. If not in office, immediately exit through closest door with emergency evacuation sign. Do NOT go to personal office for items.
- D. A staff runner should be sent to personally **alert Music Practice Rooms, Music Offices, and 1st floor classrooms in our wing.**
- E. Building coordinator(s) checks restrooms to be sure they are cleared.
- F. Building coordinator(s) proceeds to Northeast corner of Commonwealth Parking Lot.
- G. Once assembled, the Building Coordinator will take roll, writing down the names and condition (i.e., in need of medical attention) of all present and those known to be absent or missing, reporting to the Crisis Management Coordinator (714-507-6108) as needed.
- H. Once accounted for, students that were in the Business Office and live on campus should proceed to the Student Parking Lot, if safe to do so, to be accounted for by their Resident Assistant. All others will remain in the assembly area until given further instructions from the University or Emergency Officials.

-Continued Next Page-

2. SHELTER-IN-PLACE EMERGENCIES

In certain emergencies people will be safer to remain indoors. The Crisis Management Coordinator will communicate the nature of the emergency to the Building Coordinator once such an emergency has been determined. The Building Coordinator will follow the procedures outlined in the Crisis Management Notebook as appropriate:

In case of intruder (i.e., possible shooter) elsewhere on campus:

- A. Lock the doors as soon as it is safe to move toward the doors.
- B. The Building Coordinator or designee will alert personnel present using the following script by using a bullhorn:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please draw the window coverings, and calmly move away from the windows. If possible, place furniture between you and the windows. Thank you for your cooperation.”
- C. **Turn out the lights.** Turning out the lights inside will minimize the advantage of an outside intruder.
- D. **Call the Music Department on the phone** to notify them of the situation.
- E. Building Coordinator will contact the Crisis Management Team and wait for further instruction.
- F. All personnel will wait for further assistance or instruction from the Crisis Management Team, Campus Safety, Police or Fire Department.

In case of intruder (i.e., possible shooter) in the Business Office

- A. Call 9-1-1 as soon as possible.
- B. Call Campus Safety (ext. 7333) as soon as possible. Remain on the phone to provide additional information. If any employee or student suspects an individual of carrying a weapon on campus, report it immediately to Emergency Preparedness Coordinator (ext 1211 or 714-507-6108) and Campus Safety (7333 or 714-718-2425).

ONCE AUTHORITIES HAVE BEEN ALERTED:

- 1) Do not attempt to make contact with or restrain the suspect. Do not try to retrieve the weapon. **WAIT FOR THE POLICE.**
- 2) Allow the police to handle the situation as they see fit. They will generally try to isolate the suspect from others and apprehend him/her.
- 3) Be prepared to implement Shelter-In-Place procedures. (Signal will be activated to initiate a Shelter-In-Place.)

At the first indications of shooting, sound of gunfire, loud cracking, popping, banging noises, windows shattering, glass exploding in classrooms, or bullets ricocheting, immediately contact Campus Safety (ext. 7333 or 714-718-2425) and Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108).

IF A SHOOTING OCCURS:

- Instruct others to drop to the ground immediately, face down as flat as possible. If you are within a safe position, duck and run.
- Move or crawl away from gunfire, trying to create obstruction between you and the gunfire. **IMPORTANT: REMEMBER THAT OBSTRUCTIONS MAY VISUALLY CONCEAL YOU FROM GUNFIRE, BUT MAY NOT BE BULLET PROOF AND WILL NOT PROTECT YOU FROM GUNFIRE.**
- Try to get behind or inside a building and stay down. Once you are in a relatively safe area, do not peek or raise your head.
- Anticipate that the police will set up a command post on campus.
- The police will take full control of grounds and classrooms, but it is expected that the Emergency Preparedness Coordinator or his designee will remain with them throughout the event.
- Expect that witnesses will be gathered in one room/area for police questioning. To protect the police investigation, **do not allow witnesses to talk about the incident.**

HOSTAGE SITUATION

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Emergency Preparedness Coordinator at ext. 1211, or 714-507-6108.**
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. **KEEP ALL RADIOS, TELEVISION SETS, AND COMPUTERS TURNED OFF.** Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Emergency Preparedness Coordinator at ext 1211 04 714-507-6108. They will then make contact with the police department and determine necessary further course of action.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
4. Be aware that the police department's SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a "no walk" area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

3. FIRE:

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 911, and Notify Security.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

1. Pull fire alarm if the fire is in the Business Office, and the alarm has not been sounded.
2. Evacuate the building. The Evacuation **Assembly Area** for the Business Office is the **Student Parking Lot**. If passage to the Titan Parking Lot is blocked, **alternatively** assemble in the **Auditorium Parking Lot**. A staff runner should be sent to personally **alert Music Practice Rooms, Music Offices, and 1st floor classrooms in our wing.**

4. EARTHQUAKE:

- A. Head for cover under a desk or table away from windows.
- B. Tell others to move away from windows. Assist others if it is safe.
- C. After shaking ceases, evacuate the building. The Evacuation **Assembly Area** for the Business Office is the **Northeast Corner of the Commonwealth Parking Lot**.
- D. A staff runner should be sent to personally **alert Music Practice Rooms, Music Offices, and 1st floor classrooms in our wing.**
- E. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- F. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

G. Be aware of nonstructural earthquake hazards in your workplace:

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be stored properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

H. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Obstructions do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.

- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.

- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. BOMB THREAT: (form, Appendix B)

A. By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

B. By Written Message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

Procedures:

- 1) Activate fire alarm.
- 2) Call 9-1-1 and report threat to police, providing:
 - name and title
 - building location
 - problem
- 3) Call the President's Office to report the incident and action taken so far.
- 4) Evacuate buildings and proceed to Emergency Assembly Areas to take roll
- 5) Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.
- 6) Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- 7) When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

6. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix A)

CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

A. On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- Be aware of the chemical.
- Notify the department head, or designee, of type of chemical and location.

- Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- Re-locate students/staff to safe areas.
- If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

B. Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- As appropriate, notify fire/police by calling 911.
- Determine the need to *remain/inside or outside*.
- Determine whether the students and staff should leave the University grounds.
- Maintain control of students in a safe area.
- Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

EE. Exact Words of Caller/Threat _____

FF. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

GG. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

HH. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

II. Time caller hung up _____

JJ. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

**NUTWOOD - CENTER CORE
LIBRARY EMERGENCY PREPAREDNESS PLAN**

Chain of Command:

Building Coordinator:

Public Services Manager, Katy Lines, ext. 1223; cell: 859-230-8353

Back-up Building Coordinators:

- Weekdays, before 8:30AM, Student Library Assistant (SLA) on duty after 7:30
- Weekdays, 8:30AM to 5:00PM, Director of Library Services, Robin Hartman, ext. 1212; cell: 714-926-4624
- Weekdays, after 5:00PM and on the weekends there should be at least two SLAs on duty who will coordinate with each other to follow the procedures outlined in this plan as appropriate. The duty schedule is posted at these desks and on the Library's shared drive (library on 'hiu\groups') at S:\Library Assistants\Schedules\YYYY\Semester YYYY\Weekly Schedule.doc.
 - 1st floor Front Desk (Main), ext. 1234
 - 2nd floor Information Commons Staff Desk, ext. 1225

When to call whom?

<p>911 (9-1-1)</p>	<p><i>Call 911 for any emergency that you would call 911 from anywhere.</i></p> <ul style="list-style-type: none"> • <i>Use the library phone so they can identify your location.</i> • <i>Stay on the phone until THEY hang up.</i> <p><i>Call Campus Safety after calling 911.</i> <i>Call your supervisor after calling Campus Safety</i></p>
<p>Campus Safety – Security</p>	<p><i>Call to report a situation or ask for help with a non-911 emergency.</i> From Campus Phone: Ext. 7333 Direct: (714) 681-7333 Cell (in case the campus phone system is unavailable): (714) 718-2425</p>
<p>Building Coordinator</p>	<p><i>Call to report an emergency reported to either 911 or Campus Safety related to the library or ask for assessment of a possible situation to report to Campus Safety.</i> Katy Lines, ext. 1223; cell: 859-230-8353 Robin Hartman, ext. 1212; cell: 714-926-4624</p>

Library Hours¹ – Building Coordination Coverage

Beginning times:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00AM ²	CLOSED	SLA	SLA	SLA	SLA	SLA	CLOSED
8:30AM	CLOSED	Katy	Katy	Katy	Katy	Katy	CLOSED
9AM	CLOSED	Robin	Robin	Robin	Robin	Robin	CLOSED
10AM	CLOSED	Robin	Robin	Robin	Robin	Robin	CLOSED
12PM	CLOSED	Robin	Robin	Robin	Robin	Robin	(SLA) ³
2PM	SLA	Robin	Robin	Robin	Robin	Robin	(SLA) ³
4PM	SLA	Robin	Robin	Robin	Robin	Robin	(SLA) ³
5PM	SLA	SLA	SLA	SLA	SLA	CLOSED	(SLA) ³
5:30PM	SLA	SLA	SLA	SLA	SLA	CLOSED	CLOSED
7PM	SLA	SLA	SLA	SLA	SLA	CLOSED	CLOSED
9PM	SLA	SLA	SLA	SLA	SLA	CLOSED	CLOSED
11PM ³	(SLA) ³	(SLA) ³	(SLA) ³	(SLA) ³	(SLA) ³	CLOSED	CLOSED
12AM ⁴	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED

In the case when the Building Coordinator is not present, the two Student Library Assistants on duty will work together as follows:

- Student Library Assistants stationed on the first floor (Front Desk) will:
 1. Escort patrons out on the 1st floor according to established evacuation routes.
 2. Take the *Emergency Procedures Flip Book*, Library Staff emergency contact information, and Library Staff regular schedules.
 3. Assist the Information Commons SLA with evacuating patrons from the 2nd floor if necessary.
 4. Take roll.
- Student Library Assistants stationed on the second floor (Information Commons) will:
 1. Escort patrons out from the 2nd floor according to established evacuation routes.
 2. Assist patrons as needed, requesting help from the 1st floor SLA if necessary.
 3. Assist Front Desk SLA with taking roll.
 4. Call Building Coordinator as soon as possible.

¹ This represents Regular Hours of Operation during the traditional school year. See exceptions in Appendix A.

² The library is open at 7:45 Mon. through Fri. with one Student Library Assistant on duty beginning at 7:30am.

³ The library is open until midnight and on Sat. only during extended hours for 6 weeks at the end of each semester.

⁴ Two Student Library Assistants will be in the library for 15 minutes after closing.

1. EVACUATION EMERGENCIES

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Team (CMT).

Evacuation Assembly Area – Nutwood Lawn (North side of the Library)

- a) In the case of an evacuation, the library staff and patrons will leave the library toward the north according to established evacuation routes and meet on the Nutwood Lawn.
- b) Make an announcement using a bullhorn to alert all occupants with the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed out the north exits to the lawn facing Nutwood Avenue. Thank you for your cooperation.”

- c) The Building Coordinator (or designee) will take the Crisis Management Plan, Library Staff emergency contact information, and Library Staff regular schedules.
- d) Once assembled, the Building Coordinator will take roll, writing down the names and condition (i.e., in need of medical attention) of all present and those known to be absent or missing, reporting to the Emergency Preparedness Coordinator (714-507-6108) as needed. The library staff and patrons will remain on the Nutwood Lawn until given further instructions from University or Emergency Officials.

2. SHELTER-IN-PLACE EMERGENCIES

In certain emergencies, library staff and patrons will be safer to remain indoors. The Crisis Management Coordinator will communicate the nature of the emergency to the library Building Coordinator once such an emergency has been determined. The Building Coordinator will follow the procedures outlined as appropriate:

If the intruder is elsewhere on campus

1. Lock the doors as soon as it is safe to move toward the library doors.
2. Inform patrons of the danger by using a bullhorn to make an announcement using the following script:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please calmly move away from the windows and proceed to either the Library Supervisor’s office on the first floor or the Technical Services office* on the second floor. Thank you for your cooperation.”

3. If it is dark outside, **turn out the lights**. At night, people outside the library can clearly see in while those on the inside see a reflection. Turning out the lights inside will minimize the advantage of an outside intruder.
4. Assess the safety of the library staff and patrons and report to the Crisis Management Coordinator as soon as possible.
5. Make an announcement using a bullhorn to alert all occupants with the following script:

6. Lock the doors if needed (i.e., in the case of an intruder on campus outside the library)
7. Move patrons to a more secure location if needed (i.e., away from windows).
 - First Floor – Supervisor’s office.
 - Second Floor – Technical Services Office (if unlocked)

In case of intruder (i.e., possible shooter) in the library:

If any employee or student suspects an individual of carrying a weapon on campus, report it immediately to Emergency Preparedness Coordinator (1211) and Campus Security (7333 or 715-3247).

ONCE AUTHORITIES HAVE BEEN ALERTED:

1. Do not attempt to make contact with or restrain the suspect. Do not try to retrieve the weapon. **WAIT FOR THE POLICE.**
2. Allow the police to handle the situation as they see fit. They will generally try to isolate the suspect from others and apprehend him/her.
3. Be prepared to implement Shelter-In-Place procedures. (Signal will be activated to initiate a Shelter-In-Place.)

At the first indications of shooting, sound of gunfire, loud cracking, popping, banging noises, windows shattering, glass exploding in classrooms, or bullets ricocheting, immediately contact Emergency Preparedness Coordinator (1211) and Campus Security (7333).

IF A SHOOTING OCCURS:

1. Instruct others to drop to the ground immediately, face down as flat as possible. If you are within a safe position, duck and run.
2. Move or crawl away from gunfire, trying to create obstruction between you and the gunfire. **IMPORTANT: REMEMBER THAT OBSTRUCTIONS MAY VISUALLY CONCEAL YOU FROM GUNFIRE, BUT MAY NOT BE BULLET PROOF AND WILL NOT PROTECT YOU FROM GUNFIRE.**
3. Try to get behind or inside a building and stay down. Once you are in a relatively safe area, do not peek or raise your head.
4. Anticipate that the police will set up a command post on campus.
5. The police will take full control of grounds and classrooms, but it is expected that the Emergency Preparedness Coordinator or his designee will remain with them throughout the event.
6. Expect that witnesses will be gathered in one room/area for police questioning. To protect the police investigation, **do not allow witnesses to talk about the incident.**

Hostage Situation:

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Emergency Preparedness Coordinator at ext. 1211 (or 714-507-6108).**
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. **KEEP ALL RADIOS, TELEVISION SETS, AND COMPUTERS TURNED OFF.** Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Emergency Preparedness Coordinator at ext 1211. They will then make contact with the police department and determine necessary further course of action.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
4. Be aware that the police department’s SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a “no walk” area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

3. FIRE:

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 911, and Notify Security.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.

- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.

If requested, assist emergency crews as necessary.

4. **EARTHQUAKE:**

- Head for cover under a desk or table away from bookshelves and windows. **Do not stand near book stacks.**
- Tell others to move away from bookshelves and windows. Assist others if it is safe.
- After shaking ceases, follow evacuation procedures.

EARTHQUAKE PREPAREDNESS

I. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.

J. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

K. **Be aware of nonstructural earthquake hazards in your workplace:**

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be store properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

L. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

2. EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

3. EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. BOMB THREAT (form, Appendix B):

A. By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

B. By written message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

Procedures

A. Activate fire alarm.

B. Call 9-1-1 and report threat to police, providing:

- name and title
- building location
- problem

C. Call the President's Office to report the incident and action taken so far.

D. Evacuate buildings and proceed to Emergency Assembly Areas to take roll

E. Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.

F. Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.

G. When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

6. UNHEALTHFUL AIR QUALITY (form, Appendix A):

CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance.

There are personnel trained and equipped to do so.

a. On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- Be aware of the chemical.
- Notify the department head, or designee, of type of chemical and location.
- Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- Re-locate students/staff to safe areas.
- If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 911 on the telephone.
- If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 911 emergency system.

b. Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- As appropriate, notify fire/police by calling 911.
- Determine the need to *remain/inside or outside*.
- Determine whether the students and staff should leave the University grounds.
- Maintain control of students in a safe area.
- Render first aid, as necessary.

Return to site/building after government agency officials (fire department / police / Haz Mat Team) have declared area safe.

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

KK. Exact Words of Caller/Threat _____

LL. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

MM. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

NN. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

OO. Time caller hung up _____

PP. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called
by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

EMERGENCY PREPAREDNESS PLAN NUTWOOD BUILDING - EAST WING 2nd FLOOR CLASSROOMS, 3rd FLOOR OFFICES

Building Coordinators –

Executive Assistant to the VP of Academic Affairs, Sandy Printy ext. 1241 cell: 714-315-6709

Administrative Assistant to the Deans, Heidi Cohn, ext 1246 (back up); cell: 714-388-5534

When to call whom?

9-1-1	<p><i>Call 911 for any emergency that you would call 9-1-1 from anywhere.</i></p> <ul style="list-style-type: none"> • <i>Use the desk phone so they can identify your location.</i> • <i>Stay on the phone until THEY hang up.</i> <p><i>Call Campus Safety after calling 9-1-1.</i></p> <p><i>Call your supervisor after calling Campus Safety.</i></p>
Campus Safety – Security	<p><i>Call to report a situation or ask for help with a non-9-1-1 emergency.</i></p> <p><i>From Campus Phone: Ext. 7333</i></p> <p><i>Direct: (714) 681-7333</i></p> <p><i>Cell (in case the campus phone system is unavailable): 714-718-2425</i></p>
Building Coordinator	<p><i>Call to report an emergency reported to either 9-1-1 or Campus Safety or to ask for assessment of a possible situation to report to Campus Safety.</i></p> <p><i>Executive Assistant to the VPAA, Sandy Printy ext. 1241; cell 714-315-6709</i></p> <p><i>Administrative Assistant to the Deans, Heidi Cohn, ext 1246 (back up); cell 714-388-5534</i></p>

1. EVACUATION PLAN - FACULTY OFFICES (SECOND AND THIRD FLOORS)

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Command Coordinator (CMCC).

Evacuation Assembly Area – Nutwood Lawn (North side of the Library)

Make an announcement using a bullhorn to alert all occupants with the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed out the north exits to the lawn facing Nutwood Avenue. Thank you for your cooperation.”

1. The Building Coordinator (or designee) will take the *Crisis Management Plan*.
2. If in personal office then pick up necessary items (keys, etc) and exit through closest door with emergency evacuation sign.
3. If not in office then immediately exit through closest door with emergency evacuation sign. Do NOT go to personal office for items.
4. Executive Assistant to the President will initiate the evacuation procedures for the second floor faculty offices.
5. Building coordinator checks restrooms to be sure they are cleared.
6. Building coordinator (s) proceeds to Nutwood lawn.

7. Once assembled, the Building Coordinator will take roll, writing down the names and condition (i.e., in need of medical attention) of all present and those known to be absent or missing, reporting to the Crisis Management Coordinator as needed.
8. Building coordinator advises command center of faculty status.
9. Do not leave or allow anyone else to leave until “All clear” notice has been received from the Crisis Management Team, Fire Department or the Police Department.

CLASSROOM EVACUATION

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Command Coordinator (CMCC).

Evacuation Assembly Area – Nutwood Lawn (North side of the Library)

Make an announcement using a bullhorn to alert all occupants with the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed out the north exits to the lawn facing Nutwood Avenue. Thank you for your cooperation.”

1. Classroom coordinator (faculty member) has students proceed in orderly manner to evacuation meeting area, Nutwood Lawn. Pick up roll sheet and keys before leaving the room. Be sure all have left the room.
2. If student is unable to leave the classroom on their own, utilize prior evacuation procedure protocol (establish at the beginning of the semester if needed) Attached are procedures for Special Needs students (Appendix C)
3. At the evacuation meeting area, classroom coordinator does a count to be sure that all students are present and condition (i.e., in need of medical attention) of all present and those known to be absent or missing, reporting to the Building Coordinator as needed.
4. Building coordinator advises command center of student status.
5. Do not allow anyone to leave until advised by the building coordinator that the “All clear” notice has been received from the Crisis Management Team, Fire Department or Police Department.

2. SHELTER-IN-PLACE EMERGENCIES

In certain emergencies, staff and students will be safer to remain indoors. The Crisis Management Coordinator will communicate the nature of the emergency to the Building Coordinator once such an emergency has been determined.

If the intruder is *elsewhere on campus*:

1. Lock the doors as soon as it is safe to move toward the doors.
- Continued on Next Page-
2. The Building Coordinator or designee will alert personnel present by using a bullhorn and reading the following script:

“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please draw the window coverings, and calmly move away from the windows. If possible, place furniture between you and the windows. Thank you for your cooperation.”

3. If it is dark outside, **turn out the lights**. Turning out the lights inside will minimize the advantage of an outside intruder.
4. Inform faculty of the danger and move them to a more secure location if needed (i.e., away from windows). If faculty members are in their offices, close, lock door and stay until notified that it is ok to leave. For the offices that have windows, leave the office and seek another faculty member office to wait in until notified. The VPAA, Dean’s Academic Support staff or anyone with an office with windows or other unsecured work areas will gather in the Registrar’s until notified of clearance.
5. Building Coordinator will contact the Crisis Management Team and wait for further instruction.
6. All personnel will wait for further assistance or instruction from the Crisis Management Team, Campus Safety, Police or Fire Department.

If the intruder is on the faculty office floor or in the classrooms:

1. Call 9-1-1 as soon as possible.
2. Call Security (ext. 7333 or 714-715-3247) as soon as possible.

If the intruder is on the third floor of the Nutwood building, inform faculty of the danger and move them to a more secure location. If faculty members are in their offices, close, lock door, and stay until notified it is okay to leave. The VPAA, Dean's support staff, and Registrar's office will gather in the Registrar's office until notified of clearance.

If any employee or student suspects an individual of carrying a weapon on campus, report it immediately to Campus Security (ext. 7333 or 714-715-3247) and then Emergency Preparedness Coordinator (ext. 1211 or 714-507-6108).

ONCE AUTHORITIES HAVE BEEN ALERTED:

1. Do not attempt to make contact with or restrain the suspect. Do not try to retrieve the weapon. **WAIT FOR THE POLICE.**
2. Allow the police to handle the situation as they see fit. They will generally try to isolate the suspect from others and apprehend him/her.
3. Be prepared to implement Shelter-In-Place procedures. (Signal will be activated to initiate a Shelter-In-Place.)

At the first indications of shooting, sound of gunfire, loud cracking, popping, banging noises, windows shattering, glass exploding in classrooms, or bullets ricocheting, immediately contact Emergency Preparedness Coordinator (1211) and Campus Security (7333).

IF A SHOOTING OCCURS:

1. Instruct others to drop to the ground immediately, face down as flat as possible. If you are within a safe position, duck and run.
2. Move or crawl away from gunfire, trying to create obstruction between you and the gunfire. **IMPORTANT: REMEMBER THAT OBSTRUCTIONS MAY VISUALLY CONCEAL YOU FROM GUNFIRE, BUT MAY NOT BE BULLET PROOF AND WILL NOT PROTECT YOU FROM GUNFIRE.**
3. Try to get behind or inside a building and stay down. Once you are in a relatively safe area, do not peek or raise your head.
4. Anticipate that the police will set up a command post on campus.
5. The police will take full control of grounds and classrooms, but it is expected that the Emergency Preparedness Coordinator or his designee will remain with them throughout the event.
6. Expect that witnesses will be gathered in one room/area for police questioning. To protect the police investigation, **do not allow witnesses to talk about the incident.**

HOSTAGE SITUATION:

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Emergency Preparedness Coordinator at ext. 1211 (or 714-507-6108)**.
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. **KEEP ALL RADIOS, TELEVISION SETS, AND COMPUTERS TURNED OFF.** Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Emergency Preparedness Coordinator at ext 1211. They will then make contact with the police department and determine necessary further course of action.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
4. Be aware that the police department’s SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a “no walk” area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

3. **FIRE:**

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the room where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 9-1-1, and Notify Security.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

GENERAL FIRE SAFETY PRECAUTIONS:

- 1) The safety of individuals is most important. If you suspect someone is trapped inside a building, notify fire fighters on the scene. Do not reenter a burning building.
- 2) If you are trapped in a fire, keep very low as you attempt to leave the building. Cover your nose and mouth with a cloth or T-shirt. If a door is hot, do not attempt to open it, but find another exit or window. If possible, place wet towels or clothing in the cracks around the door. Jumping from a window is an extreme measure and is only to be considered when you are in immediate danger.
- 3) If the door is not hot, open it carefully and exit the building with caution and stay low. Use a wet towel or blanket to protect yourself from flames and smoke. Always stay close to the floor.
- 4) Many fires are of electrical origin. Check for frayed cords, broken plugs, and avoid using too many appliances in one circuit.
- 5) Know your emergency exits and the location of fire extinguishers. Don't block doors or use stairways for storage.

- 6) Move away from the building to your pre-determined evacuation assembly area.
- 7) A campus Emergency Crisis Center may be set up near the emergency site. Keep clear of the Crisis Center unless you have official business.
- 8) **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a university official.

If requested, assist emergency crews as necessary.

4. **EARTHQUAKE:**

- Head for cover under a desk or table away from bookshelves and windows.
- Tell others to move away from bookshelves and windows. Assist others if it is safe.
- After shaking ceases, follow evacuation procedures, above.

EARTHQUAKE PREPAREDNESS

- A. Familiarize yourself with emergency plans and procedures. Take time to identify evacuation routes and potential hazards to avoid. Take first aid and CPR courses when they are offered. Identify a contact person outside this immediate area to act as a communication link with your family.
- B. **HIU's** emergency supply area located in the American Red Cross container in Student Parking Lot has the following: food and water to last three days, eating utensils, basic first aid supplies, flashlight, radio, spare batteries, plastic garbage bags, a blanket, and personal items as necessary for 300 people.

Keep an emergency kit in your car as well as in your work place. Maintain a reserve of cash in case bank service is disrupted. Keep adequate fuel in your car in case gas stations are inoperable.

C. **Be aware of nonstructural earthquake hazards in your workplace:**

- Remove heavy objects from high shelves.
- Secure bookcases, storage cabinets and file cabinets to the wall. File cabinets that allow more than one drawer to open at one time should be replaced with file cabinets that have a self-locking feature.
- Anchor desktop computers and other equipment with anchor bolts and Velcro fasteners.
- Cover glass windows with protective film.
- Relocate office desks and chairs away from windows.
- Remove hanging plants from above work areas.
- Secure water heaters to the wall.
- Replace makeshift shelving (e.g. cinder blocks) with permanently secure shelving.
- Secure glass aquariums and make sure they are firmly mounted.
- Chemicals should be stored properly to prevent falling as well as to prevent intermingling.
- Make sure objects of any kind are not stored in aisles or building exit paths.

D. Prepare your family.

If you are at work during an earthquake, you may be separated from your family for a period of time. They should be equipped with proper emergency supplies and be familiar with appropriate emergency procedures. Remember that in most cases, your children at school are well trained and will be properly taken care of during an earthquake.

EARTHQUAKE RESPONSE DURING THE SHAKING:

- a) Stay calm and reassure others. Do not rush outside. Many earthquake injuries occur due to falling debris just outside doorways or near outside walls.
- b) Duck, cover and hold. If indoors, get beside a desk or a table and hold on. Stay away from windows, tall objects and overhead lights. If no cover is available, duck and hold near an interior wall or an interior doorway. Shield your head and face from falling debris. Do not go outside!
- c) If outside, stay away from buildings, trees, power lines, poles and all overhead obstructions. Do not attempt to go indoors!
- d) If in a vehicle, pull over to the side of the road and stop in a safe place in an open area. Avoid overpasses and power lines.

EARTHQUAKE RESPONSE – AFTER THE SHAKING STOPS:

- a) Be prepared for aftershocks. Move cautiously and wear enclosed, sturdy shoes to avoid injury from broken glass or other debris.
- b) Check for injuries. Administer first aid if necessary. Do not move seriously injured individuals unless absolutely necessary.
- c) Check for fires (**Operations**) and, if safe to do so, extinguish small fires. Do not turn on light switches or appliances and do not light a match. If you smell gas, report it to your Building Coordinator.
- d) Check for facility damage (**Operations**). Report all problems to your Building Coordinator or to University emergency response personnel.
- e) Telephones must be restricted to emergency use only, provided they are working at all. Do not use the telephone except for a lifesaving emergency.
- f) Evacuate the building if it is badly damaged, if there are gas leaks or fires, or if directed to do so. During evacuation, close all doors and turn off all electrical equipment. Bring your personal emergency kit with you and use the stairway. Do not use the elevator! Assist all individuals with disabilities.
- g) Move away from the building to your pre-determined evacuation assembly area or to an open area free from overhead hazards. Do not return to the building until it has been determined to be safe by someone in authority. Keep streets and walkways clear for emergency equipment and personnel.
- h) Make note of individuals who are missing. Provide all requested information to your Building Coordinator and other emergency response personnel. Turn on radio for emergency information.
- i) Use extreme caution in rescue attempts if others are trapped. If possible, wait for trained University personnel to guide rescue efforts.

5. HAZARDOUS MATERIAL LEAK OR SPILL (Form, Appendix A)

A. CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required.

Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

1) On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- m. Be aware of the chemical.
- n. Notify the department head, or designee, of type of chemical and location.
- o. Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- p. Re-locate students/staff to safe areas.
- q. If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 9-1-1 on the telephone.
- r. If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 9-1-1 emergency system.

2) Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- f. As appropriate, notify fire/police by calling 9-1-1.
- g. Determine the need to *remain/inside or outside*.
- h. Determine whether the students and staff should leave the University grounds.
- i. Maintain control of students in a safe area.
- j. Render first aid, as necessary.

Return to site/building after government agency officials (Fire department / Police / Haz Mat Team) have declared area safe.

6. **BOMB THREAT: (form, Appendix B)**

A. By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being made.

- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

B. By Written Message

- Letter should be preserved for investigation by the police.
- Place letter in a document protector and report it per established procedures.

Procedures:

A. Activate fire alarm.

B. Call 9-1-1 and report threat to police, providing:

- name and title
- building location
- problem

C. Call the President's Office to report the incident and action taken so far.

- D. Evacuate buildings and proceed to Emergency Assembly Areas to take roll
- E. Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.
- F. Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.
- G. When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

EMERGENCY SITUATION ASSIGNMENTS Updated 10.20.14

EMERGENCY EVACUATION ASSIGNMENTS	First string	Backup	EVACUATION AREA
First out - take signs "faculty/staff"	Avery	Karen C.	Nutwood lawn
Sweep South 2 rows of offices - exit via E stairs	Pauline	Bev	
Sweep North 2 rows of offices - exit via E stairs	Olivia	Bev	
Sweep Ladies' restroom 3RD FL - exit via E stairs	Lori	Karen C.	
Sweep Mens' restroom 3RD FL - exit via W stairs	Steve		
Sweep Nutwood East classrooms on 2nd floor	Ron	Paul	Commonwealth parking lot
Last out - Announcement to 3rd floor occupants (using bullhorn) to evacuate. Bring red binder. Take roll (in binder)	Sandy	Heidi	

Once in the evacuation area - sweepers shall report to the "person in charge" (**names in bold**) to confirm that their assigned area is clear.

EMERGENCY SHELTER IN PLACE ASSIGNMENTS	First String	Backup	
1. Make announcement (with bullhorn) that a Campus Lock Down situation is in effect. 2. Instruct all occupants to move away from windows to the center of the floor (registrars' office or individual interior offices. 3. Use 2 way radio to communicate with Crisis Command Center.	Sandy	Heidi	
Lock all exterior doors, turn off lights	Avery/Ron	Olivia/Lori	

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

QQ. Exact Words of Caller/Threat _____

RR. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

SS. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

TT. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

UU. Time caller hung up _____

VV. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called
by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

APPENDIX C

Special Needs Student

- At beginning of semester instructor will identify any Special Needs student in class.
- Discuss with the student what their preferences are as far as being assisted in leaving the building.
- Identify which students will assist the Special Needs student.
- Practice the evacuation with the Special Needs student to be sure that the process will be effective.
- Have backup plan in place so that if the assigned students are not available there will be other students who can assist.

HOPE AUDITORIUM EMERGENCY PREPAREDNESS PLAN

Emergencies, disasters, accidents and injuries can occur at any time usually without warning. Being prepared physically and mentally to handle emergencies is an individual as well as an organizational responsibility.

Below are emergency procedures for you to follow so that the effects of these emergencies can be minimized. Your safety is of primary importance.

The purpose of these procedures is to acquaint you with an effective plan for handling possible emergencies and disasters. Once you are familiar with this information, you will be able to better protect yourself and others. You are encouraged to read this guide in its entirety to gain the knowledge to be able to act quickly in an emergency situation to minimize your exposure to danger.

Chain of Command:

Building Coordinator:

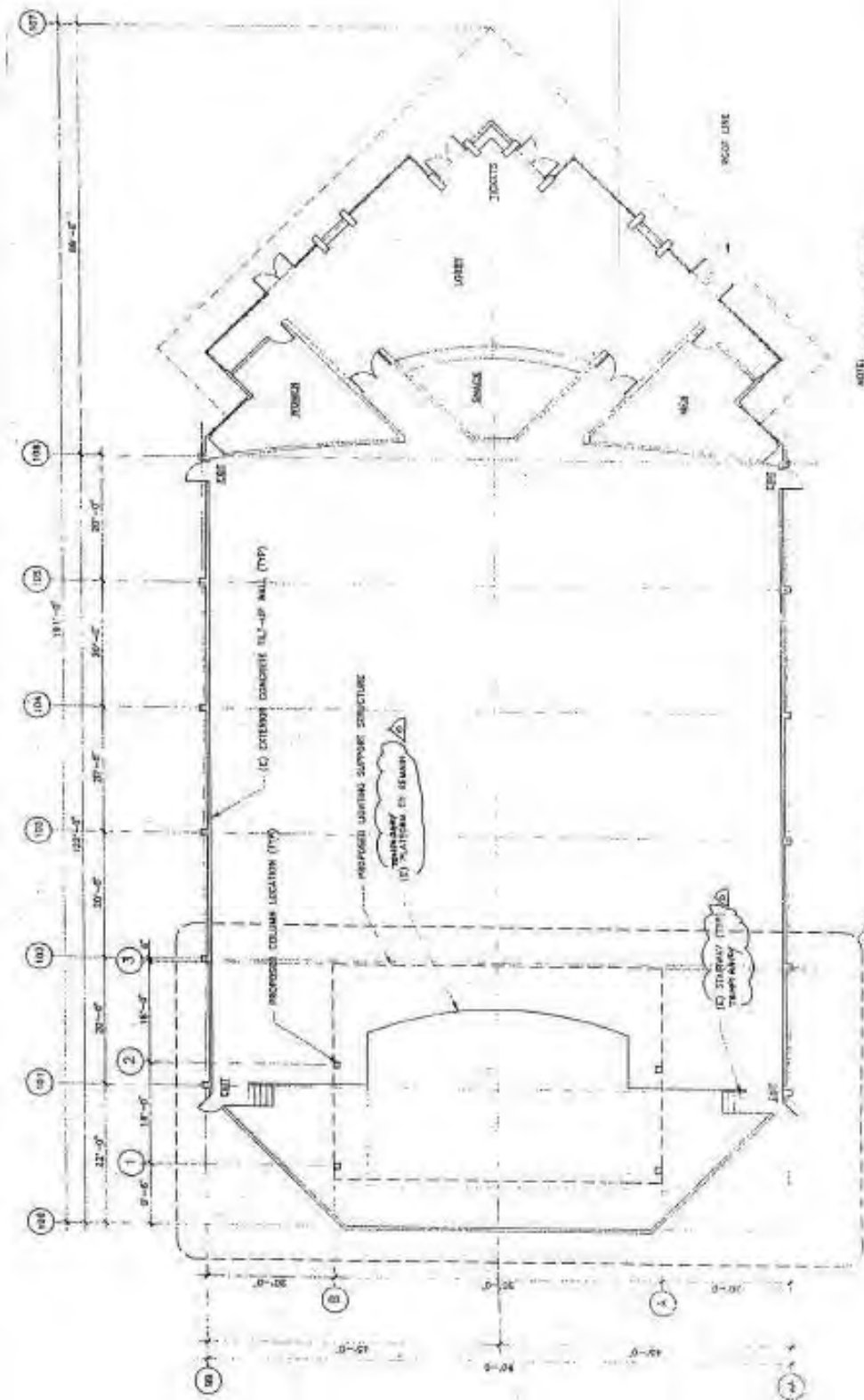
- Director of Conference Services, Christopher Mathaga, ext. 7474; cell: 714-715-3245
- Director of Campus Facilities, Steve Mullins, ext. 2530; cell: 714-225-5973

Back-up Building Coordinators:

- Campus Facilities Foreman, , ext. 2545; cell: 714-404-9717

When to call whom?

9-1-1	<p><i>Call 911 for any emergency that you would call 911 from anywhere.</i></p> <ul style="list-style-type: none"> • <i>Stay on the phone until THEY hang up.</i> <p><i>Call Campus Safety after calling 911.</i></p> <p><i>Call Campus Facility Director 714-225-5973 after calling</i></p>
Campus Safety – Security	<p><i>Call to report a situation or ask for help with a non-911 emergency.</i></p> <p><i>From Campus Phone: Ext. 7333</i></p> <p><i>Direct: (714) 654-9273</i></p> <p><i>Cell (in case the campus phone system is unavailable): 714-718-2425</i></p>
Building Coordinator	<p><i>Call to report an emergency reported to either 911 or Campus Safety related to the Hope Auditorium or ask for assessment of a possible situation to report to Campus Safety.</i></p> <p><i>Steve Mullins, ext. 2530; cell: 714-225-5973</i></p> <p><i>Christopher Mathaga, ext. 7474; cell: 714-715-3245</i></p>



GVFRAI FLOOR PLAN

NOTE: SEE DRAWING BEHIND INTERIOR TO SEE VERTICAL.

SEE SHEET 2-2

1. EVACUATION EMERGENCIES

NOTE:

- a. In all of the circumstances below, it is important to remain calm and follow steps as indicated. If there are any questions regarding these procedures please call the University Emergency Preparedness Coordinator at ext. 1211 or 714-507-6108.
- b. It is mandatory at all times when an event is held in the Hope Auditorium that a public announcement is made before every performance. The event host should make the announcement using this script:
“Welcome to Hope Auditorium (introduction and welcome of your choice). I would like to call your attention to the fire and safety emergency exits. The building exits are located on the left and right aisles of the building in the front and rear of the Auditorium and to the rear of the center seating section through the lobby. In case of fire, earthquake or other emergency, we ask that you remain calm, follow the instructions of the ushers or other staff and proceed carefully to the nearest exit. I would like to remind you that smoking is prohibited at all times within the building as well as it's support facilities.”

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Team (CMT).

Evacuation Assembly Area – Nutwood Lawn (West side of the Hope Auditorium by the Marquee)

- e) An announcement shall be made to alert all occupants with the following script:
“Your attention please, we have just been informed that we need to evacuate the building. Please calmly and safely exit out through the emergency exit doors on the left and right aisles of the building, in the front and rear of the Auditorium and to the rear of the center seating section through the lobby. Thank you for your cooperation.”
- f) In the event of an evacuation, all guests or occupants of the Hope Auditorium will exit safely and assemble on the Nutwood Lawn – West of the Hope Auditorium by the Marquee.
- g) The Building Coordinator (s) will check the building to ensure everyone has been evacuated. The Building Coordinator (s) will assist in evacuating all disabled personnel.
- h) Building Coordinator will contact Crisis Management Team with head count and wait for further instruction.
- i) All assembled will await further assistance or instruction from the Crisis Management Team, Campus Safety, police or fire department.

2. SHELTER-IN-PLACE EMERGENCIES

In certain emergencies, all occupants in the Hope Auditorium will be safer to remain indoors. The **Emergency Preparedness Coordinator** will communicate the nature of the emergency to the Auditorium Building Coordinator once such an emergency has been determined. The Building Coordinator will follow the procedures outlined as appropriate:

If the intruder is elsewhere on campus:

- a) All people should seat and remain quiet and in place until notified by emergency personnel.
- b) Lock all entry doors to the Auditorium
- c) Silence cell phones and do not use them unless you are in contact with emergency personnel.
- d) Barricade doors and take cover to protect yourself.

In case of intruder (i.e., possible shooter) in the library:

If any employee or student suspects an individual of carrying a weapon on campus, report it immediately to Emergency Preparedness Coordinator (1211) and Campus Security (7333 or (714) 654-9273).

ONCE AUTHORITIES HAVE BEEN ALERTED:

1. Do not attempt to make contact with or restrain the suspect. Do not try to retrieve the weapon. WAIT FOR THE POLICE.
2. Allow the police to handle the situation as they see fit. They will generally try to isolate the suspect from others and apprehend him/her.
3. Be prepared to implement Shelter-In-Place procedures. (Signal will be activated to initiate a Shelter-In-Place.)

At the first indications of shooting, sound of gunfire, loud cracking, popping, banging noises, windows shattering, glass exploding in classrooms, or bullets ricocheting, immediately contact Emergency Preparedness Coordinator (1211) and Campus Security (7333).

IF A SHOOTING OCCURS:

1. Instruct others to drop to the ground immediately, face down as flat as possible. If you are within a safe position, duck and run.
2. Move or crawl away from gunfire, trying to create obstruction between you and the gunfire. **IMPORTANT: REMEMBER THAT OBSTRUCTIONS MAY VISUALLY CONCEAL YOU FROM GUNFIRE, BUT MAY NOT BE BULLET PROOF AND WILL NOT PROTECT YOU FROM GUNFIRE.**
3. Try to get behind or inside a building and stay down. Once you are in a relatively safe area, do not peek or raise your head.
4. Anticipate that the police will set up a command post on campus.
5. The police will take full control of grounds and classrooms, but it is expected that the Emergency Preparedness Coordinator or his designee will remain with them throughout the event.
6. Expect that witnesses will be gathered in one room/area for police questioning. To protect the police investigation, **do not allow witnesses to talk about the incident.**

Hostage Situation:

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Emergency Preparedness Coordinator at ext. 1211 (or 714-507-6108).**
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Emergency Preparedness Coordinator at ext 1211. They will then make contact with the police department and determine necessary further course of action.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.
4. Be aware that the police department’s SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a “no walk” area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

3. FIRE:

IF YOU DISCOVER SMOKE OR FIRE, R. A. C. E. to safety:

RESCUE – Get out of the building where the fire is located as quickly as possible and make sure others are out. Do not use elevators!

ALERT – Pull the nearest fire alarm to alert occupants, use the nearest phone and dial 911, and Notify Security.

CONFINE – Close the door to the room where fire is located. Do not attempt to retrieve valuables.

EXTINGUISH – If the fire is very small and you know how to use an extinguisher, you may want to fight the fire yourself, but you should also call for help first. Make sure you are using the proper extinguisher. Otherwise, leave the fire to trained fire fighters.

FIRE EXTINGUISHER INFORMATION:

When used correctly, fire extinguishers can keep small fires from becoming major fires; provide an escape route through a small fire, and help fight a small fire until the fire department arrives.

HOW TO OPERATE A FIRE EXTINGUISHER:

Learn how to operate an extinguisher now before there is a fire. Read the label and periodically review instructions and operations. Learn how to **P. A. S. S.**

PULL – the pin or ring, or release the lock latch.

AIM – the extinguisher nozzle at the base of the fire.

SQUEEZE – or press the handle.

SWEEP – from side to side slowly at the base of the fire until it goes out.

4. EARTHQUAKE:

During the earthquake:

- Stay Calm
- Cover your head

After the earthquake stops

- Check for personal injuries
- Evacuate the building if necessary (using the predetermined routes)
- Notify Emergency Preparedness Coordinator of any injuries or immediate health hazards
- Do not leave the campus until you are sure that the surrounding areas are safe (e.g. streets, highways, bridges)
- If there is damage to the building, make sure the building has been checked by the fire department and/or a designated representative and deemed safe before re-entering the building after an earthquake.

5. BOMB THREAT: (form, Appendix B)

A. By Telephone

- Remain calm and keep the caller on the line as long as possible. Ask the caller to repeat the message and record as much as possible on the Bomb Threat Form.
- If the caller does not indicate the location of the bomb or the time of detonation, ask for this information.
- Advise caller that the building is occupied and detonation could result in death or serious injury to innocent people.
- Pay particular attention to background noises, such as motors running, music or any other sounds, which may indicate the location from which the call is being
- Listen closely to the voice to determine voice quality, accents, speech impediments, sex, or unusual characteristics.
- If possible, try to have more than one person listen in on the bomb threat call.

B. By written message

- Letter should be preserved for investigation by the police.

Procedures

A. Activate fire alarm.

B. Call 9-1-1 and report threat to police, providing:

- name and title
- building location
- problem

C. Call the President's Office to report the incident and action taken so far.

D. Evacuate buildings and proceed to Emergency Assembly Areas to take roll

E. Buildings should not be re-entered until authorities advise it is safe to do so. If the bomb threat message contained a specific time of detonation, the buildings should not be re-entered until a significant period of time has elapsed after the designated time, no matter how thorough a check was conducted.

F. Under no circumstances should an untrained faculty or staff member attempt to locate and/or move a suspicious device.

G. When it has been determined that building re-entry is permitted, occupants should once again visually inspect their area for unusual items before settling in.

DO NOT TOUCH OR MOVE THE OBJECT! If a time or location is NOT given in the bomb threat message and it has been decided that evacuation is unnecessary, the precautionary measures outlined above will be initiated to ensure that the university is safe from threat. In most cases, more detailed plans are necessary if a time and location are given.

6. UNHEALTHFUL AIR QUALITY: (form, Appendix A)

CHEMICAL ACCIDENT

A chemical accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the site to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some chemical accidents will be minor and only involve the immediate location within a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on the site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the chemical accident will determine the type of response required. Whatever the severity of the chemical spill, site personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

a. On-Site Chemical Accidents

In the case of a chemical accident on campus or if the site wants to have a possible hazardous chemical removed, these are the steps to follow:

- Be aware of the chemical.
- Notify the department head, or designee, of type of chemical and location.
- Attempt to contain the spill—if the on-site staff cannot safely do this, request assistance. University personnel should not attempt to clean up or remove the spill; leave that for trained personnel.
- Re-locate students/staff to safe areas.
- If the nature of the chemical accident poses an immediate health hazard or potential for explosion or destruction of property, the police/fire emergency system should be activated by calling 911 on the telephone.
- If the substance should pose an ecological hazard by entering the storm drain system or by a major ground leak, we are required by law to immediately contact the authorities through the 911 emergency system.

b. Off-Site Chemical Accidents

It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident in the release of large quantities of toxic gases. In these instances the University will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, University personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.).

These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the University:

- As appropriate, notify fire/police by calling 911.
- Determine the need to *remain/inside or outside*.

- Determine whether the students and staff should leave the University grounds.
- Maintain control of students in a safe area.
- Render first aid, as necessary.
- Return to site/building after government agency officials (fire department / police / Haz Mat Team)
- Place letter in a document protector and report it per established procedures have declared area safe

APPENDIX A

HAZARDOUS MATERIAL SPILL SITE SPECIFICS CHECKLIST

The checklist delineates the action to be taken in response to a major chemical accident. It is imperative that all staff members are aware of these procedures and that persons other than the CMT be preauthorized to carry them out if the CMT is not available to make the determination required. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____
Location of accident _____ Time _____

Check off completed tasks as appropriate to the circumstances of the chemical accident.

- Determine if students/staff should be kept indoors or evacuated to safe location outside of classrooms/dorms/work areas.
Action taken: _____
- (Only if necessary) 911 called by _____ Time _____
Report:
 - his/her name and title, school/site name and address
 - problem (type of chemical accident; specific location or site; has/has not entered the storm drain; action taken, if any).
- Owner, notified by _____ Time _____
Message: "This is (name and title) at (Hope International University/site). We have a chemical accident (type and location). We (have/have not) evacuated outside the classroom/dorms/work areas, (have/have not) called 911, and (have/have not) requested Physical Plant to contain/clean up."
- Notified by responding government agency (Fire, Police/Haz Mat Team) of chemical accident.
Directed to remain on the site to _____ by (name of person/title and agency) _____
- Transportation requested from Physical Plant to move (#) _____ students and staff.
 Yes No Time _____
Evacuation Location _____
- President's Office/CMT notified of evacuation by _____
- Students/all personnel return to classrooms/dorms/work areas.
Time/date _____

APPENDIX B

BOMB THREAT SITE SPECIFIC CHECKLIST

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

1. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

WW. Exact Words of Caller/Threat _____

XX. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

YY. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Age Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

ZZ. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

AAA. Time caller hung up _____

BBB. Remarks: _____

2. **Report by Designated Person** (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

9-1-1 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- "We have just evacuated the buildings."

President's Office notified by _____ Time _____

Message: "This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) Fire Police

Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. Yes No;
Time _____ Evacuation Location _____

Management and Police notified of evacuation from site by _____

Suspicious object located in/at/near _____ and 9-1-1 called
by _____ Time _____

OR

Nothing suspicious located. Re-entry authorized by _____ Time _____

Students/all personnel returned to classrooms/work area. Time _____

**EMERGENCY PREPAREDNESS PLAN – INFORMATION SYSTEMS
MAIN OFFICE**

Building Coordinators-

Director of Information Systems, Mike Carter, ext. 2229; cell: (714) 396-6870

Back Up-

Telecommunications Administrator, Kevin Saunders, ext. 4625; cell: (714) 403-6877

Help Desk Supervisor, Myriam Morgan, ext. 2607; cell: (949) 697-5203

IS Help Desk, ext. 2607

When to call whom?

<p>911 (9-1-1)</p>	<p><i>Call 911 for any emergency that you would call 911 from anywhere.</i></p> <ul style="list-style-type: none"> • <i>Use the Information Systems phone so they can identify your location.</i> • <i>Stay on the phone until THEY hang up.</i> <p><i>Call Campus Safety after calling 911.</i> <i>Call your supervisor after calling</i></p>
<p>Campus Safety – Security</p>	<p><i>Call to report a situation or ask for help with a non-911 emergency.</i> From Campus Phone: Ext. 7333 Direct: (714) 681-7333 Cell (in case the campus phone system is unavailable): (714) 718-2425</p>
<p>Office Coordinator</p>	<p><i>Call to report an emergency reported to either 911 or Campus Safety related to the Information Systems or ask for assessment of a possible situation to report to Campus Safety.</i> Mike Carter, ext. 2229; cell: (714) 396-6870 Kevin Saunders, ext. 4625; cell: (714) 403-6877 Myriam Morgan, ext. 2607; cell: (949) 697-5203</p>

EVACUATION PLAN – INFORMATION SYSTEMS (MAIN OFFICE)

An evacuation will be indicated by a fire alarm or notice from the Hope International University Crisis Management Command Coordinator (CMCC).

Evacuation Assembly Area – PCWA Plaza

Make an announcement in the office to alert all occupants with the following script:

“Your attention please, we have just been informed that we need to evacuate the building. Please calmly proceed out the front door exit down the stairs to the PCWA plaza.”

In the case of an evacuation, the Information Systems staff and any guests will leave the Information Systems toward the north according to established evacuation routes and meet on the Nutwood Lawn.

1. The Office Coordinator (or designee) will take the *Emergency Procedures Flip Book*, Information Systems Staff emergency contact information, and Information Systems Staff regular schedules.
2. Once assembled, the Office Coordinator will take roll, writing down the names and condition (i.e., in need of medical attention) of all present and those known to be absent or missing, reporting to the Crisis Management Coordinator as needed.
3. The Information Systems staff and any guests will remain in the PCWA plaza until given further instructions from University or Emergency Officials.

SHELTER-IN-PLACE EMERGENCIES

In certain emergencies, Information Systems staff and any guests will be safer to remain indoors. The Crisis Management Coordinator will communicate the nature of the emergency to the Information Systems Office Coordinator once such an emergency has been determined.

The Office Coordinator will follow the procedures outlined in the Crisis Management Notebook as appropriate:

- Assess the safety of the Information Systems staff and any guests and report to the Crisis Management Coordinator as soon as possible.
- Make an announcement in the office to alert all occupants. For example: ***“Your attention please, we have just been informed that we are in a Shelter-In-Place situation. Please calmly move away from the windows and proceed to the back office or the Data Center (MDF).”***
- Lock the doors if needed (i.e., in the case of an intruder on campus)
- Move any guests to a more secure location if needed (i.e., away from windows) such as the back office or the Data Center (MDF).

In case of intruder (i.e., possible shooter):

If the intruder is *in the Information Systems Main Office*

- 1) Call 911 as soon as possible.
- 2) Call Security (ext. 7333) as soon as possible.
- 3) Follow instructions regarding “Physical Threat” in the *Emergency Procedures Flip Book* or “Armed Suspects/Shooting” or “Hostage Situation” sections in the *Crisis Management Plan* notebook as appropriate.

If the intruder is *elsewhere on campus*

1. Lock the doors as soon as it is safe to move toward the front door.
2. Inform any guests of the danger and move them to a more secure location if needed (i.e., away from windows).
3. If it is dark outside, **turn out the lights**. At night, people outside the Information Systems main office can clearly see in while those on the inside see a reflection. Turning out the lights inside will minimize the advantage of an outside intruder.

ACTIVE SHOOTER IN YOUR VICINITY:

Quickly determine the most reasonable way to protect your own life. Students are likely to follow the lead of staff and faculty during an active shooter situation.

1. If the threat is NEAR YOU and YOU CAN ESCAPE:
 - MOVE AWAY from it, do so as quickly as possible. RUN, if possible.
2. If the threat is near you and YOU CANNOT ESCAPE:
3. Find a secure room and LOCK THE DOOR:
 - Put any big object in front of the door to prevent entry.
 - Turn off the lights and silence all electronic devices.
 - Hide behind furniture and be as quiet as possible.
 - Wait for Crisis Coordinator to release you from your position.
4. If you CANNOT (SAFELY) LOCK THE DOOR nor ESCAPE:
 - HIDE, as best you can, but be prepared to disarm the threat:

HOSTAGE SITUATION:

IF PRESENT WHEN A HOSTAGE SITUATION OCCURS:

1. It is most important to **stay calm and alert the Emergency Preparedness Coordinator at ext. 1211 (or 714-507-6108).**
2. Do not attempt to confront or challenge the suspect, or engage in heroics.
3. Never use words such as “hostage,” “captives,” or “negotiate” when communicating with the suspect.
4. Go into a rest mode. Be passive and appear to display more restful or sleepy behavior as opposed to being active.
5. Obey the suspect’s commands without argument. Listen to the suspect’s complaints and demands. Ask permission of the suspect in all matters.
6. If safe, make an effort to establish a rapport with the suspect. Find out and use the suspect’s first name and the first names of those being held (this will help personalize hostages as people rather than objects).
7. **KEEP ALL RADIOS, TELEVISION SETS, AND COMPUTERS TURNED OFF.** Every effort must be made to keep the suspect and hostages from hearing or seeing news reports. Such reports could escalate the situation.
8. Be patient and help minimize tension and frustration. Keep in mind that the **AVERAGE HOSTAGE SITUATION LASTS BETWEEN 6-8 HOURS, and the AVERAGE BARRICADE LASTS 3 HOURS.**

OUTSIDE THE HOSTAGE SITUATION:

1. Communicate any details or information you may have about the situation to Emergency Preparedness Coordinator at ext 1211. They will then make contact with the police department and determine necessary further course of action.
2. **DO NOT MAKE CONTACT WITH THE SUSPECT.** The police department has trained crisis negotiators who will initiate first contact with the suspect. They will conduct **all dialogue** with the suspect.
3. Anticipate that the hostage area will be sealed off to protect people and to preserve evidence.

4. Be aware that the police department's SWAT Team will establish an inner perimeter and an outer perimeter. The area between the inner and outer perimeter will be a "no walk" area.
5. Be prepared for Shelter-In-Place and/or evacuation to designated assembly areas.

AFTER THE SITUATION IS RESOLVED:

1. The police department will need assistance in identifying witnesses. Gather the witnesses in a centralized location, but do not allow them to talk to one another (in order to protect the police investigation).
2. The Emergency Preparedness Coordinator and the Director of Communications will work with the police to develop any and all press releases.
3. The Emergency Preparedness Coordinator will debrief with the appropriate parties as necessary.

In case of fire:

Follow R.A.C.E. to safety procedures outlined in the Emergency Procedures Flip Book on FIRE / MEDICAL EMERGENCIES page.

3. Call 911.
4. Follow evacuation procedures, above.

In case of earthquake:

- E. Take cover *alongside* (not under) a desk or table. Stay away from shelves and windows. Tell others to move away from shelves and windows. Assist others if it is safe.
- F. After shaking ceases, follow evacuation procedures, above.

In case of a bomb threat:

BOMB THREAT SITE SPECIFIC CHECKLIST⁵

This checklist describes the action to be taken in response to a bomb threat. Section I is to be recorded by the person receiving a bomb threat. If the threat is by letter, record the words of the threat in this section and proceed to Section II of the checklist. Section II is the report of the actions taken following the receipt of a bomb threat. If specific persons are designated to perform these tasks, their names should be noted as appropriate.

Site _____ Date _____ Time _____

Person receiving call _____

I. Report by Persons Receiving Call (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

CCC. Exact Words of Caller/Threat _____

⁵ From the "Operational Plan for Bomb Threat" and "Appendix D: Bomb Threat Site Specific Checklist" in the Hope International University *Crisis Management Plan* notebook.

DDD. If possible, ask the caller the following questions:

- Where is the bomb (building, location)? _____
- What time is it set to go off? _____
- What kind of bomb is it? What does it look like? _____
- Who set the bomb? Why was the bomb set? _____
- Where are you calling from? _____
- What is your name? _____ How old are you? _____

EEE. Evaluate the voice of the caller and check applicable spaces:

- Male Female Adult Teen Elem. Child Old
- Accent Speech Impediment Intoxicated Slow Rapid
- Voice is familiar? If so, sounds like: _____

FFF. Background noise (check applicable spaces):

- Music Conversation Typing Babies or children Airplane
- Cars or trucks Machine noise Other _____

GGG. Time caller hung up _____

HHH. Remarks: _____

II. Report by Designated Person (Check off completed tasks as appropriate to the circumstances of the incident. Attach record of additional actions.)

Fire Alarm activated by _____ Time _____

911 called by _____ Time _____

Report:

- his/her name and title
- building/site location
- problem (bomb threat)
- “We have just evacuated the buildings.”

President’s Office notified by _____ Time _____

Message: “This is (name and title). We have just received a bomb threat. We have evacuated the buildings and called 911.

Written threat (letter) protected in document holder and kept by _____

__ Thorough inspection of all classrooms, work areas, lounges, bathrooms, offices, multipurpose room, kitchen, shrubbery, roof, and perimeter areas conducted by: (check as appropriate) __ Fire __ Police

__ Evacuation from site declared necessary by _____

Buses requested from Transportation to move (#) _____ students and staff. __ Yes __ No;
Time _____ Evacuation Location _____

__ Management and Police notified of evacuation from site by _____

__ Suspicious object located in/at/near _____ and 911 called
by _____ Time _____

OR

__ Nothing suspicious located. Re-entry authorized by _____ Time _____

__ Students/all personnel returned to classrooms/work area. Time _____

Also refer to Bomb Threat section of *Campus Emergency Procedures* flip booklet