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INTRODUCTION

Disasters and major emergencies can occur without warning and create serious risk for the College of Marin community. The purpose of this handbook is to provide information on how the College plans to respond to a disaster or major emergency, as well as information on how to respond to other emergencies you may encounter while working.

This handbook is only a guide, and while it covers a number of specific emergency procedures, it would be impossible to list everything that could possibly go wrong.

When confronted with an emergency, remember these general guidelines:

- ☞ Remain as calm as possible.

- ☞ If you are instructed to evacuate a building:
 - Cooperate with emergency personnel.
 - Move at least 100 feet away from the building or as far away as possible.
 - Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and personnel.
 - DO NOT re-enter-evacuated buildings until those in charge of the evacuation say it is safe to do so.


- ☞ If requested, assist emergency personnel.

- ☞ An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have information to report.

- ☞ The college may become isolated from outside help for up to 72 hours.

- ☞ You should keep emergency supplies in your car and office. Information on how to make an emergency supply kit is on the inside of the **back cover**.

IMPORTANT NOTE

Throughout this handbook you will find action flags , which identify important actions that should be taken during an emergency.

EMERGENCY OPERATIONS PLAN (EOP)

The Emergency Operations Plan (EOP) is the college's plan for handling **major** emergencies and disasters. This plan is based on a realistic approach to the problems likely to be encountered and is based upon the following assumptions:

- A major emergency or disaster may occur at any time of the day or night, weekends or holidays, with little or no warning.
- Since events in a major emergency or disaster are not predictable, published emergency plans will serve only as a guide and may require modification in order to meet the requirements of the emergency.
- Major emergencies or disasters may affect widespread areas; therefore, city, county, and federal emergency services may not be available. The college may expect a delay of up to 72 hours in receiving off-campus emergency help.

The goals of the plan are to protect lives and property and to restore instruction as soon as possible after a major emergency or disaster.

EMERGENCY OPERATION CENTER (EOC)

In the event of a disaster or major campus-wide emergency requiring coordinated response by multiple departments, Public Safety staff will activate an Emergency Operations Center (EOC):

Primary EOC

Student Service Building
Conference Room A/B

Alternate EOC

Administration Center AC 108

EMERGENCY INFORMATION

Immediately after a major emergency or disaster (such as an earthquake), there is often a great deal of confusion and anxiety. You should remain as calm as possible and remember the following:

- ① The college is committed to providing official emergency information as quickly as possible.
- ① In the first few minutes after an emergency, official information will likely not be available.
- ① The phone system, if it is working, may be overwhelmed and should only be used for emergency calls.
- ① Information about what has happened, what to do, and where to go will be available at the emergency assembly areas as quickly as possible. The location of the emergency assembly areas can be found on the inside of the **front cover**.

DEFINITIONS OF AN EMERGENCY

The following definitions of an emergency are provided as guidelines to assist staff in determining the appropriate response:

Sensitive Incident

Any incident or situation with the potential for adverse publicity to the college.

Who handles the emergency?

- 24 hrs./ 7 days a week Campus Police 911
- Daytime – President’s Office, Ext. 7400

Minor Emergency (Level I)

A potential or actual incident that does not seriously affect overall operations of the college.

Who handles the emergency?

- Campus Police, Ext 7696
- Facilities & Maintenance, Ext. 7680

How is the emergency handled?

- Specific procedures developed by a department.

Major Emergency (Level II)

A potential or actual incident that affects an entire building, disrupts the overall operations of the college, and may require emergency help from outside the college.

Who handles the emergency?

- Campus Police 911/ Ext. 7696
- President’s Office Ext. 7400
- Facilities & Maintenance, Ext. 7680
- Other departments as required

How is the emergency handled?

- Specific procedures developed by Public Safety or Facilities.
- Possible implementation of the Emergency Operations Plan (EOP)

Disaster (Level III)

An actual incident or disaster which seriously impairs or halts operations of the college, causes numerous casualties and severe property damage, and requires coordinated effort of all campus resources and outside emergency services.

NOTE: In a disaster it is possible that the college will be without immediate help and could be isolated from help for up to 72 hours. For information on how to prepare a personal or office disaster plan, call Public Safety at Ext. 3330 or online at www.nvc.cc.ca.us/PS/ps.htm

Who handles the emergency?

- Campus Police 911/ Ext. 7696
- Facilities & Maintenance, Ext. 7680
- All other college departments.

- The Emergency Operations Plan (EOP) will be implemented.

How is the Emergency handled?

- The Emergency Operations Center (EOC) will be activated.

REPORTING EMERGENCIES

| <i>What to call for.</i> | <i>What number to call.</i> | | | | | | | | | |
|--|---|-------------------|------------------|-------------------|------------------|------------|-----------------|-----------------|------------------|-----------------|
| <p>Life-Threatening Medical Emergency such as</p> <ul style="list-style-type: none"> Severe chest pain Respiratory distress or cessation of breathing Severe burns Uncontrolled bleeding Unconsciousness (except for seizures) <p>ANY Fire</p> <p>Violent incidents -- involving weapons, bodily injuries, physical attacks, etc</p> | <p>Call 911</p> <p>When calling 911, remain calm and carefully explain the problem and location to the dispatcher. DO NOT HANG UP UNTIL TOLD TO DO SO.</p> <p>Please Note – The college’s phone system does not require you to dial a “9” for an outside line before calling 911.</p> | | | | | | | | | |
| <p>Medical emergencies</p> <p>A hazardous material release with low potential for fire or injury</p> <p>Psychological crisis, civil disturbance, criminal incident</p> <p>Any other major or minor emergency or incident</p> | <p>Call Campus Police</p> <table border="0"> <thead> <tr> <th></th> <th><u>ON-CAMPUS</u></th> <th><u>OFF-CAMPUS</u></th> </tr> </thead> <tbody> <tr> <td>EMERGENCY</td> <td>911</td> <td>485-9676</td> </tr> <tr> <td>BUSINESS</td> <td>Ext. 7455</td> <td>485-9455</td> </tr> </tbody> </table> <p>When calling, remain calm and carefully explain the problem and location to Dispatcher or Police staff. DO NOT HANG UP UNTIL TOLD TO DO SO.</p> | | <u>ON-CAMPUS</u> | <u>OFF-CAMPUS</u> | EMERGENCY | 911 | 485-9676 | BUSINESS | Ext. 7455 | 485-9455 |
| | <u>ON-CAMPUS</u> | <u>OFF-CAMPUS</u> | | | | | | | | |
| EMERGENCY | 911 | 485-9676 | | | | | | | | |
| BUSINESS | Ext. 7455 | 485-9455 | | | | | | | | |
| <p>Utility failure (power, plumbing, etc.)</p> | <p>Call Facilities, Ext. 7680 (Call Campus Police at 911 if no answer)</p> | | | | | | | | | |

VIOLENT CRIME IN PROGRESS

If you are the victim of a violent crime, such as assault, robbery, theft, or sexual assault, call 911 as soon as possible. Supply the following information:

- What happened? (*nature of the incident*)
- Who did it? (*description of people involved*)
- Where did it happen? (*location of incident*)
- What property was involved, if any?

DO NOT TAKE UNNECESSARY CHANCES!

AVOID UNNECESSARY RISKS!

☞ In the event of gunfire on or near campus, immediately take cover by hiding behind something that is solid. After the shooting stops, call 911.

SUSPICIOUS PERSON

If you witness a criminal act or notice a person acting suspiciously on campus, immediately call Campus Police at 911. Supply the following information:

- What they are doing?
- What do they look like?
- Where are they?

PSYCHOLOGICAL CRISIS / DISRUPTIVE BEHAVIOR

The Napa Valley College **Crisis Assessment Team** is made up of individuals from Campus Police, Student Services, and Counseling who have specific training in how to respond to disruptive situations.

Campus Police is the designated first responder for campus crisis intervention and should be called to the scene whenever a disruption or crisis occurs.

Campus Police will in turn notify the Crisis Assessment Team.

☞ When dealing with a person who is having a psychological crisis

Avoid invading the personal space (*within arm's reach*) of the person.

Do not get "hooked" into defending your credibility.

Do not allow your "buttons" to be pushed.

Do not threaten or ridicule the person.

Do not get into an argument with the person.


Do not raise your voice, use a calm and clear voice.

FIRE

Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information are available from Public Safety, Ext. 3330.

ACTIONS TO TAKE IF YOU DISCOVER A FIRE:

- Safeguard life and isolate the fire by closing all doors on your way out of the room. **Do not lock the doors.**
- Report fire or smoke by activating the nearest fire alarm.
- Call the Fire Department by dialing 911 from the nearest telephone.
- Slowly state, "I want to report a fire." Give your location (building, floor, room number).
- Do not attempt to fight a fire alone; report it immediately to 911. Fire fighting should be delegated to trained firefighters, with the possible exception of a minor fire that could be quickly and easily extinguished by a portable fire extinguisher.
- Keep fire lanes and sidewalks clear for emergency personnel.
- Be aware of hazardous materials in your area and any special fire fighting precautions that should be observed.
- When the building evacuation/fire alarm is sounded or when you are told to leave by Public Safety or emergency personnel, walk quickly to the nearest marked exit and alert others to do the same.
- Assist those persons who are disabled in exiting the building! **Do not use elevators during a fire.**
- Notify emergency personnel if you suspect someone may be trapped inside the building.

 **Since smoke is the greatest danger in a fire stay near the floor where the air will be more breathable. If you are trapped in a building during a fire, if a window is available, open or break the window and place an article of clothing (shirt, coat, etc.) outside the window as a marker for emergency personnel.**

EARTHQUAKE

BEFORE AN EARTHQUAKE

Faculty and supervisors should inform students and staff of how to protect themselves before an earthquake. Information is available from Public Safety, Ext. 3330.

DURING AN EARTHQUAKE

- **If indoors**, seek cover in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- **If outdoors**, move quickly away from buildings, utility poles, and other structures. Always avoid downed power or utility lines because they may be energized.
- **If in an automobile**, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits but stay in the vehicle for the shelter it offers.

AFTER THE INITIAL SHAKING STOPS

Evaluate the situation and if emergency help is necessary, call 911 or 511. Protect yourself at all times and be prepared for aftershocks.

If the building evacuation/fire alarm is sounding or if you are told to leave by Public Safety or emergency personnel, walk quickly to the nearest marked exit and alert others to do the same.

Once outside, move to a clear area at least 100 feet away from the building. Keep streets and walkways clear for emergency vehicles and personnel. Listen for instructions from Public Safety. If it is necessary, you will be instructed to go to an emergency assembly area where you will receive further information about local conditions and exit routes from campus.

Be alert for hazards such as building damage, gas leaks, fires, broken utility lines, spilled chemicals, and other potentially harmful materials.

Do not return to an evacuated building unless directed to do so by Public Safety or emergency personnel.

Do not use the telephone, except for emergency calls.

Do not use matches or other open flames until you are certain there are no dangerous fumes present.

Do not operate electrical equipment if gas leaks are suspected.

Do not touch downed power lines.

BOMB THREAT

Bomb threats usually occur by telephone. If you receive a bomb threat, remain calm and attempt to obtain as much information as possible from the caller by using the bomb threat checklist on the next page.

If you cannot use the checklist, **immediately** write down the following information after the call:

- » Time of call
- » Age and gender of caller
- » Speech pattern, accent, or other traits
- » Emotional state
- » Background noise

If you receive a bomb threat over the phone, immediately call Public Safety at 511.

SUSPICIOUS OBJECT

 **If you observe a suspicious object or potential bomb:**

- **Do not** handle or move the object!
- **Do not** use cordless or cellular phones near the object.
- **Do not** turn lights or any electrical switch **on** or **off**.
- Leave the area immediately and call Public Safety at 511.

If you are instructed to evacuate a building:

- Move a least 100 feet away from the building.
- Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- Assist emergency crews, if requested.
- Do not re-enter an evacuated building until those in charge of the evacuation say it is safe to do so.

BOMB THREAT CHECKLIST

WHEN THE PERSON IS ON THE PHONE ASK

When is the bomb going to explode? _____

Where is the bomb right now? _____

What does the bomb look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? YES NO, Why? _____

What is your name? _____

Where do you live? _____

AFTER THE CALL (Check as many as apply.)

Background Sounds

- Office Machinery
- Factory Machinery
- Street Noises
- Animal Noises
- Static
- Voices in Background
- Music in Background
- Local Call
- Long-distance Call
- Phone Booth
- Cellular Phone
- Other _____
- _____
- _____

Caller's Voice

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Normal
- Slurred
- Familiar
- Disguised/Distinct
- Clearing Throat
- Deep Breathing
- Cracking Voice
- Laughing Voice
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Crying
- Accent

Threat Language

- Well Spoken (Educated)
- Message Read By Threat Maker
- Foul Language
- Irrational Language
- Taped Message
- Incoherent Message
- Remarks
- _____
- _____
- _____
- _____
- _____

OTHER INFORMATION

Time of Call: _____ AM / PM Number Called: _____

Did the caller ask for anyone specific? NO YES, Who? _____

IMMEDIATELY CALL CAMPUS POLICE – 911

EXPLOSION OR SIMILAR INCIDENT

In the case of an explosion or similar incident on campus, take the following actions:

- Immediately take cover under tables, desks, and other such objects, which will protect against falling glass or debris.
- After the effects of the explosion have subsided, call 911. Give your name and describe the location and nature of the emergency.
- If necessary, activate a fire alarm.

When the building fire alarm is sounded or you are told to leave by Public Safety or emergency personnel, walk quickly to the nearest marked exit and alert others to do the same.

Assist the disabled in exiting the building. Elevators may be used to evacuate disabled persons **ONLY** after the elevator has been declared safe. Always evacuate mobility aids (wheelchairs, walkers, crutches) with the person, if possible.

Once outside, move to a clear area at least 100 feet away from the affected building.

Keep streets and walkways clear for emergency vehicles and personnel.

Listen for instructions from Public Safety or emergency personnel.

An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have important information to report.

DO NOT return to an evacuated building unless directed to do so by Public Safety personnel.

HAZARDOUS MATERIAL RELEASE

Call Public Safety immediately at 511 to report accidents that involve chemical spills or leaks or other dangerous substances.

- * When reporting, be specific about the nature of the material involved and the location. Public Safety will contact the necessary specialized authorities and medical personnel.
- * The instructor or supervisor should evacuate the area at once and seal it off to prevent further contamination until emergency personnel arrive.
- * Anyone who may have been contaminated should stop and remain in the vicinity. Make sure that each person's name and location is given to a Public Safety officer or emergency responder.

If necessary or if directed to do so by emergency personnel, activate the building fire alarm.

CIVIL DISTURBANCE OR DEMONSTRATION

Most campus demonstrations will be peaceful. Attempt to carry on business as normally as possible. Avoid provoking or obstructing the demonstrators. No action is necessary unless one of the following conditions exists:

- Interference with the normal operations of the college
- Prevention of access to offices, building, or other facilities
- Threat of physical harm to persons or damage to facilities

If any of these conditions exist, Campus Police should be notified at 911.

Campus Police will be responsible for contacting and informing the Chief of Police, President and other senior administrators.

CONDUCT FOR EMPLOYEES TAKEN HOSTAGE

Try to stay calm and attempt slow things down. Be alert to situations that you can exploit to your advantage. Remember that the primary objective of the college, Campus Police, and other police officials will be to secure your safe release as quickly as possible. Do not discuss what action your family, friends, or employer may take.

Generally, do not expect a good opportunity for escape. Attempts to escape should not be made unless you think your life is in imminent danger.

Avoid making provocative remarks to your abductors. They may be unstable individuals who react explosively and are likely to become violent and abusive. Try to establish some kind of rapport with your captors.

If you see someone taken hostage, immediately call 911.

WORKPLACE VIOLENCE

Most acts of workplace violence do not occur in a vacuum or without warning; there are generally warning signs that precede the event. The risk of workplace violence can be minimized by careful observation and documentation of an individual's behavior, such as:

- **Boundary Crossing**, which includes pushing the limits of acceptable workplace behavior and continual testing established rules
- **Chemical Dependence**, upon alcohol and/or drugs, which may create paranoia and aggressive behavior
- **History of Violence**, which is the best predictor of violent behavior
- **Inconsistent Work Patterns and Attendance Problems**, including periods of very high and very low work productivity, as well as unexplained or improbable excuses for absences
- **Pathological Blaming**, by people who cannot take responsibility for their own actions, will not admit wrongdoing, and always blame others, the college, or the system
- **Unusual / Changed Behavior**, including verbal outbursts, inappropriate remarks, and threats such as, "they'll regret this."

Workplace violence situations are often very complex, and you are not expected handle the situation without assistance. If you think a workplace violence situation is developing, call Campus Police at Ext. 7696.

UTILITY PROBLEM / FAILURE

PLUMBING FAILURE/FLOODING

- Cease using all electrical equipment.
- Notify Facilities at Ext. 7680 or, if no answer call Campus Police at 911.

GAS LEAK

- Cease all operations.
- **Do not** switch lights on or off.
- Evacuate the area.
- Call Campus Police at 911.

VENTILATION PROBLEM

- If necessary, cease all operations and evacuate the area.
- Notify Facilities at Ext. 7680 or if no answer call Campus Police at 911.

ELEVATOR FAILURE

- If you are trapped in the elevator, use the emergency phone to call for help.
- Turn on the emergency alarm located on the front panel, which will signal for help.

BLACKOUT/ POWER FAILURE

If a blackout or power failure occurs during daylight, the college will remain open. The phone and emergency systems will continue to operate and most rooms on campus will have enough ambient light to continue activities.

If a blackout or power outage occurs **after it is dark**, classes may be excused after 15 minutes. When the lights go out, please remain calm, use whatever light sources you have, and wait in your room or area. Wait for 15 minutes. If the lights have not come back on, you should have your students or staff should make their way to their cars and leave the campus. Please remind people to:

- Walk to their cars in-groups and use caution.
- Look out for other people walking to their cars when driving out of the parking lots.
- Treat any intersection without working signal lights as a 4-way stop.

EVACUATION PROCEDURES

In a disaster or major emergency, evacuation of a specific building may be necessary. Classes, departments, and offices in every building should agree in advance on an outdoor meeting place away from the building. A building evacuation will occur when a fire alarm sounds or upon notification by Campus Police or emergency personnel.

- ◆ Be aware of all marked exits from your area and building. Know the routes from your work area.
- ◆ If necessary or if directed to do so by Campus Police or emergency personnel, activate the building fire alarm.

CAUTION: *Building fire alarms may stop ringing; even if they stop, continue the evacuation.*

- ◆ When the evacuation/fire alarm sounds or when told to leave by a Public Safety or emergency personnel, walk quickly to the nearest marked exit and ask others to do the same. **DO NOT** use elevators unless directed.
- ◆ Assist those persons who are disabled in exiting the building. Elevators may be used to evacuate the disabled **ONLY** after the elevator has been declared safe. Always evacuate mobility aids (wheelchairs, crutches, etc.) with the person, if possible.
- ◆ Once outside, move to a clear area that is at least 100 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
- ◆ If requested, assist emergency personnel.
- ◆ An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have important information to report.
- ◆ **DO NOT** return to an evacuated building unless directed to do so by Public Safety or emergency personnel.

If an extended evacuation is necessary, you should go to the college's emergency assembly areas, where information and assistance will be provided. The location of the emergency assembly areas can be found on the inside of the **front cover**.

In the event of extended nighttime evacuation you should assemble at college's flagpoles.

If buildings are damaged in an earthquake or other emergency, they will be inspected as soon as possible and posted with a red "CLOSED" or green "OPEN" sign. **DO NOT** re-enter a building that has not been inspected or does not display a sign.

EVACUATION OF PERSONS WITH DISABILITIES

The following guidelines should be considered in evacuating persons with disabilities:

FIRST, communicate the nature of the emergency to the person.

SECOND, ask the person how you can assist.

THIRD, if possible evacuate mobility aids with the person (i.e. crutches, wheelchairs).

VISUAL IMPAIRMENTS

Describe the nature of the emergency and offer to guide the person to the nearest emergency exit. Have the person take your elbow and escort him or her, advising of any obstacles, such as stairs, narrow passageways, or overhanging objects. When you have reached safety, orient the person to where you are and ask if further assistance is needed.

HEARING IMPAIRMENTS

Most buildings are not equipped with flashing light alarms, and persons with impaired hearing may not perceive that an emergency exists. Communicate with the person by writing a note or using simple hand gestures.

PERSONS USING WHEELCHAIRS

Ask the person what method of assistance he/she prefers. Some people have minimal ability to move, and lifting them may be dangerous to them. Some persons using wheelchairs have respiratory complications; remove them from smoke or fumes immediately. If the disabled person wants to be moved in his or her wheelchair, keep the following considerations in mind:

| <i>With Their Wheelchair</i> | <i>Without Their Wheelchair</i> |
|--|---|
| <ul style="list-style-type: none"> • Ask if they want to move forward or backward down stairs. • Wheelchairs have many movable or weak parts. • Some persons have no upper trunk or neck strength. • Power wheelchairs have very heavy batteries; an evacuation chair may be needed and the chair retrieved later. • If a seatbelt is available, use it! • DO NOT attempt to move a person in a wheelchair by yourself; seek help. | <ul style="list-style-type: none"> • Ask how to remove them from the wheelchair • Ask whether to move their extremities or not. • Ask whether they want to be moved down the stairs forward or backward. • Ask whether the seat cushion or pad should be brought. • Ask what is necessary for after-care |