



2021

# EMERGENCY PREPAREDNESS MANUAL

Pacific Oaks College • 45 & 55 Eureka • Pasadena, CA 91103  
Pacific Oaks College • 1245 S Winchester • San Jose, CA 95128



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## INTRODUCTION

Pacific Oaks is committed to the safety and security of all its' members. In times of an emergency, the College will provide an appropriate campus-wide response to ensure safety and to reduce loss.

This Emergency Preparedness Manual is intended to assist all faculty, staff and students in responding to emergencies which may occur while on campus. Such emergencies can occur at any time and without warning, but their effects may be minimized if proper emergency procedures are followed.

Emergency preparedness is first and foremost an individual responsibility. This manual will serve as a quick reference for efficient action during emergencies, and should be kept in an easily accessible location. This manual is not intended to be the definitive answer to each emergency that may arise; however, faculty, staff and students should take time to read and become familiar with its' contents before an emergency occurs. Nevertheless, in all instances, one's best judgment should be followed.

Should there be any questions or comments regarding this material, please contact an Emergency Response Team Member listed in this manual.

Stay safe!

## **EMERGENCY NOTIFICATION SYSTEM**

No single system can be 100 percent effective, therefore Pacific Oaks uses multiple independent communication channels to make sure that information gets out quickly to students, faculty, staff, and other members of the Pacific Oaks community in the event of an emergency.

### **A. Rave Alert**

The Rave system enables specially designated College officials to contact registered members of the Pacific Oaks College via text message, voicemail and/ or e-mail to apprise them of emergency situations or other ongoing risks to public safety in our campus community. In order to receive broadcast messaging, you must sign up independently to receive text messages. Please contact Pacific Oaks Office of Information Technology (OIT) by email at [helpdesk@pacificoaks.edu](mailto:helpdesk@pacificoaks.edu).

### **B. Emergency Site**

In the event of a major emergency, information about the status of the College is posted online at [www.pacificoaks.edu](http://www.pacificoaks.edu). Backup web servers are available in the Midwest if Pacific Oaks servers are incapacitated.

### **C. Emergency Information Line**

Pacific Oaks' emergency information telephone line (626) 529-8432 also provides information in the event of an emergency.

### **D. OIT Email Notifications**

The Office of Information Technology (OIT) maintains a list of College email addresses for all students, faculty and staff that are used to distribute timely information about crimes as well as emergencies and other situations posing a risk to campus safety.

### **E. OIT PA Broadcast Messages**

The Pacific Oaks Office of Information Technology (OIT) has the ability to leave mass voicemail messages for every campus phone number.

### **F. Departmental Communications**

POC Administration maintains a stakeholder communication roster and a phone tree to expedite emergency communications. Please refer to page 4 of your Emergency Preparedness Manual for phone tree.

## EMERGENCY RESPONSE TEAM PASADENA CAMPUS (ERT)

The chosen members are familiar with the names and faces of all employees in a Pacific Oaks office. Pacific Oaks has designed the following primary positions for the Emergency Response Team.

**Roaming Captains:** *AVP, Financial and Administrative Operations & VP of Human Resources & Organizational Effectiveness*

**Area Captains:** *Dean of Students, Manager of Academic Affairs, Program Manager, AVP of Admissions, Facilities Manager, Senior IT Support Analyst, Operations Services Assistant-Facilities, IT Site Support Manager*

### 45 Eureka, Suite A - Response Team

**Area Captain:** *Dean of Students*

**Team:** CARE Director and Librarian

**Areas:** Student Services, C.A.R.E, Learning Center and Library

**Searchers:** Director of Library Services, Learning Assistant Specialist

**Areas:** *Specifically, remote areas and all classrooms*

### 45 Eureka, Suite B - Response Team

**Area Captain:** Manager/Academic Affairs, Program Manager

**Team:** Program Manager HD, Program Manager SOE and Academic Advisor

**Areas:** *Computer Lab, Student Finance*

**Searchers:** Academic Advisor and Senior Academic Advisor

**Areas:** *Specifically, remote areas and all classrooms*

### 45 Eureka, Suite C Response Team

**Area Captain:** *AVP of Admissions*

**Team:** Senior Director of Admissions, Associate Director of Admissions, Director of Admissions & Outreach, Cohort Development & Outreach Specialist, Enrollment Counselor

**Areas:** *Admissions and Kitchen-Lounge*

**Searchers:** Senior Enrollment Counselor, (2) Enrollment Counselors

**Areas:** *Specifically, remote areas, all classrooms and restrooms*

## **45 Eureka, Suite D - Response Team**

**Area Captain:** *Facilities Manager*

**Team:** Chief of Staff- President's Office & Board Affairs, Human Resources Coordinator and Human Resources Generalist

**Areas:** *Human Resources, Finance, Advancement, President's Office, Conference Room D-102, Registrar's Office, Hallway, Classroom 6*

**Searchers:** Associate Registrar, Registrar's Coordinator and Manager of institutional Advancement

**Areas:** *Specifically, remote areas and all classrooms*

## **Suite E - Response Teams**

**Area Captains:** *Senior IT Support Analyst*

**Team:** Core Faculty/CFP, Core Faculty/SOE, Administrative Faculty/HD

**Areas:** *HD, CFP, SOE, Online, IT, Computer Lab, Library, Kitchen, Open Faculty Office, Social Work*

**Searchers:** VP, Academic Affairs and Dean/ SOE

**Areas:** *Specifically, remote areas, all classrooms and restrooms*

## **55 Eureka - Response Teams**

**Area Captains:** *Operations Services Assistant- Facilities, IT Site Support Manager*

- **Team:** Field Marketing Manager
  - **Areas:** Kitchen, offices, restrooms and Student Success Center
- **Searchers:** Director of Community Engagement Center for Community & Social Impact, Manager, Student Success center for Community & Social Impact & Success Coach (HIS) Partnership Development

**Areas:** *Specifically, remote areas, all classrooms and restrooms*

## **EMERGENCY RESPONSE TEAM SAN JOSE CAMPUS (ERT)**

### **1245 S. Winchester, Suite 108, - Response Team**

**Roaming Captain:** **Campus Dean**

**Area Captain:** *Program Manager*

**Team:** Administrative Faculty, School of Human Development,

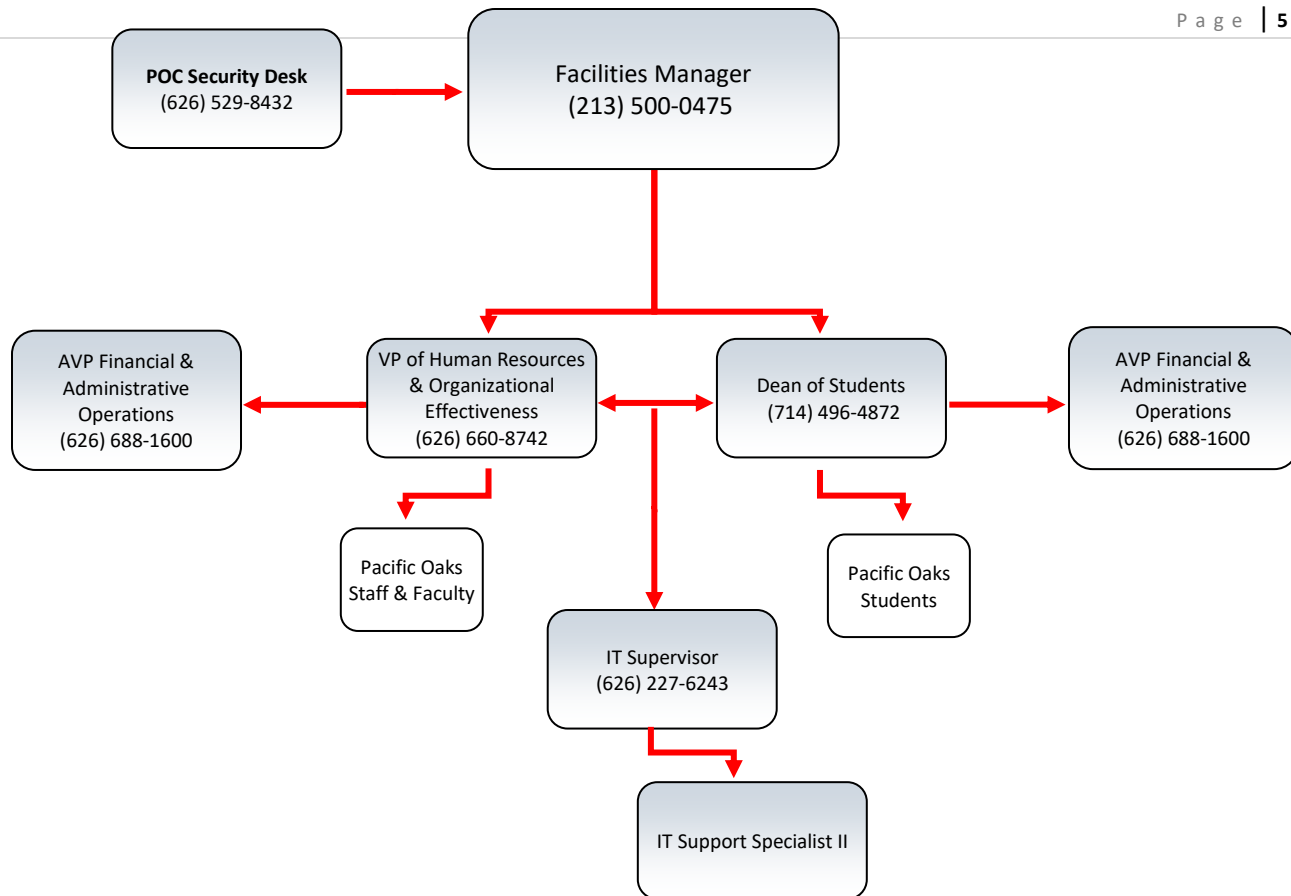


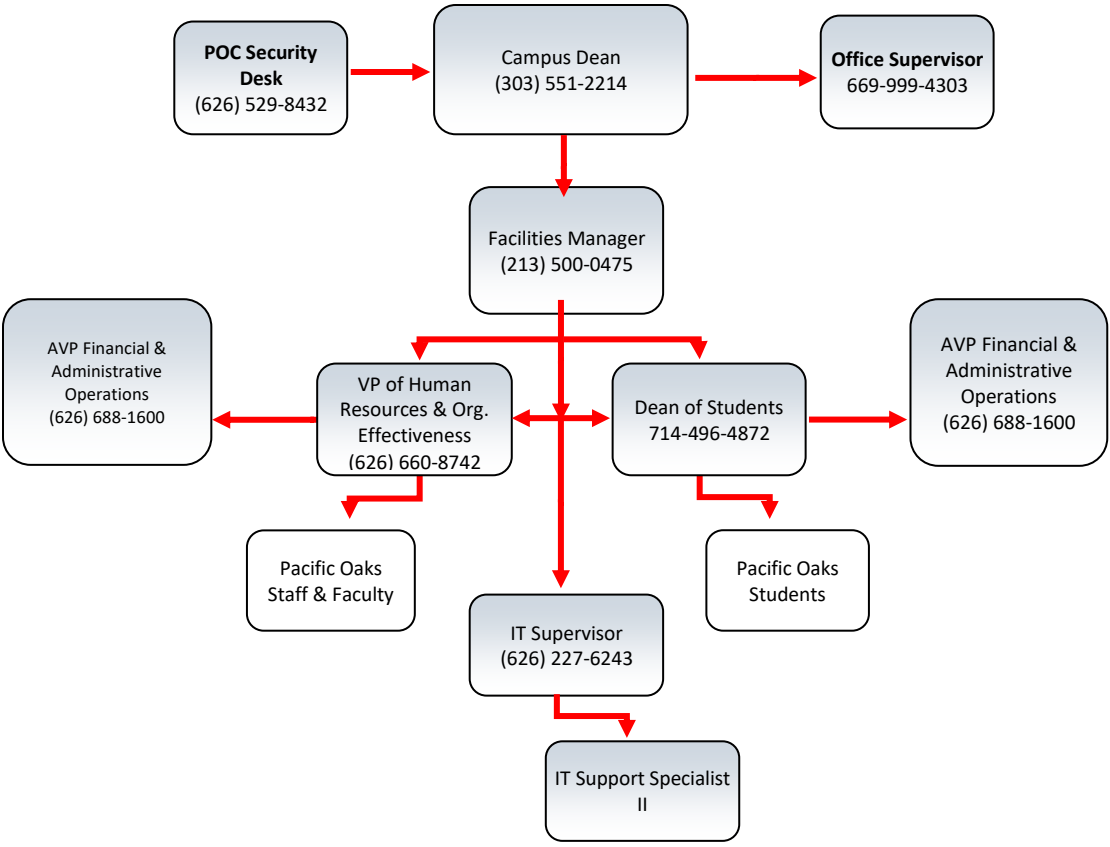
Administrative Faculty, School of Education & Administrative Faculty,  
Cultural Family Psychology

**Areas:** *Offices, Classrooms and Student lounge*

**Searchers:** *Office Supervisor, Office Coordinator, Student Success  
Coach*

**Areas:** *Specifically, remote areas and all classrooms*





## **FIRE EMERGENCY PROCEDURES**

When an emergency strikes, every minute counts. Remaining calm and following these general guidelines can help keep you safe.

In the case of a fire remember...

### **C.A.L.M.**

**CALL** 911 first and make sure you provide accurate information such as street address and location of fire or potential emergency.

**ALERT** Pacific Oaks College (POC) Security Desk at (626) 529-8432. Provide accurate information about the fire or emergency so that they can direct the fire department to the emergency when they arrive.

**LISTEN** to the instructions provided when calling 911 because they may provide you specific instructions on what to do to stay safe.

**MOVE** to safety or evacuate only if you are in immediate danger, otherwise stay where you are.

#### **DO NOT:**

- GO TO THE ROOF
- PANIC
- BREAK WINDOWS

## **FIRE EMERGENCY PROCEDURES FOR NON-BUSINESS HOURS**

This emergency information was developed for the possible event of an emergency at an instructional site or when the College's administrative offices are closed, specifically on weekends and weekdays after 6:00 p.m. If the emergency is life threatening or extreme in nature, one should dial 911 immediately.

1. All emergencies should be reported to a faculty, site coordinator, staff member, or Pacific Oaks College (POC) Security Desk.
2. Staff and/or faculty should contact the Pacific Oaks College (POC) Security Desk in the event of an emergency at (626) 529-8432. "In Case of Emergency" flyers are posted in 45 and 55 Eureka buildings providing emergency contact information.
3. If the nature of the emergency requires that Pacific Oaks College must call the student's emergency contact, then the VP of Academic Affairs will contact the appropriate available Associate Dean.
  - Deans will obtain the student's information from CampusVue and initiate the call to the student's emergency contact person.
  - A record of the incident should be added to the "Contact Manager" section of CampusVue.

## EVACUATION PROCEDURES

In the event an evacuation is initiated, the strobe lights and signals will sound on the ground level and you will receive instructions from the ERT and/or fire officials to evacuate.

Follow the procedures below:

1. Listen carefully to the instructions. If your ground level section does not receive any instructions, remain in place until you have been further notified. Please be aware that people from another ground level section may have been instructed to evacuate to your ground level section or you may hear people evacuating the building.
2. The Area Captain is to alert the other members of the Response Team to assume their duties and begin the evacuation. The Response Team members should wear the orange vests provided by the Office/Facilities Manager so that they can be easily identified by other occupants and the Fire Department.
3. The Response Team is to walk the ground level making sure that everyone is aware of the order to evacuate and directs all employees and visitors to proceed quickly to the emergency exit for a safe exit.
4. The Searchers are to search all rooms including restrooms. After a room has been searched, close the door and place a post-it at the bottom of the door to indicate to the fireman that the room has already been searched.
5. The Area Captain is the last one to leave the ground level. Before leaving, check offices and other rooms that were not inspected (if doors are open and do have post-it notes). Make sure all doors are closed because this helps to contain fire and smoke.
6. Once an evacuation has begun, do not re-enter the evacuated area until it has been declared safe by the Fire Department officials.
7. The Area Captain should take a head count (using a current list of employees) and confirm that their evacuated personnel are present and accounted for at the designated evacuation area. If someone is not accounted for, immediately notify the firemen so that they may send help.

## EMERGENCY EVACUATION FOR PEOPLE WITH DISABILITIES

In the event of a building evacuation, some individuals with disabilities may require special assistance. Everyone can help by becoming aware of those who may need assistance.

### A. Mobility-Impaired/Wheelchair

A building occupant should remain with the disabled person in a room with an exterior window, a telephone, and a solid door. Send someone out to notify emergency personnel of the location of the person in need of assistance. Fire Department personnel then can assist the person.

Only when the Fire Department is not available and there is an imminent hazard should occupants evacuate wheelchair users. If this must be attempted, one technique is the Two-Person Cradle Carry:

Follow the procedures below:

1. With a second person, wait until other evacuees have cleared area.
2. Both of you stand on either side of the individual.
3. Reach under the individual and lift them out in a cradle.
4. Control the descent by walking slowly and cautiously.
5. Never leave the wheelchair in a hallway.

A second technique is the Chair Evacuation:

1. Transfer the individual to a sturdy office or classroom chair.
2. First helper gently leans the chair backward.
3. The other helper faces the chair and holds onto the front legs of the chair. Both will lift the chair simultaneously.
4. Control descent by bending legs slowly & keeping back straight.

### B. Hearing Impaired

People with hearing impairments may not hear audio emergency alarms and will need to be alerted by other building occupants.

Strobe lights are located throughout the 45 & 55 buildings. When these lights are activated from the fire/life safety system panel, they will flash on and off and are intended to alert the hearing impaired that there is an emergency. The strobe lights are tested annually to ensure they are operating properly.

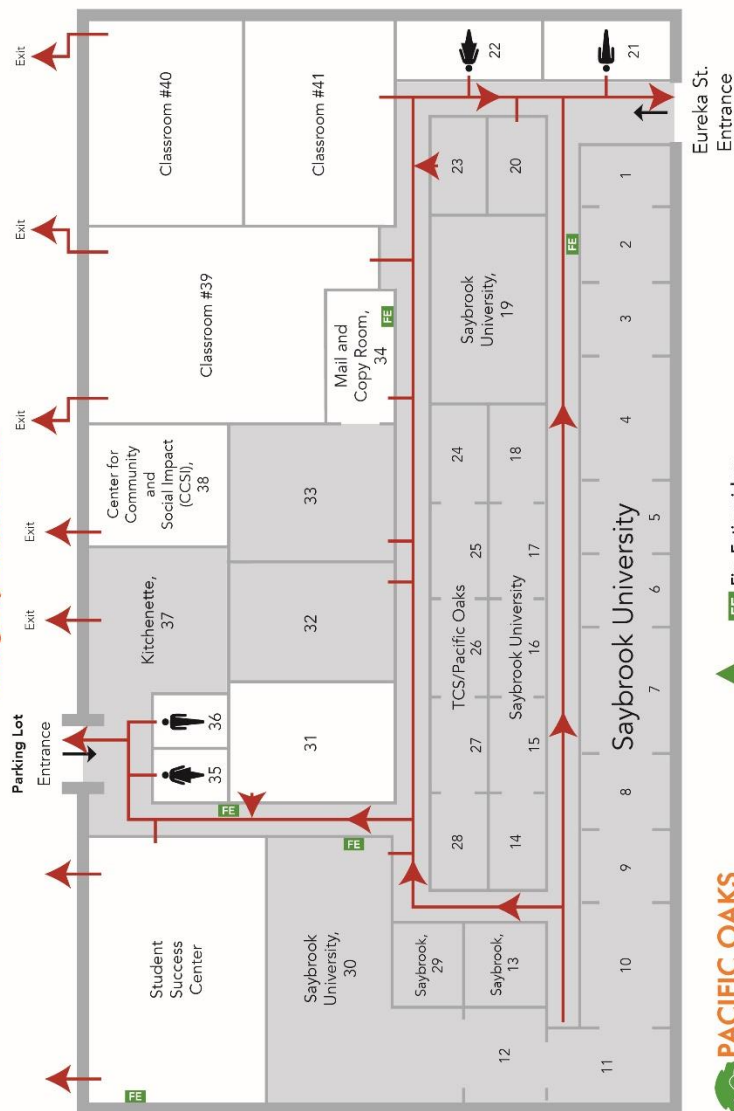
### C. Visually Impaired

People who are visually impaired may need assistance in evacuating. The assistant should offer his/her elbow to the individual with a visual impairment and guide him/her through the evacuation route.





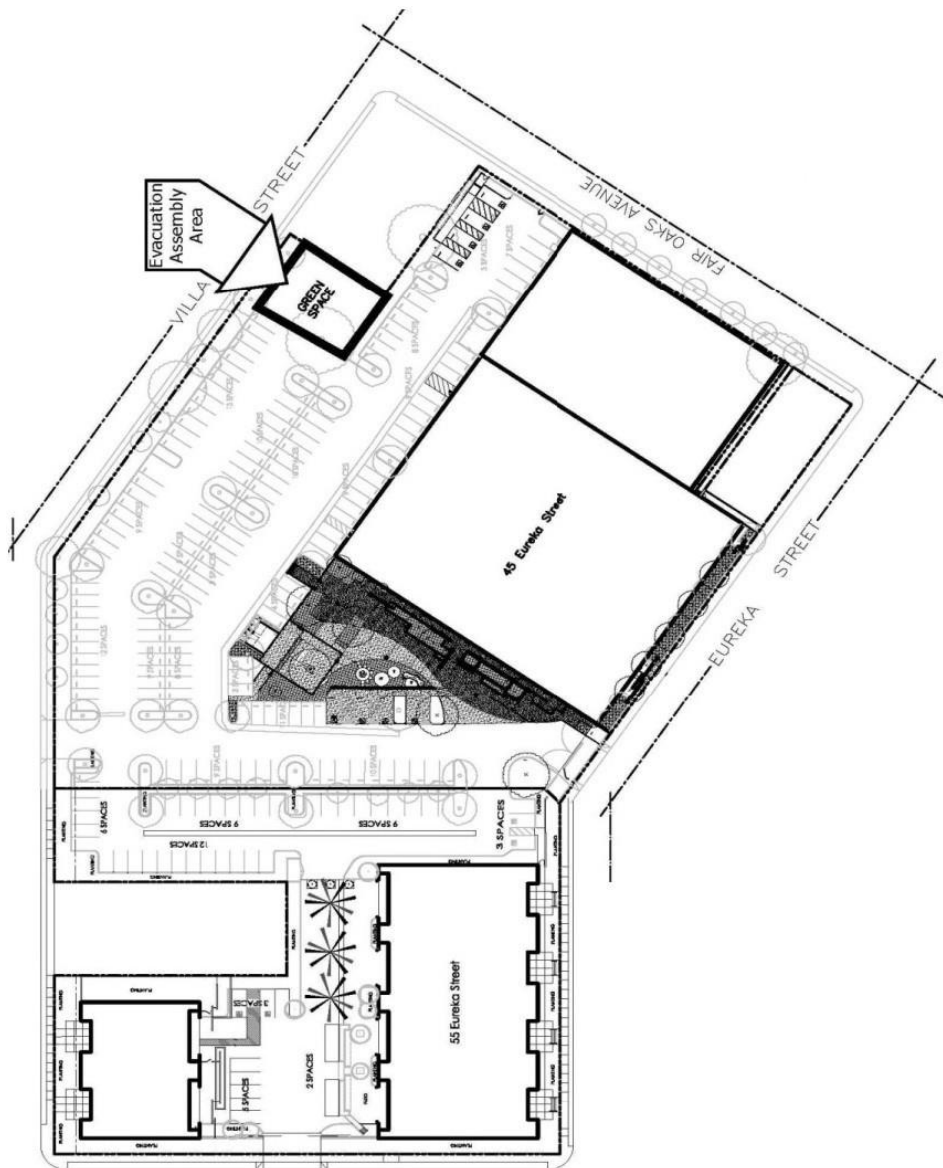
# Pacific Oaks College – 55 Eureka St., Pasadena, CA Campus Map Emergency Evacuation Plan



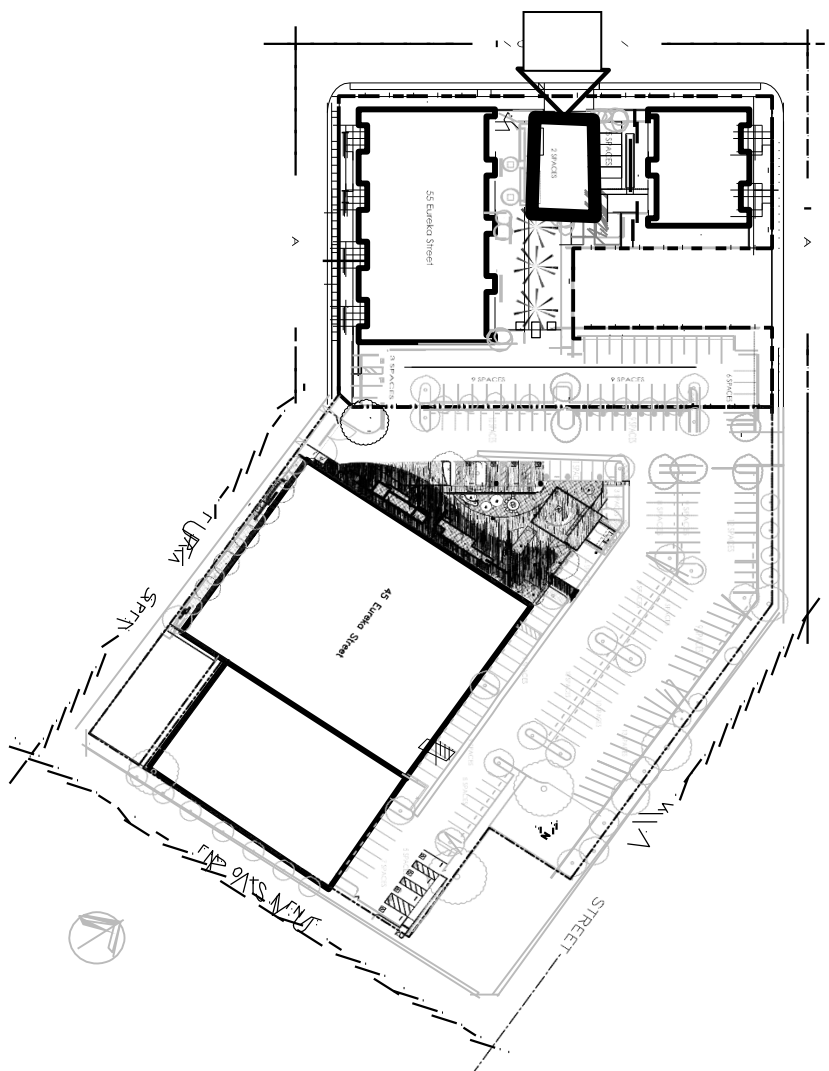
**FE** Fire Extinguisher  
Red Dot marks where you are located

Date Completed - 6/23/2021

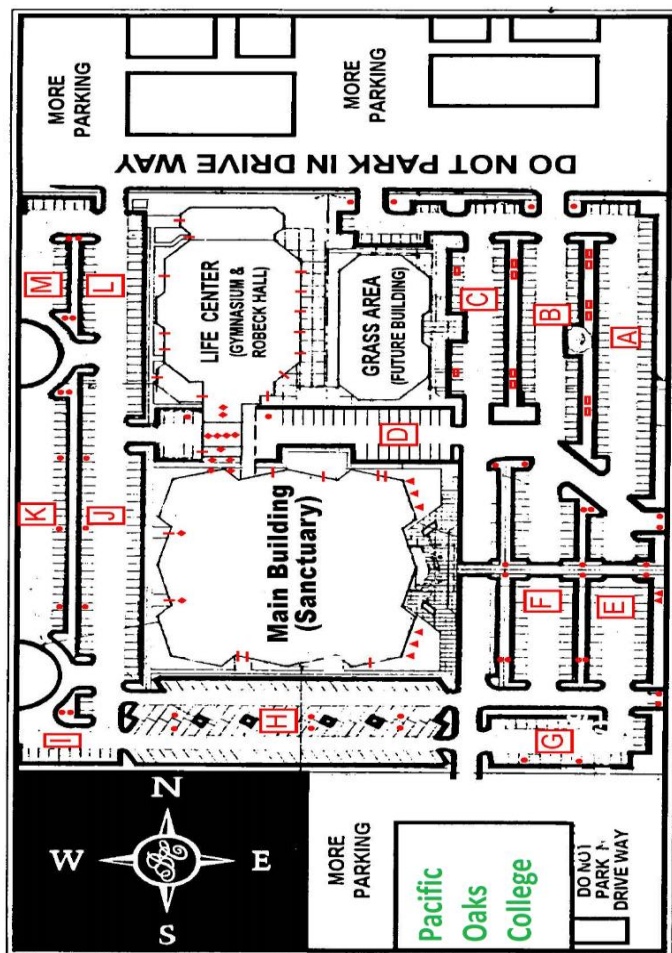
## EVACUATION ASSEMBLY AREA PASADENA – BUILDING 45



# EVACUATION ASSEMBLY AREA PASADENA – BUILDING 55



# EVACUATION ASSEMBLY AREA – SAN JOSE





## POTENTIAL THREATS

### A. FIRE

#### a. If You Are Trapped Inside a Room by Fire

If you hear a fire alarm and you are inside a room, feel the door before opening it. If the door is hot, do not open it. Fire may be in the hallway.

If you must remain inside the room:

1. If a phone is available, contact the Pacific Oaks College (POC) Security Desk at (626) 529-8432, tell them your location and that you need Fire Department assistance to get out. Seal up the bottom of the door with cloth to prevent smoke from entering.
2. If a phone is not available, try to prevent smoke from coming into the room. Put something underneath the opening of the door and the floor. Do what you can to get yourself to an area where people would be able to hear you, or see you, so that they can help facilitate getting you out.
3. If you must have air and windows are available and operable, open the window. Break windows only as a last resort.
4. Signal from the windows to show the Fire Department your location.

#### b. Smoke

Smoke does not necessarily mean there is fire. Smoldering carpet, for instance, will produce great amounts of smoke without a fire. In any case, your prime objective should be to leave your office at the first sign of smoke. Smoke will start to accumulate at the ceiling and work its way down. "Exit" signs may begin to disappear. Smoke is very irritating to eyes and your eyes will automatically close. Lastly, fresh air is at or near the floor level. Get on your hands and knees (or stomach) and stay there as you crawl or make your way out to safety.

#### c. Emergency Exits

It is absolutely critical that you check the location of the nearest exit to your work area. You should also have alternative routes

that will take you to the nearest exit (refer to the MAP OF EMERGENCY EXITS for the location of the exits). Keep in mind, if there is an actual emergency the Fire Department may direct you to use a specific exit. It may be necessary to crawl on your hands and knees to avoid the smoke. Be aware of the landmarks and position of desks and doors at this level. Once you're at the designated safety exit, there are a few additional rules to follow. Before you open or touch a door, test it to see if it's hot. NEVER open a hot door! If doors are normal, then proceed. Once you are through the door, be sure to close it tightly. Doors are an excellent "stop" to smoke and active fire. Some doors have a fire rating up to two hours, which will serve as excellent protection to the occupants on the safe side.

#### d. Strobe Lights

Strobe lights are located throughout the 45 & 55 buildings. When these lights are activated from the fire/life safety system panel, they will flash on and off and are intended to alert the hearing impaired that there is an emergency. The strobe lights are tested annually to ensure they are operating properly.

#### e. Fire Safety Precautions

- ✓ Keep hallway doors closed at all times. Never prop them open
- ✓ Keep corridors and hallways clear at all times so as not to impede fire evacuation.
- ✓ All Pacific Oaks facilities are non-smoking areas. Smoke only in designated outdoor areas.
- ✓ Use of candles or any other open flame within buildings is prohibited.

#### f. False Alarms

False alarms are a problem. The best policy, of course, is to be safe rather than sorry. If you are responsible for a false alarm or know that the fire department was called, notify the Pacific Oaks College (POC) Security Desk at (626) 529-8432 immediately. Your cooperation is appreciated.

### g. Fire Extinguishers

Buildings 45 and 55 have several fire extinguishers located in various locations. These extinguishers can be effectively used on any type of fire within the building. Instructions on how to use the extinguishers are prominently displayed on the front of each extinguisher. Please familiarize yourself with the locations of and usage directions of these extinguishers.

To use a fire extinguisher, remember...

## **P.A.S.S.**

**PULL** ..... Pull pin

**AIM** ..... Aim low and point the hose at the base of the fire

**SQUEEZE**.... Squeeze the handle to release the extinguishing agent

**SWEEP**... Sweep from side to side at the base of the fire until it appears to be out

Only use a fire extinguisher to fight a fire if the following conditions exist:

1. The fire is small (confined in a wastebasket, small piece of equipment, electrical box, etc.).
2. You can fight the fire with your back to an exit.
3. Your extinguisher works properly and you know how to use it.
4. You've been trained to get out quickly if your extinguishing effort is failing.

Do not attempt to fight a fire with a fire extinguisher if:

1. The fire is spreading rapidly.
2. The fire could block your escape route.
3. You are not sure or do not know how to operate an extinguisher.



# HOW TO USE A FIRE EXTINGUISHER

## P A S S



**Pull** the pin  
in the handle



**Aim** the nozzle  
at the base  
of the fire



**Squeeze** the  
lever slowly



**Sweep** from  
side to side

i. Daily Fire Prevention Tips:

Make sure appliances such as coffee makers and toaster ovens are turned off when not in use.

- ✓ If electrical equipment or a fluorescent light is not working properly, or if you smell an unusual odor, disconnect or turn off the light and call the Pacific Oaks College (POC) Security Desk at (626) 529-8432.
- ✓ Leave plenty of space for air to circulate around electric office equipment since it normally gives off heat.
- ✓ Space heaters are a fire hazard and are not allowed in the building. If you have a heating concern, contact the Facilities department.
- ✓ Do not stack materials in closets or storage rooms close to the ceiling so as to obstruct the sprinkler head. Provide
  - a minimum clearance of 18" between the ceiling and sprinkler head.
- ✓ Do not overload electrical plugs or have extension cords running throughout the space where they can be stepped on and do not plug more than one extension cord into another.
- ✓ Do not block exit doors.
- ✓ Do not prop open room doors or allow office suite doors to remain open. Open doors permit the spread of fire and smoke.
- ✓ All aisles leading to an exit must maintain 44" wide path free of obstructions for a safe means of way out

## B. EARTHQUAKE

A major earthquake may cause damage and injury throughout southern California, and create many emergencies on campus. Although College campus buildings have been constructed to resist earthquake shaking, falling objects inside buildings may be a significant hazard.

In the event of a major earthquake that causes strong shaking:

1. Drop, cover, and hold. Protect yourself from falling objects such as light fixtures or bookcases. Stay away from windows. Get under a table or desk, or stay in an area free of falling hazards.
2. If you are in a hallway, drop to the floor and cover your head and neck. If you stand in a doorway, brace yourself against the frame and watch out for a swinging door and other debris. A doorway should only be used if it is in close proximity and is a strongly supported load-bearing doorway. If no cover is near, duck and cover near an interior wall or corner of the building.
3. If outside, move away from structures, power poles, or other possible hazards. Stay in an open area.
4. During the shaking, do not run for exits or attempt to leave the building, since heavy objects may be falling in your path.
5. When the shaking stops, check for injuries to people in the area. Call for medical assistance, and render first aid if required.
6. Check the area for hazards such as building damage, fires, or gas leaks. If the building appears to be unsafe, leave the building, and report any urgent problem.
7. Do not use candles, lighters or matches! There may be gas present.
8. Do not smoke inside the building and be extremely careful where you smoke outside. Flammable materials may have been spilled during the main shock, and an aftershock may cause you to drop your cigarette.
9. If you are trapped, use a flashlight, whistle, or tap on a pipe or wall to signal your position. Avoid kicking up dust. Shout as a last resort. Shouting can cause you to inhale dangerous amounts of dust.
10. Expect aftershocks.

## C. FLOODING

A flood emergency exists if floodwater is uncontrolled and flowing beyond the area where the source of water is normally contained or controlled. Flooding can be a result of building system failures or natural occurrences, such as heavy rain falls. In the event of severe flooding, local authorities, Pacific Oaks College (POC) Security Desk, and the Office/Facilities department should be notified.

Broken water pipes, water leaks and overflowing or clogged drains that do not present an emergency situation should immediately be reported to the Office/Facilities department.

### Floods Due to Building System Failures

If a water leak/flooding occurs, individuals should:

- ✓ Remain calm and evacuate the area.
- ✓ Contact Pacific Oaks College (POC) Security Desk and/or the Facilities department.
- ✓ Use extreme caution and do not use any electrical appliances or outlets near the leak.

Upon investigation of the problem area, Facilities personnel shall notify building management.

## D. SEVERE WINDS

1. Windstorms severe enough to cause damage may occur at infrequent intervals and may be accompanied by heavy rains.
2. At the time of the warning of impending severe winds, property and equipment not properly anchored should be moved inside a building or tied down.
3. Close and secure all windows and doors.
4. The best protection is refuge in a permanent building.
  - a. Evacuation is not prudent.
5. Immediately after cessation of severe winds, buildings will be inspected for damage.

## E. UTILITY FAILURE

In the event of a major failure occurring between 7:30 a.m. and 5:30 p.m., Monday through Friday, immediately notify Pacific Oaks College (POC) Security Desk (626) 529-8432 or the Office/Facilities department.

If there is potential danger to the building occupants, or if the utility failure occurs after 5:30 p.m., notify Pacific Oaks College (POC) Security Desk (626) 529-8432.

During a power outage:

1. Remain calm.
2. Provide assistance to students, visitors, and staff in your immediate area.
3. Turn off computers and unplug electronic equipment to prevent a power surge from damaging equipment when the power comes back on.
4. Evacuate the building if the fire alarm sounds or upon notification by POC Security, an ERT member, or other emergency personnel.
5. Before leaving, secure your files, lock windows and doors, turn off lights, and if time allows for you to do so safely, take your personal belongings.

## F. HAZARDOUS MATERIALS: SPILLS AND FIRE

If a hazardous material spill occurs:

If toxic chemicals come in contact with your skin, immediately flush the affected area with cold clear water for at least 15 minutes.

1. Notify 911, Pacific Oaks College (POC) Security Desk (626) 529-8432 and/or an ERT member.
2. If possible, notify the Pacific Oaks College (POC) Security Desk and/or an ERT member of the extent and location of the spill.
3. If there is any possible danger, evacuate the area immediately.
4. If a chemical fire occurs:
  - a. Remain calm and if time permits, close windows/door in the room where the fire is located. Close the door as you leave and immediately sound the fire alarm.
  - b. Call 911, Pacific Oaks College (POC) Security Desk (626) 529-8432 and/or an ERT member.
5. If the fire is large, smoky, or spreading quickly, leave the building immediately. Inform others in the building who may not have responded to the alarm to leave immediately. The alarm may not sound continuously. Even if the alarm stops, continue to evacuate the building and warn others who may attempt to enter the building. Always evacuate a building
  - a. if the alarm is sounding.
6. Relocate to your designated staging area and stay out of
  - a. the way of emergency personnel. Report to an ERT member and do not return to the building until instructed to do so by emergency personnel.
7. Notify emergency personnel if someone is trapped in the building.
8. Unless you've been trained specially in fighting hazardous material fires, do not attempt to extinguish the fire!

## G. ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, there is no pattern or method to their selection of victims. An active shooter incident is unpredictable and can evolve quickly. It is often over within 10-15 minutes.

If you hear or think you hear gunshots react quickly.

- ✓ If there is an escape path, GET OUT.
- ✓ Evacuate whether others agree to follow.
- ✓ Leave belongings behind.
- ✓ Help others escape, if possible.
- ✓ Prevent others from entering the area.
- ✓ Call 911 when safe to do so.

Provide law enforcement or the 911 operator the following information:

- ✓ Location of the active shooter/s
- ✓ Number of shooters
- ✓ Physical description of shooter/s
- ✓ Number and type of weapons held by the shooter/s
- ✓ Number of potential victims at the location If

evacuation is not possible, HIDE OUT.

If you are in an office or classroom, stay there and secure the door. If you are in a hallway, get into a room and secure the door. Your hiding place should:

- ✓ Be out of the shooter's view
- ✓ Provide protection if shots are fired in your direction
- ✓ Not trap you or restrict your options for movement



Once in a hiding place, KEEP THE SHOOTER OUT:

- Lock the door.
- Blockade the door.
- Silence your cell phone and electronic devices.
- Turn off any source of noise (radios, TV).
- Hide behind large items.
- If there are two or more of you, spread out. Do not huddle together. Quietly develop a plan in the event the shooter enters.
- Remain quiet. Remain calm.
- Dial 911 if able (if you can't speak, leave line

open). How to React to Law Enforcement:

The first responders on the scene are not there to evacuate or tend to the injured. They are there to stop the shooter.

- Remain calm, and follow officers' instructions.
- Put down any items in your hands.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements towards officers.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help; just proceed in the direction from which officers are entering the premises.
- As soon as possible notify family members that you are safe.

## Indicators of Potential Violence:

Individuals typically do not just “snap”, but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be treated. Potentially violent behaviors by an individual may include one or more of the following (this list is not comprehensive, nor is it intended as a mechanism for diagnosing violent tendencies):

- Increased use of alcohol or drugs
- Unexplained increase in absenteeism; vague physical complaints
- Noticeable decrease in attention to appearance and hygiene
- Depression/withdrawal
- Resistance and overreaction to change in policy & procedures
- Repeated violations of POC Campus policies
- Increased severe mood swings
- Noticeably unstable emotional responses
- Explosive outbursts of anger or rage without provocation
- Suicidal comments
- Behavior which is suspect of paranoia
- Increasingly talks of problems at home
- Escalation of domestic problems in the workplace; severe financial problems
- Talk of previous incidents of violence
- Empathy with individuals committing violence
- Increase in unsolicited comments about firearms and other dangerous weapons or violent crimes

If one's actions arouse suspicion or make you feel uncomfortable report your observations and feelings to:

- Pacific Oaks College (POC) Security Desk (626) 529-8432
- Student Services—45, Suite A
- Human Resources—45, Suite C
- Students should report observations to Staff or Faculty
- Employees should report observations to a member of the Senior Management team.

## H. ARMED SUSPECT/HOSTAGE/SHOOTER PROTOCOL

In the event of a campus emergency such as a shooter, a person with a gun or a hostage situation the following security measures should be taken. This is primarily for incidents that originate on campus.

NEVER confront an armed suspect. Retreat to safety and call 911 and Pacific Oaks College (POC) Security Desk (626) 529-8432. Report location of suspect.

POC Security and law enforcement should establish an inner perimeter close to the incident. Report the exact location of the suspect within the building.

Establish an outer perimeter (performed by POC Security and law enforcement). All roads leading into campus must be shut down.

POC Security may request lockdown of campus be executed by the Roaming Captains, AVP Student Services, Facilities Manager, and Building Management.

Activate a campus wide lock down.

- All building exterior doors are to be locked.
- Students are to remain inside the classroom until all cleared.

“All clear” signals may be given by local law enforcement or POC Security. An “all clear” signal may be sent via RAVE as well. No one should leave their lockdown location without specific direction to do so.

## I. BOMB THREAT

### a. Bomb Threat Emergency Procedures

1. If you receive a bomb threat by telephone, here are some helpful things to keep in mind:
2. Remain calm. When the bomb threat is received, the person taking the call must remain calm and obtain as much information as possible.
  - DO NOT put the caller on hold
  - DO NOT attempt to transfer the call
3. The person taking the call should immediately notify another staff person in the office, preferably while the caller is still on the line.
4. Pay attention to the caller and his/her words and speech:
  - Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
  - Is the caller angry, excited, irrational or agitated?
  - Is the caller a man or woman; young, middle aged or old?
  - If you have caller ID, note the phone number of the caller
5. Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc.).
6. It is important to document all that you know and hear. This should include filling out the Bomb Threat Checklist.
7. Call 911 and/or Pacific Oaks College (POC) Security Desk at (626) 529-8432.
8. Do not evacuate until told to do so.

## b. Bomb Threat Checklist

### STAY CALM AND COLLECT ALL THE INFORMATION YOU CAN

1. Name of Call Taker
2. Date and time received
3. How threat was reported (telephone, email, in-person, by mail)?
4. Location threatened
5. Exact words used to make threat

### Questions to Ask the Person Making the Threat:

1. When is the bomb going to explode?
2. Where is the bomb located?
3. What kind of bomb is it?
4. What does it look like?
5. Who placed the bomb?
6. Why was the bomb placed?
7. Where are you calling from?

### Description of Callers Voice:

Young, Old, Accent, Male, Female, Background Noises, Remarks, etc...

Completed by: (your name)

Phone: (your phone number)

## J. DEATH ON CAMPUS

In the event of a campus emergency involving suicide or death, the following security measures should be taken. This is primarily for incidents that originate on campus.

- Dial 9-1-1.
- Contact Pacific Oaks College (POC) Security Desk at (626) 529-8432. Security will then locate and secure the inner perimeter and the crime scene and notify Dean of Student, VP of Academic Affairs, Roaming Captains, Office/Facilities Manager.

### POC Procedures

- EMT Team
  - Lock down incident location.
  - Document facts for law enforcement officers and emergency medical staff, including time of discovery, who discovered, and information about the individual.
  - Document facts collected from law enforcement and emergency personnel.
  - Contact source for counseling services.
  - Maintain calm across campus.
- CMT Team
  - Determine whether to close campus.
  - Contact TCS ES leadership team and maintain communication with System communications team.
  - Identify spokesperson for college.
  - Work with Response team and Communication liaison on a statement about the incident.
  - Be the primary source of all known facts about the event.
- Communication Liaison
  - If order is issued to close campus or cancel classes, contact POC campus community via RAVE or email.

## MEDICAL EMERGENCY

In case of a serious medical emergency:

1. Dial 9-1-1 and follow instructions.
2. Alert POC Security Desk by calling (626) 529-8432.
3. If you are staff, alert your supervisor.

Guidelines for medical emergencies:

- If you are assisting someone in an emergency, stay with the victim. If the victim is conscious, ask what the problem is. If the victim is unconscious, check for breathing and bleeding. Only trained individuals should administer First Aid and/or CPR.
- Keep the victim still, comfortable, and warm.
- Protect the victim from any disturbances.
- Search for emergency identification.
- Wait for emergency personnel to arrive.
- **REMAIN CALM.**

## K. CAMPUS LOCKDOWN

This procedure is used when there is an immediate and imminent threat to the College building population. College staff and students are secured in the rooms they are currently in and no one is allowed to leave until the situation has been contained. This allows the College to secure students and staff in place and remove any innocent bystanders from immediate danger. The buildings' exterior doors are locked by building coordinators. This is most commonly used when a building has an intruder.

Once you receive notification by phone, email and/or text message OR Pacific Oaks personnel, proceed to the nearest room, classroom or go to the closest room that can be locked.

1. Lock the door. Move furniture to barricade the door if possible.
2. Shut the blinds covering the windows.
3. Turn off the lights.
4. Sit/crouch down in areas that are out of sight from doors and windows.
5. Switch your cell phone to "vibrate."
6. Do not open the door for anybody! Remain quiet and calm until campus safety or police arrive and/or you are notified by phone, email, or text message.



## **L. CAMPUS LOCKOUT**

This procedure, allows the normal school day to continue, but curtails outside activity, and allows no unauthorized personnel into the building. This protocol is most commonly used when an incident is occurring outside a College building or off school property.

Steps to implement lockout after possible threat has been identified:

1. Call 911.
2. Call the Pacific Oaks College (POC) Security Desk (626) 529-8432 and announce lockout has been implemented. POC Security will contact a POC Administration member to issue lockout message to be broadcast via Rave Alert System.
3. Anyone in the building capable of doing so should lock and secure all exterior doors and entrances.
4. Anyone in the building should have students who are outside immediately return to school building.
5. An Administrator or ERT Captain allows only AUTHORIZED personnel into building.
6. POC Security and law enforcement will consider using "barricades" to close off driveways and parking lots.
7. Consider modified release of students who must report to work off-campus if safe to do so.

## **M. CAMPUS CLOSURE**

This procedure closes all routes into the College. This is necessary when situations and/or emergencies are endangering the College community and would further expose or endanger the general public if allowed in the area. These types of situations do not allow the school to continue with the normal school day. Movement is not advised but may be allowed under strict supervision. This protocol is most commonly used when an incident is occurring inside College buildings or on school property.

- This protocol is activated under the following circumstances:
- Gas Leak
- Chemical Spill/Biological Disaster
- Explosion
- Natural Disaster

## **SHELTER IN PLACE**

In some unusual situations, it may be necessary to remain inside the building, or “shelter in place,” rather than evacuate. Examples include a civil disturbance, campus shooting, or terrorist incident involving chemical weapons. If you become aware of such situation:

1. Go indoors.
2. Close doors and windows.
3. Move to an interior room away from windows.
4. Stay in place until notified by College officials.

## NOTES

[illegible]

